

# SYNChronicity

## LEADERSHIP TRACK

### SNHC by EPMC Successes at Health Services of North Texas



# Financial Policy and Procedures

- Documented internal control processes
- Training and Accountability
- Increased Board knowledge
- Consistent and standardized processes
- Investment

# Financial Strategic Planning

- Process management
- Planning mode
- Growing infrastructure
- More responsive to unique community needs
- Increased board and community involvement and investment

# Needs Assessment

- Identify unique client needs
- Targeted client services
- Changed the client satisfaction survey process
- Client participation
- Changes to system wide needs assessment
- Collaborate with local providers (Dentist)

# Cultural Competency Training

- Patient handbook
- Patient Educational material
- Increased provider cultural competency