## 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.

<table>
<thead>
<tr>
<th>INDIAN HEALTH SERVICE HOSPITALS</th>
<th>AMBULATORY HEALTH CENTERS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FACILITIES</strong> 100%</td>
<td><strong>FACILITIES</strong> 100%</td>
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</tbody>
</table>

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

### IHS NATIONAL TARGET
100%

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

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<tr>
<td><strong>FACILITIES</strong> 83%</td>
<td><strong>FACILITIES</strong> 97%</td>
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</tbody>
</table>

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

### 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 healthcare facilities that access, review, and address patient safety event reports to prevent future similar safety incidents/adverse events.

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<td><strong>FACILITIES</strong> 100%</td>
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</tbody>
</table>

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

### IHS NATIONAL TARGET
100%
## EMERGENCY PREPAREDNESS

**Why is this important?**

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

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<tbody>
<tr>
<td>100% FACILITIES 24</td>
<td>100% FACILITIES 31</td>
</tr>
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</table>

IHS NATIONAL TARGET 100%

## PATIENT-CENTERED MEDICAL HOME (PCMH)

**Why is this important?**

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

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<td>46% FACILITIES 24</td>
<td>90% FACILITIES 31</td>
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IHS NATIONAL TARGET 100%

## OPIOID POLICY

**Why is this important?**

Local opiate policies aligned with Indian Health Manual requirements will improve the appropriateness of opiate prescribing.

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IHS NATIONAL TARGET 100%
EMERGENCY DEPARTMENT (ED) REPORTING
The national percentage of healthcare facilities with an Emergency Department 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. All IHS hospitals, with an ED, are transitioning to report these important outpatient measures.

Why is this important?
Emergency Department quality measures lead to reduced waiting times and earlier patient assessments for emergent conditions.

EMPLOYEE INFLUENZA VACCINATION
The national percentage of Healthcare Personnel (HCP) who have received the influenza vaccination to protect patient safety and reduce transmission of influenza in healthcare 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.

FEDERAL EMPLOYEE VIEWPOINT SURVEY (FEVS) PARTICIPATION
The national percentage of Indian Health Service federal employees completing the annual Employee Viewpoint Survey, during the active survey period and 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 help recruit and retain high quality staff.