

OHIO MEDICAL TRANSPORTATION BOARD



STRATEGIC PLAN
2008-2009

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MISSION STATEMENT

To ensure through education, inspection, and licensure that all medical transportation organizations provide appropriate care and safe transportation for the citizens of Ohio.

BACKGROUND

On January 14, 2008 the Ohio Medical Transportation Board met to develop their strategic plan for 2008-2009. This two year plan will establish the focus for the Board as they deliver services to medical transportation providers to ensure the safety of all Ohioans being transported by such companies. As part of the strategic planning process two questions were asked; "What is the first thing that comes to your mind when you think of the OMTB", and, "What do you want to board to viewed as in 5 years". The following is the list of responses:

- IMMEDIATE
 - Safety Issues
 - Quality
 - Licensure
 - The law
 - Oversight
 - Professional

- FIVE YEARS
 - Encompass all medical transportation
 - Public and Private
 - Monitoring the activities of providers
 - Educational source for all providers
 - Develop new processes/techniques for investigations
 - Perception of board in public as doing "good work"
 - Affecting the industry in a positive way
 - Looked upon by other states as a leader
 - Decrease reliance on paper
 - Establish more consistent efforts with other state agencies/boards
 - Secure funding source – permanent

PLAN DEVELOPMENT

Utilizing the mission statement as the basis for the strategic plan, the board then classified immediate and long term goals into strategic initiatives. The following categories of initiatives evolved as the priority headings for the plan; Managing Workload, Education, Licensure, and Communication. The board then established goals, objectives, timelines and success indicators under each initiative . This document reflects the work of the board. As with any strategic plan, the success is not in the development of the plan, but through the implementation and evaluation of the plan. Assessing this plan quarterly at OMTB meetings will ensure the continued commitment to the implementation and success of reaching desired outcomes.

BOARD MEMBERS

REBECCA BAUTE - Chair
Mason, Ohio

JOHN MOORE – Vice Chair
Columbus, Ohio

TOM ALLENSTEIN
Columbus, Ohio

TONY ANTEAU
Toledo, Ohio

MICHAEL BAKES
Kent, Ohio

INDIRA MULLIGAN
Columbus, Ohio

DAVID VIOLA
Minerva, Ohio

TODD WALKER
Chagrin Falls, Ohio

DR. HAMILTON SCHWARTZ
Cincinnati, Ohio

GOAL 1 TOPIC AREA: FUNDING

The OMTB will develop a secure funding stream that allows the board to be self-sustaining and allows for future growth being good stewards of tax dollars and responsible to our customers.

OBJECTIVE 1-1: Identify potential funding sources

Action Steps	Timeline	Success Indicator	Current Status May-08
Seek funding through Governor's budget proposal	2009-2010 Budget	Budget Approval	In-Process. Preliminary Distribution request sent to OBM for 2009.
Seek funding through the budget process of the General Assembly	2009-2010 Budget	Budget Approval	In-Process. Preliminary Distribution request sent to OBM for 2009.
Schedule meeting within 3 months to brainstorm funding ideas	Date Tbd	Outcomes	TBD. Dependent on 2010-2011 Budget Cycle Requests.
Grants available for programs	Ongoing	Receipt of Grant	On-Going
Looking for future opportunities to support the growth needs of the organization	Ongoing	Continuous	On-Going

OBJECTIVE 1-2: Perform cost analysis of existing programs

Action Steps	Timeline	Success Indicator	Current Status May-08
Each biennium staff will perform cost analysis on each program/function that the board provides and project future trends for funding	Required Mandate	Cost Effectiveness	Dependent on 2010-2011 Budget Cycle Input Announcement

OBJECTIVE 1-3: Continue to review internal financial controls

Action Steps	Timeline	Success Indicator	Current Status May-08
Board review financial activity on 60 day basis & make adjustments as necessary	Board Meetings	Office Efficiency	Budget review documents provided to members prior to meeting and reviewed at meeting. On-Going.
Make available an annual report to all customers	July 2008, July 2009	Legal Mandated	Report scheduled to be completed within 30 days of end of Fiscal Year

OBJECTIVE 1-4: Research the possibility of cost sharing with other medical state licensing boards

Action Steps	Timeline	Success Indicator	Current Status May-08
	Tbd	Ad hoc Committee CSA	On-Going

GOAL 2

TOPIC AREA: MANAGING WORKLOAD

The OMTB will develop processes that result in high efficiency and effectiveness when producing licenses, enforcement and processing data.

OBJECTIVE 2-1: Develop a timeline that board processes are achieved in an effective manner

Action Steps	Timeline	Success Indicator	Current Status May-08
Breakdown each process into units of service and determine relevance in the delivery of that service	September 30, 2008 Ad hoc Committee CSA	Ad hoc Committee CSA	On-Going

OBJECTIVE 2-2: Utilize technology advances to streamline inspections & investigations

Action Steps	Timeline	Success Indicator	Current Status May-08
Research what technology is available for medical inspections & investigations	On-Going	Prepare listing of current inspection and investigation technology (software)	On-Going
	As Required	Present finding to Board at regular OMTB meetings	On-Going
Research web-based technology that can be used in the industry	On-Going	Prepare listing of current inspection and investigation technology (software)	On-Going
	As Required	Present finding to Board at regular OMTB meetings	On-Going

GOAL 3

TOPIC AREA: EDUCATION

The OMTB will educate our customers/stakeholders about what we do and develop outreach efforts to increase the knowledge & understanding of medical transportation on Ohio.

OBJECTIVE 3-1: Continue to distribute OMTB newsletter at least 3 times a year

Action Steps	Timeline	Success Indicator	Current Status May-08
Distribute newsletter to licensees and other medical transportation providers	Mar 15, Jul 15, Nov15 of each calendar year	Newsletter published and distributed with 10 days of deadline	Newsletter published and mailed April 1, 2008, Next newsletter due out July 15, 2008
Distribute newsletter to other health care providers such as OHA, government payers, private insurance, long term care associations, etc	Mar 15 - Jul 15 - Nov15 of each calendar year.	Newsletter published and distributed with 10 days of deadline	Initial distribution was to all providers, interested parties, and public fire departments - ongoing

OBJECTIVE 3-2: Increase educational opportunities to customers and stakeholders

Action Steps	Timeline	Success Indicator	Current Status May-08
Continue educational events with OAMTA	On-Going	Maintenance of relationship with OAMTA to ensure inclusion at all OAMTA events	Ron Grout scheduled to present at June OAMTA annual conference OMTB booth at OAMTA conference
Explore opportunities for educational sessions at annual trade association meetings such as OHCA, AOPHA, OHA, OSMA, OALA, etc.	On-Going	Contact and liaison established with identified organizations	On-Going
Develop at least 2 web-based educational sessions	December 30, 2009	Development and publishing of 2 self-paced educational opportunities for providers	Working on format change for Web FAQs that can be used as educational sessions for providers and possibly employees
Implement at least 3 provider focused educational sessions that look at applications and compliance with state rules	On-Going		On-Going

GOAL 4

TOPIC AREA: LICENSURE/ENFORCEMENT

The OMTB will provide a quality/thorough and consistent licensure & enforcement program that supports all medical transportation providers to meet ORC requirements and achieve higher levels of proficiency in medical transportation

OBJECTIVE 4-1: Review the licensure process to assess efficiency

Action Steps	Timeline	Success Indicator	Current Status May-08
Break down each step of the application process looking for ways to reduce work effort without reducing quality	September 30, 2008	Elimination of unnecessary procedural processes and paperwork	<p>New verification checklist is being inserted in each licensure application outlining items required to be submitted along with the application to be considered complete.</p> <p>Confusing language removed from the certification page while reinforcing the need to have the application notarized.</p> <p>Changes resulted in approximately 70% of May's renewals being submitted completely, thereby requiring no additional follow-up by OMTB Staff.</p> <p>Special emphasis is also being placed on compliance with the insurance requirements.</p>

OBJECTIVE 4-2: Review the inspection process to assess efficiency

Action Steps	Timeline	Success Indicator	Current Status May-08
Break down each step of the inspection process looking for ways to reduce work effort without reducing quality	December 31, 2008	Elimination of unnecessary procedural processes	On-Going
		Reduction of inspection waiting time by 15%	On-Going

OBJECTIVE 4-3: Review the enforcement process to assess efficiency

Action Steps	Timeline	Success Indicator	Current Status May-08
Break down each step of the enforcement process looking for ways to reduce work effort without reducing quality	March 1, 2009	Reduction of enforcement process time by 10%.	On-Going

OBJECTIVE 4-4: Research the possibility of OMTB developing accreditation criteria

Action Steps	Timeline	Success Indicator	Current Status May-08
Review the possibility with the AG's office to see if falls within current statutory authority	September 30, 2008	Yes/No answer from AG's Office	On-Going

OBJECTIVE 4-5: Research the possibility of OMTB granting a 1 year no license inspection after 2 years without a violation notification

Action Steps	Timeline	Success Indicator	Current Status May-08
Develop language for statutory change	Requires OAMTA, OACCT Assist	New Language	On-Going

OBJECTIVE 4-6: Develop a training & certification program for OMTB inspectors

Action Steps	Timeline	Success Indicator	Current Status May-08
	June 30, 2009	90% of inspectors trained and certified by the OMTB	On-Going

GOAL 5

TOPIC AREA: COMMUNICATION

The OMTB will enhance internal/external communication with its customers/stakeholders and state agencies using various communication mediums

OBJECTIVE 5-1: Develop survey tools to assess needs and desired outcomes of medical transportation by its customers/stakeholders & state agencies

Action Steps	Timeline	Success Indicator	Current Status May-08
Use web-based survey tools to develop surveys	On-Going	30% Return rate on distributed surveys	Renewal Survey Results: November Renewal - 33% (Closed) January Renewal - 37.5% (Closed) Customer Satisfaction Survey - 28.45% (Closed) March Renewal - 12.5% (Still Open)
Develop focus groups for survey design	As Needed	Well designed surveys designed to collect pertinent information	Customer Satisfaction Survey directed by DAS
Compile email lists for distribution of surveys	6/30/2008 and On-Going	Maintenance of an email distribution list with less than a 20% rejection rate	List complete. Continue to keep up to date
Develop and maintain a OMTB website that is user friendly and up to date	On-Going	Satisfaction survey questions that are web site directed are rated high 90% of the time	Consider FAQ page, "how to" page.