

## Clinical Goals

1. **Preventive care: Mammogram Completion.** By December 2020, 65% of women recommended to have a completed mammogram will have documentation of screening.
2. **Behavioral health: Depression Screening, Treatment, & Remission.** By August 2020, 85% of clients over 12 years of age will be screened for depression using a validated tool. By December 2020, 10% of adults diagnosed with major depression or dysthymia who scored positively on an initial PHQ-9 (>9) will demonstrate remission at 6 months (PHQ <5).
3. **Infectious Disease: Flu Immunization.** By March 31, 2020, 45% of eligible clients will have documentation of flu vaccine administration.

## Population Health and Social Determinants of Health Goals

4. **Medication Adherence:** By December 2020, 80% of eligible clients will be screened for medication adherence barriers using a validated tool.
5. **Food Insecurity:** By December 2020, 90% of clients who identify as having food insecurity on the PREPARE tool will be connected to Case Management.

## Client & Staff Engagement Goals

6. **Provider Communication:** By December 2020, 85% of clients will respond “always” on Client Experience Survey questions relating to good provider communication.
7. **Joy in Work:** By December 2020, the agency’s level of Joy in Work will improve by 20%.

## Client Safety Goals

8. **Medication Administration:** By June 2020, Medication Errors will decrease by 20%.

## Clinical Operations Goals

9. **Phone Access:** By December 2020, 80% of calls will be answered by a human and 80% of voicemails will be returned within 1 business day.