

Action Plan to Correct Active User Population Counts

The issues surrounding IHS data quality, particularly the active user counts, are:

- Documentation
- Communications
- Coordination
- Problem Diagnosis and correction
- Data Edits
- Access to data
- Reports
- Trust

We believe that it is important to recognize that any solution must be:

- Prioritized
- Coordinated
- Project-Oriented
- Customer Friendly
- Improved in a rapid cycle.

Specific Action Steps:

1. Hire a senior level Project Manager to work at National Programs – Albuquerque. This person would coordinate and communicate with the Area statisticians and tribal EpiCenters to improve all levels of the data acquisition process. This position will have the responsibility to form consensus and need the authority to make and implement decisions. Dr. Stan Griffith has been assigned as the Interim Project Manager and will work with Dr. Nat Cobb and Mr. Michael Gomez to move this project forward.
2. Hire a senior level statistician for both the data center and Headquarters East. These individuals will be responsible for inspecting the national database and reports for possible inconsistencies. Additionally, they will work with IHS, Tribal and Urban staff to develop needed clinical and administrative reports and “data-marts”.
3. Contract with IBM for a complete review on the national database to ensure that the format of tables, structure of the data elements, and layout of the files is optimized for the generation of reports. Additionally, to use their data management expertise to evaluate and provide recommendations for data process improvement, security procedures, and documentation of processes.
4. In cooperation with representatives from Area/Headquarters statisticians, Epidemiology, Cancer, ORYX, and top management develop a comprehensive, multidisciplinary project plan that includes:
 - Short term and long term goals and outcomes
 - Responsible programs/individuals
 - Milestones
 - Deliverables
 - Reporting dates to customers
 - Project completion date(s)

Examples of technical projects include:

- Master Person Index (MPI)
- Data Movement Project
- PCC+ (Customizable PCC form)
- SSA/HCFR data projects
- PCC Data Entry Edits
- Hardware/Software Upgrades
- RPMS 1A reports update
- Data Marts