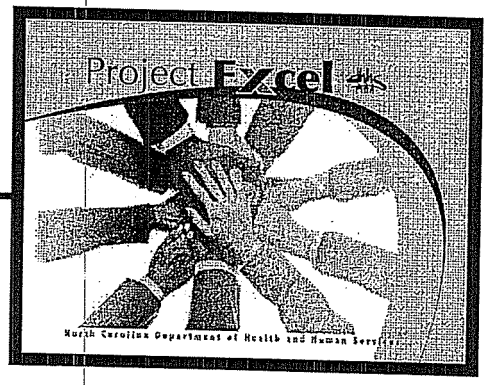
MAJOR INITIATIVES
Project *EXCEL*



- Goals of Project ***EXCEL***
  - Well prepared, positioned, and capable management team
  - Management structure providing both a broad and deep knowledge base that eliminates dependence on the individual in favor of the team and lessens issues of succession
  - Transform the segregated/siloed management approach in favor of better coordinated departmental management that is proactive rather than reactive
  - Implement technology that expands reach of management, provides tools for management, and delivers complete and accurate data for solid management decisions
  - Ensure solid internal controls maximizing confidence in operations
  - Ensure ability to provide required and appropriate oversight and monitoring of programmatic activities and financial resources
  - Gain ability to measure performance by development of specific programmatic and operational goals and measuring outcomes
  - Structured ability to provide continuing management education as necessary to enhance and update knowledge and maintain skills
  - Earn and maintain reputation of DHHS being the best managed agency in NC state government

MAJOR INITIATIVES

State Healthcare Facilities: A True System of Care

Touching Lives.
Enriching Futures.

- Goals of the Healthcare Facilities Strategic Plan
  - **Ensure High Standards** - Heighten standards and uniformity in the State's facilities to stabilize and improve direct care staffing and enhance opportunities for staff training and skill development, with the goal of achieving increased safety and quality of care for patients/clients and eliminating instances of abuse and neglect.
  - **Develop A True System of Care** – True to the motto of "*Touching Lives Enriching Futures*, transform the State's facilities from 15 independently operated and managed facilities into a true system of care capable of ensuring public confidence in our ability to successfully serve and meet the needs of our citizens with mental illness, developmental disabilities, and suffering from substance abuse who are entrusted to our care.
  - **Implement Best Practices** - Develop and implement consistent and uniform policies based upon best practices and methods proven effective, both clinically and operationally, that ensure each of our facilities are providing the highest standards of care while operating in the most cost efficient manner.
  - **Financial Accountability** - Develop and implement an enhanced system of financial accountability across all facilities that document the best and most appropriate use of available funding in all departments, and guarantees that every dollar of appropriate revenue is identified and collected.
  - **Well Trained Workforce** - Strengthen our workforce by developing and implementing a system of training that provides all staff members with the knowledge and tools to consistently provide the highest level of care and safety for our patients/clients.