



## Indian Health Service 2024 Agency Work Plan

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."*

IHS remains committed to mitigating programmatic and operational risks before they arise. The agency is also increasing its efforts to effectively communicate with Tribal and Urban Indian Organization partners on creating and establishing sustainable actions to strengthen the Indian health system. IHS is strengthening the system by developing and implementing a work plan to identify, assess, plan for, and monitor organizational and programmatic risks that impact the agency.

IHS will lean on input from key stakeholders to identify the root causes of ongoing challenges, complete an environmental scan of current activities and identify resources needed to implement sustainable actions. As the work plan is implemented, IHS will publicly share performance measures, timeframes, and impact.

The [2024 Agency Work Plan](#) will focus on the following priorities:

PRIORITIES	
2024 Agency Work Plan	<b>Patient Safety</b> <ul style="list-style-type: none"> <li>Facility Manager and Safety Officer Training Agency-Wide</li> </ul>
	<b>Human Capital</b> <ul style="list-style-type: none"> <li>Bipartisan Infrastructure Law: Sanitation Facilities Construction</li> <li>Assess for the Most Effective Human Resources System</li> <li>Employee Wellbeing and Resiliency</li> </ul>
	<b>Operational</b> <ul style="list-style-type: none"> <li>VA and IHS Memorandum of Understanding Performance Measures – Improve External Communication</li> <li>Evaluate and Improve Internal Communications</li> <li>Improve Indian Self-Determination and Education Assistance Act Operations</li> <li>Design a Robust Care Management System to Help Patients Navigate the Healthcare System</li> <li>Design a Policy Review Process – Policy Management System</li> <li>Acquisition Procedures Standardization</li> </ul>
	<b>Financial</b> <ul style="list-style-type: none"> <li>Purchased/Referred Care (PRC) Authorization and Payment Process</li> <li>PRC Carryover</li> <li>Document Oversight of Facility Budgets</li> </ul>
	<b>Compliance/Regulatory</b> <ul style="list-style-type: none"> <li>Design Governing Board Standardization</li> </ul>
	<b>Strategic</b> <ul style="list-style-type: none"> <li>Assess Needs of Patient Populations</li> </ul>

IHS has also established clear, well-defined, long-term goals that are consistent with the agency's mission and will increase performance and improve quality health care across the agency.

**IHS Strategic Plan Goal 1: To ensure that comprehensive, culturally appropriate personal and public health services are available and accessible to American Indian and Alaska Native people.**

**IHS Strategic Plan Goal 2: To promote excellence and quality through innovation of the Indian health system into an optimally performing organization.**

**IHS Strategic Plan Goal 3: To strengthen IHS program management and operations.**

Results of our work plan to accomplish these long-term goals will be made public to our partners and stakeholders. IHS will complete the work plan actions by December 31, 2024.

*February 2024*