



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 Children with Special Health Care Needs Mission

To assure quality health care and related services for children and youth with special needs and their families throughout the State of Utah.

Utah Department of Health Mission

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 Department of Health and Utah Children with Special Health Care Needs



VALUE

A 3D rendering of the word 'VALUE' in colorful, block letters. Each letter is supported by a small white figure with arms and legs, giving the impression that the letters are being held up or are standing on their own. The letters are colored: V (red), A (orange), L (yellow), U (green), and E (dark green). The scene is set on a white surface with a light blue shadow.

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.



VISION

A 3D rendering of the word 'VISION' in colorful, block letters. Each letter is supported by a small white figure with arms and legs, giving the impression that the letters are being held up or are standing on their own. The letters are colored: V (red), I (orange), S (yellow), I (green), O (dark green), and N (blue). The scene is set on a white surface with a light blue shadow.

CSHCN Strategic Goals

Strategic Goal # 1

Family and Professional Partnerships

Families and professionals of CSHCN will partner in decision making at all levels and will be satisfied with the services they receive.

- Develop a customer satisfaction measure.
- Meet at least bi-annually with community partners to strengthen relationships and receive input on services.
- Increase partnerships with key stakeholders.



Strategic Goal # 4

Cultural and Program Competence

All CSHCN and their families will receive care that is culturally and linguistically appropriate (attends to racial, ethnic, religious, and language domains).

- CSHCN programs will establish performance measures and objectives specific to each program mission.
- Ensure programs function within DOH and budget guidelines.
- CSHCN families will receive CLAS standard care that is culturally and linguistically appropriate which includes racial, ethnic, religious, and language domains.

Strategic Goal # 2

Access to Services

Easy to Use Services and Supports

Services for CSHCN and their families will be organized in ways families can use them easily and include access to patient and family-centered care coordination.

- Increase public awareness of CSHCN Bureau Programs.
- Improve the CSHCN Bureau website to better guide and assist the public, families CSHCN serves.
- Utilize public messaging to inform the public on key CSHCN health issues, efforts and successes at least two times each year.

Early and Continuous Screening and Referral

Children are screened early and continuously for special health care needs.

- Children will be screened and receive timely and appropriate follow up.

Insurance and Financing

Educate and support CSHCN families on private and public insurance options available.

- Increase percentage of children with health insurance.
- Educate on systems of care for children with special health care needs to receive care in a well-functioning system.

Strategic Goal # 3

Medical Home and Transition to Adulthood

Medical Home

CSHCN will receive family-centered, coordinated, ongoing comprehensive care within a medical home.

- Increase communication and resources within Medical Home and awareness of options.
- Expand the medical home portal shared resource.

Transition to Adulthood

Youth with special health care needs receive the services necessary to make transition to all aspect of adult life.

- Encourage education for adult health care, work, housing and independence while in adolescence.



Strategic Goal # 5

Staff Development and Quality Assurance

Promote a positive working environment where employees can participate and develop as teams and individuals.

- Each employee will have an orientation to CSHCN Bureau and be provided with clear expectations and job descriptions in performance evaluations.
- Praise and provide performance feedback to employees on a weekly basis.
- Provide one Bureau training annually and monthly program trainings on employee improvement topics.
- Implement quality control measures to increase accuracy and timeliness in data input into CSHCN Bureau databases. Provide annual training to employees on how to input more accurately.

CSHCN Programs

Autism System Development

Mission: To identify needs and promote available state wide services to assist families and individuals with autism and their caregivers.

Performance Measures:

1. Analyze current data sets through BRFFS and URADD and disseminate data throughout Utah by June 30, 2016.
2. Convene, expand, and strengthen partners and stakeholders to identify ASD gaps and address needed improvements in services and systems, building on UAI efforts by June 30, 2016.



Child Health Advanced Records Management (CHARM)

Mission: To provide secure, child-specific, integrated public health information that is accessible to health programs and professionals that have a specific need for this information.

Performance Measures:

1. Increase by 2% (Currently 18%) the number of children who complete hearing screening as a result of receiving a hearing screening alert through the CHARM system.
2. Increase/expand the number of health care databases connected with CHARM and/or information shared from 6 databases to 9 databases.
3. Increase by 10% the number of users (currently 1,140) accessing the CHARM button in USIIS by providing access to CHARM for non-Intermountain Healthcare users.
4. Improve matching rates between Vital Records, CHARM, and Hearing Screening from 79% to 85%.
5. Increase by 10% the percentage of health care providers (currently 60 health providers/users) accessing/using the CHARM Web Interface for treatment purposes and care coordination of children.

Critical Congenital Heart Defect (CCHD) Screening

Mission: To create a safety net for all babies born in Utah by educating health care providers, improving the screening process, and creating a statewide data collection system.

Performance Measures:

1. Ensure 91% of newborns in Utah receive CCHD screening between 24 - 48 hours after birth.
2. Provide education and outreach to 100% of birthing facilities who report "Not Screening" 20% or more of their births given the CCHD screening protocol.

Children's Hearing Aid Program (CHAP)

Mission: To provide early access to hearing aids for hearing impaired infants and young children of financially eligible families, in order to maximize their communication and learning potentials.

Performance Measures:

1. Ensure 100% of children in Utah who have their hearing loss reported to UDOH CHSS/EHDI programs are given information re: CHAPP and the opportunity for their child to apply to the program.
2. Process all CHAPP applications received by UDOH within two weeks.
3. Create an evaluation process to receive input from stakeholders on both CHAPP and the recipient's outcomes by July 2015.



Cytomegalovirus (CMV) Public Education and Testing (CMV Public Health Initiative)

Mission: To educate women of child-bearing age in Utah on the risks of Cytomegalovirus (CMV) during pregnancy and to teach them strategies for CMV prevention; to facilitate the screening of eligible infants for the presence of congenital CMV infection that allows for early detection and intervention.

Performance Measures:

1. Increase by 5% (currently 58%) CMV testing-eligible infants that receive CMV testing.
2. Increase by 5% (currently 52%) CMV test results that are reported to UDOH.
3. Provide at least 5 education outreach activities by December 2015.

Early Hearing Detection and Intervention (EHDI)

Mission: Utah's Early Hearing Detection and Intervention Program provides newborn hearing screening oversight to assure all infants born in Utah have access to early screening, identification and intervention for hearing loss.

Performance Measures:

1. Increase the percentage of Out of Hospital Births (OOHB) by 1% (currently 82%) with documentation of having received NBHS.
2. Decrease the time of the second hearing screening of newborns who fail the first hearing screening to rescreen within 21 days of birth.
3. Ensure 100% of infants who fail their second hearing screening have a diagnostic audiologic evaluation before 3 months of age.

Fostering Healthy Children Program (FHCP)

Mission: To promote the health and well-being of children in foster care by assuring access to timely health care for children in Utah's foster care system so their needs will be met in a timely manner.

Performance Measures:

1. Correlate documentation of immunizations in SAFE database to the Utah Statewide Immunization Information System (USIIS) on all children entering care.
2. Assure 90% of all children have received the immunizations needed to meet school requirements.
3. Ensure 100% of families are mailed the CDC recommended immunizations by Health Data Reports.
4. Ensure completion of the Health Status Outcome Measure (HSOM) by contacting the parent of the child in foster care according to the acuity schedule within 14 days.
5. Ensure 100% of all children ages 4 months to 5 years receive an initial developmental and social emotional screening and repeat yearly until age 5.
6. Ensure 100% of identified files for further services are referred to Early Intervention/Head Start.



Kurt Oscarson Children's Organ Transplant Fund

Mission: To support children under the age 18 who require organ transplants by providing financial assistance through an interest-free loan.

Performance Measures:

1. Increase tax preparer awareness by 10%.
2. Increase donations from tax payers by 15%
3. Increase public awareness concerning organ donations by 10%.

Newborn Bloodspot (Heelstick) Screening Program (NBS)

Mission: To provide a statewide system for early identification and referral of newborns with certain metabolic, endocrine, exocrine, immunologic or hematologic disorders that can produce long-term mental or physical disabilities or death if not treated early.

Performance Measures:

1. Ensure 99% of newborns in Utah receive at least one screening test.
2. Ensure 100% of all newborns who have abnormal tests reported with a positive/abnormal screening result receive follow-up within 24 hours.
3. Ensure 95% matching rate of newborn hearing screening with birth record numbers in Vital Records.
4. Ensure Newborn Screening results will be available electronically by the end of 2020.



Technology Dependent Waiver Program

Mission: To provide home and community-based services for technology dependent, medically fragile individuals with complex medical conditions who would otherwise require care in a Medicaid enrolled skilled nursing facility.

Performance Measures:

1. Ensure 100% of initial and annual eligibility determinations are conducted for waiver applicants and participants using the process outlined in the approved State Implementation Plan.
2. Ensure 100% of waiver participants receive a plan of care that specifies the services needed to safely care for the individual at home and update the plan at least every 6 months.
3. Ensure 100% of waiver participants receive care coordination responsive to their needs and preferences.

Utah Birth Defects Network (UBDN)

Mission: The Utah Birth Defect Network (UBDN) seeks to prevent birth defects and secondary disabilities by monitoring occurrence, conducting research, providing education and outreach.

Performance Measures:

1. Report CCHD screening data to birthing facilities quarterly, to ensure all Utah newborns are receiving this newborn screen per Health Code Statute 10-26-6.
2. Report yearly prevalence rates of certain birth defects through the Utah Indicator-Based Information System (IBIS).
3. Provide information to families as requested within 24 hours of each request.