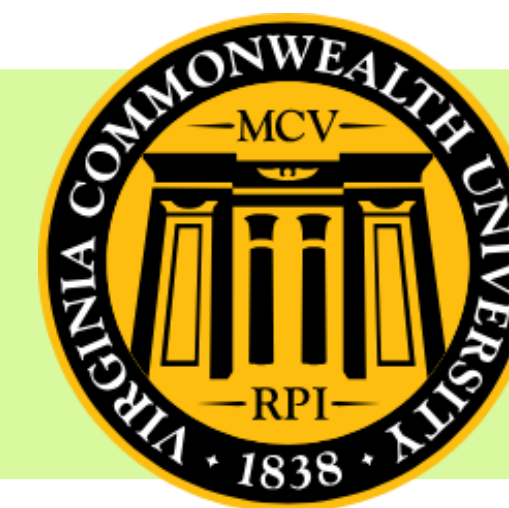


Building a Strategic Roadmap for VDH through Developing Initiatives and Enhancing Operations

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Issues & Gaps

Project #1: Working to Build SOPs

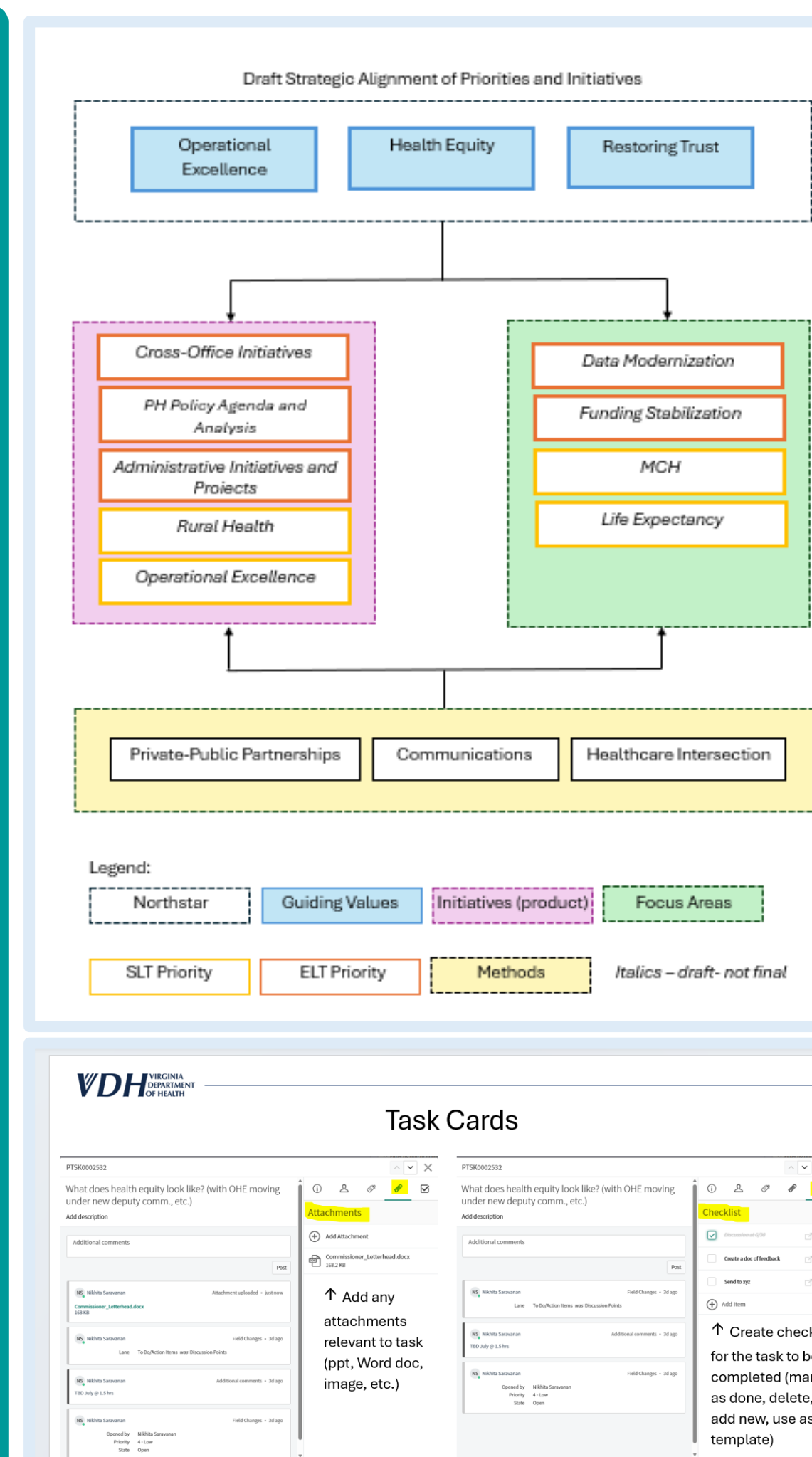
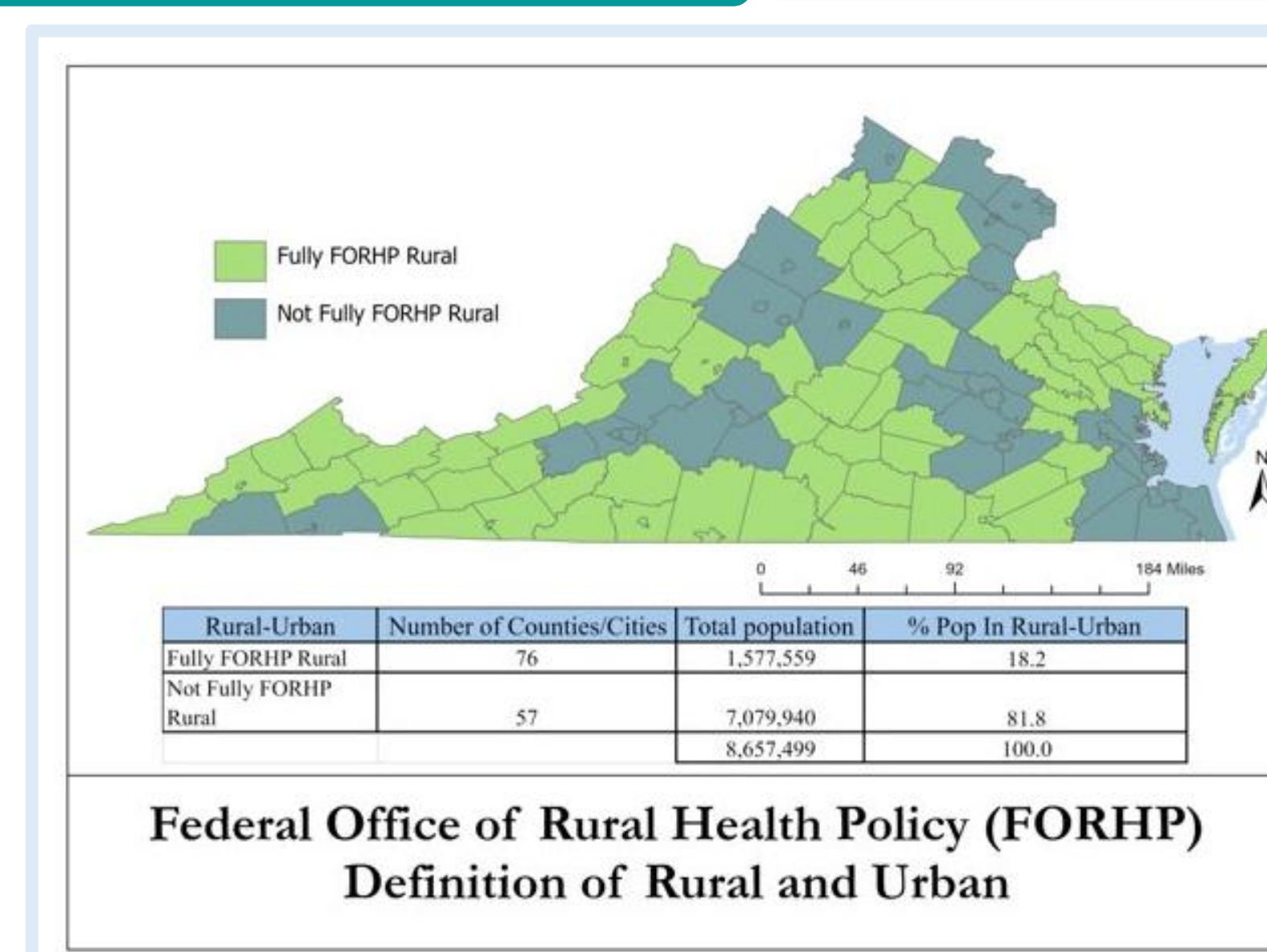
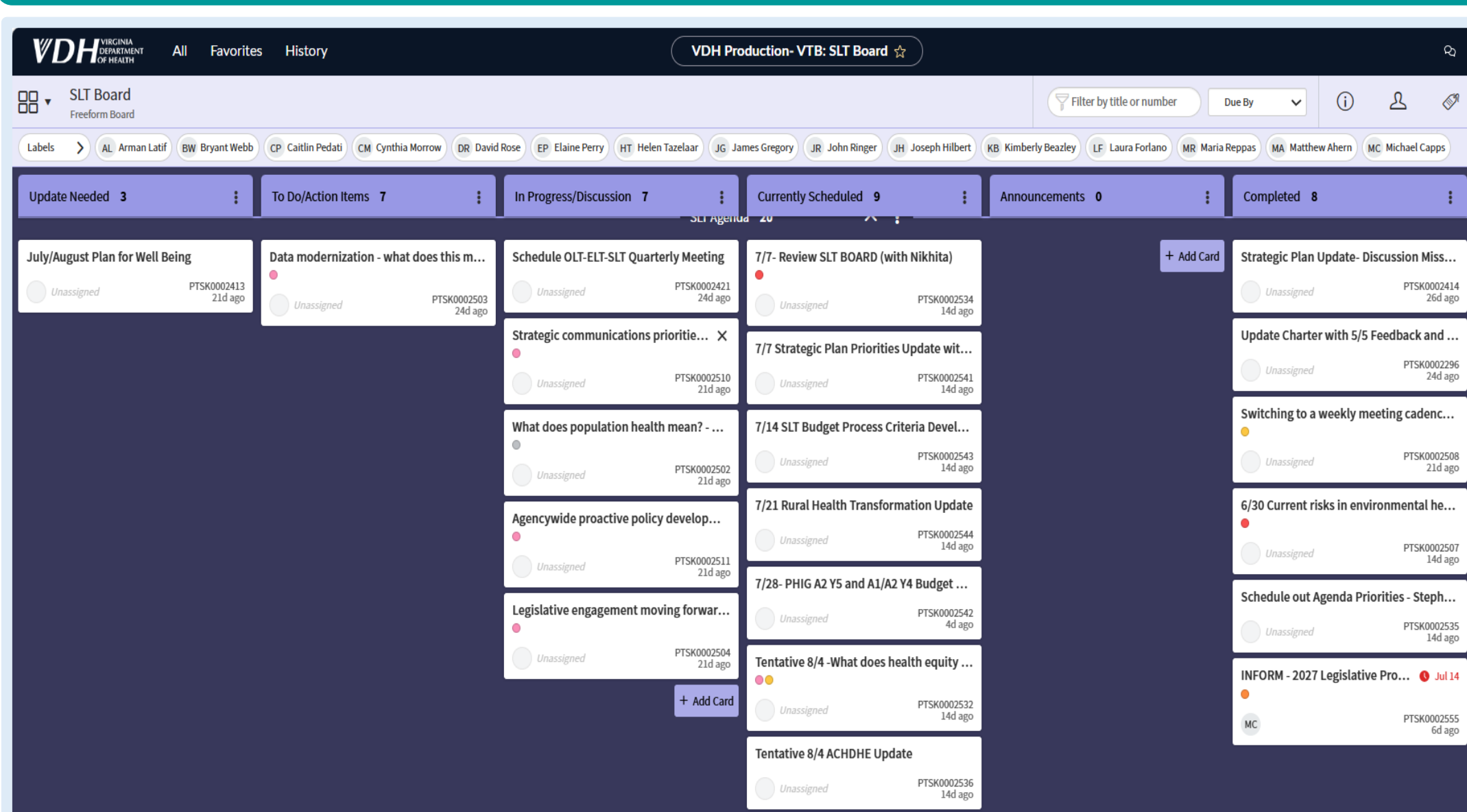
- Understanding tension and pain points across all offices under PHP
- Work to improve flow of communication to and from the Office of the Commissioner (OCOM)
- Need for standardized procedures and processes

Project #2: Strategic Management

- Need for a project management and agenda building tool for the Strategic Leadership Team (SLT)
- Be able to monitor progress visually
- Increase visibility across the team
- More organization and structure to improve coordination and cross-collaboration on tasks
- Navigating ServiceNow intuitively
- Directional guide for staff/agency that outlines when to approach SLT and for what purposes

Outputs

- Managed operational tasks and initiatives by developing tools and metrics
- Set up a **meeting and project management platform** on ServiceNow
- Presented an **initial demonstration to SLT** on ServiceNow navigation
- Made a **template agenda** to increase structure in meetings
- Initiated a **bi-directional communications guide** between SLT and staff/agency to improve communications and clarity
- Curated a **list of tension points** from various departments to begin creating SOPs and help resolve departmental issues
- Developed a **one-pager overview** on how offices/departments at VDH were historically created – high level understanding of the agency
- Defining **risk on Monthly Operational Review (MOR)** – tactical plans
- **Quantifying risks** and created a metric or matrix for offices
- Structuring priorities and initiatives across VDH
- Outlined a **visual chart to define, align, and outline strategic priorities** agencywide
- Created a tool that serves as a **framework of priorities for ELT**



Highlighted Initiatives

Rural Health Transformation Project

- Research the Rural Health Transformation Grant and the VDH sub-initiatives
- Helped create slides for weekly updates to track progress and development
- Attended Internal RHTP meetings to understand the Innovative Maternal Health and Community Paramedicine initiatives

Loneliness Epidemic

- Exploring the Loneliness Epidemic and its effects across the globe, nation, and state
- Collect information from LHDs with MH as a priority area
- Propose programs and recommendations to promote social connection
- Using data camp to enhance understanding of metrics to interpret data
- Present findings and outline to Dr. Webb



Challenges

- Defining terms and language regarding priorities agencywide
- Efficiency and functionality when creating tools by not being duplicative
- Organization and structure with increasing number of initiatives, focus areas, and procedures

Takeaways

- Best practices for strategic meeting and portfolio management and development
- Learning about varying needs from many department offices and LHDs to develop a plan to address those needs by effectively consolidating information
- High level view of VDH's functions and how it is impacted by the General Assembly/policies
- Understanding the importance of aligned terms and priorities to administrative practices
- Importance of problem-solving and creating tactical plans/next steps to address issues
- Understanding how SHAs, SHIPs, CHAs, CHIPs, VA Plan for Wellbeing, and VA Rural Health Plan are all interconnected
- Learning people skills and agency tips to effectively communicate, collaborate, and make change

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