



California Orthotic & Prosthetic Association

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“Re-abling your quality of life”

STRATEGIC PLAN 2009 – 2011

COPA VALUES

Integrity
Quality Orthotic and Prosthetic Management
Professional Excellence
Optimal Patient Care
Patient Advocate

VISION

Advancing the quality of life for Orthotic and Prosthetic patients.

MISSION

Promoting the art and science of Orthotic and Prosthetic practice to create and communicate innovative solutions for a positive patient experience.

GOAL 1: COPA sustains unprecedented member value.

Objectives:

- Develop and implement member education events that optimize the practice of O&P.

Action Plan:

- Schedule, plan and execute an educational/information rich annual conference independently or in conjunction with other O&P provider organizations. MEASUREMENT: Number of attendees compared to previous year(s). Funding increases by source. Non-dues generating revenue increases. DUE DATE: May 2009, 2010 and 2011.
- Continue to provide products and services that demonstrate the value and benefits of COPA membership.

Action Plan:

- Ongoing production of *The COPA Connection* newsletter specifically pertaining to O&P provider/industry/patient issues, activities and updates. MEASUREMENT: Member satisfaction and comment link in every issue. DUE DATE: January/February, March/April, June/July, August/September, October/November, 2009, 2010 and 2011.

GOAL 2: COPA ensures patients receive the information and access to care that will lead to quality outcomes.

Objectives:

- Develop patient communication products that demonstrate COPA is the trusted leader in ensuring high quality O&P practice.

Action Plan:

- Create user friendly “O&P Patient Tool Kit” that can be downloaded from COPA website. MEASUREMENT: On time and approved by COPA Board of Directors. DUE DATE: June 2010.

- Continue advocacy programs that support O&P professional practice.

Action Plan:

- Maintain retention of full-time professional lobbyist to actively monitor legislation and regulations that promote and protect the O&P profession and patients. MEASUREMENT: Periodic legislative reports to COPA Board of Directors and posted online for patients. DUE DATE: Ongoing throughout 2009, 2010 and 2011.

GOAL 3: COPA supports an inclusive governance and staff structure that ensures and enhances member value.

Objectives:

- Increase the diversity, volunteerism and effectiveness of COPA leadership to reflect the growing practice of orthotics and prosthetics.

Action Plan:

- Develop COPA Board and Committee Member Duties and Responsibilities. MEASUREMENT: On time and approved by COPA Board of Directors. DUE DATE: June 2010

- Support organizational systems that contribute to growth and financial stability.

Action Plan:

- Conduct “Best Practices” survey of other O&P state associations (i.e. New York, Florida, Texas, Ohio and Illinois). Effort spearheaded by Tom Beall who will assign volunteers for each state. MEASUREMENT: Survey analysis and recommendations presented to COPA Board of Directors. DUE DATE: June 2010.

NOTE: The COPA Strategic Plan 2009-2011 is a dynamic work-in-progress based on the COPA Vision, Mission and Goals. With the continued guidance of the Board of Directors and management by the Executive Director, COPA maintains an active “radar screen” to detect issues, opportunities and access challenges facing O&P providers, patients and the industry at-large that will need to be addressed within the coming years.