



Center for Health Care Quality (CHCQ)

Transformation and Remediation Goal Completion Report

Recommendation	Targeted Goal (considered complete when)
4. Develop and Implement a Strategic Plan Date Completed January 21, 2016	An L&C strategic plan including strategic objectives, measures, targets, and specific initiatives has been developed and communicated throughout the organization. In addition, there must be a plan and a clearly defined process for annual strategic planning.
Executive Summary	The CHCQ Strategic Plan uses the CDPH Performance Management System to address organizational changes needed to improve the overall ability of the program to protect and preserve the California public health. This effort is organized using clearly delineated goals and objectives, evaluated annually, and will guide ongoing infrastructure and institutional change.
Actions, Deliverables, Achievements	<ul style="list-style-type: none"> ➤ Held off-site workshop facilitated by a consultant to develop and implement the CHCQ Strategic Map (Map). Shared the Map with internal and external stakeholders and conducted survey to get feedback. ➤ Reviewed feedback, shared with executive management, and accepted the Map as final. ➤ Created Strategic Map Action Plans (SMAPs) for each Map objective. Each SMAP includes goals, objectives, and measurable targets. ➤ Finalized Strategic Plan, outlining the incorporation of CDPH Quality Performance System and the approved SMAPs. ➤ Posted Strategic Plan to CHCQ Stakeholder Forum website. ➤ Communicated Strategic Plan to all CHCQ staff during the All-Staff meeting along with the goal to identify and incorporate more SMAPs into the plan each year.
Status	The first strategic plan is complete and includes strategic objectives, measures, targets, and its initiatives have been communicated to staff during the last all-staff meeting. Ongoing development of new action plans and updated reports on progress are planned.
Planned Follow Up & Monitoring	<ul style="list-style-type: none"> ➤ Annual evaluation of the strategic plan, SMAPs, and published progress reports. ➤ Ongoing development and implementation of work plans for each SMAP. ➤ Ongoing oversight by CHCQ Steering Committees and new SMAP development. ➤ Continued engagement of employees and stakeholders in implementing and updating the plan.
References	CHCQ Strategic Plan (https://www.cdph.ca.gov/Programs/CHCQ/LCP/CDPH%20Document%20Library/CHCQ_Strategic_Plan_January2016.pdf)