DMHC Strategic Plan
2015 - 2019

September 9, 2015

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Growth at the DMHC

September 2011
      Total Funds: $56 Million
      Total Positions: 334

As of September 1, 2015
      Total Funds: $73 Million
      Total Positions: 442

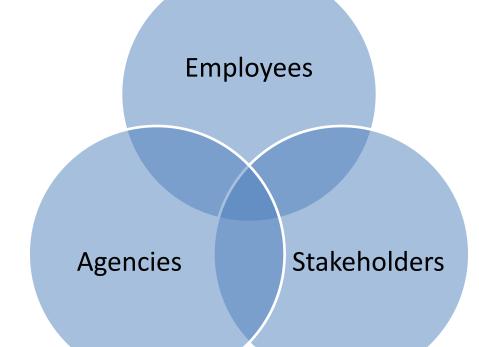**www.HealthHelp.ca.gov**

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2

Strategic Planning Process

- Began in January 2014

- Facilitated by Leading Resources Inc. (LRI)

- Final plan announced September 1, 2015

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3

Strategic Planning Process

Mission Statement

The California Department of Managed Health Care protects consumers' health care rights and ensures a stable health care delivery system.

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Our Core Values

- Integrity

- Leadership

- Commitment to Service

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Our Goals

Goal 1: Educate and Assist California's Diverse Health Care Consumers

- Equip consumers with useful tools to help them meet their health care needs

- Provide vital, timely and effective assistance to California's diverse health care consumers

- Increase understanding of the Department's role in ensuring consumers get the care they need

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Our Goals

Goal 2: Cultivate a coordinated and sustainable health care marketplace

- Keep pace with rapid health care marketplace changes and innovations

- Increase the transparency of health care cost, quality and access

- Improve the performance of the health care marketplace

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Our Goals

Goal 3: Regulate fairly, efficiently and effectively

- Exercise the Department's legal authority fairly, effectively and strategically

- Improve the operational and clinical performance of health plans

- Monitor and protect system financial solvency

- Communicate Department actions, decisions and opinions timely and transparently

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Our Goals

Goal 4: Foster a culture of excellence throughout the organization

- Develop, recognize and retain talent, effort and leadership

- Apply the Department's core values daily

- Share knowledge and information

- Use all resources effectively, efficiently and securely

- Assure the organization can respond effectively and timely to unexpected events

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Questions?

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