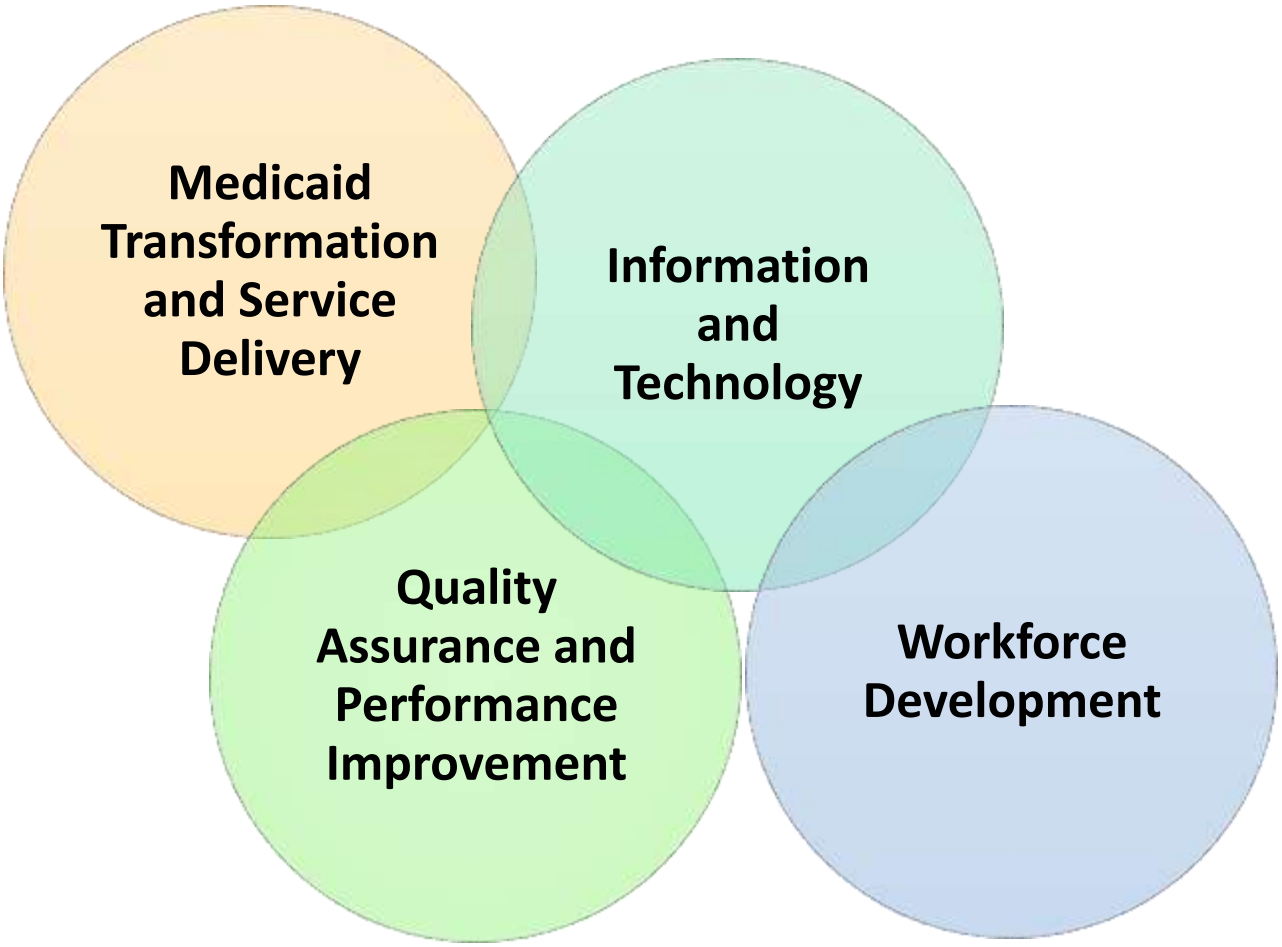
COMSERV, INC.

STRATEGIC PLAN 2024-2027



GOALS

Medicaid Transformation and Service Delivery

- Evaluate and restructure services as Medicaid Transformation dictates.
- Ensure services are integrated, comprehensive and outcome based.
- Develop, expand and diversify services to meet the needs of individuals in our communities.

Information and Technology

- Complete transition to fully functional electronic health record (EHR).
- Implement EHR exchange of information including necessary data platforms. (HIE)
- Transform data collection and billing to evolving value-based payment systems.
- Enhance ability to track clinical quality outcome measures (DDO).
- Provide a secure, stable, yet flexible IT environment for the company.
- Develop and implement a records retention/disposition process as guidance for the storage and disposition of all records and/or documents (electronic and hard copy).

Quality Assurance and Performance Improvement

- Incorporate population health programs targeted to improve the health/quality of life of individuals served and meet established health outcomes.
- Address *Social Determinates of Health* and appropriateness of care through screening, admissions and PCP process.
- Increase/expand meaningful community integration of the individual served.
- Enhance self-governance efforts and obtain more individual participation on committees as appropriate.

Workforce Development

- Enhance efforts to recruit and retain staff. Focus on new high school graduates.
- Increase supervisory engagement.
- Increase the use of reporting and automation.
- Enhance training for staff.
- Continue to enhance communications between staff.
- Determine if state sponsored training initiative is viable.