



## 2024 Ohio Association for Healthcare Quality Strategic Plan

Last Updated February 12, 2024

The OAHQ mission is to improve the delivery of healthcare by advancing the theory and practice of quality management by supporting the professional growth and development of healthcare professionals.

	<b>Strategies</b>	<b>Objectives</b>	<b>Key Results</b>	<b>Initiatives/Projects [Owner]</b>
<b>1.0.0.0</b>	Continue to deliver continuing education relevant to healthcare quality	1.1.0 Identify speakers and shepherd them through the NAHQ approval and HQC processes for all of 2024 and 1Q2025	1.1.1 A speaker will be identified and listed on Google Drive for every quarter by March 15, 2024. 1.1.2 A speaker will be identified and listed on Google Drive for 1Q2025 by September 30, 2024. 1.1.3 Board agenda topics will include identifying and listing speakers a minimum of 2 quarters in advance on a rolling year basis by April 15, 2024.	Update standing agenda items to include identifying speakers for future quarters. [Jason Fisher]  Additional facilitators: Michele Huff, Theresa Wnek, Jason Fisher
<b>2.0.0.0</b>	Strengthen the organizational foundation	2.1.0 Create financial statements quarterly and annually 2.2.0 Map current processes 2.3.0 Organize all current vendors and expenses 2.4.0 Investigate opportunities for the	2.1.1 Publish a balance sheet by March 30, 2024. 2.1.2 Publish an income statement by March 30, 2024. 2.1.3 Publish a cash flow statement by March 30, 2024.	Create financial statements identify any software if needed. [Michelle Schill]  Draft flow charts. [Jason Fisher]



**2024 Ohio Association for Healthcare Quality Strategic Plan**  
 Last Updated February 12, 2024

		<p>best interest yields and banking relationships</p>	<p>2.2.1 Build a flow chart of how members join/renew by March 30, 2024 saved to Google Drive.</p> <p>2.2.2 Build a flow chart of continuing education process by April 30, 2024 saved to Google Drive.</p> <p>2.3.0 Create a table of all vendors, contact information, and expense outlays by March 15, 2024 saved to Google Drive.</p> <p>2.3.1 Create a Google Drive folder and place all vendor agreements and contracts in this folder by March 30, 2024.</p> <p>2.3.2 Create a Google Drive folder for, and download all bank statements for the past 12 months by March 30, 2024.</p> <p>2.3.3 Create a Google Drive folder for and place all past available tax returns PDFs by March 30, 2024.</p> <p>2.3.4 Ensure current year tax return PDF is in the tax</p>	<p>Create vendor table. [Michelle Schill]</p> <p>Create Google Drive folders and download financial statements, tax returns, vendor agreements/contracts, and audit results. [Michelle Schill]</p> <p>Create a list of financial institutions, interest yields, and other selection criteria. [Michelle Schill]</p>
--	--	---	--	---



**2024 Ohio Association for Healthcare Quality Strategic Plan**  
 Last Updated February 12, 2024

			<p>return folder by April 15, 2024.</p> <p>2.3.5 Audit report and related materials are placed on Google Drive by March 30, 2024.</p> <p>2.4.1 Create a list of financial institutions, interest yields, and other selection criteria by September 30, 2024.</p>	
<b>3.0.0.0</b>	Understand organizational strengths, opportunities, weaknesses, and threats (SWOT)	<p>3.1.0 Create a business plan with a SWOT analysis</p> <p>3.2.0 Survey members on how OAHQ can provide the most value</p>	<p>3.1.1 Create a business plan outline by February 29, 2024.</p> <p>3.1.2 Fill in one section of the business plan per week until complete no later than March 30, 2024.</p> <p>3.1.3 Present business plan to board at April 15, 2024 meeting.</p> <p>3.2.1 Develop draft survey questions by April 30, 2024.</p> <p>3.2.2 Present draft survey questions to the board by May 20, 2024.</p>	<p>Create and present a business plan. [Jason Fisher]</p> <p>Draft, present, and implement member survey. [Jason]</p>



**2024 Ohio Association for Healthcare Quality Strategic Plan**  
 Last Updated February 12, 2024

			<p>3.2.3 Implement survey on June 1, 2024 and collect data for 30 days.</p> <p>3.2.4 Analyze and prepare presentation of results by July 30, 2024.</p> <p>3.2.5 Present survey results at August 19, 2024 board meeting.</p>	
<b>4.0.0.0</b>	Position OAHQ for focusing on membership growth and retention	<p>4.1.0 Implement a marketing plan</p> <p>4.2.0 Measure retention rates</p> <p>4.3.0 Measure membership growth</p> <p>4.4.0 Collaborate with HQC members to measure and share membership and retention numbers</p>	<p>4.1.1 Draft a marketing plan by September 30, 2024</p> <p>4.1.2 Present marketing plan at October 21, 2024 board meeting.</p> <p>4.1.3 Acquire needed tools and resources for driving marketing and growth by October 30, 2024.</p> <p>4.2.1 Define a member retention measure by September 30, 2024.</p> <p>4.2.2 Develop a way to measure retention by September 30, 2024.</p> <p>4.3.1 Define a membership growth measure by September 30, 2024.</p>	<p>Draft, present, and implement a marketing plan. [Jason Fisher]</p> <p>Define measures for retention rates and membership growth. [Michele Huff]</p> <p>Implement measurement of member retention and growth. [Michele Huff]</p> <p>Create a spreadsheet and present proposal to HQC on sharing member retention and growth</p>



## 2024 Ohio Association for Healthcare Quality Strategic Plan

Last Updated February 12, 2024

			<p>4.3.2 Develop a way to measure membership growth by September 30, 2024.</p> <p>4.4.1 Create/modify a Google Drive spreadsheet for sharing membership growth and retention data among HQC members by October 30, 2024.</p> <p>4.4.2 Present data sharing proposal with HQC members by November 30, 2024.</p>	<p>data. [Jason Fisher, Michele Huff]</p>
--	--	--	--	---