

## HQ Reforms Priorities Vs IHS Overall Priorities

Priorities for Reforms	OVER-ALL	HQ
HR Ineffectual	127	14
Qualifications/Credentials	89	7
UFMS Ineffectual	85	10
Train/Orient/Mentor	85	16
Add/Realign Staffing	85	11
Accountability	78	14
Comms/Feedback/PR	73	15
Prevention/Wellness	70	5
IT/EHR/RPMS/Tele-med	67	7
Chg/Realign Functions	67	21
Recruit/Retain - Incentives/Pay	66	7
Chg Budget Priority/Use	60	11
Chg Policies/Procedures	54	7
Realign Org Structure	53	20
CHS Chg \$/Elig/Use	53	3
Acquisitions/Contracting	52	6
More Funding	50	8
Managing/Leading	49	5
Technology/Equipment/E	48	7
Motivation/Attitude/Values	46	6
Admin/Business	45	10
Billing/Collections	45	8
Defined Benefits/Portability	45	5
Data/Collect/Report	44	12
Lifestyle/Behavior	42	4
Clinical Process	41	5
Authorities	41	8
Patient Incent/Responsibility	39	3
Study/Assess/Plan	38	13
Regs/paperwork/layers	37	4
Facilities/Housing	36	2
IP Application	36	8
Ineffectual/Inefficient	33	2
Measures/Benchmarks	30	6

Priorities for Reforms	OVER-ALL	HQ
Mental/Behaviorial	29	
Customer Service	28	2
Productivity/Efficiency	26	5
Competitiveness/Parity	25	3
Clinical Process/IPC	24	5
CS - CC	24	7
Remoteness	23	
Self-Care/Support Svs	23	1
Community Links	22	5
Capacity Limits	21	2
638/Federal	20	8
Costs	19	2
Multi-site Alliances	19	2
ExtSvs (Den/Vis/Rehab)	19	2
Primary Care Svs	19	1
Ethics	18	4
Uneven/Inequitable	16	1
Public Health Svs	16	3
Outreach Practices	14	3
Eligibility	14	1
Community/Home-Based	14	
Addiction Svs	14	
Other Practices	13	2
Specific Hlth Condition	13	
Other Coverage	12	2
Laws	11	
Urban Indian Svs	11	2
Quality of Care	10	
Deployment	10	
Medications/Formulary	10	1
Waste	9	
Chronic Care	9	1
Financial Limits	8	
Copays	8	
Traditional	8	1
Transport/Travel	8	1

Priorities for Reforms	OVER-ALL	HQ
Specialty Svs	8	
Mid-Level Providers	7	1
Open/Transparent	7	1
Fraud/Abuse/Retaliation	6	1
IHS Initiatives	5	1
Tribal Consultation	5	
Underlying Conditions	5	1
Priorities/Rationing	5	1
Elder Svs	5	
Continuity/Succession	4	
Spirituality	4	
Water/Sanitation	4	
Emergency Svs	4	
TeleWork/FlexTime	3	
Open/Transparent	3	
Service Areas	3	1
Other	3	
Jobs	2	
Federal Obligation	2	
Inpatient Svs	2	
More Collections	1	
Privatize	1	
Health Status	1	
Value/Effectiveness	1	
3rd Party Svs	1	
Ambulatory Svs	1	
Total Topics Mentioned	2,589	364
Number Emails	565	74