Improvement priorities grouped by category

WORK PRACTICES / PROCESSES improvements in design and execution of functions -- "nuts & bolts" of work		779
HR Ineffectual	calls to change/overhaul Human Resources - processes to employ people, develop, utilize, and compensate them	127
UFMS Ineffectual	calls to change/replace Unified Financial Management System processes and related financial practices	85
Communications/ Feedback/PR	calls to change practices to inform, listen, publicize, and exchange information	73
IT/EHR/RPMS/Tele-med	calls to change/expand/limit Electronic Health Record, Information Technology, RPMS or Tele-medicine processes	67
Recruit/Retain - Incentives/Pay	relating to workforce recruitment/retention (systemic practices, pay parity, external forces, paperwork delays, vacancies, etc.)	66
Acquisitions/ Contracting	calls to change/overhaul processes for obtaining goods and services - typically to simplify	52
Billing/Collections	calls to augment or change practices for obtaining reimbursements	45
Data/Collect/Report	calls to augment, reduce, change data collection policies and work processes	44
Admin/Business	calls to change business and administrative support work functions and practices	45
Clinical Process	calls to change clinical and clinical support work processes, e.g. patient flows, etc.	41
Reduce Regs/ paperwork/layers	calls to minimize and reduce burden of rules/mandates/layers seen as unnecessary and interfering	37
Clinical Process/IPC	calls for patient centric clinical approach and support practices -- expand Innovations in Planned Care Initiative	24
Community Links	calls to augment or change processes involving the community	22
638/Federal	relating to practices and resources for self-determination contracts or retained/residual federal functions	20
Outreach Practices	calls to reach outside of internal work processes to engage patients and community - typically health related	14
Other Practices	regarding changes to other work processes	13
Continuity/ Succession	calls for smooth succession of workforce (transfer knowledge)	4

Improvement priorities grouped by category

"PEOPLE" ASPECTS improvements relating to the workforce and its performance		545
Qualifications/ Credentials	relating to lack or needed skills, abilities, qualifications to perform properly	89
Train/Orient/ Mentor	seeks better workforce skills by training, mentoring, and orientation (cultural, etc.)	85
Accountability	calls to rectify inadequate or sub-standard performance	78
Managing/Leading	relating to lack/needed proficiency in managing, leading, directing	49
Motivation/ Attitude/Values	relating to changes in values, views, feelings that are the personal basis for employee work effort/performance	46
Indian Preference Application	calls to broaden or narrow Indian Preference practices	36
Ineffective/ Inefficient	relating to unproductive, uneconomical. imprudent performance	33
Measures/ Benchmarks	calls for applying or measuring work and outputs with a standard	30
Customer Service	calls for employees to perform in a polite, respectful, friendly manner	30
Civil Services vs. Commissioned Corps	assertions about civil service versus commissioned corps systems, practices, equity, costs	24
Ethics	relating to ethical conduct, duty, right or wrong	18
Quality of Care	relating to high standards of patient care	10
Open/Transparent	relating to an open transparent approach to information and management	7
Fraud/Abuse/ Retaliation	relating to improper, harmful, abusive practices - often calls to enforce existing rules	5
Tribal Consultation	relating to practices for participation of tribes in setting IHS policies	5

Improvement priorities grouped by category

RESOURCES & ALIGNMENT relating to needs and alignment of funding, staffing, space, equip., etc.		425
Add/Shift Funding	seeks more funds, shifts in funding priorities or changes to budgeting practices	110
Add/Shift Staffing	seeks more staff, shifting to different mix, or focus on a specific function	85
Technology/ Equipment/E-Systems	seeks technology, equipment, e-systems for health and business work	48
Facilities/Housing	seeks renovated or expanded facilities, space, etc	36
Productivity/ Efficiency	relating to ways to increase outputs for given input	26
Competitiveness/ Parity	relating to parity and competitiveness with private sector (often compensation)	25
Limited Capacity	relating to service limits due to inadequate staff, space, equipment	21
Costs	relating to high costs or controlling costs etc.	19
Uneven / Inequitable	relating to unequal access, services or calls for equitable distribution of resources	16
Other Coverage	relating to AIAN use of other sources of health care coverage	12
Waste	relating to failure to use $ wisely or to good effect	9
Copays	relating to personal copays for a service (often as incentive/disincentive for use/compliance)	8
Limited Funding	relating to service limits due inadequate funds	8
Jobs	relating to employment, job security	2

Improvement priorities grouped by category

PRGRAMS & SERVICES improvements to services or shifts in the mix or focus		330
Prevention/Wellness	relating to programs and services to improve well-begin, lower risks and prevent onset of disease	70
Change CHS $/Elig/Use	calls to augment CHS $, change to uniform CHS eligibility, or change CHS medical priorities	53
Mental/Behavioral	relating to mental health and behavioral programs and/or social services	29
Self-Care/Support Svs	relating to self-care and support outside clinical settings	23
Other (Den,Vis,Rehab, etc)	relating to dental, vision, rehabilitation, and other services not typically provided by MDs	19
Primary Care Svs	relating to basic health services such as by family doctors (GPs), pharmacists, dentists and midwives	19
Public Health Svs	relating to focus on health of populations, communities (often linked PHN, etc.)	16
Addiction Svs	relating to substance abuse treatment and prevention	14
Community/Home-Based	relating to community and home based services or approach	14
Specific Health Condition	relating to a variety of specific health issues, e.g. diabetes, cancer, breastfeeding, sexual abuse, etc.	13
Medications/Formulary	relating to drugs, medicines, prescriptions, or IHS formulary	10
Chronic Care	relating to services staged for long-term disease processes	9
Traditional	relating to traditional tribal health practices	8
Specialty Svs	relating to specialty services/clinics, usually for in-house	8
Transport/Travel	relating to conveyance/costs of people or providers	8
Elder Svs	relating to services to older persons	5
Emergency Svs	relating to Emergency Medical Services and response	4
Water/Sanitation	relating to safe water supply and sanitation disposal	4

Improvement priorities grouped by category

Inpatient Svs	relating to hospital services or access		2
Ambulatory Svs	relating to outpatient health care services		1
3rd Party Svs	relating to access and use of services out-side IHS		1

STRUCTURE & APPROACH organizational design (how parts inter-relate horizontally and vertically)			**213**
Change/Realign Functions	seeks to expand, diminish, consolidate, or reorganize IHS work functions and practices		67
Change Policies/Practices	relating to changing formal policies/procedures or extent of discretion and enforcement		54
Realign Organizational Structure	seeks to realign or change the IHS organizational structure		53
Multi-site Alliances	seeks expanded groups of cooperating delivery sites, "hub and spoke approach", "regional networks", etc.		22
Staff Deployment	seeks to change/enhance workforce deployment practices		10
Mid-Level Providers	seeks more mid-level providers: professionals that provide care but do not hold an MD degree.		7

OTHER variety of internal and external ideas / improvements			**166**
Lifestyle/Behavior	relating to changes to lifestyle and behavior that affect health		42
Patient Incentives/ Responsibility	relating to patient incentives and responsibilities - for both clinical and outside settings		39
Study/Assess/Plan	relating to information , studies, assessments, planning		38
Remoteness	calls to compensate for rural, remote, and isolated conditions		23
Priorities/Rationing	relating to changed priorities for scarce services		5
Underlying Conditions	relating to historical, economic and social conditions of the community		5

Improvement priorities grouped by category

IHS Initiatives	calls for new or special purpose programs and efforts		5
Spirituality	relating to beliefs and practices about life, especially traditional tribal views		4
Other	other topics		3
Value/Effectiveness	relating to efficacy, relative value of something		1
Health Status	relating to health outcomes of groups and populations		1

AUTHORITIES improvements requiring changes to laws, regulations, authorities			**124**
Defined Benefits/Portability	calls for defined, uniform health care service package to Indians no matter their location		45
IHS Authorities	calls requiring changes in legal/federal authorities for IHS programs and practices		41
Eligibility for IHS	calls to change eligibility rules for whom IHS services can be provided		14
Urban Indian Services	calls for expanding services to AIAN who reside away from reservations		11
Laws	calls requiring changes in laws governing IHS or other federal programs		11
Federal Obligation	about the moral basis for federal services to Indians		2

EXTERNAL RELATIONS involving external entities in mutual pursuit of improvements			**85**
Tribal/Community Orgs	relating to relations with or roles of Tribes, community organizations		30
Other Fed Govt	relating to relations with or roles other parts of the Fed. Govt		20
Suppliers/BusPartners	relating to relations with or roles business partners - suppliers		17
Higher Education	relating to relations with or roles education, Colleges, Prof. Schools		11
State Local Govt	relating to relations with or roles of states, cities, towns, counties		7