



# National Accountability Dashboard for Quality

# NAD-Q

FY-2020

# Q4

## ACTIVE QUALITY IMPROVEMENT PROGRAM (QIP)

The national percentage of ambulatory facilities that have an active Quality Improvement Program (QIP) documented in a policy that includes the collection, aggregation, analysis, and reporting of quality improvement data.

**Why is this important?**  
Active quality improvement programs lead to better and safer care while also a requirement for CMS certification and accreditation.

### IHS HOSPITALS

100%

FACILITIES  
24

### IHS AMBULATORY HEALTH CENTERS

100%

FACILITIES  
30

IHS NATIONAL TARGET

100%

## ACCREDITED

The national percentage of IHS hospitals and ambulatory facilities that have earned and maintained accreditation by a National Health Care Accreditation Organization.

**Why is this important?**  
Accreditation indicates the quality and safety of care services at health care facilities.

### IHS HOSPITALS

88%

FACILITIES  
24

### IHS AMBULATORY HEALTH CENTERS

97%

FACILITIES  
30

IHS NATIONAL TARGET

100%

*\* 96% of IHS hospitals are CMS certified. The 3 hospitals that have CMS certification without accreditation are not counted as accredited.*

## SAFETY REPORTING

The national percentage of IHS health care facilities that access, review, and address patient safety event reports to prevent future similar safety incidents/adverse events.

**Why is this important?**  
Safety reporting leads to prevention of recurring safety risks.

### IHS HOSPITALS

100%

FACILITIES  
24

### IHS AMBULATORY HEALTH CENTERS

100%

FACILITIES  
30

IHS NATIONAL TARGET

100%



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## EMERGENCY PREPAREDNESS

The national percentage of health care facilities that have an Emergency Preparedness and Response Plan documented in policy and exercised in accordance with policy.

### Why is this important?

An Emergency Preparedness Response Plan ensures readiness for continued service should a major event occur (for example, Severe Winter Storm).

### IHS HOSPITALS

# 100%

FACILITIES  
24

### IHS AMBULATORY HEALTH CENTERS

# 100%

FACILITIES  
30

### IHS NATIONAL TARGET

100%

## PATIENT-CENTERED MEDICAL HOME (PCMH)

The national percentage of IHS Hospitals and Ambulatory Health Centers that have achieved Patient Centered Medical Home (PCMH) certification to promote high quality patient care, enhance the patient experience, support population health and improve the work environment within the IHS system.

### Why is this important?

The Patient Centered Medical Home certification indicates care services designed around patients to improve patient outcomes.

### IHS HOSPITALS

# 50%

FACILITIES  
24

### IHS AMBULATORY HEALTH CENTERS

# 90%

FACILITIES  
30

### IHS NATIONAL TARGET

100%

BY DECEMBER 2021

## OPIOID POLICY

The national percentage of IHS Hospitals and Ambulatory Health Centers with current local policies aligned with current policies established within the Indian Health Manual (IHM) on Chronic Non-Cancer Pain Management and Prescription Drug Monitoring Programs (PDMPs).

### Why is this important?

Local opiate policies aligned with IHM requirements will improve the appropriateness of opiate prescribing.

### IHS HOSPITALS

# 100%

FACILITIES  
24

### IHS AMBULATORY HEALTH CENTERS

# 100%

FACILITIES  
30

### IHS NATIONAL TARGET

100%



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## EMERGENCY DEPARTMENT (ED) REPORTING

The national percentage of health care facilities with an ED reporting rates for Median Time from ED Arrival to ED Departure for Discharged ED Patients and Left Without Being Seen to ensure the delivery of adequate and timely access to care in emergency departments.

### Why is this important?

Reporting of ED quality measures lead to reduced waiting times and earlier patient assessments for emergent conditions.

### NATIONAL RATE

# 100%

FACILITIES

22

### IHS NATIONAL TARGET

100%

## EMPLOYEE INFLUENZA VACCINATION

The national percentage of Healthcare Personnel (HCP) who received the influenza vaccination to protect patient safety and reduce transmission of influenza in health care settings. The report reflects data from the 2019 - 2020 influenza season.

### Why is this important?

Health care professionals who receive the influenza vaccination help to reduce the transmission of influenza.

### NATIONAL RATE

# 92%

### IHS NATIONAL TARGET

90%

## FEDERAL EMPLOYEE VIEWPOINT SURVEY (FEVS) PARTICIPATION

The national percentage of IHS federal employees completing the annual Federal Employee Viewpoint Survey during the active survey period. This includes an assessment of employee job satisfaction across all federal categories and professions. The report reflects data from the 2019 survey results.

### Why is this important?

Assessment of employee job satisfaction assists in the recruitment and retention of high quality staff.

### NATIONAL RATE

# 66%

### IHS NATIONAL TARGET

75%