

Inputs <i>With these resources...</i>	Activities <i>We conduct these activities...</i>	Outputs <i>Which produce these results...</i>	Outcomes <i>The benefits that occur...</i>
<p>Board of Directors: A Board of 11 residents from the service area, a majority of whom consider ISHC their health care home, serve as volunteer leaders</p> <p>Committees: Executive, Finance, Governance, Community Relations, QA</p>	<p>Service Delivery Activities: Internal Medicine and Family Practice Behavioral Health Services Lease agreements with specialists Referrals to UCVH hospitalist and emergency room for acute care Referrals to out of town specialists with follow-up to assure care was received Contractual agreements with local dental service provider and local pharmacy for 340B services Contractual agreement with NH Law Collaborative Community education programs Health Fairs, flu clinics and preventive health screenings Ongoing Quality Assurance and Risk Management Activities Drop In Group Medical Appointments Pain Management Program</p>	<p>Health Care Services: Outreach services Care Management Primary Care Behavioral Health Access Visiting Specialties</p> <ul style="list-style-type: none"> • OB/GYN Access • Urology Access • Podiatry Access <p>Oral Health Family Planning 340B Low Cost Prescription Program School/Sport Physicals</p>	<p>Customer Satisfaction:</p> <ul style="list-style-type: none"> • Annual customer satisfaction surveys result in an average of 95% or greater overall satisfaction.
<p>Staff: Senior Leadership: Chief Executive Officer, Chief Financial Officer, Medical Director and Quality Assurance/Clinical Operations Director. Management Staff: Revenue Cycle, Patient Services, Information Systems and Nursing Managers. Direct Service Providers and Staff: Physicians, Physician Assistants, Nurse Practitioner, Nurses, Clinical and Administrative Support Staff</p>	<p>Consumer Management Activities: Financial Application Assistance NH Healthy Kids Application Site Daily Extended Hours & Saturday Morning Hours 24-Hour on call access to an ISHC provider Effective Electronic Patient Management System Collaboration with North Country Transportation Same campus as hospital/Largest populated community Facility maintenance/enhancement</p>	<p>Community Outreach Services: Community Education and Engagement Legal Services Health Promotion Disease Prevention Financial Assistance</p>	<p>Staff Accomplishment:</p> <ul style="list-style-type: none"> • Staff members are successful within their roles and feel sense of accomplishment • Routine staff surveys result in a majority of positive responses <p>Quality of Care is Delivered:</p> <ul style="list-style-type: none"> • Quality assurance program and peer review is monitored and reported for optimal patient outcomes
<p>Contractual Services:</p> <ul style="list-style-type: none"> • Behavioral Health provided by a Licensed Clinical Social Worker employed by Northern Human Services Community Mental Health Center • Preventive and restorative oral health services provided by a local dentist and hygienist • Low cost optometric care including glasses provided by a local optometrist • Low cost prescription medicines provided by 340B program in partnership with LaPerle's Pharmacy 	<p>Management Activities: Private, State and Federal Grants acquisition and management Competitive Service Delivery Fee Structure Insurance/Payor Contracts Real-time Billing Effective and Managed Collections Process Financial Reporting and Oversight Board of Directors Training/Education Effective Board Committee Structure Clinical and non clinical training Monthly Staff and Provider Meetings Weekly Leadership Meetings Ongoing Collaborative Organizational Meetings Timely Staff Feedback Fair Staff Performance Evaluations Provision of Resources/Tools for job performance Staff Morale Activities Supplemental funding for continuing education Non clinical staff training Fair and Competitive Compensation Federal and State Reviews Membership and Participation in industry associations</p>	<p>Accessibility: Sliding Fee Scale Expansive Hours of Operation Productive Providers Transportation Handicapped Accessibility Location</p>	<p>Social Capital:</p> <ul style="list-style-type: none"> • ISHC outreach program is a significant contributor to community resources providing social capital <p>Sustainability:</p> <ul style="list-style-type: none"> • ISHC maintains the capacity to sustain services • Critical financial indicators are at or above industry standards
<p>Federal, State and private Grants support:</p> <ul style="list-style-type: none"> • Care Management • Outreach • Patient Education • Family Planning • Women's Health Cancer Screenings • HIV testing • Sliding Fee Scale • Pediatric Preventive Services 		<p>Financial Sustainability: Healthy Profit Margin Resilience Flexibility Entrepreneurship Sufficient Cash on-hand Healthy Financial ratios Collaborative Resources Varied Funding Sources</p>	<p>IMPACT STATEMENT <i>Maximize the Quality of Life of Area Residents.</i></p> <p>MISSION STATEMENT Our mission is to provide excellent preventive, acute, and wellness-focused health care to residents within the organization's service area regardless of a patient's ability to pay.</p> <p>We will focus our resources to maximize the quality of life of area residents in a cost-effective and efficient manner.</p>
<p>Collaborative Relationships:</p> <ul style="list-style-type: none"> • Upper Connecticut Valley Hospital • Androscoggin Valley Hospital • Littleton Hospital • Weeks Memorial Hospital • Dartmouth Hitchcock <p>Annual Budget: \$2.6 million</p>		<p>Staff Engagement / Support: Low absenteeism Improved Retention Staff Satisfaction Excellent Customer Service</p> <p>Organizational Oversight: Efficiency Excellent Productivity Effective Board of Directors High Quality Leadership Regulatory Compliance Quality Assurance</p>	<p>INDIAN STREAM HEALTH CENTER</p> <p><i>Strategic Plan</i> ---2009---</p>