



LDH Business Plan FY 2023

INVEST:

Teaming Up for a Stronger LDH and a Healthier Louisiana

FY **2023**

FY 2022 LDH Business Plan | **Together:** Building a Stronger LDH and a Healthier Louisiana

OUR COMMITMENTS:

- 1) Improve the Health and Well-Being of Louisianans with an Emphasis on Prevention
- 2) Reshape #TeamLDH Culture
- 3) Enhance Customer Service, Partnerships, and Community Relationships
- 4) Promote Transparency, Accountability, and Compliance

OUR OUTCOMES:

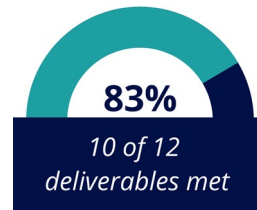
Through strong partnerships, purposeful work, and innovative strategies, LDH completed 95% of our 258 deliverables* and 88% of our 42 goals.



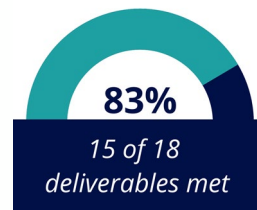
Commitment 1: Improve the Health and Well-Being of Louisianans with an Emphasis on Prevention



Assess Dental Coverage and Services for Adult Medicaid Enrollees to Improve Health Outcomes



Improve Access to Substance Use Disorder Treatment and the Quality of Care

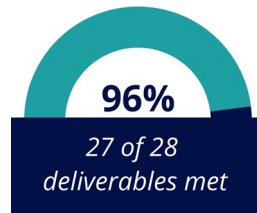


Improve Care for Individuals with Serious Mental Illness

Commitment 1: Improve the Health and Well-Being of Louisianans with an Emphasis on Prevention



Improve Early Detection of Colorectal Cancer and Treatment of High Blood Pressure and Diabetes



Improve Health Outcomes from Pregnancy through Childhood



Increase and Strengthen Service Delivery for Vulnerable Residents

Commitment 2: Reshape #TeamLDH Culture



Advance Equity,
Diversity, and
Inclusion within LDH



Reshape #TeamLDH
Culture, Recruitment,
and Retention



Commitment 3: Enhance Customer Service, Partnerships, and Community Relations



Forge New Strategic Partnerships with Public Universities



Improve the Sustainability of Public Water Systems



Leverage Community Partnerships to Improve Participation in LDH Programs and Improve Program Design

Commitment 4: Promote Transparency, Accountability, and Compliance



Develop and Implement a Comprehensive
Medicaid Provider Rate Review Process



Improve LDH Compliance with State, Federal, and
Agency Requirements

FY 2023 LDH Business Plan | Invest: Teaming up for a Stronger LDH and a Healthier Louisiana

OUR COMMITMENTS:

- 1) Improve Health and Well-Being across the Life Span of Louisianans
- 2) Support Vulnerable and Underserved Populations
- 3) Invest in and Empower #TeamLDH
- 4) Improve Performance, Accountability, and Compliance
- 5) Strengthen Customer Service, Partnerships, and Community Relations

THESE COMMITMENTS ENCOMPASS:

- 18 initiatives
- 45 goals
- 253 deliverables



Click [HERE](#) to view full FY23 Business Plan

Commitment 1: Improve Health and Well-Being across the Lifespan of Louisianans
Initiative 1: Improve Health Outcomes in Pregnancy and through Childhood

Goal 1: Increase breastfeeding rates.

Goal 2: Address the effects of Adverse Childhood Experiences (ACEs) and trauma.

Commitment 1: Improve Health and Well-Being across the Lifespan of Louisianans
Initiative 2: Improve Prevention, Early Detection, and Treatment of Chronic Diseases

Goal 1: Increase colorectal cancer (CRC) screening rates.

Goal 2: Increase the number of participants screened for cardiovascular disease, blood pressure, and diabetes.

Goal 3: Increase the use of best practices for the early detection of cardiovascular disease.

Goal 4: Increase the number of Louisiana childcare centers and schools engaged in childhood obesity prevention activities.

Commitment 1: Improve Health and Well-Being across the Lifespan of Louisianans
Initiative 2: Improve Prevention, Early Detection, and Treatment of Chronic Diseases

Goal 5: Increase access to healthier food options for Louisiana residents in underserved communities.

Goal 6: Increase coverage of tobacco cessation counseling.

Goal 7: Enroll children in non-clinical asthma management services.

Commitment 1: Improve Health and Well-Being across the Lifespan of Louisianans
Initiative 3: Increase Availability of Behavioral Health Services

Goal 1: Increase access to crisis call services for individuals in suicidal crisis or emotional distress.

Goal 2: Expand the behavioral health system's capacity to meet the needs of people with mental illness.

Goal 3: Conceptualize a system to introduce child and adolescent crisis services to Medicaid members.

Commitment 1: Improve Health and Well-Being across the Lifespan of Louisianans
Initiative 4: Increase Access to Dental Services for Adults with Developmental Disabilities

Goal 1: Ensure 20 dental providers are serving those living with developmental disabilities.

Goal 2: Increase the percentage of recipients enrolled in the Adult Waiver Dental Program.



Commitment 2: Support Vulnerable and Underserved Populations
Initiative 5: Improve Systems to Support People Living with Sickle Cell Disease

Goal 1: Complete the foundational assessment and engagement activities needed to develop the state sickle cell registry.



Commitment 2: Support Vulnerable and Underserved Populations
Initiative 6: Increase and Strengthen Service Delivery for Vulnerable Residents

Goal 1: Increase the Community Choices Waiver response rate.

Goal 2: Offer the Community Choices Waiver to those waiting with no other Office of Aging and Adult Services (OAAS) support.

Goal 3: Reduce turnover rate of OAAS direct support professionals.

Goal 4: Reduce turnover rate of Office for Citizens with Developmental Disabilities (OCDD) direct support professionals.

Goal 5: Broaden the use of technology with remote support in OCDD home- and community-based waivers.

Commitment 2: Support Vulnerable and Underserved Populations

Initiative 7: Protect the Health, Safety, and Welfare of Nursing Home Residents in Louisiana

Goal 1: Ensure review and approval of emergency preparedness plans.

Goal 2: Provide for the efficient submission, review, and approval/denial of nursing home emergency preparedness plans.



Commitment 2: Support Vulnerable and Underserved Populations
Initiative 8: Improve the Sustainability of Public Water Systems

Goal 1: Utilize Bipartisan Infrastructure Law funding to continue to stabilize the state's water infrastructure.



Commitment 3: Invest in and Empower #TeamLDH
Initiative 9: Improve #TeamLDH Culture, Recruitment, and Retention

Goal 1: Continue the Executive Internship Cohort.

Goal 2: Build succession plans for 20% of critical positions within LDH.



Commitment 3: Invest in and Empower #TeamLDH

Initiative 10: Expand Workforce Development Training Program

Goal 1: Expand the Workforce Development Training Program throughout Medicaid.

Goal 2: Decrease vacancies for professional-level direct support positions in LDH's 24-hour state facilities.

Initiative 11: Establish an LDH Annual Quality Improvement Process

Goal 1: Develop a QI Plan and processes for continuous QI to inform LDH policy development.

Commitment 4: Improve Performance, Accountability, and Compliance

Initiative 12: Develop and implement a process to reduce external audit findings.

Goal 1: Establish a successful approach to reducing external audit findings.

Initiative 13: Advance Prevention of Medicaid Fraud and Waste

Goal 1: Improve the internal oversight of five provider types.

Goal 2: Improve the internal oversight of beneficiary fraud.

Initiative 14: Develop sustainable, equitable, and comprehensive Supplemental Payment Systems

Commitment 5: Strengthen Customer Service, Partnerships, and Community Relations
Initiative 15: Establish the Office of Women's Health and Community Health

- **Goal 1:**
Develop and operationalize OWHCH.



Commitment 5: Strengthen Customer Service, Partnerships, and Community Relations
Initiative 16: Build Statewide Capacity to Engage in Systemic Health Equity Work

- **Goal 1:** Develop and implement an EDI/HE framework.
- **Goal 2:** Integrate expectations for EDI/HE into performance expectations and measures.
- **Goal 3:** Develop and deliver an EDI/HE competency training.

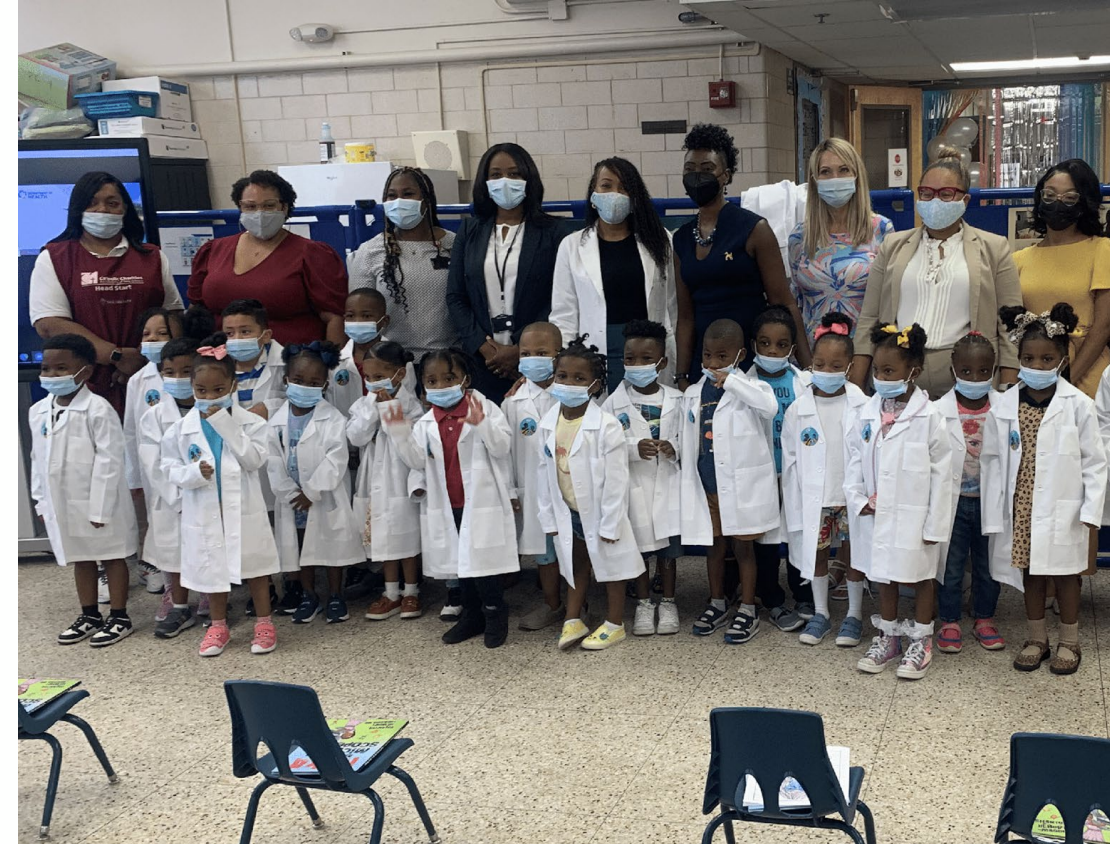
Commitment 5: Strengthen Customer Service, Partnerships, and Community Relations
Initiative 17: Strengthen, Expand, and Diversify Louisiana's Healthcare Workforce

- **Goal 1:** Increase availability of office-based opioid treatment (OBOT).
- **Goal 2:** Recruit new students into the Well-Ahead Louisiana Rural Health Scholars Program.
- **Goal 3:** Establish the Rural Physician Loan Repayment Program.

Commitment 5: Strengthen Customer Service, Partnerships, and Community Relations

Initiative 17: Strengthen, Expand, and Diversify Louisiana's Healthcare Workforce

- **Goal 4:** Develop and implement a pilot on health careers, including in behavioral health.
- **Goal 5:** Partner with Louisiana universities and medical schools to increase diversity.



Commitment 5: Strengthen Customer Service, Partnerships, and Community Relations
Initiative 18: Expand Collaborations with Community Partners

- **Goal 1:** Provide directed outreach and education on the Public University Partnership Program.
- **Goal 2:** Support and advise development of a hospital-based violence intervention program at UMCNO.



Read ***INVEST: Teaming Up for a Stronger
LDH and Healthier Louisiana:***
ldh.la.gov/businessplan

QUESTIONS?

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