

Workgroup Meeting 3

IHS STRATEGIC PLAN WORKGROUP

DECEMBER 13, 2017



Meeting 3

Tuesday, December 13 – to discuss goals, objectives, and strategies

Goal 1 Workgroup (11am-12:30 pm EST)

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

Goal 2 Workgroup (1pm-2:30pm EST)

Will focus on health care quality and systems of care

Goal 3 Workgroup (3pm-5pm EST)

Will focus on program management and operations



Workgroup Charge

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



Strategic Planning and Strategies

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 performance” *

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



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 - **What**

Related activities to fulfill strategic objectives

Measures

How IHS will measure progress or success on the strategy

Charters - **How**

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

Discussion of Regrouped Strategies and Charters based on Tally



Review Process – Strategies and Charters

- **Strategies and Charters**
- Review and discussion of tally findings



Review Process – New Strategies

- **New Strategies**
 - **Strategies or Charters?**



Summary of Responses - Results

Example: Goal 1 Objective 1: RECRUIT, DEVELOP AND RETAIN A DEDICATED, COMPETENT, CARING WORKFORCE.

Proposed Strategies or Charter/Activity	Strategy (%)	Charter/Activity (%)
Portland Area Strategic Plan: Improve leadership skills and adopt a leadership model, develop mentoring programs and improve customer service skills.	100.0	0.0
Develop, publish and measure standards of provider productivity to improve the quality and efficiency of health services.	50.0	50.0
Billings Area Strategic Plan: Establish recruitment package performance measures; track and share the results of this measures with the ELT on a quarterly basis.	40.0	60.0



Review Process (continued)

- **Modify/Move Strategies**
- **Combine Strategies**
- **Delete**



Summary of Responses – Move and Reword

Example: Goal 1 Objective 1: RECRUIT, DEVELOP AND RETAIN A DEDICATED, COMPETENT, CARING WORKFORCE.

Proposed Strategies or Charter/Activity	Move to:	Suggested Rewording
Portland Area Strategic Plan: Improve leadership skills and adopt a leadership model, develop mentoring programs and improve customer service skills.		
Develop, publish and measure standards of provider productivity to improve the quality and efficiency of health services.	Goal 2.1	Suggest deleting "provider productivity" and replacing with "quality care" - "productivity" carries a negative tone and implies false measures of quality.
Billings Area Strategic Plan: Establish recruitment package performance measures; track and share the results of this measures with the ELT on a quarterly basis.		