

2023 Office of Urban Indian Health Programs Work Plan

The 2023 Office of Urban Indian Health Programs (OUIHP) Implementation Work Plan is a living document that outlines critical actions to address priorities. Each OUIHP team member will lead objectives to identify action steps to demonstrate a measurable impact on each of the strategic goals. The OUIHP remains committed to mitigating programmatic and operational risks before they arise. The OUIHP is focused on effective communication with Urban Indian Organizations (UIOs) and stakeholders on this work while developing sustainable actions.

The five pillars of the OUIHP strategic plan are:

Pillar 1: Provide effective, timely, and transparent communication.

Pillar 2: Improve OUIHP's operational oversight and management.

Pillar 3: Leverage partnerships to expand UIOs' resources.

Pillar 4: Improve data quality.

Pillar 5: Expand UIOs' infrastructure and capacity.

2023 OUIHP Work Plan	PRIORITIES
	<p>Operational</p> <p>Ensure UIOs receive timely and accurate information.</p> <p>Ensure a relationship of trust and transparency between the Indian Health Service (IHS) and UIOs.</p> <p>Secure meaningful feedback from stakeholders.</p> <p>Strengthen the annual on-site review manual and process.</p> <p>Standardize the contract templates.</p> <p>Strengthen the grant program oversight and management.</p>
	<p>Human Capital</p> <p>Enable OUIHP organizational change.</p> <p>Support the reflection of urban needs in Federal health policies.</p> <p>Recruit, develop, and retain quality staff across the system.</p>
	<p>Financial</p> <p>Support diversifying health funding and financing opportunities for UIOs.</p> <p>Support UIOs in identifying and addressing UIOs' infrastructure needs.</p> <p>Expand UIOs' capacity and reach to meet service population needs.</p>
	<p>Strategic</p> <p>Integrate electronic technology platforms and standard protocols to enhance data collection.</p> <p>Partner with UIOs and other urban stakeholders to improve data accuracy and quality.</p> <p>Train UIOs on data collection.</p> <p>Modernize information technology to address UIOs' needs.</p>

Link to the 2023-2027 OUIHP Strategic Plan: <https://www.ihs.gov/urban/ouihp-strategic-plan/>

Link to the 2019-2023 IHS Strategic Plan:

https://www.ihs.gov/sites/strategicplan/themes/responsive2017/display_objects/documents/IHS_Strategic_Plan_FY%202019-2023.pdf

2023 OUIHP WORK PLAN OVERVIEW

The 2023 OUIHP Work Plan is a living document and will include communications on progress, barriers encountered, and accomplishments. This plan details critical actions that address priorities that directly impact IHS operations, improve communication, and ensure safe, quality, patient-centered care. The OUIHP will track progress for each activity and evaluate progress over time. Progress will be shared with UIOs, partners, and stakeholders quarterly. The goal is to provide a progress update on the 2023 Work plan activities by September 30, 2023.

Please note: {IHS #.#} references the crosswalk to the IHS Strategic Goals and Objectives

Pillar 1: Provide effective timely and transparent communications.

Goal 1: Ensure the UIOs receive timely and accurate information.

Objective 1: Deliver effective communication messaging to UIO stakeholders (time-sensitive emails and meetings, bundle communications, i.e., newsletter, etc.). {IHS G1.1}

Operational

- Work towards standardizing the communication process, i.e. budget reports and sharing information from other federal agencies.

Goal 2: Ensure a relationship of trust and transparency between IHS and UIOs.

Objective 1: Develop a plan to improve communications with internal and external stakeholders. {IHS G1.1}

Operational

- Develop OUIHP communication plan.

Goal 3: Secure meaningful feedback from stakeholders to inform IHS and federal partners' decision-making.

Objective 1: Effectively implement the revised Urban Confer policy across the IHS system. {IHS G1.1}

Strategic

- Communicate and provide training on the Urban Confer Policy and process.

Objective 2: Provide technical assistance to other Federal agencies to better engage UIOs in a process similar to Urban Confer. {IHS G1.1}

Operational

- Provide technical assistance to other federal partners as needed.

Pillar 2: Improve OUIHP operations oversight and management.

Goal 1: Strengthen UIO annual on-site review manual and process.

Objective 1: Implement electronic on-site review manual and process to improve consistency and usefulness. {IHS 3.1}

Operational

- Support IHS Areas through annual training plans.

Objective 2: Establish the annual on-site review process across IHS Areas through training and development. {IHS 3.1}

Operational

- Further develop the on-site review manual, processes, and training.

Goal 2: Standardize the contract templates.

Objective 1: Provide training on using the revised contract templates. {IHS 3.1}

Operational

- Support training and provide communications on contract template updates.

Goal 3: Strengthen OUIHP grant oversight and management.

Objective 1: Conduct grant reviews and evaluations for quality improvement opportunities, and to ensure quality assurance requirements are met. {IHS 3.1}

Operational

- Support grantees with technical assistance, training, and feedback.

Goal 4: Enable OUIHP organizational change at the program level to ensure opportunities for development.

Objective 1: Develop a performance-focused OUIHP team. {IHS 1.1}

Operational

- Support internal process improvement and team development.

Pillar 3: Leverage partnerships to expand UIO resources.

Goal 1: Support diversifying health funding and financing opportunities for UIOs.

Objective 1: Provide information to UIOs on the Department of Veterans Affairs (VA) reimbursement agreement program to increase participation. {IHS 3.2}

Financial

- Provide information and assistance to UIOs and/or initiate Confer, as needed.

Objective 2: Collaborate with Centers for Medicare and Medicaid Services (CMS), UIOs, and other partners on the implementation of 100% FMAP. {IHS 3.2}

Strategic/Financial

- Support technical assistance and collaboration with Federal partners and CMS, as needed.

Objective 3: Collaborate with UIOs on whether and how an UIO-Specific All-Inclusive Rate is developed. {IHS 3.2}

Strategic/Financial

- Support communications and technical assistance to UIOs and federal partners, as needed.

Objective 4: Support UIOs' efforts to improve patient revenue, i.e., third-party resources. {IHS 3.2}

Strategic

- Engage in partnerships with National Council for Urban Indian Health (NCUIH) and other agencies to support and explore patient revenue opportunities.

Objective 5: Support inclusion in the IHS budget formulation process. {IHS 3.2}

Financial

- Support UIO inclusion and communications on budget formulation meetings.

Goal 2: Ensure UIO's needs are reflected in Federal health policy for providers and resources.

Objective 1: Provide information to UIOs about access to Federal resources and supplies. {IHS 3.1}

Strategic/Patient Safety

- Support access to Federal resources and supplies.

Objective 2: Support inclusion of UIOs as part of emergency response strategies. {IHS 3.1}

Strategic/Patient Safety

- Optimize coordination with Federal supply chains in response to public health emergencies.

Goal 3: Recruit, develop, and retain quality staff across system.

Objective 1: Collaborate with Health Resources and Services Administration (HRSA) on the Auto-Health Professional Shortage scores to support recruitment of providers. {IHS 1.1}

Human Capital

- Share HRSA communications and updates with UIOs.

Objective 2: Collaborate with other IHS offices and Federal agencies in recruitment efforts, such as loan repayment, scholarships, and National Health Service Corp. {IHS 1.1}

Human Capital

- Support UIOs' efforts to recruit and retain staff.

Objective 3: Provide support to UIOs in addressing workforce shortages and issues. {IHS 1.1}

Human Capital

- Support inclusion of UIOs in the national Community Health Aide/Practitioner, Behavioral Health Aide, and Dental Health Aide/Therapist programs.

Pillar 4: Improve data quality.

Goal 1: Integrate electronic technology platforms and standard protocols to enhance data collection.

Objective 1: Establish accurate, verifiable, and user-friendly data. {IHS 3.3}

Operational

- Support development of electronic technology platforms and standard protocols to ensure accurate data.

Objective 2: Support leveraging Federal and private partnerships, and intermediaries to support and enhance data quality. {IHS 3.3}

Strategic

- Engage UIOs in communications and efforts in data management and inclusion in Health Information Technology (HIT) initiatives.

Objective 3: To improve data transparency and quality that extends reporting functionality to UIOs. {IHS 3.3}

Operational

- Support development of auto-generated reports for UIOs with no D1 account.

Objective 4: Improve data that supports urban reference data. {IHS 3.3}

Operational

- Support efforts to define 'service area', validate data in Standard Code Book and resolve discrepancies.

Goal 2: Partner with UIOs and other Urban stakeholders to improve data accuracy and quality.

Objective 1: Partner with NCUIH data workgroup to improve UIO data reporting. {IHS 3.1}

Strategic

- Engage in collaborative efforts with NCUIH on UIO issues and strategic priorities.

Objective 2: Work with UIOs to achieve 100% data mapping to the National Data Warehouse (NDW). {IHS 3.3}

Operational

- Support updates to Urban Site Mapping Data Request and develop resources/guidance/training on the mapping processes.

Goal 3: Train UIOs on data collection.

Objective 1: Provide technical assistance and training webinars on a broad range of data collection-related topics. {IHS 3.1}

Operational

- Support UIOs through webinars/training materials and data quality reports.

Objective 2: Develop a resource repository (training, templates, etc.) to support accessibility of archived data education materials. {IHS 3.1}

Operational

- Create and maintain a resource repository on the IHS OUIHP web page.

Pillar 5: Expand UIO Infrastructure and capacity.

Goal 1: Ensure individual UIOs' infrastructure needs are identified and addressed.

Objective 1: Complete a UIO infrastructure study (priorities and unmet needs) that provides individual UIO infrastructure assessment reports, with strategies to support future UIO infrastructure development. {IHS 3.2}

Strategic

- Engage UIOs in the development of an Infrastructure Study.

Objective 2: Provide support to UIOs on the amended Indian Health Care Improvement Act (IHCIA) provision authorizing IHS to make funds available for renovations, construction, and/or expansion of UIO facilities. {IHS 3.2}

Strategic

- Engage in partnerships with Headquarters and Area Offices to assist UIOs with construction-related activities.

Goal 2: Modernize information technology to address UIOs' needs.

Objective 1: Continued Urban Confer with UIOs in the development and implementation of HIT modernization. {IHS 3.1}

Strategic

- Support UIOs in Information Technology (IT) modernization development.

Goal 3: Expand UIOs' capacity and reach to meet service population needs.

Objective 1: Support the development and expansion of services provided by existing UIOs. {IHS3.2}

Operational

- Support UIOs' expansion efforts and accreditation/readiness.

Objective 2: Support the expansion of new UIOs in unserved urban centers. {IHS3.2}

Strategic

- Identify unserved urban centers.