State of Utah Mission

To lead the nation as the best performing economy and be recognized as a premier global business destination.

Cultivate solutions for health care reform, public lands, and immigration.

Objective 1: Become the healthiest people in the nation through innovation, market principles and health care reform.

Utah Department of Health Mission

The Utah Department of Health’s mission is to protect the public’s health through preventing avoidable illness, injury, disability, and premature death; assuring access to affordable, quality health care; and promoting healthy lifestyles.

Utah Children with Special Health Care Needs Mission

To improve the health and quality of life for children with special health care needs, and their families, through early screening and detection, data integration, care coordination, education, intervention, and life transitions.
Utah Department of Health and
Utah Children with Special Health Care Needs

Our Vision

Our vision is for Utah to be a place where all people can enjoy the best health possible, where all can live and thrive in healthy and safe communities.

VALUES

Respect - we show respect to all individuals with whom we interact. We provide quality customer service. We create a workplace culture where we value, honor, and care for each other. We value differing opinions as part of a healthy dialogue.

Integrity - Our actions reflect an absolute commitment to ethical and honest behavior. We are straightforward and transparent with each other, our partners, and the people of Utah.

Collaboration - We engage each other, our partners, and the people of Utah in decision making, planning, and integrated effort. We strive to work effectively with others. We recognize the value of input and opinions gleaned from diverse populations and people.

Evidence-based - We provide health programs that benefit the people of Utah. We make innovative, insightful, and effective decisions based on good science and current, accurate data. We are efficient and timely in making decisions and taking actions. Within program guidelines and budget, we do the right things in order to produce the greatest benefit and the greatest return on the public’s investment.
CSHCN Strategic Priorities

**Priority # 1**  
**Family, Professional and Stakeholder Partnerships**
Families, professionals and stakeholders will partner in decision making at all levels.
- Ensure family and customer satisfaction.
- Collaborate with families, professionals and stakeholders to strengthen relationships and receive input on services.
- Increase partnerships with families and key stakeholders.

This Strategic Plan covers the Bureau of Children with Special Health Care Needs. If you would like more specific information about each program, please contact the individual programs.

**Priority # 4**  
**Cultural and Program Competence**
Promote Environments of Cultural and Program Competence.
Children with Special Health Care Needs and their families will receive culturally and linguistically appropriate services (CLAS).
- Provide CLAS services which consider race, ethnicity, religion, and language.
- Develop and utilize performance measures and objectives specific to each program mission.
- Ensure programs align with the UDOH Strategic Plan and budget guidelines.

**Priority # 2**  
**Access to Services**
Provide Services and Supports.
Services will be accessible and organized in a manner which supports family-centered care.
- Increase public awareness of CSHCN Bureau Programs.
- Maintain the CSHCN Bureau website to effectively guide and assist the public.
- Inform the public on key CSHCN health issues, efforts and successes.
- Screen children early, appropriately and follow up in a timely manner.
- Educate and support CSHCN families on private and public insurance options.
- Educate families and partners on systems of care for children to receive services in a well-functioning, timely and organized manner.
- Utilize and link health data to improve health outcomes.

**Priority # 3**  
**Medical Home, Care Coordination and Life Transitions**
Align families with a medical home, coordination of care, and transition education.
The CSHCN Bureau will promote family-centered, coordinated, ongoing comprehensive care within a medical home.
- Increase communication, resources and awareness of service options within a medical home.
- Coordinate care to assist families in navigating the healthcare system.
- Focus on high risk populations.
- Provide children and youth with special health care needs the opportunity to receive the services necessary to transition through all aspects of life.
- Encourage awareness and education for health care, education, leisure, work, housing and independence.
- Utilize and link health data to coordinate care, treatment and improve health outcomes.
- Integrate CSHCN programs and services optimizing collaborative care networks.

**Priority # 5**  
**Staff Development and Quality Assurance**
Promote a positive working environment that supports individual and team development.
Each employee will be valued and have the opportunity to develop and contribute to quality outcomes.
- Provide CSHCN Bureau employee orientation with clear expectations, job description, and performance evaluations.
- Offer frequent praise and feedback to employees.
- Provide annual Bureau trainings, and monthly program improvement discussions.
- Implement quality control measures and training to increase accuracy and timeliness in data input into CSHCN Bureau databases.
- Cultivate an environment of Continuous Quality Improvement (CQI).
Children with Special Health Care Needs
Performance Management Model & Continuous Quality Improvement Plan

**Mission**
To improve the health and quality of life for children with special health care needs, and their families, through early screening and detection, data integration, care coordination, education, intervention, and life transitions.

**Priorities**

I. Family, Professional and Stakeholder Partnerships
II. Access to Services
III. Medical Home, Care Coordination and Life Transitions
IV. Cultural and Program Competence
V. Staff Development and Quality Assurance

**I. Family, Professional and Stakeholder Partnerships**
Families, professionals and stakeholders will partner in decision making at all levels.

- Ensure family and customer satisfaction.
- Collaborate with families, professionals and stakeholders to strengthen relationships and receive input on services.
- Increase partnerships with families and key stakeholders.

**II. Access to Services**
Provide Services and Supports.
Services will be accessible and organized in a manner which supports family-centered care.

- Increase public awareness of CSHCN Bureau Programs.
- Improve the CSHCN Bureau website to effectively guide and assist the public.
- Inform the public on key CSHCN health issues, efforts and successes.
- Screen children appropriately and follow up in a timely manner.
- Educate and support CSHCN families on private and public insurance options.
- Educate families and partners on systems of care for children to receive services in a well-functioning, timely and organized manner.
- Utilize and link health data to improve health outcomes.

III. Medical Home, Care Coordination and Life Transitions

**Align families with a medical home, coordination of care, and transition education.**
The CSHCN Bureau will promote family-centered, coordinated, ongoing comprehensive care within a medical home.

- Increase communication, resources and awareness of service options within a medical home.
- Coordinate care to assist families in navigating the healthcare system.
- Focus on high risk populations.
- Provide children and youth with special health care needs the opportunity to receive the services necessary to transition through all aspects of life.
- Encourage awareness and education for health care, education, leisure, work, housing and independence.
- Utilize and link health data to coordinate care, treatment and improve health outcomes.
- Integrate CSHCN programs and services optimizing collaborative care networks.

IV. Cultural and Program Competence

**Promote Environments of Cultural and Program Competence.**
Children with Special Health Care Needs and their families will receive culturally and linguistically appropriate services (CLAS).

- Provide CLAS services which consider race, ethnicity, religion, and language.
- Develop and utilize performance measures and objectives specific to each program mission.
- Ensure programs align with the UDOH Strategic Plan and budget guidelines.

V. Staff Development and Quality Assurance

**Promote a positive working environment that supports individual and team development.**
Each employee will be valued and have the opportunity to develop and contribute to quality outcomes.

- Provide CSHCN Bureau employee orientation with clear expectations, job description, and performance evaluations.
- Offer frequent praise and feedback to employees.
- Provide annual Bureau trainings, and monthly program improvement discussions.
- Implement quality control measures and training to increase accuracy and timeliness in data input into CSHCN Bureau databases.
- Cultivate an environment of Continuous Quality Improvement (CQI).