

Theme 1: “Identity” and service delivery model of the Smith Medical Clinic (modified 9/25)

Goal #1: To clearly articulate and communicate SMC’s “identity” and service delivery model – a “hybrid” model that focuses on a temporary “medical home”ⁱ for uninsured residents of Georgetown County, but also includes acute care and some specialty care. As patients return to work and are able to access affordable health insurance, or become eligible for Medicare, they are no longer be served by SMC.

Goal #2: Continue to work toward the development of a comprehensive medical home model which is characterized by six key elements: patient-centered access to care; performance measurement and quality improvement; population health management (age/gender appropriate care); care management and support; team-based care; and care coordination and transition.

Goal #3: Identify and implement opportunities to provide chronic disease management, lifestyle change education, and prevention services to patients, with a particular focus on the most common chronic diseases- hypertension, diabetes, and high cholesterol. The goal of chronic disease management is to enhance the wellbeing of patients and prevent acute healthcare episodes that increase the number of visits to the clinic and hospital emergency departments. Particular consideration should be given to weight management, nutrition and healthy eating.

Goal #4: Explore an “upstream” role for SMC and the Board to be more involved in community planning and policy development that impacts the health and well-being of its patients and its service delivery model.

Theme 2: Space/Location

Goal #1: SMC has the right space to support its patient-centered model.

Theme 3: Volunteers

Goal #1: Ensure clarity internally and externally about staffing needs of the clinic for current and expanded operation, including innovative treatment and prevention services.

Goal #2: All volunteers receive appropriate orientation, training and reference materials required to perform effectively and maintain the desired clinic culture.

Goal #3: Volunteers feel that their skills are appropriately utilized and that their service is appreciated.

Theme 4: Communication and Public Relations

Theme 5: Collaboration and Community Partnerships

Goal #1: Provide the right mix of additional services that optimize patient outcomes.

Goal #2: Smith Medical Clinic is an active and engaged partner in key community discussions regarding health care delivery for this population.

Goal #3: There is shared understanding of the expectations in each collaborative relationship and a method to measure the value of each collaboration.

Goal #4: Ensure that our target population receives accurate, timely information about accessing health care services through Smith Medical Clinic.

Theme 6: Infrastructure/Systems

Goal #1: SMC will transition to EMRs while providing support for all providers regardless of EMR attitude.

Goal #2: Develop and formally communicate protocols for most common chronic diseases seen at clinic including suggested medication and medication sources. Diabetes, hypertension, hyperlipidemia, depression.

Goal #3: Improve usefulness of donor and potential donor database. (Possibly combine with sustainability.)

Goal #4: Move towards timed appointments for both efficiency and patient-centric focus by improving patient no-show rate.

Theme 7: Sustainability

Goal #1: SMC has a diversified, coordinated fundraising strategy.

Goal #2: Ensure ongoing and effective donor/grantor communications.

Goal #3: Existing and potential donors/grantors are aware of the needs and wish list of Smith Medical Clinic to meet prioritized patient needs.

Goal #4: Patient Partners (or a similar annual giving program) generates 50% of the clinic operating budget.

Goal #5: Clinic operates in accordance with financial guidelines.

Theme 8- Governance and Leadership *(renamed from Assuring Continuous Leadership)*

Goal #1: To reorganize the Smith Medical Clinic Board of Directors.

Goal # 2: To develop a plan for Board Development.

Goal #3: To develop a protocol for assuring continuous leadership

Goal # 4: To develop a Manual for Governance of Smith Medical Clinic.

Goal #5: To understand SMC's advocacy role in community health care.

THEME 9: Patient Responsibility and Roles

Goal #1: Find ways of involving patients in the process of their healthcare without denying anyone care, discouraging clinic use, or isolating certain groups.

Goal #2: Further involve patients in the running of Smith Medical Clinic.

ⁱ Medical home: Primary care provider with the systems necessary to provide care coordination, as well as preventive care/screenings. SMC is an "aspiring medical home" because it does not have all the elements in place.