

2020-2021 InAHQ Strategic Plan

**Our History**

The Indiana Association for Healthcare Quality is a non-profit organization founded in late 1979 in an effort to fill the professional and educational void in which many of us in the Quality Assurance field found ourselves.

**Mission**

To be the vital link in the continuous improvement of healthcare by promoting quality improvement through communication, education and collaboration with healthcare quality management professionals and other organizations.

**Goals for the organization focus on the following areas:**

1. **EDUCATION:**

*Objective*: Offer educational opportunities that address new and upcoming regulations and offer varied delivery models.

*Strategies*:

1: Continue to offer the Annual Conference and the CPHQ Workshop each year.

2: Develop content for one educational offering with CEUs in the other two quarters of the year.

3: Explore capabilities to offer virtual trainings and/or pre-recorded webinars.

1. **TECHNOLOGY/COMMUNICATION STRUCTURE:**

*Objective:* Assure a variety of communication methods/technology structure upgrades to reach current and potential members, crucial to advance the organization to meet the needs of our members.

*Strategies*:

1: Increase utilization of current social media platforms including links to our website and placing social media links in Q-Tips editions.

2: Complete an inventory of communication tools and evaluate effectiveness.

3: Evaluate and revise policies and procedures to current virtual platform guidelines.

4: Increase technologies to promote virtual educational offerings.

1. **COLLABORATION/PARTNERSHIPS:**

*Objective:* Increase regional acknowledgement of InAHQ to develop partnerships with other organizations to increase our audience and resources.

*Strategies:*

1: Continue pursuit of cooperative activities with other quality-related organizations.

2: Pursue joint educational opportunities that would be bi-directional; partnering with nursing schools, medical schools, and public health entities.

3: Continue linking website with other groups/organizations/partners and pursue bi-directional board memberships/honorary memberships.

1. **MEMBERSHIP:**

*Objective:* Work with other organizations inside and outside the state to improve recruitment and retention of our membership.

*Strategies:*

1: Recruit/Increase new members by 10%, by offering additional CEU opportunities.   
 2: Recruitment of new members to include professional settings outside of acute care.

3: Survey members and former members for needs/wants, then focus on meeting those needs.

1. **GOVERNANCE:**

*Objective:* Develop and support board members for current and future leadership succession for Board leadership roles within InAHQ.

*Strategies:*

1: Editions of Q-Tips newsletter to feature an article with a Board member’s short bio and description of the position’s responsibilities and tenure.

2: Develop educational PowerPoint about Board member positions and responsibilities, then share with members and post on Board members page of website for reference.

3: Develop a succession planning program that includes a team Chair and Co-Chair positions

4: Develop a survey tool link within website to support and define Board members’ needs.

1. **FINANCIAL STEWARDSHIP**:

*Objective*: Maintain a balanced and strong budget to continue Organizational operations, to continue offering members the educational, networking and governing opportunities they desire.

*Strategies*:

1: Leverage collaborations with partners and use internal resources to conserve expenses with presenter’s fees.

2: Review financial reports at each board meeting to ensure compliance with standards of business operations, and to ensure budget remains intact.

3: Continue annual audits of finance records to ensure compliance with standards of business operations, and continued business operation viability.

*Updated: December 2020*