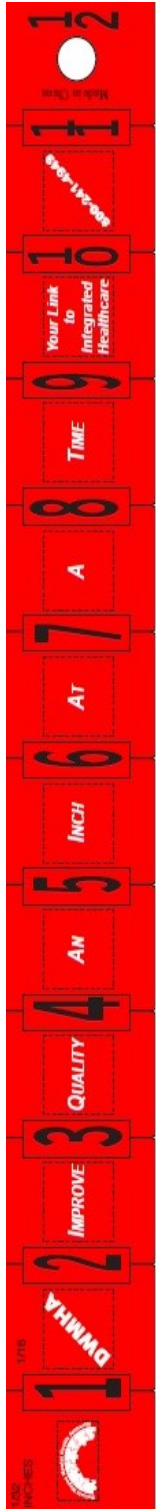




ACHIEVING OUR STRATEGIC PLAN

National Committee for Quality Assurance (NCQA)

TOGETHER WE CAN IMPROVE THE QUALITY OF OUR SYSTEM OF CARE “AN INCH AT A TIME”



1. COORDINATE & COLLABORATE WITH CO-WORKERS, MEMBERS AND PROVIDERS
2. EMPOWER EFFICIENT COMMUNICATION AMONG EMPLOYEES
3. STAY CURRENT ON TRAINING AND CREDENTIALING
4. EFFECTIVE EMPLOYEE & MEMBER ENGAGEMENT (RESPECT, DIGNITY, RIGHTS)
5. STRENGTHENING THE QUALITY OF OUR SYSTEM OF CARE BY HELPING TO IDENTIFY STRENGTHS AND WEAKNESSES
6. NCQA ACCREDITATION = QUALITY CARE

WE ALL PLAY A ROLE IN MAKING DWMHA SUCCESSFUL.

NCQA WILL HELP US TO BE ONE OF THE LEADING CMH'S IN THE COUNTRY.

HOW DO YOU MEASURE UP?