

Indian Health Service (IHS)

IHS Strategic Plan 2018-2022

Workgroup Meeting 4 Summary – Goal 3

January 10, 2018

3:00pm-5:00pm ET

Meeting Format: Conference Call and Adobe Connect

Workgroup's Purpose

Provide IHS Strategic Plan recommendations to IHS senior staff, including recommending strategies for each of the draft goals and objectives.

Progress to Date

To date, the IHS Federal-Tribal workgroup has held three meetings.

- The first meeting held on November 14, 2017, provided an overview of the workgroup process from IHS Senior Leadership, an overview of the strategic plan process to date, projected timeline, and an introduction of important plan definitions.
- During the second meeting on November 29, 2017, members reviewed comments received from tribal leaders, Urban Indian Organization leaders, and IHS staff.
 - The first homework assignment was a tally sheet. The tally sheet required each individual to review and determine if a proposed strategy is a Strategy or Charter and if a Move or Reword is required.
 - Additionally, workgroup members voted to extend the workgroup meeting time (one-hour to one-hour and thirty minutes) and dates (a fifth workgroup meeting was added to the schedule).
- During the third meeting on December 13, 2017, members reviewed the proposed strategies to determine if the strategies are appropriate for the workgroup's respective goal and objectives. Based on the homework submissions, the strategies were organized in a color-coded system (i.e. Green, Yellow and White-see Meeting 2 Summary for more information). The workgroup identified the strategies and charters according to goal and objectives but did not have enough time to review the Move or Reword recommendations during meeting 3.
 - Workgroup members were sent an updated Reword and Move Excel worksheet to review including a "summary" column.

Meeting 4 Overview

The goal of today's meeting is to review the revised aggregated reword and move recommendations. The "summary" column is the first draft of a revised strategy statement. Based on the recommendations received during meeting three, similar strategies were combined and statements revised to summarize the combined strategies with recommendations to move or keep strategies based on the revisions. The summary column will be refined/edited during today's workgroup discussion.

Voting Results

Workgroup members (or their designee) reviewed a summary of recommendations and voted to accept or make changes to the recommendations. The table below includes the summary column of recommendations and the final workgroup recommendation.

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Goal 3 Objective 1

Proposed Strategy	Summary	Workgroup Recommendation
<p>1. Practice transparency at all levels of the IHS.</p> <p>2. Improve communication tiers between employees, managers and senior leadership.</p> <p>21. Increase Area leadership engagement with Service Unit management, staff, and tribal communities, with an emphasis on two-way communication.</p>	<p>Reword: Improve communication between employees, managers and senior leadership so that transparency will be practiced at all levels of the IHS. Combine Strategies 1, 2 and 21.</p>	<p>REWORD: "Improve communication and transparency among all employees, managers and senior leadership."</p> <p>VOTE: YES agree to REWORD: 100%.</p>
<p>3. Strengthen management and operations through effective oversight.</p> <p>5. Strengthen reporting relationship of Areas offices to Service Units and Headquarters.</p> <p>8. Increase technical assistance capabilities of Area Offices.</p>	<p>Reword: Strengthen technical assistance capabilities and reporting relationships of Area offices to Service Units and Headquarters for effective management and operations oversight. Combine Strategies 3, 5 and 8. Recommend move to goal 3 objective 2</p>	<ul style="list-style-type: none"> • VOTE to NOT REWORD and leave as standalone strategies: YES: 70%, NO: 30%. • VOTE Keep #3 as written: YES 100%. VOTE: MOVE to 3.2: 100%. • REWORD #5: "Assure reporting relationships between service units, Area offices and headquarters are clearly defined and implemented." VOTE to REWORD: YES: 100%. • REWORD #8: "Provide TA to strengthen the capacity of service units and Area Offices to enhance effective management and oversight." VOTE to REWORD: YES: 100%. VOTE to MOVE to 2.1: Yes: 14.2%; Don't Move: 85.7%. • REWORD #3 and #8 Combined: VOTE to MOVE to 3.2: 100%.
<p>4. Increase health outreach and education to patients and families.</p>	<p>Reword: Enhance Health Education outreach to patients and families.</p>	<p>VOTE to REWORD in Summary column: YES: 100%.</p>
<p>6. Integrate tribal stakeholders in local decision-making processes.</p> <p>9. Build partnerships across federal and state, territorial and tribal agencies as well as community organization to engage with vulnerable populations in healthcare decision making and healthy lifestyles.</p> <p>10. Improve coordination with other DHHS agencies to address AI/AN health care issues.</p> <p>13. Support Urban Indian Organization efforts to build partnerships with Tribes.</p> <p>14. Create a yearly engagement strategy for health care stakeholders.</p> <p>26. Establish an ongoing process to identify</p>	<p>Reword: Overcome or mitigate challenges and enhance partnerships across programs and agencies by identifying and prioritizing access limitations to health care for local AI/AN stakeholders. Combined 6, 9, 10, 13, 14, 26, 27. Recommend keep in goal 3 objective 1</p>	<p>REWORD: "Overcome or mitigate challenges and enhance partnerships across programs and agencies by identifying, prioritizing and reducing access limitations to health care for local AI/AN stakeholders."</p> <p>VOTE to REWORD: YES: 100%.</p> <p>VOTE to MOVE to 1.3: 100%.</p>

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Proposed Strategy	Summary	Workgroup Recommendation
<p>and prioritize challenges that limit access to health care by Urban Indians and develop strategies to overcome or mitigate challenges.</p> <p>27. Streamline communication lines with sister agencies so that tribes and tribal members benefit from their services.</p>		
<p>7. Improve coordination of communication with other federal agencies/partners (i.e., Opioid Crisis) so that tribal involvement is assisting IHS in Policy & Care.</p> <p>12. Keep tribes informed of IHS issues on monthly basis.</p> <p>17. Use advisory committees to relay information.</p> <p>37. Develop deliberate and proactive communications plans for internal and external stakeholders that provide recurring periodic updates and opportunities for discussion.</p>	<p>Reword: Develop deliberate and proactive communications plans for internal and external stakeholders. Combine Strategies 7, 12, 17 and 37. Recommend keep in goal 3 objective 1</p>	<p>REWORD: "Develop and define provide proactive communications plans for internal and external stakeholders." VOTE to REWORD: YES: 100%. Numbers 7, 12, and 17 are charter activities. VOTE to MOVE: Don't Move: 100%.</p>
<p>11. Expand Medicaid/Medicare.</p>	<p>Reword: Expand the current IHS Medicaid/Medicare model to provide AI/AN Medicaid/ Medicare beneficiaries with more health care choices. Recommend move to goal 3 objective 2</p>	<p>Is the original strategy to increase access to care or increase revenue? Workgroup members VOTE to REWORD: Yes: 100%. However, the final REWORD was not provided. Members asked if Private Insurance should be added. Adding Private Insurance is a parking lot issue to potentially add later. OPHS will provide more background information on this topic (research and review original comment).</p>
<p>15. Improve process/protocols with finance, acquisitions, business office, service units.</p>	<p>Recommend move to goal 3, objective 2</p>	<p>Uncertain of original intent. VOTE to MOVE: 3.2: 100%.</p>

Next Steps

- Members were asked to review the remainder strategies for Goal 3 and be prepared to vote to REWORD, COMBINE or MOVE strategies.
- Since the group did not complete their review of the REWORD and MOVE recommendations, an additional meeting is added. The workgroup will meet on January 17, 2018 to finalize REWORD and MOVE recommendations.

Homework:

- Review REWORD and MOVE worksheet and prepare vote and reword recommendations before the January 17th meeting.

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Meeting Attendees

Workgroup Members

Name (last, first)

Brandt, Jon	IHS-ODSCT
Carmen, Miranda	IHS-OCPS
Fowler, Elizabeth	IHS-OD
Gemmell, Robert	IHS-CAO
Haugen, Nancy	IHS-GPA
Longie, Keith	IHS-BEM
Marino, Daniel	IHS-TUC
Porter, Chris	IHS-OFA
Phillips, Duane	IHS-OHR
Sharp, Rauland	IHS-OIT
Woodard, CDR Micah	IHS-POR

Other Attendees

Name (last, first)

Boney, Melissa	IHS-OPHS
Davis, Yvonne	IHS-OPHS
Frazier, CAPT Francis	IHS-OPHS
Johnston, Jeffrey	IHS-OMS
Pittman, Robert	IHS-OPHS
Platero, Laura	DSTAC-POR
Robinson, Gene	IHS-OPHS
Vogel, Lucie	IHS-OPHS
Weld, Patrick	IHS-OPHS