

Pursuant to Executive Order 14058 (December 13, 2021)  
on *Transforming Federal Customer Experience and  
Service Delivery to Rebuild Trust in Government*

## 2024 HISP CX Action Plan

# Indian Health Service

As a High Impact Service Provider (HISP), IHS focuses on improving customer experience and delivery for the following service:

**1) Accessing Purchased/Referred Care:** The Purchased/Referred Care (PRC) program is health care purchased by the Indian Health Service or a tribal health program for eligible American Indians/Alaska Natives (AI/AN) from a public or private medical provider or hospital to supplement and complement other health care resources within the Indian health system.

### *What we will deliver in 2025:*

#### ● **Conduct patient feedback survey to identify top patient pain points**

IHS will launch a patient experience survey within federally operated hospitals and health centers agency-wide to gauge patient feedback about the Purchased/Referred Care (PRC) experience. Based on learning from stakeholder feedback received, IHS will work to identify ways to address top pain points to improve the patient experience (e.g., by updating website content and FAQs, improving the payment process, effectively setting process expectations, etc.).

#### ● **Analyze and redesign the Purchase Order (PO) process**

IHS will use a human centered design approach to conduct employee, patient, vendor, and Fiscal Intermediary (FI) outreach to identify areas for improvement in the Purchase Order process. Based on insights from the outreach and the resulting journey map, IHS will review and redesign the PO payment process to address pain points.

#### ● **Develop and pilot a dashboard for PRC metrics**

IHS will develop a PRC Dashboard that can provide each IHS-run facility with real time data workflow and PRC benchmarks. The PRC Dashboards will enable pilot Federal sites to manage day-to-day patient tracking and to monitor PRC operations to improve the patient experience.