

2021



Program Staff Update and Outcome Tracking Report

COME TO WORK TO CHANGE THE WORLD
JUDY B. TAYLOR

Executive Summary

The Aging network’s charge is to serve those most vulnerable to poor outcomes as they age. We do this through universal preventative, targeted at risk, and crisis services across the state. The quality of our programs and service delivery methods are crucial to ensure we support vulnerable and high-risk Idahoans to age safely and successfully wherever they chose to live. If we fail in our charge older and vulnerable Idahoans will suffer emotional and physical health consequences up to and including death. This makes what we do High Stakes.

Luckily, there are other High-Stake industries we can study to learn best practices and avoid pitfalls or failure. These industries include Nuclear Power, The U.S Armed Forces, Aviation, and Healthcare. During my 35 years in Healthcare, I studied and learned from all these examples in a never-ending quest to improve patient safety, treatment effectiveness, and a quality customer experience.

My Goal for the aging network is to duplicate the journey of these industries in becoming highly reliable, learning organizations.

Because it is the right thing to do. Because the people we serve deserve it. Because we are all inspired by big goals. If you do not come to work each day planning to change the world, why bother?



One aspect of highly reliable organizations is that they use explicit and proven methodologies, relevant data, and broad stakeholder involvement in their planning and processes. They also frequently measure progress and report it transparently. Learning organizations are always planning to prevent failure and improve all aspects of their organization. They benchmark themselves against the best and learn from every success and failure.



It is time for our aging network to launch the next phase on our journey to best serve those in our care. The ICOA Planning Process stands as the new standard for all of us. The ICOA planning process is based on many others that have stood the test of time. Each phase includes best practices and tested tools that when used correctly lead to outcomes that can be trusted. Deliverables from each phase of the planning cycle will be linked to craft out AAA local, ICOA program, and ICOA agency state plans. ICOA will hold ourselves and our AAA partners to these standards.

Onward, the future is bright

Judy Bicknell Taylor

Table of Contents



Phase One: Set Foundation and Organize..... 3



Phase two: Environmental Analysis..... 4



Phase Three: Solution Formulation 5



Phase Four: Strategic Planning..... 6



Phase Five: Strategy Execution..... 7



Phase Six: Continuous Quality Improvement 8

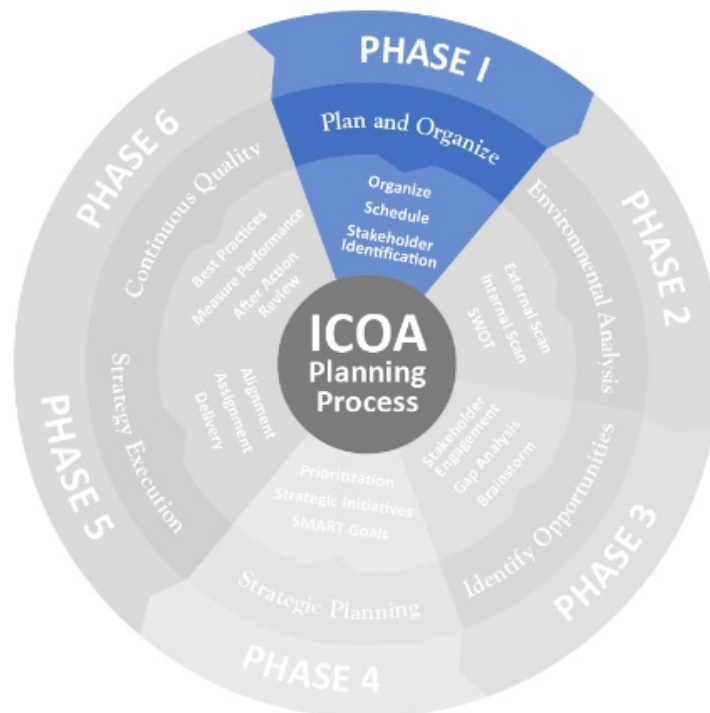
Key Expectations

1. Please be prepared to speak to any or all questions related to the planning process.
2. Be prepared to provide a verbal report on all assigned work.
3. Bring list of prepared questions for the leadership team.

Phase One: Set Foundation and Organize

Tools:

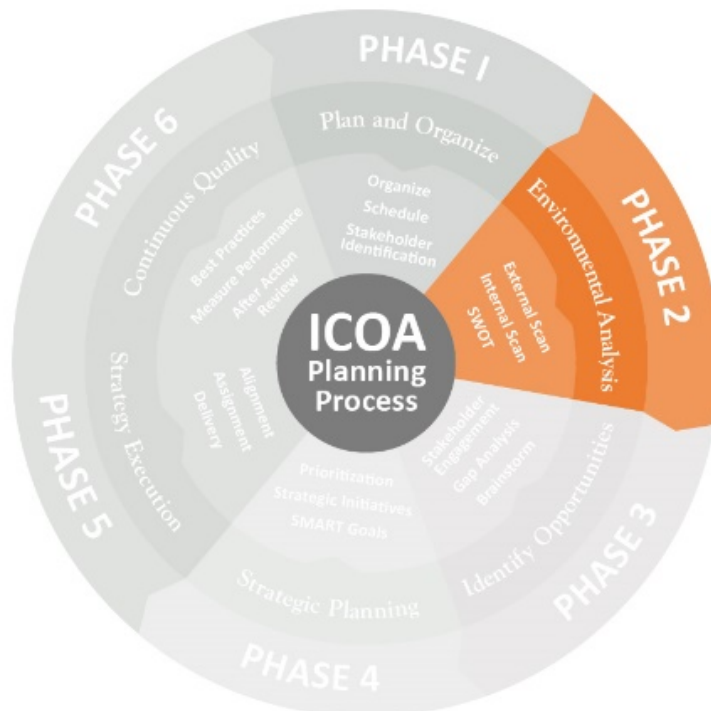
- GANTT chart
 1. Are you aware of the perpetual calendar and important dates?
- Stakeholder identification
 1. Please identify your various stakeholder groups, and how often they meet



Phase two: Environmental Analysis

Tools:

- Environmental scanning
 1. What sources do you routinely read?
 2. What groups do you routinely participate in?
 3. Anything interesting on the horizon?
- SWOT:
 1. Provide a thumbnail analysis of each AAA SWOT related to your programs



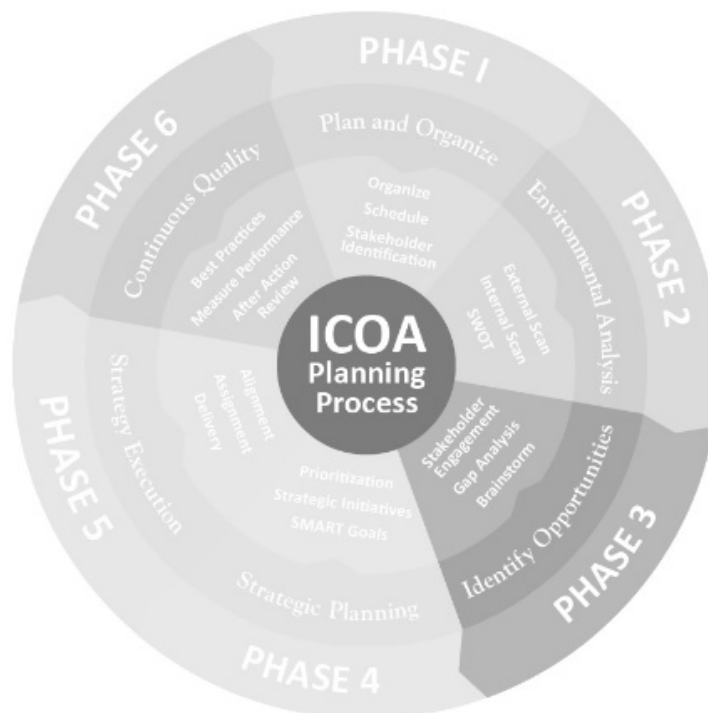
Phase Three: Solution Formulation

Tools:

- Stakeholder engagement

1. What ADRC activities are you involved in?

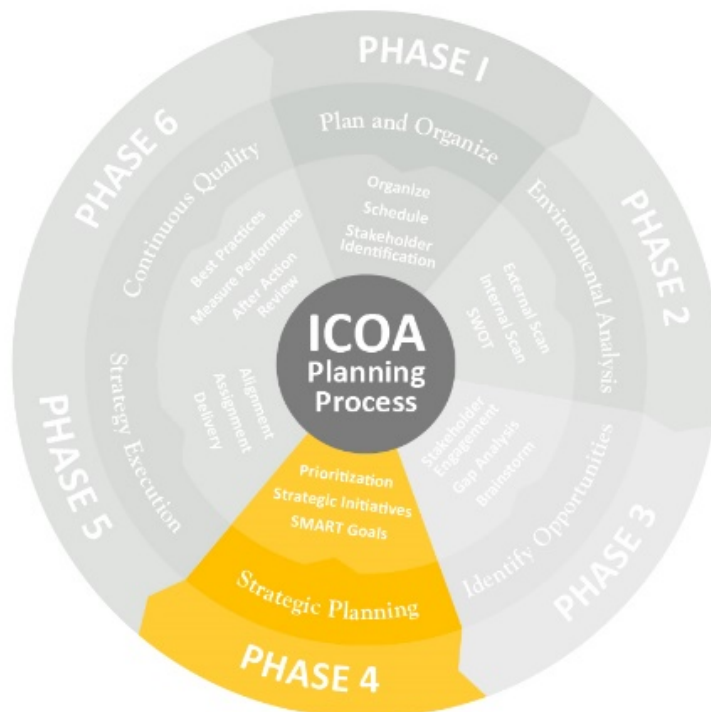
- Gap Analysis
- Brainstorming
- Consensus building



Phase Four: Strategic Planning

Tools:

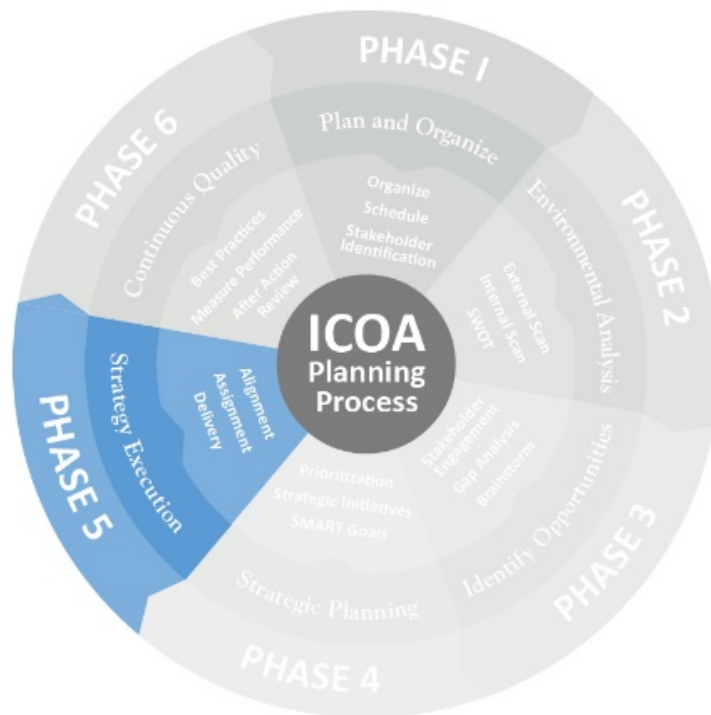
- Strategic Initiatives
- SMART Goals



Phase Five: Strategy Execution

Tools:

- Alignment
 1. Are you aware of the PIPs, strategic and State plan goals assigned to you?
- Assignment
 1. When is your campaign, what are your plans?
- Execution/delivery
 1. Describe the progress of your assigned project and goals.
 2. How are your programs doing in each AAA?
 - a. Volumes
 - b. Finance
 - c. Quality
 - d. Leadership



Phase Six: Continuous Quality Improvement

Tools:

- Performance measurement
 1. What are your current PIPs and how are they doing?
- Best Practices/benchmarking
 1. What reports do you review from the LUMA/RTZ system?
- After Action Review
 1. Tell us about your last AAR, what did you find out? What will you do?

