



2023 Agency Work Plan Third 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 has taken over the current year to address risk priorities. A workgroup has led each activity to identify root causes and work toward sustainable improvement 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](#) has completed its third quarter and demonstrating remarkable progress, with 83% of activities complete or on track to reach target goals.

Communications about the 2023 Agency Work Plan includes 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:

- Established Tribal Delegation Meeting (TDM) process improvements to ensure sufficient time to capture Tribe/Tribal Organization concerns, evaluate responses, obtain information, schedule and track TDM and follow up action items.
- The Office of Human Resources implemented an electronic security manager system to track personnel background investigations. This calendar year, 5,373 cases pending for more than 90 days have successfully been reduced to zero.
- The development of an IHS Executive Leadership Development program with the first cohort of 30 participants starting in October 2023.
- Policy Clearance project finalized 85% of backlogged agency policy.
- Assess for the most effective HR structure – successful pilot of an agency Shared Service Classification Center.

- The [Office of Healthcare Quality and Enterprise Risk Management](#) is committed to enhancing 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.
 - Patient Safety – Root Cause Analysis (RCA) Project facilitated an agency-wide RCA training – 100% of Areas and facilities with participation.
 - Enterprise Risk Management (ERM) – Risk response plans developed for the prioritized risks identified in the 2023 agency risk list.
 - Realignment of the National Compliance Program within the Office of Healthcare Quality and Enterprise Risk Management, serving as the focal point for coordinating and promoting agency-wide compliance activities.
 - Agency-wide credentialing system project completed the standardization to 33 of 36 fields to increase oversight of provider credentialing and privileging within federally-operated hospitals and clinics.
- 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](#).

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