

National and Phoenix Area Strategic Plan

Tribal Health Steering Committee

June 25, 2018

Strategic Plan

- National Strategic Plan (6 slides)
- Phoenix Area Strategic Plan (10 Slides)

IHS Strategic Plan FY 2018-2022

JUNE, 2018



IHS Strategic Planning Process

- **Draft Initial Framework**
 - IHS, Tribal and Urban Feedback on Framework
- **Workgroup Process**
 - Federal – Tribal Workgroup Review Framework Comments
 - Recommendations on Mission, Vision, Goals, Objectives and Strategies
- **Federal Register Notice (FRN) and Draft Strategic Plan for Comment**
 - Public comment period to gather additional feedback
- **Finalize Plan and Respond to FRN Comments**



Draft Mission and Vision Statements

Mission - In partnership with tribes to raise the physical, mental, social and spiritual health of American Indians and Alaska Natives to the highest level through high quality and culturally relevant practices.

Vision - Healthy communities through strong partnerships and quality health care systems.



Draft Strategic Plan Goals and Objectives

GOAL 1	GOAL 2	GOAL 3
To ensure that comprehensive, culturally acceptable personal and public health services are available and accessible to American Indian and Alaska Native people.	To promote excellence and quality through innovation of the Indian health system into an optimally performing organization.	To strengthen IHS program management and operations.
<p>Objectives:</p> <ol style="list-style-type: none">1. Recruit, develop, and retain a dedicated, competent, caring workforce.2. Build, strengthen, and sustain collaborative relationships.3. Increase access to quality health care services.	<p>Objectives:</p> <ol style="list-style-type: none">1. Create quality improvement capability at all levels of the organization.2. Provide care to better meet the health care needs of Indian communities.	<p>Objectives:</p> <ol style="list-style-type: none">1. Improve communication within the organization, with Tribes and other stakeholders, and with the general public.2. Secure and effectively manage assets and resources.3. Modernize information technology and information systems to support data driven decisions.



IHS Strategic Plan Website

New website on IHS.gov: <https://www.ihs.gov/strategicplan/>

The screenshot shows the top navigation bar of the Indian Health Service website. On the left is the IHS logo and the text "Indian Health Service" and "The Federal Health Program for American Indians and Alaska Natives". On the right is a search bar labeled "Search IHS" and links for "A to Z Index", "Employee Resources", and "Feedback". Below the header is a horizontal menu with the following items: "About IHS", "Locations", "for Patients", "for Providers", "Community Health", "Career Opportunities", and "Newsroom".

[IHS Home](#) / IHS Strategic Plan

IHS Strategic Plan

[Submit Your Comments](#)

[Timeline](#)

[Initial Framework and Workgroup Activity](#)

IHS Strategic Plan

IHS Strategic Plan 2018-2022

IHS is working to develop a draft IHS Strategic Plan for fiscal years (FY) 2018-2022. More information about the IHS Strategic Planning process is available under the timeline and initial framework and workgroup activity sections. IHS continues to accept comments on the draft initial framework, please see the submit your comments section.

Please check back for IHS Strategic Plan updates.

HHS Strategic Plan

- [US Department of Health and Human Services \(HHS\) Strategic Plan FY 2018-2022](#)  is now available



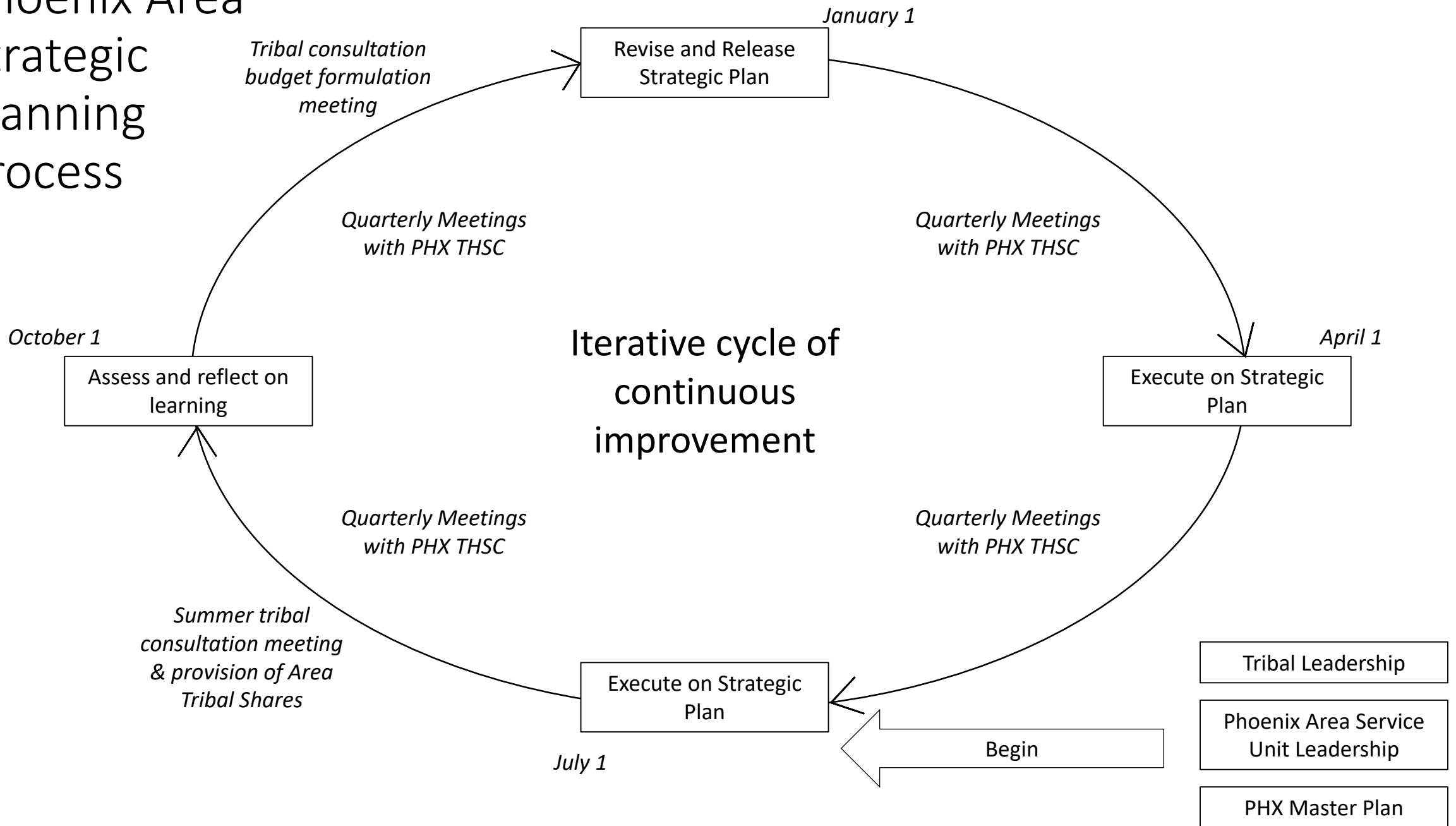
Questions?

E-mail the IHS Strategic Plan Team at:

IHSStrategicPlan@ihs.gov

Phoenix Area Strategic Plan 2018-9

Phoenix Area Strategic Planning Process



Phoenix Area Vision

The Phoenix Area will be an organization dedicated to continuous quality improvement that will inspire IHS staff and tribal team members to meet our shared IHS Mission.

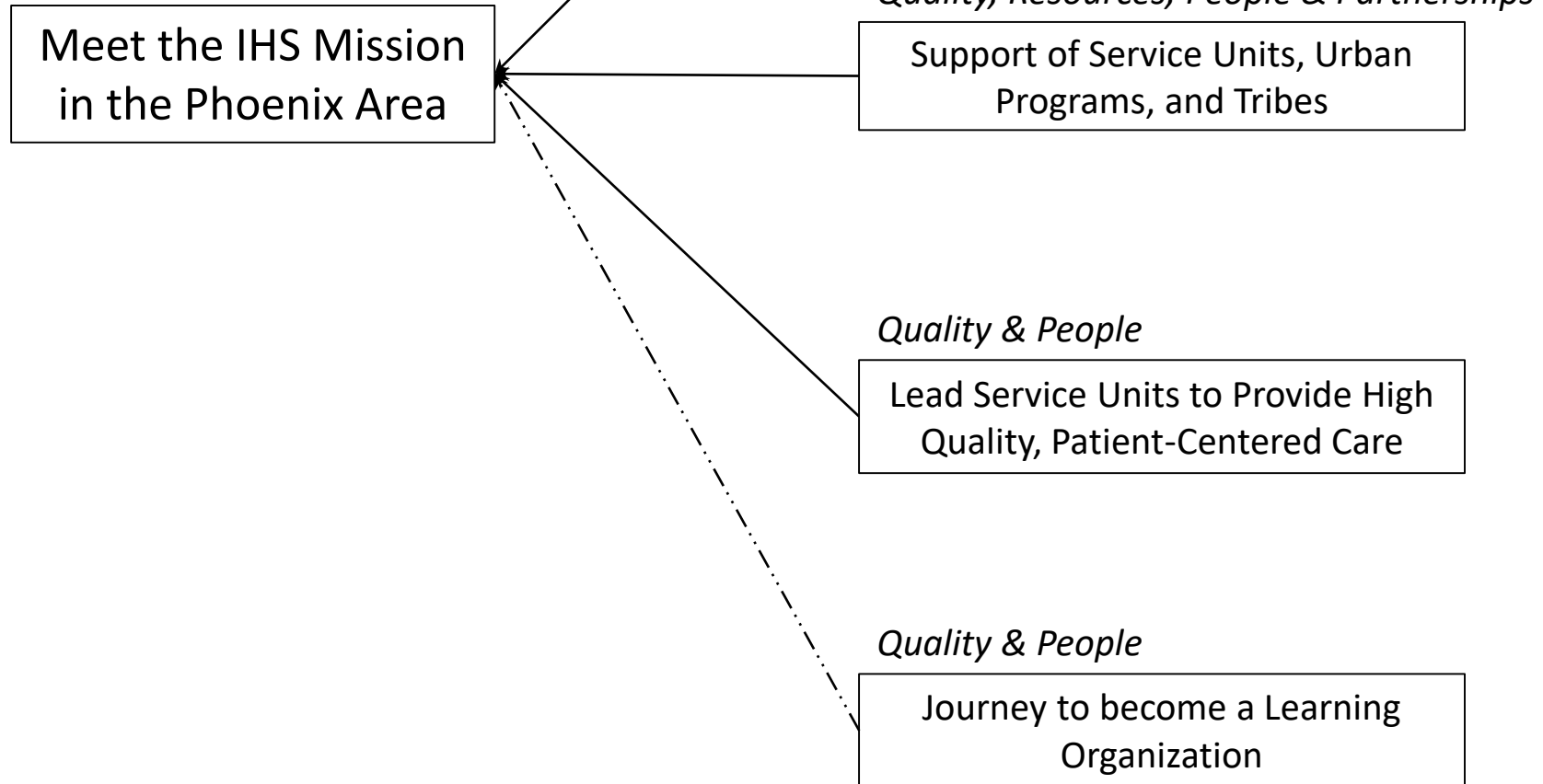
Phoenix Area Office Role

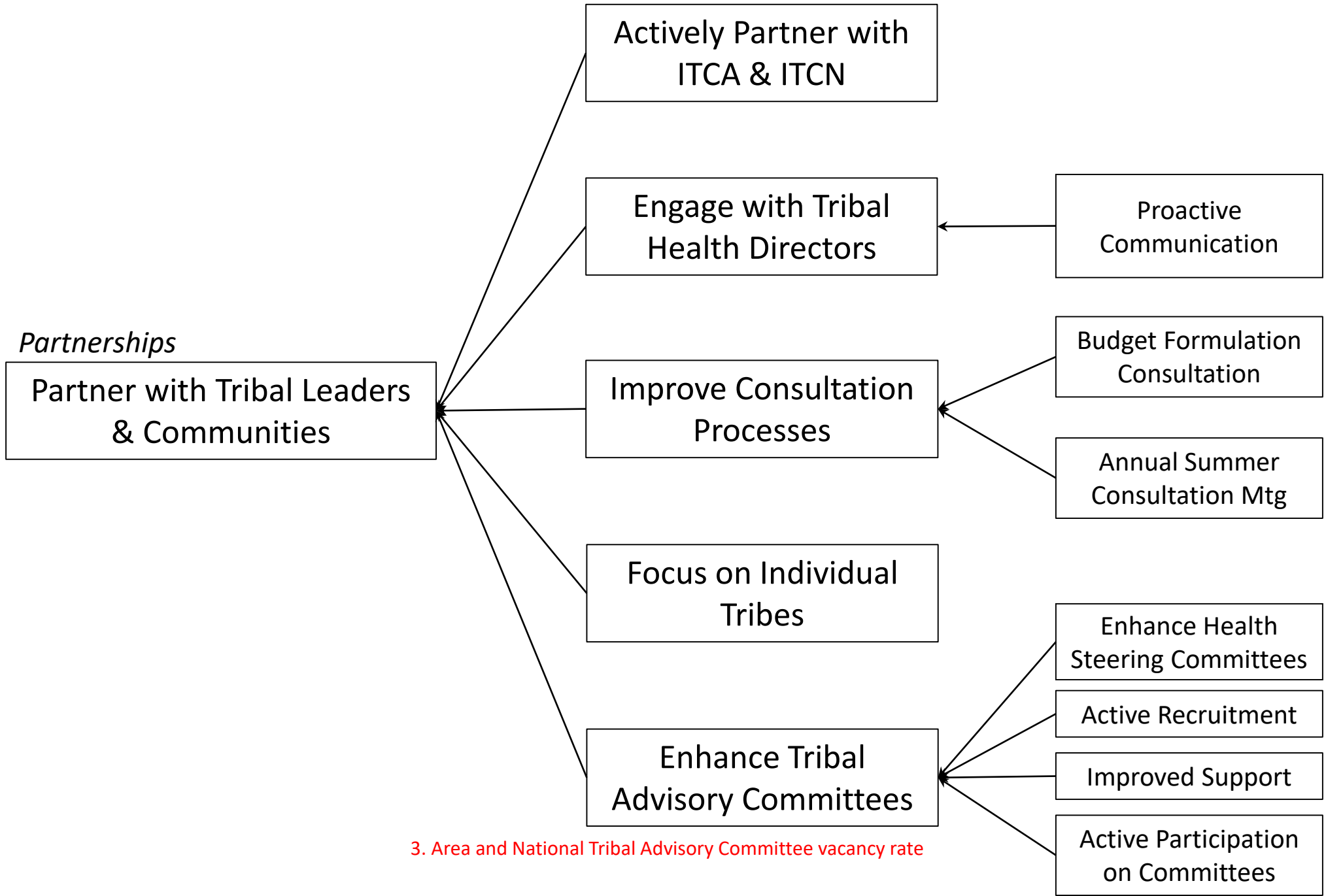
The Phoenix Area Office is a cohesive team that meets the IHS Mission by partnering with tribal leaders and communities, by providing the highest quality support to service units, tribes, and urban programs, and by leading service units to provide high quality, patient-centered care.

Strategic Measures

Role Statement	Important Measures
The Phoenix Area Indian Health Service is a cohesive team that meets the IHS Mission	<ol style="list-style-type: none"> 1. Federal Employment Viewpoint Survey participation rate 2. Employee vacancy rate
By partnering with tribal leaders and communities	<ol style="list-style-type: none"> 3. Area and National Tribal Advisory Committee vacancy rate
By providing the highest quality support to service units,	<ol style="list-style-type: none"> 4. Hiring time
To tribes, and	<ol style="list-style-type: none"> 5. Time to tribal payments
To urban programs, and	<ol style="list-style-type: none"> 6. Time to urban program payments
By leading service units to provide high quality, patient-centered care.	<ol style="list-style-type: none"> 7. Death rates due to injury 8. Access measure

Phoenix Area Office Role





3. Area and National Tribal Advisory Committee vacancy rate

Quality, Resources, People & Partnerships

Support of Service Units,
Urban Programs, & Tribes

Improve Budgeting
Processes at PHX Area

Make Timely Payments to
Tribes and Urban
Programs

Improve Acquisitions
Processes

Improve Workforce
Processes

- 1. Federal Employee Viewpoint Survey Response Rate
- 2. Employee Vacancy Rates
- 4. Hiring Time

- 5. Timely Payments to Tribes
- 6. Timely Payments to Urban Programs

Improve Hiring

Improve ER/LR
Processes

Recognize Success

