

National Council of Chief Executive Officers

Annual National Combined Councils Meeting

IHS NCCEO Assembly

DATE: March 25, 2010

TIME: 8:00 am to 12:00 pm

Meeting Minutes

I. ROLL CALL

5 Minutes:

<u>NCCEO Officers:</u>	<u>P</u>	<u>A</u>	<u>Area Representatives</u>	<u>P</u>	<u>A</u>
Yvonne Misiaszek	x		Aberdeen	x	
Sherriann Moore		x	Alaska		x
Bryce Redgrave	x		Albuquerque		x
Shirley Alvarez	x		Bemidji	x	
			Billings	x	
			California		x
			Nashville		x
			Navajo	x	
			Oklahoma City	x	
			Phoenix	x	
			Portland	x	
			Tucson	x	

Additional I/T/U CEOs were also present at this session to participate in elections and discussion. A full listing of those present will be attached to these notes as an amended document.

II. APPROVAL OF AGENDA

1. 5 Minutes: N/A

III. REVIEW/APPROVAL OF PREVIOUS MEETING MINUTES

1. 5 Minutes: N/A

IV. OLD BUSINESS

1. 5 Minutes: N/A

V. NEW BUSINESS

1. 30-45 Minutes: Discussion on NCCEO Officer Terms

Yvonne Misiaszek introduced the notion to increase the terms of service for NCCEO officers to two (2) years. This idea

originated from an emailed motion put forth by NCCEO Vice-Chair Sherriann Moore, who was not present at this meeting.

A lot of discussion was generated on this topic. Those who supported the motion pointed out that NCCEO stability was an issue and a longer term might improve continuity and effectiveness. Those who opposed the motion pointed out that the average tenure of CEO's was less than three (3) years and thus it is not logical to extend the term and commitment because CEO's would likely vacate the commitment.

Additional discussion on NCCEO officer responsibilities was shared by previous council members. For example, the Directors Executive Council (DEC), as currently charged by the IHS Director, can be very demanding on CEO's through frequent travel and added expenses to the Service Units. In response, other CEO's mentioned that increased use of technology such as video conferencing, WebEx and teleconference technology could be leveraged to offset costs and help busy CEO's meet their commitments.

It was expressed that there is a need for continuity at the DEC. Other counsels elect a separate person from their counsel to represent them on the DEC. This is very important work to the Director, and the CEO's bring a perspective to upper leadership from the council. Communication to all the CEO's is important. This is a very opportunistic time because the take the counsel to the next level.

Regarding NCCEO Officer Terms of Service, the emailed motion for changes was not officially introduced and thus it was not recognized by the Council for action in this meeting.

2. 10-15 Minutes: Election of 2010 NCCEO Officers

Motion #1: Richard Zephyr motioned to open the floor to NCCEO officer nominations. This motion was seconded by Ron Tso. **The**

vote was all in favor, none opposed, none abstained; motion carried.

Motion #2 **a:** Richard Zephyr motioned to nominate Alan Barlow as the NCCEO Secretary. This motion was seconded by _____.

b: Shirley Alvarez motioned to nominate Patti Whitethorne as the NCCEO Secretary. This motion was seconded by _____. Patti Whitethorne declined the nomination.

c: Nominations for NCCEO Secretary were closed. **The vote was all in favor, none opposed, none abstained;**

Alan Barlow accepted his nomination as NCCEO Secretary.

Motion #2

a: Karol Parker motioned to nominate Andrew Delgado as the NCCEO Vice-Chair. This motion was seconded by Gary Wabaunsee.

b: Nominations for NCCEO Vice-Chair were closed. **The vote was all in favor, none opposed, none abstained; Andrew Delgado accepted his nomination as NCCEO Vice-Chair.**

Following the elections, the meeting turned over to Bryce Redgrave as the new NCCEO Chairperson.

Questions about the NCCEO charter were brought up, so copies were made for the group to review and discuss. General membership was discussed.

Assembly Recommendation: Revised language identifying Tribal and Urban CEOs as full voting/participating members of the NCCEO should be incorporated into the Charter.

3. 1 - 2 Hours: Discussion of NCCEO issues that were presented to Dr. Yvette Roubideaux, IHS Director

The Assembly discussed several issues of importance with Dr. Roubideaux, including:

- a) Tribal self insurance and the impact on Service Units. This has an impact on revenue. Discussed that tribal resolution may cover this.
- b) The NCCEO charter needs to be redone to include T/U's. The charter can be used as a mechanism to assist the Directors priority of being accessible, transparent, inclusive and accountable. It was also discussed that the DEC was developed by the Director's predecessor and may not continue with its current structure and function.
- c) SES Work plan is not shared with I/T/Us although it outlines the practical implementation of the Four (4) Priorities. We should have an email distribution list that includes all these partners in order to integrate and be on the same page of information sharing.
- d) Perform a SWOT analysis of NCCEO capabilities for the IHS Director.
- e) CMS - 51st state issue. TTAG is working on some of these issues. Disparities exist in the US, whereas some states only have one encounter rate per day and other states have up to five encounter rates. Even

- disparity exists between the CMS regional administrators
- f) IHCIA - What impact will this important legislation have on I/T/U's? We need to form an *ad hoc* committee to understand the impact on revenue generation and possible resource depletion.
 - g) Need better coordination of payments from IHS Area Office to the Tribes. Sometimes this is lengthy and Tribes are impacted because of the wait.
 - h) Prepare a one page position paper to the director with recommendations from all CEO's. The Director stated this should be simple and no more than one page.
 - i) Customer Service - Discussed possible having a national task force to address customer service issues within IHS. Discussed the difference between system issues and personnel issues. The Director affirmed that customer service is very important, but recognized that we can't make everyone happy (i.e. some customers will be upset regardless). She showed marginal support for a strategic planning process, instead stating that her Four (4) Priorities were comprehensive and were basically the strategic plan. She only has 3-7 years and wants to make changes immediately. CEO's also expressed that customer service is bi-directional in that Area Office to SU communication is two way. The Area Office needs to support the SU's---not the other way around. She wanted the CEO's to decide whether customer service should be at the SU level, Area level, regionally or nationally. CEO's also mentioned the formation of a national training center so that trainees speak a common language and are on the same page. This could also assist by consolidating services and vendors, therefore giving IHS more for it's dollars due to the economies of scale. Why not have an IHS best practices section for administrators and practitioners to consult?
 - j) Recruitment and retention still remains a serious issue for CEO's.
 - k) Health Care is also a patient responsibility. It would be helpful if the IHS director sent out a message to patients informing them that they are also partners in their own care and need to follow healthcare guidelines.
 - l) Debt Collection - the infrastructure is not in place for IHS SU's to use this efficiently. Recommend some support from HQE to the SU's.

VI. ADJOURNMENT