# MEDICAL ASSISTANCE ADMINISTRATION

## Strategic Planning for our Clients' Future

Doug Porter, Assistant Secretary, MAA, DSHS

TELL US WHO YOU ARE:
(Select all that apply)

- ❑ MAA Client
- ❑ Client's Family Member
- ❑ Client Advocate
- ❑ Interested Resident
- ❑ Health Care Provider
- ❑ Hospital Administrator
- ❑ Physician
- ❑ Nurse, ARNP, PA
- ❑ Pharmacist
- ❑ DME provider
- ❑ Health Insurer
- ❑ Other (please specify): _____

Government Partner:

- ❑ Federal
- ❑ State

Agency: _____

- ❑ DSHS, not MAA
- ❑ MAA
- ❑ Local: _____
- ❑ Other: _____

TO FOLLOW MAA'S STRATEGIC PLANNING, GO TO:
http://maa.dshs.wa.gov

QUESTIONS OR COMMENTS, CONTACT JIM STEVENSON AT:
stevejh2@dshs.wa.gov

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**MAA is dedicated to providing access to quality health care to meet the needs of Washington residents. We need your help to determine and focus our priorities through 2011. (Please review the Guiding Themes listed on Page 2.)**

1. How can we improve the health of Washington residents? (For example: focus on education, prevention, access, evidence-based medicine, or another strategy.)

2. When dollars are limited, how do we prioritize our health care spending? (For example, what type of services/clients should have the highest priority, or how can we better purchase goods and services?)

3. How do you think we can improve upon the MAA workforce of the future? (For example, what capabilities should they have, what should the organization look like?)

**MAA Guiding Themes**

*MAA so far has identified these five strategic themes to begin the planning process:*

**1.** Improve our citizens' health by purchasing evidence-based health services

**2.** Allocate and maximize resources to achieve fiscal efficiency

**3.** Sufficiently invest in our human resources to ensure a competent, credible and creative work force for the future

**4.** Integrate service delivery to improve access and service quality

**5.** Align our actions with community partners and health providers

4. How can we work with other state agencies and local communities to blend our services so we can improve access and quality health care services?

5. How can we maintain and expand our partnerships with health-care providers so there is adequate coverage for all Washington State residents?

6. Of the suggestions you have given us, would you please list and prioritize the three most important.

Fold in Half ...Tape Closed

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