

# Workplan Implementation

# Work Plan Implementation

The SFHSS Work Plan prioritizes the following strategies:

- **Key performance indicators** - quantifying each initiative using metrics (time, people, % increase, etc.) in addition to tracking completion.
- **Evidence based benchmarks** – tracking and comparing organizational baselines against established benchmarks to guide ongoing quality improvement.

**Examples of Work Plan Initiatives:**

*This list is non-exhaustive and gives an indication of the many projects that will be explored*

Focus Area	Initiative
Member Services	Network Promoter Score Benchmark (NPS) – Assess membership satisfaction and identify key touchpoints for customer service improvements
Communication	Open Enrollment Preparedness Benchmark (OEPB) Multi-Modal Communication Plan & Implementation Strategy Enhance utilization of the Customer Relations Management (CRM) knowledge base to increase quality of membership interactions
Analytics	Increasing analytic capability of the All Payers Claim Database to identify high risk/cost conditions and stressors specific to our membership
Staff Support	Enhancing staff support in the areas of benefit communication, plan design and well-being
Organizational Excellence	Synthesizing Well-Being campaign data to inform targeted health interventions that strengthen the culture of health and well-being