



2023 Agency Work Plan Second Quarter Update

The Indian Health Service's mission is *"to raise the physical, mental, social, and spiritual health of American Indians and Alaska Natives to the highest level."*

Background: In January, IHS leadership implemented the [2023 Agency Work Plan](#), which outlines critical actions the IHS is taking over the next year to address risk priorities. A workgroup leads each activity to identify root causes and design an implementation and monitoring plan to demonstrate a measurable impact on the agency. The goal is to complete the actions in the 2023 Agency Work Plan by Dec. 31, 2023. The IHS remains committed to mitigating programmatic and operational risks before they arise. IHS leadership is focused on increased and effective communication with tribal and urban Indian organization partners on this work while developing sustainable actions.

Status: The [2023 Agency Work Plan](#) is nearing the completion of its second quarter and demonstrating remarkable progress, with 92% of activities complete or on track to reach target goals.

Communications about the 2023 Agency Work Plan include progress, barriers encountered, resources needed, next steps, specific timelines, and accomplishments. IHS leadership tracks progress for each activity and looks for sustained progress over time. Results of the work are made public for our partners and stakeholders' awareness. IHS is providing regular updates on the progress of the Work Plan through the [IHS Work Plan Status Report](#).

Agency Accomplishments:

- Standardized governing board bylaws across all direct service facilities to provide for oversight and accountability while increasing efficiency and effectiveness of governing board meetings.
- Established the [Office of Healthcare Quality and Enterprise Risk Management](#) to enhance the agency's ongoing efforts to ensure the delivery of quality health care at federally operated facilities serving American Indians and Alaska Natives.
 - National Patient Safety Policy submitted for final agency approval.
 - Transitioned to the IHS Safety Tracking and Response (I-STAR) system, a centralized system for reporting of patient safety data.
 - Developing agency-wide standardized root cause analysis processes.
 - Completion of 2023 agency risk assessment with identified risk list.
 - Established a National Compliance Program that serves as the focal point for coordinating and promoting agency-wide compliance activities.

- Implemented a nationwide electronic provider credentialing system that modernizes provider credentialing and privileging within federally-operated hospitals and clinics.
- The Office of Human Resources implemented an electronic security manager system to track personnel background investigations. Cases pending for more than 90 days have been reduced by 78%, with a goal that all pending cases greater than 90 days will be completed by Sept. 30, 2023.
- Developed a Purchased/Referred Care delivery area expansion workflow map and identified opportunities for a goal to reduce cycle time for review of requests from 23 months to nine months.
- Developed an operational plan that is updated annually through tribal consultation and urban confer to ensure that performance measures include appropriate measurable targets in the new [IHS and Veterans Affairs MOU](#).
- Currently reviewing nominations for the first IHS Executive Leadership Program to commence in October 2023.
- Established tribal delegation meeting process improvements to ensure sufficient time to capture concerns from tribes and tribal organizations, evaluate responses, obtain information, and schedule and track follow-up action items.

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