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 (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

12/28: Office of Quality announced in the Federal Register

2/27: IHS Strategic Plan FY 2019-2023 released

5/17: Aligning Strategic Plan strategies to HQ Offices

6/11: SES Cascade to Strategic Plan

6/14: Area and HQ Office projects/activities

Establish Implementation Team

FY 2019 Report

IHS Strategic Plan clearance

Implementation Planning

Ongoing communications about Strategic Plan priorities and progress

Align work to IHS Strategic Plan

Implement and monitor projects and activities
Goal 1 - Access

- 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

- 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

• 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

- 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

- 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

- 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

• 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
## IHS Strategic Plans for Download

- Plans publicly available at: 
  
  IHS Division of Planning, Evaluation and Research

<table>
<thead>
<tr>
<th>IHS Office and Area Strategic Plans</th>
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<tbody>
<tr>
<td>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:</td>
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<tr>
<td><strong>Billings Area</strong></td>
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<tr>
<td><strong>Office of Clinical and Preventive Services - Division of Behavioral Health Strategic Plan</strong></td>
</tr>
<tr>
<td>American Indian/Alaska Native Behavioral Health Strategic Plan 2011-2015 [PDF - 1.5 MB]</td>
</tr>
<tr>
<td>American Indian/Alaska Native Behavioral Health Briefing Book [PDF - 2.7 MB]</td>
</tr>
<tr>
<td>National Suicide Prevention Strategic Plan 2011-2015</td>
</tr>
<tr>
<td><strong>Office of Clinical and Preventive Services - Division of Oral Health Strategic Plan 2018-2027</strong></td>
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<tr>
<td><strong>Office of Information Technology FY 2015-2020</strong> [PDF - 256 KB]</td>
</tr>
<tr>
<td><strong>Office of Urban Indian Health Programs 2017-2021</strong> [PDF - 352 KB]</td>
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Other IHS Strategic Plans

- For a list of other plans available:
  IHS Strategic Plan website under “Supporting Documents”

IHS Strategic Plan Resource Documents

Please contact Areas and programs directly for copies.