

ACME Clinic One Year Operational Plan - Finalized 8/27/20XX							
Goal	Domain	Primary Accountable	Co-Accountable	Additional Resources	Additional Resources	Date Due	Notes
Define Day Rate by location	Financial Management	Mark		Sarah	Amy	5/1/20XX	18 patients per day is break even for the doc to get to bonus - will calculate for year end
Demonstrate ROI on PA hire	Financial Management	Amy		Jon		9/24/20XX	Not going to do this.
Analyze and review opportunity for Certified Professional Coder staff position	HR	Jon		Executive Committee		9/30/20XX	Done
Leadership team is scheduled for 3 meetings per year with owners to discuss Ops Plan	HR	Jon		Matt		9/30/20XX	Dec 'XX, April, August, Dec 'XX
Review medical records release workflows	Operations Management	Seth				9/30/20XX	All being sent via EMR (Jennifer processing now?)
Implement plan for ACME Clinic location #3: marketing, physician coverage, sub-lease	Patient-Centered Care	Sarah		Courtney		9/30/20XX	
Post signs in exam rooms welcoming New Patients	Patient-Centered Care	Jennifer	Mandy	Darla	Mark	5/1/20XX	Ordering frames
Identify quality metrics by disease state	Patient-Centered Care	Amy		Matt		5/1/20XX	
Schedule annual coding/chart review by auditor	Risk and Compliance Management	Jon				9/30/20XX	Done?
Ensure PCI compliance	Risk and Compliance Management	Matt		IT vendor		5/1/20XX	Amy giving vendor notice
Training and development plan launched for leadership team	HR	Darla		Jennifer		5/1/20XX	Initial meeting on 11/8/XX - like to attend MGMA next Fall
Increase Per Visit Value by 10% over previous 4 quarters	Financial Management	Physicians		Jon		5/1/20XX	Measured
Implement policy for responding to adverse events	Risk and Compliance Management	Amy		Executive Committee		5/1/20XX	
Implement regular reviews of Site Standards - 1x per year per location	Patient-Centered Care	Sarah				5/1/20XX	
Develop patient safety culture of empowerment, ownership and empathy	Risk and Compliance Management	Amy		Jennifer		5/1/20XX	Quarterly visit / field trip - how MA's can be comfortable asking doctors questions - next Staff Meeting
Identify referral sources and deepen relationships	Patient-Centered Care	Carla		Executive Committee		4/1/20XX	Jon to invite Carla to next EC
Implement Thank You notes and Starbucks cards for patients who frequently refer New Pts.	Patient-Centered Care	Mark				5/1/20XX	Next Doctors' Meeting agenda
Revise A/R and A/P processes - combine revenue to share overhead and define expense allocations - get rid of disbursement account	Financial Management	Mark				3/31/20XX	In process
Develop budget and review monthly and annually	Financial Management	Executive Committee		Jon		6/1/20XX	
Implement financial audit processes across organization	Financial Management	Mark		Leadership Team		6/1/20XX	

Employee incentive compensation plan identified and implemented	HR	Jennifer		Sarah		12/31/20XX	Reviewed Dashboard and LT is working on incentive plans to implement and measure in January
Provider compensation plan review	HR	Executive Committee				10/1/20XX	Do we adjust the second tier %?
Ensure completion of IT Annual Security Risk Analysis	Operations Management	Amy		Darla		5/1/20XX	Amy to talk to IT vendor
Provider Employment Agreements updated and include performance expectations	Organizational Governance	Executive Committee				12/31/20XX	
Ensure facility licenses and accreditations are current	Risk and Compliance Management	Matt				12/31/20XX	
Standardize vendors across locations (medical and office supplies)	Financial Management	Seth	Mandy	Sarah	Tanya	3/31/20XX	70% complete as of 12/5/XX - will do audit of office supplies with GPO
Physician recruitment plan in place	HR	Executive Committee		Jennifer		1/31/20XX	
Ensure efficient operation of call and benefits centers	HR	Jennifer		Seth	Tanya	5/1/20XX	
Mission/Vision/Values developed and shared with employees and patients	Organizational Governance	Jennifer		Mandy A		5/1/20XX	Do signs for each clinic
Implement quarterly provider peer review	Operations Management	Executive Committee				5/31/20XX	Next Doctors' Meeting agenda - Matt to pull 2 charts notes from each provider and route to EC
Mission/Vision/Values posted on website and clinic lobbies, marketing materials, EE handbook	Organizational Governance	Jennifer		Leadership Team		5/1/20XX	Jon to email to Amy
Develop manuals, training, workflows by position	Operations Management	Jennifer		Leadership Team		6/30/20XX	Big progress here!
Develop culture of continuous improvement: PDSA (Plan, Do, Study, Act)	Operations Management	Jon		Darla	Leadership Team	6/30/20XX	
Fully implement shared overhead plan	Financial Management	Mark				DONE	
Provider code of conduct written and implemented	Organizational Governance					DONE	