

HEALTH SERVICES PERMIT AGENCY

FY 2018 – FY 2019 STRATEGIC PLAN

MISSION: The Arkansas Health Services Permit Commission/Agency mission is to ensure appropriate distribution of health care providers so that community needs are appropriately met without unnecessary duplication and expense.

VISION: Administer a fair and equitable process of awarding permits of approval.

CORE VALUES:

- Efficiency
- Integrity
- Collaboration
- Leadership

GOAL 1: ENSURE EFFICIENCY, TRANSPARENCY, ACCOUNTABILITY AND EFFECTIVENESS OF THE HEALTH SERVICES PERMIT AGENCY PROGRAM

Aligns with Governor Hutchinson’s “Efficient and Responsive” goal.

Measurable Objective 1: Clarify agency rules and regulations by December 2018.

Strategy 1: Revise the agency’s Rulebook.

Strategy detail: The Agency will continue to work with the Attorney General’s office to update the Rulebook using knowledge gained from engaging long term care provider associations and other stakeholders.

Measurable Objective 2: Implement changes to streamline the permit approval process for health care projects by June 2018.

Strategy 1: Revise the Permit of Approval application documentation.

Strategy detail: Optimize Permit of Approval application functionality by deleting questions that have become unnecessary and adding questions that elicit the most appropriate information.

Strategy 2: Clarify the requirements of a Permit of Approval applicant to increase accountability.

Strategy detail: Create a checklist that outlines required documents and forms for submission of a Permit of Approval application.

Measurable Objective 3: Improve the accuracy of statewide healthcare facility bed need data by June 2018

Strategy 1: Implement the Memorandum of Understanding (MOU) between the Health Services Permit Agency and the Arkansas Department of Health.

Strategy detail: Obtain signatures from appropriate agency leadership and initiate the MOU by working closely with Health Department staff to ensure the timely processing of changes of ownership; service area; and licensure of Home Health and Hospice Agencies/ Facilities.

GOAL 2: PROMOTE USER FRIENDLY ACCESS TO ELECTRONIC AGENCY INFORMATION

Aligns with Governor Hutchinson’s “Efficient and Responsive” goal.

Measurable Objective 1: Implement website enhancements by June 2018.

Strategy 1: Automate agency managed website upgrades.

Strategy detail: Agency will be able to update, revise and delete information as needed instead of working through a contractor which prolonged time to release information.

Strategy 2: Increase website access.

Strategy detail: Allow for website access on mobile devices.

Strategy 3: Add a fee payment and application submission functionality to the website.

Strategy detail: Create a page on the website where applicants can pay their application fee, apply for a Permit of Approval, and provide an electronic signature.

GOAL 3: ELIMINATE THE USE OF PAPER THROUGHOUT THE AGENCY

Aligns with Governor Hutchinson’s “Efficient and Responsive” goal.

Measurable Objective 1: Digitize all paper files to centralize storage and streamline business workflow by December 2018.

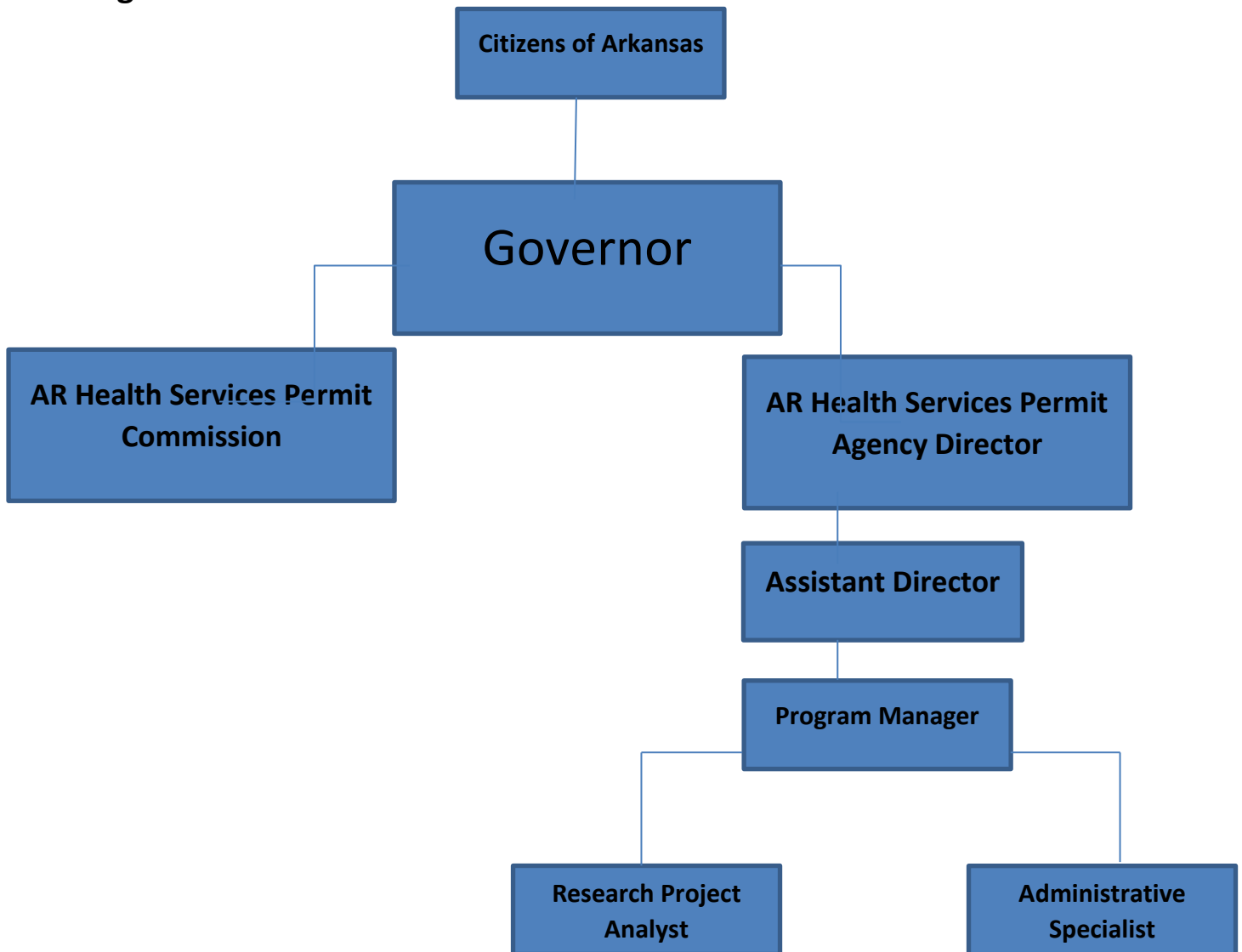
Strategy 1: Scan agency files into an electronic document management system.

Strategy detail: Scan all project files, personnel and financial records into an organized electronic system.

APPENDIX: AGENCY PROFILE AND ORGANIZATIONAL CHART

- Key stakeholders
- Primary services (and products, if applicable)
- Profile of the workforce
- Strategic challenges and advantages
- Other relevant information

Organizational Chart



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