

Workgroup Charge and Process - Refresher

IHS STRATEGIC PLAN WORKGROUP MEETING 2

NOVEMBER 29, 2017



Workgroup Charge

- Make recommendations to IHS Senior staff to complete the IHS Strategic Plan.
- Includes:
 - Recommending strategies for each of the goal and objective



Meeting 2

Wednesday, November 29th – to discuss goals, objectives, strategies and measures

Goal 1 Workgroup (11am-12pm EST)

Will focus on health care workforce, collaborative relationships and access to health care services

Goal 2 Workgroup (1pm-2pm EST)

Will focus on health care quality and systems of care

Goal 3 Workgroup (3pm-4pm EST)

Will focus on program management and operations



Workgroup Processes (draft)

- Please participate – we need your ideas and thoughts. If you cannot make a meeting send us an e-mail or substitute.
- Please do the assignments – review the materials ahead of time and send in suggestions.
- Please be creative – we need new ideas of ways to improve IHS.
- If you did not get a chance to provide an idea or if you think of something later, please submit it to IHSStrategicPlan@ihs.gov.
- Focus on the questions and tasks during the meeting. There will be other avenues for additional ideas which may not be appropriate for the strategic plan.



Workgroup Processes (draft)

- During the Adobe Connect sessions, send your comments or questions via the chat box. During the discussion, please let the leader know when you would like to speak.
- Be patient with us as we use this technology. We hope the meetings will go smoothly but we are new to this and may need your patience.
- Please send all correspondence, ideas, etc. to the special Strategic Plan address at IHSStrategicPlan@ihs.gov.
- Any questions please contact Lucie.Vogel@IHS.gov or 301-443-1133.



Strategic Planning and Thinking

Strategic Planning is:

- “The process by which the leadership of an organization envisions the future and then identifies the necessary actions and assigns resources to implement the plan to improve economic performance” *

Strategic Thinking is:

- “A thinking process to consider alternatives and make choices to position the organization that involves the sharing and synthesis of pertinent information by the leadership of an organization that is needed to develop strategic objectives (ends)” *

Goals, Objectives and Strategies:

- “Statements of what needs to be achieved by an organization to move it toward its purpose...strategic in nature (long-term focused)”

* Quality as a Business Strategy, Ch. 8



Time Frame for Strategies and Objectives

What are we trying to accomplish?!

- Mission **Endless**
- Vision **5-20 years**
- Goals, Objectives, and Strategies **2-5 years**
- Charter **1 month – 2 years**





Developing Strategies

Collection

- Research and Feedback Information

Summarization

- Analysis, Combination and Prioritization

Grouping

- Common Themes

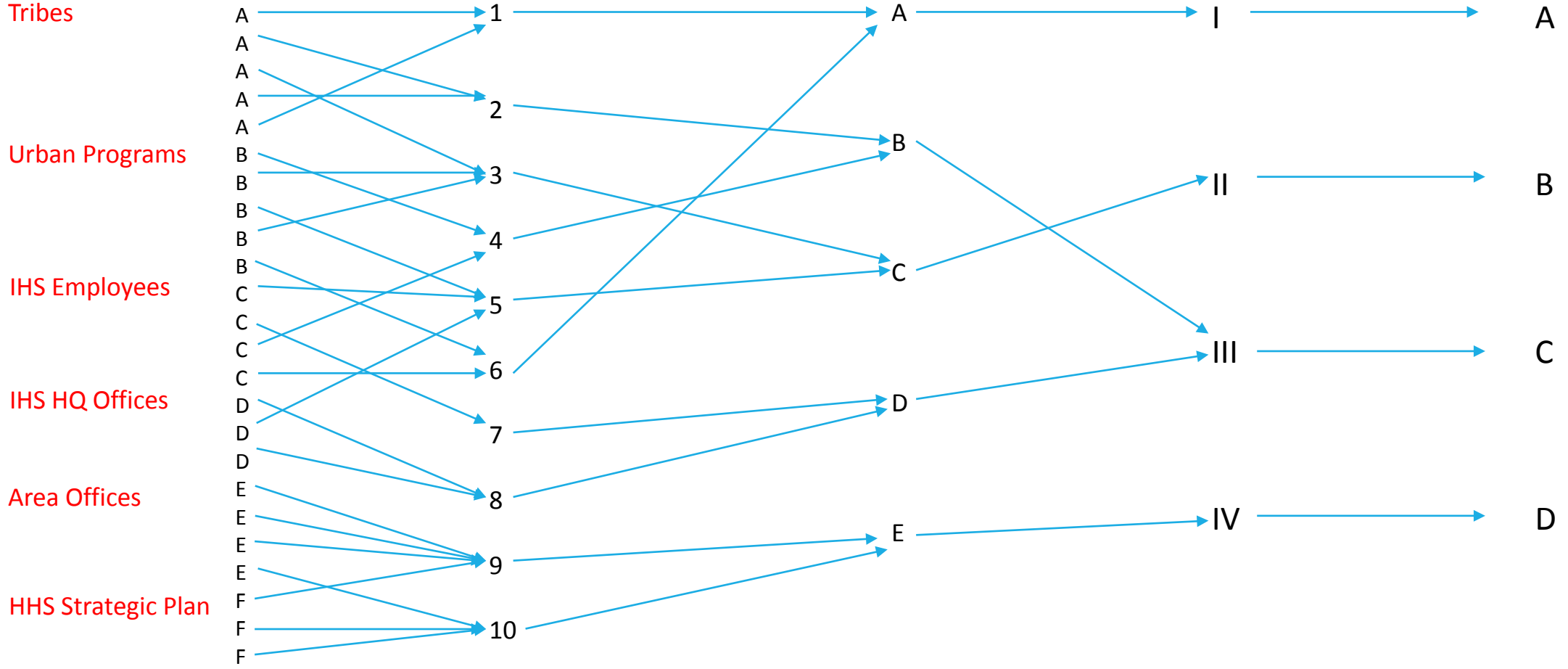
Abstraction

- Key Issues



Selecting an Approach

- Strategies



What are goals, objectives, strategies,
measures and charters?



Framework Definitions



Goals

Broad Initiatives that enable the plan's mission to be realized

Objectives

Changes, outcomes, and impact a plan is trying to achieve

Strategies

Related activities to fulfill strategic objectives

Measures

How IHS will measure progress or success on the strategy

Charters

Specific aim, expected outcomes, measures, and work plan for improvement



Definitions Example

Example of a Goal, Objective, Strategy, Measure and Charter

Goal - To improve the quality of ambulatory care services to IHS patients.

Objective - Increase IHS ambulatory facilities achieving PCMH certification/designation.

Strategy - Provide training to IHS facilities on how to become PCMH certified.

Measure - Yearly percent increase in number of eligible ambulatory facilities with PCMH certification.

Charter - IPC National staff and Improvement Support Teams will engage non-PCMH health centers and hospital outpatient primary care departments in the IPC curriculum between 2018 and 2020 to achieve PCMH designation by 31 December 2021.