

Fundamentals Map

Key Goals

- A. Achieve the Triple Aim: Better Health, Better Care, Lower Cost
- B. Excellent Customer Experience (Internal & External)
- C. Access to Quality Care
- D. National Leader in Whole-Person Health Transformation
- E. Employer of Choice
- F. Effective Management & Leveraging of Financial Resources
- G. One HCA

Outcomes

- 1. Access to right care, right time, right place
- 2. Improve Quality of Health Care
- 3. Constrain the Rate of Health Care Cost Growth
- 4. Insurance Coverage
- 5. Health System Performance
- 6. Shared Decision Making with Internal & External Partners
- 7. Influencing State & National Policy
- 8. Attract & Retain Quality Employees
- 9. Responsiveness
- 10. Customer Satisfaction
- 11. Accountable Management
- 12. Organizational Excellence & Alignment

Facilitating Access to High Quality Services

Assuring beneficiaries access to healthcare in publicly/employer funded programs (e.g. underserved areas and populations)
Ensuring awareness & fulfillment of rights & responsibilities in publicly/employer funded programs
Certifying, credentialing & enrolling people, providers, programs & employers
Developing, ensuring & reporting on service compliance requirements
Managing customer needs
Helping people access the system
Supporting & educating recipients accessing our services

Purchasing for value

Identifying purchasing needs
Developing formal requirements & requests
Issuing & managing procurement activities
Evaluating & selecting apparently successful bidders or products
Negotiating & executing contract terms
Applying evidence-based purchasing

Improving clinical outcomes & care delivery systems

Ensuring quality of services delivered
Influencing practice transformation
Moving delivery systems focus towards whole-person (e.g. prevention, intervention, health maintenance & recovery)
Measuring & reporting on quality of care
Developing & implementing quality improvement strategies
Developing & ensuring implementation of evidence-based policies across delivery systems & communities
Providing clinical insight & direction
Ensuring new clinical interventions are evaluated for clinical benefit, safety & value

Designing policy & programs

Scanning the environment for opportunities & risks
Conducting policy analysis & research
Developing health care policy
Coordinating consistent benefit design across programs
Rule-making
Operationalizing policies & rules
Innovating programs
Evaluating impact of policies

Engaging our external environment

Responding to & informing Authorizing Environment
Communicating & coordinating with medical leadership of health plans for Medicaid/PEB
Communicating with stakeholders
Communicating with external partners
Engaging legislative process
Responding to information requests
Maintaining government to government relations with tribes
Engaging people with lived experience

Supporting the HCA Workforce

Recruiting, retaining & succession planning
Training & developing staff
Building leadership capability at all levels
Ensuring a comfortable, healthy & safe work environment
Cultivating staff engagement
Continuing to improve & practicing cultural humility
Communicating internally
Optimizing workforce mobility & flexibility
Fostering work-life balance

Supporting integrity & transparency

Setting & communicating standards
Ensuring compliance, performance & service quality
Performing provider enrollment /credentialing
Conducting audits & reviews
Overseeing contract compliance & quality
Utilizing data analytics to ensure program integrity
Identifying & addressing systemic issues
Managing enterprise risk
Implementing & overseeing corrective actions

Supporting decisions with data

Defining data needs & gaps
Acquiring actionable, accurate & available data
Leveraging data resources
Supporting decisions with Business Intelligence
Ensuring data integrity
Developing analytic capacity & competence
Managing data as an asset

Managing Financial Resources

Identifying budget priorities & opportunities
Deploying financing mechanisms (grants, waivers, etc.)
Estimating costs impacts/financial modeling & forecasting
Allocating resources
Processing financial transactions, recoveries & recoupments
Ensuring compliance with state & federal financial rules & regulations
Monitoring financial performance
Reporting financial performance

Managing technology & system resources

Strategizing, designing, building & deploying technology to address business needs
Managing technology assets
Providing secure framework for using technology
Coordinating strategy for enterprise technology & systems
Maximizing the return on investment for technology
Managing operations systems & data

Managing Agency Planning & Performance

Measuring & managing enterprise performance
Planning & deploying strategic initiatives
Incorporating change management practices with agency efforts
Continuously improving processes
Reporting for accountability
Sustaining the management system

Vision
A healthier Washington

Mission
Provide high quality health care through innovative health policies and purchasing strategies.



People First



Diversity & Inclusion

Values



Health Equity



Innovation



Stewardship