

# IHS Strategic Plan FY 2019-2023

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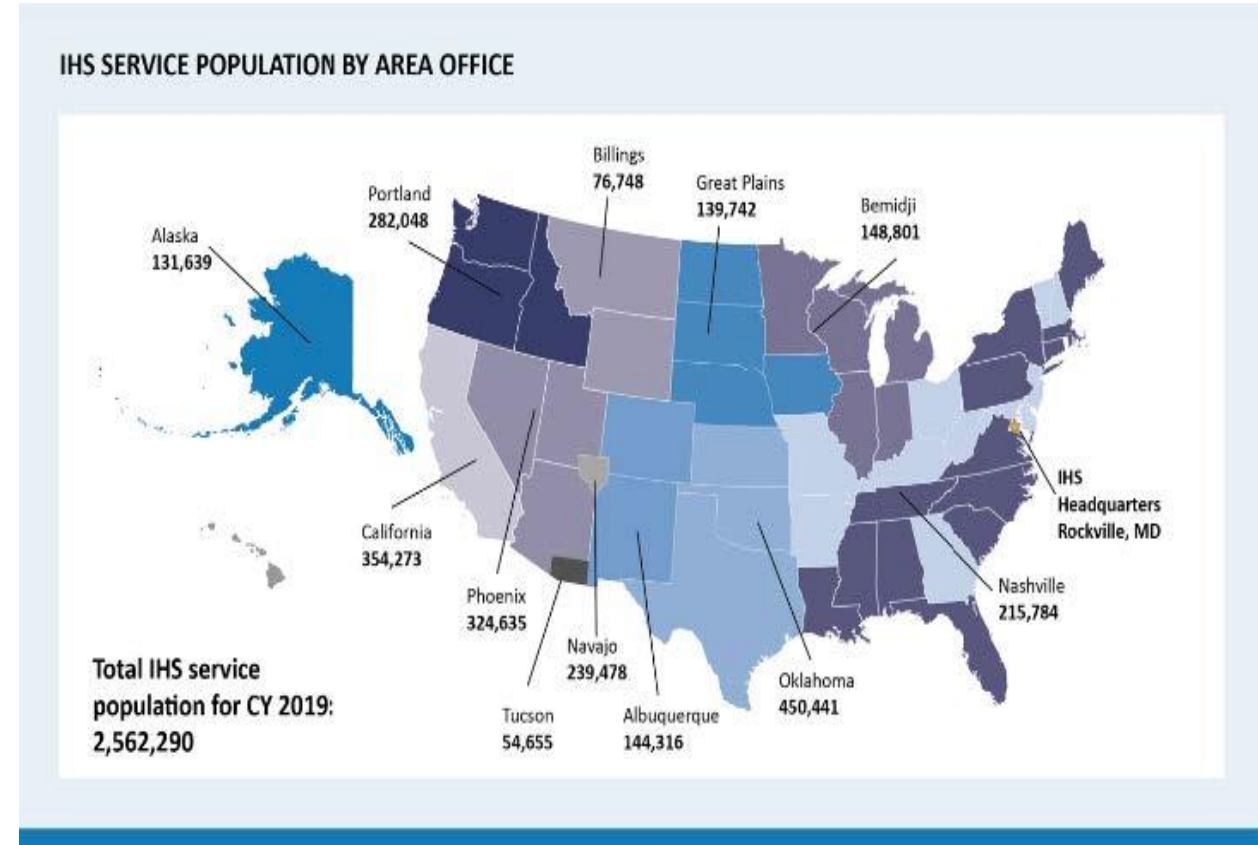
DIRECT SERVICE TRIBES ADVISORY COMMITTEE

1<sup>ST</sup> QUARTERLY MEETING

OCTOBER 2, 2019

# Indian Health Service

- 12 Areas
- 170 IHS and tribal managed service units
- 41 UIOs
- 2.56 million AI/ANs
- \$5.8 billion (FY 2019)
- 15,370 employees



# IHS Strategic Plan FY 2019-2023

- Released February 2019
- 5-year Agency plan
- Addresses challenges and builds upon progress
- Mission, vision, strategic goals, objectives and strategies
- Incorporates the feedback received from Tribes, Tribal organizations, Urban Indian organizations, IHS staff, and other stakeholders.



## Indian Health Service

Strategic Plan FY 2019-2023



# Indian Health Service (IHS)

## Strategic Plan FY 2019-2023



**Mission:** To raise the physical, mental, social, and spiritual health of American Indians and Alaska Natives to the highest level.

**Vision:** Healthy communities and quality health care systems through strong partnerships and culturally responsive practices.



### Access

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

#### Objectives:

- 1.1: Recruit, develop, and retain a dedicated, competent, and caring workforce.
- 1.2: Build, strengthen, and sustain collaborative relationships.
- 1.3: Increase access to quality health care services.



### Quality

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

#### Objectives:

- 2.1: Create quality improvement capability at all levels of the organization.
- 2.2: Provide care to better meet the health care needs of American Indian and Alaska Native communities.



### Management and Operations

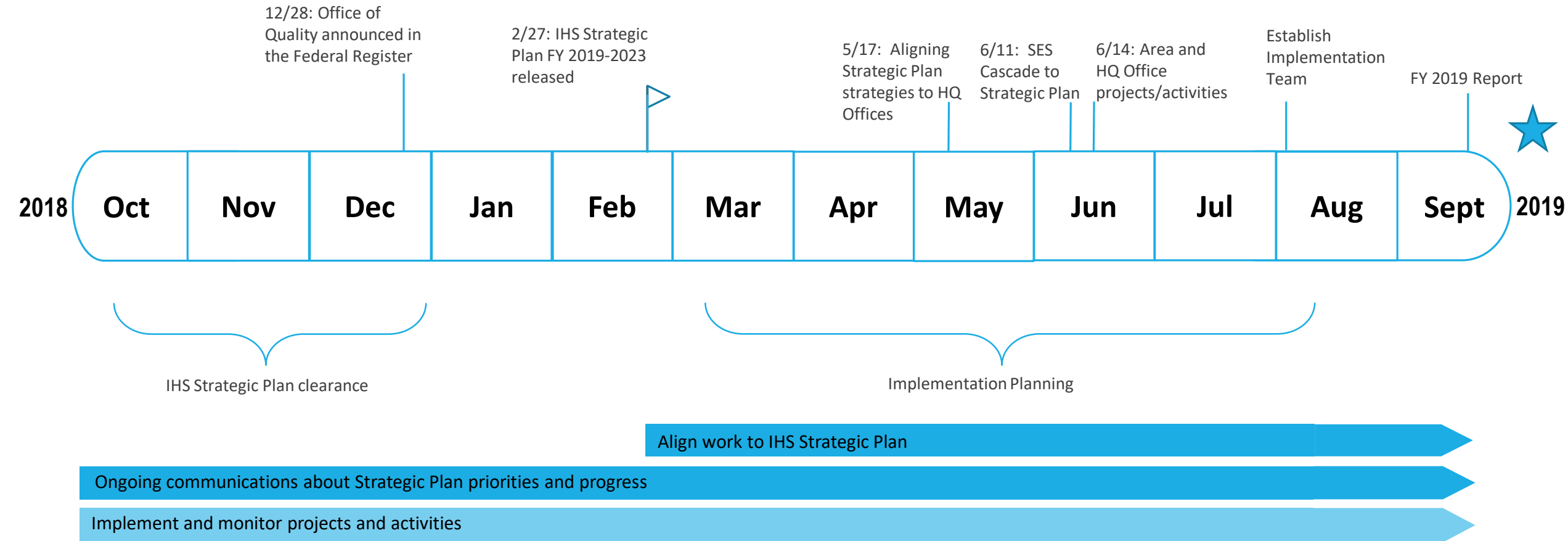
**Goal 3:** To strengthen IHS program management and operations.

#### Objectives:

- 3.1: Improve communication within the organization with Tribes, Urban Indian Organizations, and other stakeholders, and with the general public.
- 3.2: Secure and effectively manage the assets and resources.
- 3.3: Modernize information technology and information systems to support data driven decisions.



# FY 2019 Milestones and Targets





# Goal 1 - Access

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- **To ensure that comprehensive, culturally appropriate personal and public health services are available and accessible to American Indian and Alaska Native people.**
  - Objective 1.1: Recruit, develop, and retain a dedicated, competent, and caring workforce.
    - 12 Strategies
  - Objective 1.2: Build, strengthen, and sustain collaborative relationships.
    - 5 Strategies
  - Objective 1.3: Increase access to quality health care services.
    - 14 Strategies



# Access Activities

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- Establishing new and strengthening existing recruitment partnerships
- Community Health Aide Program (CHAP) Expansion
- IHS national leadership training
- Training on Protecting Children from Sexual Abuse
- Ending the Hepatitis C and HIV/AIDS Epidemic in Indian Country
- National Committee on Heroin, Opioids, and Pain Efforts (HOPE)



# Goal 2 - Quality

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- **To promote excellence and quality through innovation of the Indian health system into an optimally performing organization.**
  - Objective 2.1: Create quality improvement capability at all levels of the organization.
    - 8 Strategies
  - Objective 2.2: Provide care to better meet the health care needs of American Indian and Alaska Native communities.
    - 6 Strategies





# Quality Activities

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- Establishing the Office of Quality
- National Accountability Dashboard for Quality (NAD-Q)
- Accelerated Model for Improvement (AMI) training sessions
- Standardized credentialing and privileging software
- Adverse Event Reporting System
- Guidelines for management of acute dental pain



# Goal 3 – Management and Operations

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- **To strengthen IHS program management and operations.**
  - Objective 3.1: Improve communication within the organization with Tribes, Urban Indian Organizations, and other stakeholders, and with the general public.
    - 6 Strategies
  - Objective 3.2: Secure and effectively manage the assets and resources.
    - 10 Strategies
  - Objective 3.3: Modernize information technology and information systems to support data driven decisions.
    - 9 Strategies



# Management and Operations Activities

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- Annual review of Federal Employee Viewpoint Survey
- Notifying Tribal and Urban Indian Organization leaders of IHS leadership updates
- Health Information Technology Modernization project
- Enterprise Risk Management (ERM)
- Updating and improving management policies and procedures



# Ongoing Updates

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- Week in review
- Monthly staff meetings
- All Tribal and Urban Indian Organization Leaders monthly calls
- National meetings
- Blogs



# Resources

- [IHS Strategic Plan](#) web site
- [Email](#) to share your thoughts  
[IHSStrategicPlan@ihs.gov](mailto:IHSStrategicPlan@ihs.gov)

The screenshot shows the Indian Health Service website. The header includes the IHS logo and the text "Indian Health Service The Federal Health Program for American Indians and Alaska Natives". A navigation menu contains links for "About IHS", "Locations", "for Patients", "for Providers", "Community Health", "Career Opportunities", and "Newsroom". The main content area is titled "IHS Strategic Plan" and features a table of contents with links to "Message from the Principal Deputy Director", "Introduction", "Strategic Plan Development", "Performance", "IHS Strategic Plan FY 2019-2023", "Goal 1", "Goal 2", "Goal 3", "Appendices", "Updates", "Supporting Documents", and "Timeline". The "IHS Strategic Plan FY 2019-2023" link is highlighted. To the right, the "IHS Strategic Plan" section provides an overview of the plan for FY 2019-2023, stating it describes the agency's goals for the next five years and is based on feedback from various stakeholders. A list of links is provided, including "IHS Strategic Plan FY 2019-2023" (PDF - 1.26 MB), "Message from the Principal Deputy Director", "Introduction", "Strategic Plan Development", "Performance", "IHS Strategic Plan FY 2019-2023", "Goal 1", "Goal 2", "Goal 3", "Appendices", and "Updates". A note at the bottom indicates the plan was last updated on July 9, 2019. The URL <https://www.ihs.gov/strategicplan/> is displayed at the bottom of the page.



# IHS Strategic Plans for Download

- Plans publicly available at:

[IHS Division of Planning, Evaluation and Research](#)

## IHS Office and Area Strategic Plans

The Division also provides guidance and input to Offices and Areas in the development of individual plans and ensures that the overall IHS plan reflects the goals and objectives of those plans. The following is a list of IHS Strategic Plans publicly available:

### [Billings Area](#)

#### Office of Clinical and Preventive Services - Division of Behavioral Health Strategic Plan

- [American Indian/Alaska Native National Behavioral Health Strategic Plan 2011-2015](#) [PDF - 1.5 MB]
- [American Indian/Alaska Native Behavioral Health Briefing Book](#) [PDF - 2.7 MB]
- [National Suicide Prevention Strategic Plan 2011-2015](#)

#### Office of Clinical and Preventive Services - [Division of Oral Health Strategic Plan 2018-2027](#)

#### [Office of Information Technology FY 2015-2020](#) [PDF - 256 KB]

#### [Office of Urban Indian Health Programs 2017-2021](#) [PDF - 352 KB]

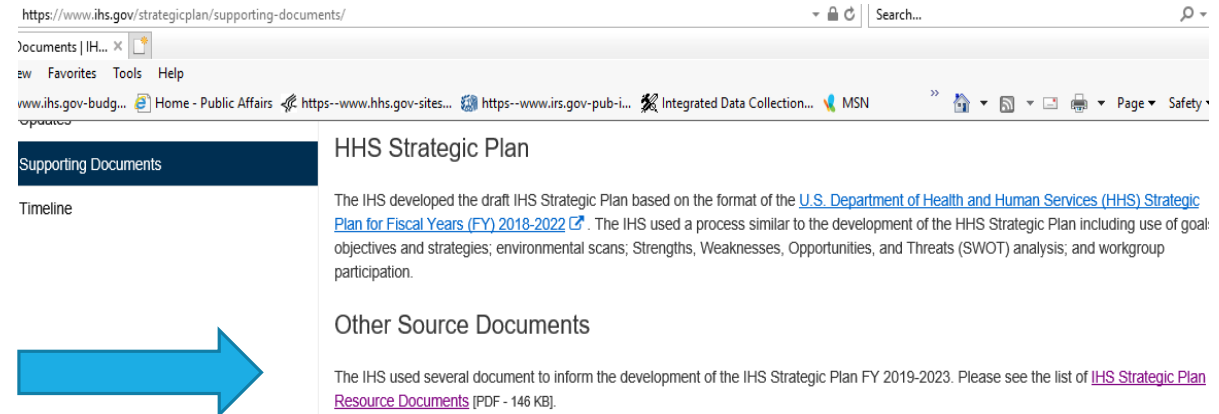
# Other IHS Strategic Plans

- For a list of other plans available:

IHS Strategic Plan web site under “Supporting Documents”

[IHS Strategic Plan Resource Documents](#)

Please contact Areas and programs directly for copies.



## IHS Strategic Plan FY 2019-2023 Resource Documents

The following is a list of documents used to develop and inform the IHS Strategic Plan FY 2019-2023.

Maccoby, M., Norman, C., Norman, C.J., & Margolies, R. (2013). *Transforming Health Care Leadership: A Systems Guide to Improve Patient Care, Decrease Costs, and Improve Population Health*. San Francisco, CA: Jossey-Bass.