



Strategic Plan Updates

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one LCHD STRATEGIC PLAN



ANNUAL ACTION PLANS

2024 Action Plan

FOCUSED



Value-Based Care: Engaged HMA consultants to help identify needs and build foundation to move us towards value-based care. Established committee structure, signed updated MCO agreements, and along with other smaller projects, developed and implemented a Complex Care Management Program and Performance Improvement Committee to improve patient outcomes and decrease ER visits and hospital admissions.

Opioid Prevention: Developed coordinated Agency wide plan (awaiting final approvals)

2024 Action Plan

FOCUSED



People Strategy: Compensation Study completed and implemented, Succession Planning completed and ongoing, Rolled out new Quality Academy, Launched Sim Lab for clinical training, Implemented new policy management system (PowerDMS).

Vacancy Rate continues to decline: Reduced from 24% (21% for full time) in March of 2023 to current rate of 12% overall (9% for full time)

Marketing and Communications Strategy: Draft nearly complete but tabled to complete with new Executive Director.

Facebook follows continue to grow, adding 577 follows in 2024, 42,300 visits to our page, and a reach of 2.7 million!

2024 Accomplishments

Let's Celebrate!



- Customer satisfaction surveys rolled out in EH and Prevention, and process modified to increase collection rate in Behavioral Health and Physical Health
- Exposure to hazard tracking in EH – Failed septic systems and foodborne illness
- Uber Health implemented June 2024 to make getting to appointments easier for patients and reduce no show rate: 542 Uber Health Rides June-December 2024
- CHW advocacy and support integrated into care model
- Physical Health wait list reduced from 4,852 to 1,687
- Earned Silver HRSA Quality Badge
- Behavioral Health implemented tailored expanded orientation for BH staff
- 988 and Mobile Response answer rate is a leader in the State

2025 Action Plan Priorities

Projects, Challenges, and On the Radar



Opioid Response

People Strategy:
Focus on Provider
Recruitment and
Retention

Transforming our
Care Model:
Value Based Care

Quality:
Improving processes,
Impacting lives, and
telling the stories

2025 Action Plan Priorities

Projects, Challenges, and On the Radar

Challenges:

- Sustaining funding to assure core public health services (and everything we do)
- Vaccine hesitancy on the rise
- State level changes to maternal and child health
- Collaboration across Physical Health, Dental and Prevention and BH to address challenges of shifting HRSA standards

On the Radar:

- Lead Level thresholds dropping in January – workload increasing
- Next Community Health Assessment (CHA) kicks off in April
- Employee Engagement Survey in August
- Vector borne illness on the rise
- FQHC 30 Year Anniversary September 2025!!!



LakeCounty

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