

Fundamentals Map



FOUNDATIONS

KEY GOALS

CORE PROCESSES

SUB PROCESSES

PROCESS OWNERS

PROCESS MEASURES

OUTCOMES

OUTCOME OWNERS

OUTCOME MEASURES

- Achieve the Triple Aim: Better Health, Better Care, Lower Cost
- A National Leader in Health Care Transformation
- Access to Quality Care
- Employer of Choice
- Trusted Stewards of Public Resources
- Effective Enterprise Leadership & Alignment
- Excellent Customer Experience (Internal & External)

CP 1 Facilitating Access to High Quality Services	CP 2 Purchasing for Value	CP 3 Improving Clinical Outcomes & Care Delivery Systems	CP 4 Designing Policy & Programs	CP 5 Engaging Our External Environment	CP 6 Supporting the HCA Workforce	CP 7 Supporting Integrity & Transparency	CP 8 Supporting Decisions with Data	CP 9 Managing Financial Resources	CP 10 Managing Technology & Systems Resources	CP 11 Managing Agency Planning & Performance
1.1. Ensuring beneficiaries access to healthcare in publicly/employer funded programs 1.2. Ensuring awareness and fulfillment of rights and responsibilities in publicly/employer funded programs 1.3. Certifying, credentialing and enrolling people, providers, programs and employers 1.4. Developing, assuring and reporting on service compliance requirements 1.5. Managing customer needs 1.6. Helping people access the system 1.7. Supporting and educating recipients accessing our services 1.8. Providing human touch	2.1. Identifying purchasing needs 2.2. Developing formal requirements and requests 2.3. Issuing and managing procurement activities 2.4. Evaluating and selecting apparently successful bidders or products 2.5. Negotiating contract terms 2.6. Executing contract terms 2.7. Applying evidence-based purchasing	3.1. Assuring quality of services delivered 3.2. Influencing practice transformation 3.3. Measuring and reporting on quality of care 3.4. Developing and implementing quality improvement strategies 3.5. Developing, coordinating and assuring implementation of evidence-based clinical policies across delivery systems 3.6. Providing clinical insight and direction 3.7. Assuring new clinical interventions are evaluated for clinical benefit, safety and value	4.1. Scanning the environment for opportunities & risks 4.2. Conducting policy analysis and research 4.3. Developing health care policy 4.4. Rule-making 4.5. Operationalizing policies & rules 4.6. Innovating 4.7. Evaluating impact of policies	5.1. Responding to and Informing Authorizing Environment 5.2. Communicating and Coordinating with Medical Leadership of Health Plans for Medicaid/PEB 5.3. Communicating with Stakeholders 5.4. Communicating with External Partners 5.5. Engaging Legislative Process 5.6. Responding to information requests 5.7. Maintaining government to government relations with tribes	6.1. Recruiting, retaining & succession planning 6.2. Training & developing staff 6.3. Developing successful leaders 6.4. Developing and supporting staff accountability 6.5. Ensuring a comfortable, healthy & safe work environment 6.6. Ensuring full & appropriate staff engagement 6.7. Continuing to improve & practicing cultural & linguistic competencies 6.8. Communicating internally	7.1. Setting and communicating standards 7.2. Assuring compliance, performance and service quality 7.3. Performing provider enrollment /credentialing 7.4. Conducting audits and reviews 7.5. Overseeing contract compliance and quality 7.6. Utilizing data analytics to assure program integrity 7.7. Identifying and addressing systemic issues 7.8. Managing enterprise risk 7.9. Implementing and overseeing corrective actions	8.1. Defining data needs and gaps 8.2. Acquiring actionable, accurate and available data 8.3. Leveraging data resources 8.4. Supporting decisions with Business Intelligence 8.5. Ensuring data integrity 8.6. Developing analytic capacity and competence 8.7. Managing data as an asset	9.1. Identifying budget priorities and opportunities 9.2. Deploying financing mechanisms (grants, waivers, etc.) 9.3. Estimating costs impacts/financial modeling and forecasting 9.4. Allocating resources 9.5. Processing financial transactions, recoveries and recoupments 9.6. Assuring compliance with state and federal financial rules and regulations 9.7. Monitoring financial performance 9.8. Reporting financial performance	10.1. Strategizing, designing, building and deploying technology to address business needs 10.2. Managing technology assets 10.3. Providing secure framework for using technology 10.4. Coordinating strategy for enterprise technology and systems 10.5. Maximizing the return on investment for technology 10.6. Managing operations systems and data	11.1. Measuring & managing enterprise performance 11.2. Planning and Deploying Strategic Initiatives 11.3. Continuously Improving Processes 11.4. Reporting for Accountability 11.5. Sustaining the Management System
Preston Cody	Steve Dotson	Laura Zaichkin	Annette Schuffenhauer	Amy Blondin (a/b) David Iseminger (c)	David Iseminger	Cathie Ott	Taylor Linke	Megan Atkinson	Jody Costello	Kari Karch
a. Calls Answered b. Average Speed to Answer c. Network Adequacy	b. After-the-Fact Contracts	a. Required Clinical Outcome Measures b. Clinical Policy Implementation	a. Timely Renewals b. Timely Filing c. Innovation Implementation	a. Informing External Environment b. Web Interaction c. Timeliness of Legislative Reports	a. Phase I & II PDP's Completed b. Recruitment c. Training Compliance	a. MAGI Attestation Risk Level c. Audit Resolution	a. Decision Support Maturity b. AIM QA	a. Managing Financial Resources b. Timely Monthly Reporting	a. Service Level Agreements b. Project Launches	a. Process Improvement (Lean) b. Project Charter Adoption c. Agency Measure Activation d. Divisional QTRs

O 1 Access to right care, right time, right place	O 2 Improve Quality of Health Care	O 3 Constrain the Rate of Health Care Cost Growth	O 4 Insurance Coverage	O 5 Health System Performance	O 6 Shared Decision Making with Internal & External Partners	O 7 Influencing State & National Policy	O 8 Attract & Retain Quality Employees	O 9 Responsiveness	O 10 Customer Satisfaction	O 11 Accountable Management	O 12 Organizational Excellence & Alignment
MaryAnne Lindeblad	Dan Lessler	Carl Yanagida	Mary Fliss	Charissa Fotinos	Sue Birch	Mich'I Needham	Robert Bouffard	Tamarra Henshaw	Mary Wood	Lynda Karseboom	Lou McDermott
a. Well-Child Visit Rate b. Consumer Health Care Experience d. 1st Trimester Prenatal Care (RW 4.1.1.a)	b. Diabetes Care - Eye Exams c. Appropriate ED Utilization d. Unwarranted Practice Variation (RW 4.1.1.c)	a. WA State Cost Compared to National Per Capita (RW 4.1.3a)	a. Rate of Uninsured (RW 4.1.3) b. Personal Care Provider (RW 4.1.3.c)	a. Access to Buprenorphine Medication Assisted Therapy	a. Engagement	a. Healthier WA : Integration Success b. Healthier WA: Value-Based Purchasing	a. Turnover	a. Resolution of Customer Requests: HR, Facilities, Finance b. HCA's "Goodwill" Value	a. Quality Interaction b. Account Accuracy Rate	a. Leadership Accountability	a. Org Assessment b. Project Management c. Employee Survey Results