

IAHC FY 2013 Annual Plan Metrics

People/Membership-Recruit & Retain engaged shapers of Home Health Experts who focus on high clinical outcomes and fiscal responsibility of health care dollars.

- Increase membership engagement by 5% in FY 2013
- Improve membership satisfaction by 5% in FY 13

Service-Meet or Exceed the needs of our members through Advocacy, Education and Innovation

- Increase members utilizing educational offerings by 5% in FY 13
- Increase number of members attending Day on the Hill event by 10% in FY 13

Quality-Support the membership to meet or exceed national quality or industry patient-centered outcome measures

- Complete Iowa Home Health Care Standards of Practice in FY 13
- Create Home Health Licensure Proposal in FY 13

Financial-Ensure Financial viability through a culture of financial discipline.

- Meet or exceed FY 13 Operating Budget
- Retain >80% of Provider members, >75% of Associate members; Increase sponsorship dollars in FY 13
- Develop Annual Report

Growth-Achieve a high volume of home health stakeholders

- Maintain or increase stakeholder integration opportunities in FY 13