

IAHC FY 2012 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.

- Create a system to measure engagement in FY 12 - district meetings, committee meetings, DOH, Annual Conference
- Develop a membership satisfaction survey in FY 12 - baseline assessment
- Develop one membership rewards program in FY 12

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

- Launch new IAHC Legislative Action Network site in FY 12
- Develop a tracking database and report on percentage of members utilizing educational offerings by type (onsite, webinar) in FY 12
- Develop a tracking database and report on Industry Trends impacting Iowa Home Health Providers in FY 12

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

- Form a subcommittee of Iowa Home Health Care Leaders to develop Iowa's Home Health Standards of Practice in FY 12
- Develop educational offering to support implementation of Iowa's Home Health Standards of Practice in FY 12
- Develop "Reports" site on IAHC websites with a minimum of 3 tools/reports for Home Health Providers in FY 12

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

- Meet or exceed FY 12 Operating Budget
- Retain >80% of Provider members, >75% of Associate members; Increase sponsorship dollars by a minimum of 10% in FY 12
- Develop and distribute Annual Report

Growth-Achieve a high volume of home health stakeholders

- Develop a stakeholder definition document
- Identify list of stakeholder integration opportunities
- Implement a minimum of one new stakeholder integration in FY 12