



2024 Agency Work Plan and 2023 Agency Work Plan Fourth Quarter Summary Report

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 2024, IHS leadership implemented the new 2024 Agency Work Plan and closed out the 2023 Agency Work Plan. The 2024 Agency Work Plan outlines critical actions the IHS has taken and will take 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 2024 Agency Work Plan by December 31, 2024. 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: Communications about the 2024 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' awareness. IHS is providing regular updates on the progress of the Work Plan through the IHS Work Plan Status Report. This Work Plan Status Report concludes the 2023 Agency Work Plan, which completed its fourth quarter and demonstrated remarkable achievements.

Final 2023 Agency Work Plan Accomplishments:

- Published and began agency wide implementation of the IHS Patient Safety Policy on November 15, 2023, to ensure that a comprehensive, systems-based, patient safety program exists in all IHS health care facilities.
- Established a new IHS Diversity, Equity, Inclusion, and Accessibility (DEIA) Council and Charter on November 15, 2023. The DEIA Council is an internal agency group comprised of federal IHS employees with responsibilities for, or interest in, maintaining and promoting an inclusive, engaged, safe, respectful, and discrimination-free work environment.
- Worked to improve internal communications among our workforce, which included *IHS Week in Review* e-mail updates to all IHS employees about key activities happening throughout the agency; quarterly IHS All Employee Calls to discuss important information impacting employees; monthly visits from the IHS director to service units and area offices to hear directly from employees; the addition of a new

deputy director for field operations to support communication between headquarters and area offices; and a contractor was awarded to support the national workgroup to develop an internal communications strategy focused on sharing the necessary quality information to achieve the agency's mission.

- On September 20, 2023, the IHS director sent a [letter](#) to tribal leaders to share the updated [IHS Medical Priority Levels](#) and to initiate tribal consultation before implementation. A Purchased/Referred Care carryover dashboard has been developed for IHS senior leadership to monitor, and training has been provided to IHS staff to track data. As IHS PRC programs implement the new medical priorities and expand services that are currently funded, the balance of PRC carryover funds will decrease each year.

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