

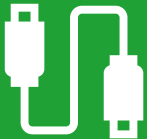






Ozark Center Strategic Plan



2025 - 2030

 S	 U	 C	 C	 E	 S	 S
Factors	Factors	Factors	Factors	Factors	Factors	Factors
<u>Stakeholder</u> Driven	<u>Understanding</u>	<u>Creative</u>	<u>Caring</u>	<u>Exceptional</u>	<u>Service Oriented</u>	<u>Seamless</u>
Workforce	Supportive	Diversified Approaches	Engaged	Evidenced Based	Welcoming	Patient Focused
Referral Sources	Social Trends	Growth & Discovery	Improved Well- being	Safety	Trauma Informed	Coordinated Common
Customers	Demographics		Workflow Efficiency	Value-Based	Person Centered	Purpose
Prioritize our stakeholders.	Understand the individual experience.	Utilize innovative solutions.	Focus on well- being.	Exceed the highest standard.	Enhance our customer experience.	Integrate behavioral and medical healthcare.

S stakeholder Driven



Prioritize our stakeholders.

Create and distribute a stakeholder newsletter quarterly or annual report.

Develop a variety of multimedia methods of sharing client feedback (anecdotal or survey results) within the communities we serve.

Finalize and conduct needs assessment as required by CCBHO standards.

Develop a payroll policy regarding setting wages and market reviews.

Expand autism services to maximize capacity for clients aged 7-21 years through after school and home-based services.

Develop and deploy an evidence-based parent training program for autism clients.



Understanding



Understand the individual experience.

Deploy “Caring Cards” for those hospitalized for psychiatric or general medical.

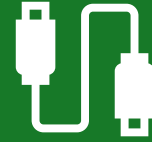
Create survey/focus group on focused on past experience at Ozark Center.

Expand internal governance committee at PATH to include other transition aged youth.

Create client pulse surveys via text and QR code to replace paper surveys.

Improve stakeholder access by evaluating the creation of one business center large enough for all business center functions.





Implement MOConnect 2.0
for Crisis Services.

Create process to
encourage employee
feedback on process
improvement.

Develop tool to identify
bottlenecks and enhance
workflows.

Increase training
opportunities for staff and
decrease expenses of
training by hosting
conferences/workshops
locally.

Develop clinical services
by fully implementing
ELEOS.

Review, identify, and
implement EBP/promising
practice for
aggressive/assaultive child
and adolescent
population.





Improve health of residents at TAR by enhancing physical exercise options.

Create mindfulness stations in all facilities.

Install exercise/well-being track at Hope Spring.

Develop innovative marketing strategies to increase participation in wellbalance program.



Exceptional



Exceed the highest standard.

Start process for behavioral health center of excellence accreditation at Leffen Center.

Seek increased involvement in local organizations providing LPN education by providing nurse representatives on at least two LPN school advisory boards.

Research viable software systems for data entry, storage, and reporting.

Create individual therapist dashboards to monitor performance.

Expand PSB-CBTA to outpatient at Will's Place.



Service Oriented

★★★ Enhance our customer experience.

Create an improved referral process for FHS primary care physicians and pediatricians.

Implement MyHealthPoint 2.0 Enterprise to streamline telehealth options, client surveys, bill pay, screenings, and secure messaging.

Enhance client experience at New Directions by revamping SA101 course to a more comprehensive service.

Finalize TAR renovation project by completing Cottage 3, renovation of the admin building, gymnasium, and school and finalizing the enhanced grounds and outdoor equipment areas.

Decrease the number of visits, the redundancy of questions asked, and the time required to initiate services for clients.

Develop a “warm handoff” system for new clients within the CCP program.

Evaluate utility and fiscal sustainability of the Care Manager Model and Wraparound Services at Hope Springs.



S eamless



Integrate behavioral and medical healthcare.

Explore EMR software options for pharmacy.

Evaluate adding a chapter of Walk With A Doc focused on behavioral health providers.

Ensure APNs at UBS are skilled and experienced at medical examination.

Seek full time primary care physician to see behavioral health clients of the Center.

