



OneLCHD

Our Next Strategic Plan

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Strategic Plan Elements



Themes

Our “Guiding Lights”

Effective Primary Prevention

Keeping people healthy

Policies, systems, and environments conducive to health

Access to opportunities for healthy choices

Highest Quality

High quality programs and services

Address inefficiencies/ system breakdowns

Support and equip staff for success

Robust Community-Driven Health Neighborhood

Formalize relationships with community partners

Collaborate to address determinants of health

Data/resource sharing, advocacy, enforcement

Focus Areas

Where should we concentrate our efforts?

Collect Actionable
Data and Use It
Well

Help People Get
What They Need,
When They Need
It.

Make the Healthy
Choice The Easy
Choice

Support Our Staff
and Community

Focus Area 1:

Collect actionable data and use it well.

Objectives	Measures of Success
1A. By 2023, LCHD staff and key community stakeholders are equipped to collect, interpret, and integrate data into their decision-making.	1A-1. 90% of data generated by LCHD is collected in an accessible, centralized system. 1A-2. 90% of staff and relevant community partners can accurately complete a Data Literacy Competency Assessment.
1B. By 2025, internal and external partners can access data they need in a timely manner through user-friendly websites.	1B. 80% of LCHD Health Datasets are openly available to LCHD's staff, external partners, and community members.

Focus Area 2:

Help people get what they need, when they need it.

Objectives	Measures of Success
2A. By 2023, assess community needs and assure that LCHD hours, locations, and service offerings reflect the needs and priorities of those who live, work, and play in Lake County.	2A. 80% of customers say their experience with accessing LCHD services is either good or excellent.
2B. By 2025, assure that LCHD programs and services have the capacity to address unmet community needs by modifying existing offerings and resources appropriately.	2B. 50% reduction in wait times across all programs and services.
2C. By 2023, assure awareness of and coordination across LCHD and community partners' health-related services and resources.	2C. 80% of LCHD programs have developed and implemented formal referral pathways across relevant internal and external partners to meet unmet needs and promote health equity.

Focus Area 3:

Make the healthy choice the easy choice.

Objectives	Measures of Success
3A. By 2023, develop and implement strategies to identify and address the top three barriers affecting LCHD customer access to healthy choices.	3A. 70% of LCHD customers have their access barriers assessed and addressed through the appropriate resources.
3B. By 2025, fulfil LCHD's role as chief community health strategist in promoting health equity.	3B. Three community-driven policy, systems, and environmental (PSE) change initiatives are facilitated, developed, or implemented.

Focus Area 4:

Support our staff and community.

Objectives	Measures of Success
4A. By 2025, facilitate career pathways for LCHD staff and diverse, local applicants.	4A-1. A “High Potential Hiring Rate” of 20-30% of open positions are filled by internal applicants who have been successfully developed. 4A-2. At least 5 community pipelines are created or reinforced that connect Lake Country community members, organizations, and universities to employment opportunities at LCHD.
4B. By 2023, LCHD has implemented a meaningful system for assessing customer service experiences across all service lines and has implemented a process to address relevant concerns.	4B. 70% of all LCHD customer interactions are evaluated through a centralized system.
4C. By 2025, 95% of staff are competent in how they can integrate trauma-informed and anti-racist principles to create a safe and welcoming environment in their work with customers, community members, and fellow staff.	4C. 75% of customers indicate that LCHD services were delivered in an accessible and respectful manner.



Questions?



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