

MEDICAL CARE SERVICES STRATEGIC PLAN

FISCAL YEARS 2022-2023 & 2023-2024

The 2022-24 Health and Human Services Agency (HHS) Strategic Plan focuses on areas that align with the County of San Diego Strategic Initiatives (*Sustainability, Empower, Community, Equity and Justice*), the General Management System, and HHS Vision, Mission, and Values. **Collectively, these guiding principles highlight what the County does best every day: Advancing Opportunities for All San Diegans to Live Well.**

As a department within HHS, Medical Care Services (MCS) developed objectives that align with the HHS Strategic Plan and support the MCS mission to ensure San Diego County is home to America's premier local wellness delivery system with an emphasis on quality, equity, sustainability, and transparency.

MCS 2022-2024 STRATEGIC PLAN OBJECTIVES

SUSTAINABILITY:

Support the HHS Sustainability Plan by updating and implementing identified Operational Plan Sustainability measures.

COMMUNITY ENGAGEMENT:

Identify four community priority areas through engagement activities to focus on efforts that strengthen healthy, safe, and thriving communities.

EQUITY:

Ensure accessibility of services for historically under-resourced communities by conducting an equity analysis of two of Pharmacy and Nursing programs.

SERVICE DELIVERY COORDINATION:

Four (4) of eight (8) MCS programs will establish measures to ensure equitable, coordinated, and efficient service delivery to address high-priority needs.

SYSTEMS & TECHNOLOGY:

Collect customer service surveys from 10% of Nursing and outpatient Pharmacy clients to inform planning and actions to increase the reliability, availability, and accessibility of information on services, and improve the customer experience.

For more information see the [County's Strategic Plan](#), [HHS Strategic Plan](#) or visit the [MCS website](#).



LIVE WELL
SAN DIEGO