

# Central Florida Cares Health System, Inc.

## 2021- 2023 Strategic Plan



### Objectives and key results



Objectives	Key Results
Financial flexibility	Revenues coming from DCF sources increased from ___ in 2021 to ___ in 2023.
Stronger provider network	Increased provider training, gaps and collaboration activities from ___ in 2021 to ___ in 2023.
CFCHS as community leader	NPS score when CFCHS is evaluated by providers, stakeholder, and funders increased from ___ in 2021 to ___ in 2023.
Streamlined operations	Automated CFCHS operations increased from ___ in 2021 to ___ in 2023.
Behavioral health understanding and support	Increased ME media products from \$___ in 2021 to \$___ in 2023.

# Objectives/Key Results

- 1. Financial flexibility:** \*\*March 10, 2021 the Executive Committee voted for CFCHS to identify 2-3 priorities. This objective was discussed at length. CFCHS collaborates with providers and community stakeholders to apply for federal and state funding. The barrier with this objective as written is that CFCHS has no control over the awarding process. Therefore, with board agreement the objective has been re-worded to:

*Apply for state and federal funding from 1 in 2021 to 4 in 2023.*

- 2. Stronger provider network:** Increased provider training, gaps and collaboration activities from 2 in 2021 to 6 in 2023.
- 3. CFCHS as community leader:** \*\*March 10, 2021 the Executive Committee voted for CFCHS to identify 2-3 priorities. This objective was not prioritized, however, CFCHS will explore. The increase funding measure was incorporated into objective #1.
- 4. Streamlined operations:** Automated CFCHS operations increased from 1 in 2021 to 3 in 2023.  
\*\*COVID-19 naturally forced automation and remote work. CFCHS will identify additional automation opportunity for this objective.
- 5. Behavioral health understanding and support:** Increase ME media products from 2 in 2021 to 4 in 2023.