

# PLURAL HEALTHCARE ACCESSIBILITY PLAN 2023

The following serves as Plural Healthcare's Accessibility Plan for the 2023 fiscal year. The purpose of this document is to provide a means to facilitate continual quality improvement in the area of accessibility.

Plural Healthcare is committed to providing an organizational milieu that seeks to accommodate the needs of all persons served, employees, and stakeholders. Central to this commitment is the removal of architectural, attitudinal, employment, and other barriers that may impede full access to the services and programs of the organization.

This Accessibility Plan corresponds to Plural Healthcare's internal evaluation of barriers through the use of facility inspections, assessments of need, and consumer, stakeholder, and employee feedback. The Accessibility Plan is an annual plan, reviewed and endorsed by the leadership team.

The Accessibility Plan for the Fiscal Year 2023 is as follows:

## 1. ARCHITECTURAL:

Architectural barriers have been identified through internal and external inspections, assessments of need, and employee, stakeholder, and consumer feedback. The leadership team provides ongoing monitoring of conditions within the organization that serves to improve access. The organization's leadership conducts long and short-range planning meetings that routinely include assessment of architectural needs and related costs analysis, if applicable.

## 2. ATTITUDINAL:

Plural Healthcare seeks to reduce the stigma associated with persons who have mental illness and substance use problems, and to promote their inclusion within the community.

## 3. FINANCIAL:

Plural Healthcare seeks to reduce and/or eliminate financial constraints that may restrict the ability of all eligible consumers to access any services consistent with their needs and preferences.

## 4. ENVIRONMENTAL:

Plural Healthcare believes that the environment in which services are provided reflect the cultures and cultural customs of the persons served, and in addition are conducive to providing a comfortable and confidential setting for persons served and employees to achieve their highest potential.

## 5. EMPLOYMENT:

Plural Healthcare strives to maintain a diverse workforce sensitive to the unique needs of persons served and representative of the community it serves. In addition, Plural Healthcare strives to hire and maintain the highest quality of employees available in the labor market.

## **6. COMMUNICATION:**

Plural Healthcare seeks to provide open channels of communication that allow persons served, employees, and stakeholders to access information that accurately represents the status of the organization's systems and outcomes. In addition, Plural Healthcare seeks to facilitate communication among persons served and employees that provides a basis for personal and professional growth, and well-being.

## **7. TRANSPORTATION:**

Plural Healthcare seeks to ensure that persons served are not limited by a lack of personal transportation options or by options that may not accommodate their disabilities, and that transportation systems fully accommodate any community member seeking to access Plural Healthcare's services.

## **8. OTHER AREAS:**

In addition to the above specific accessibility goals and objectives, Plural Healthcare is involved in many ongoing activities and procedures that enhance the accessibility of persons served, employees, and members of the community. Examples include personnel policies (affirmative action/EOE, exit interview process), ongoing outreach activities in all program areas, the utilization of consumer feedback/input processes such as satisfaction surveys, biopsychosocial assessments, and individual planning, participation in mental health collaboratives, outcome measurement and reporting, cultural competency education, and a multitude of other activities that directly facilitate the enhancement of accessibility.

Plural Healthcare's Chief Executive Officer develops and approves a revised Accessibility Plan each year. The plan is reviewed and approved by the leadership team and is made available to persons served, employees, and stakeholders.

**Accessibility plan initiatives continued on next page...**

Plural Healthcare Accessibility Initiatives for Fiscal Year 2023							
Initiative	Goal	Objectives	Measure	Responsible	Cost/Source	Target Date	Status
1. Architectural	1. Relocate to new office with better layout for service delivery, 1,370 additional sq footage, additional group room for additional capacity, and first floor building access.	1. Execute new lease agreement 2. Pay security deposit 3. Work with construction company on tenant improvements	1. Completion of lease agreement 2. Remit payment for deposit 3. Completion fo construction project	1, 2, 3. CEO and Clinical Director	\$24,466.67	March 2023	In Progress
2. Attitudinal	1. Reduce attitudinal barranties by engaging in marketing campaigns with notable past clients who give permission, notably our willing client who is an ex-NFL player	1. Strategic marketing meeting to kick off project 2. Engage with client to assess level of involvement 3. Develop materials, story/narrative, video testimonials, etc.	1. Strategic marketing plan developed 2. Client video interview 3. Attend community events with materials, engage in local PR/media campaign, digital marketing campaign	1. Chief Marketing Officer/CEO 2. CEO 3. CEO/Chief Marketing Officer	TBD upon campaign completion	May 2023	In Progress
3. Financial	1. Obtain additional insurance contracts to reduce out-of-network cost barriers to clients	1. Undergo CARF standard survey 2. Seek credentialing with additional insurance panels	1. Obtain CARF accreditation 2. Achieve credentialing with BCBS, Cigna, UHC and other payors	1, 2. CEO/Clinical Director	\$8,000 est \$3,000 est	June 2023	In Progress
4. Environmental	1. Reduce potential environmental barriers by purchasing desirable furnishings for new office location (furniture, artwork, indoor plants, coffee station, etc) that promote a positive, healing atmosphere for persons served	1. Move into new office location 2. Plan out purchases based on environmental walkthrough/assessment	1. Plural Healthcare commencement at 680 Craig Rd, Suite 103, Creve Coeur, MO 63141 2. Purchase furnishings for new office	1. CEO/Clinical Director 2. CEO	\$10,000 est	April 2023	In Progress
5. Employment	1. Reduce barriers for hiring high quality personnel by setting up an attractive benefit and compensation system	1. Obtain SBA funding 2. Research turnkey HR/benefit providers 3. Implement system	1. \$250,000 SBA loan 2. Contract with HR/benefit provider 3. Hire 2 full-time therapists	1, 2, 3. CEO	TBD upon determining HR/benefit provider	April 2023	Begin Once SBA Funding Obtained
6. Communication	1. Increase communication by developing monthly email newsletter to be distributed to persons served, community stakeholders, personnel.	1. Newsletter planning meeting 2. Develop first 3 months of content	1. Develop structure and obtain email infrastructure platform 2. Release first newsletter	1. CEO/Marketing Officer 1. Marketing Officer	\$1,000	June 2023	Pending
7. Transportation	1. Assess whether Plural Healthcare should include a 3rd party transportation service to eliminate barriers	1. Assess Q1 client and potential intake client data to determine if such barriers are present 2. Determine 3rd party transportation provider	1. Review data at Q1 leadership meeting 2. Contract with Express Medical Transporters	1. Clinical Director 2. CEO	TBD	April 2023	Pending
8. Overall	1. Conduct overall accessibility audit to determine where any barriers to care can be addressed and removed	1. Review and report client and potential intake data of Q1 and Q2 combined 2. Include findings in subsequent accessibility plan and remove barriers	1. Review data at Q2 leadership meeting 2. Implement into plan where applicable	1. Clinical Director 2. CEO	TBD	July 2023	Pending