

National Council of Chief Executive Officers

Monthly Tele-Conference Meeting
 Toll Free #: 866-754-5692
 Participant Code: 2136254

DATE: June 1, 2010
 TIME: 12:00 pm EST; 11:00 am CST; 10:00 am MST; 9:00 am PST

Meeting Minutes

I. ROLL CALL

<u>NCCEO Officers:</u>	<u>P</u>	<u>A</u>	<u>Area Representatives</u>	<u>P</u>	<u>A</u>
Bryce Redgrave, Chair	x		Bill Pourier, ABR		x
Andrew Delgado, V-Chair		x	_____, AK		x
Alan Barlow, Secretary	x		Dorlynn Simmons, ALB		x
Yvonne Misiaszek, P-Chair		x	Gary Wabaunsee, BEM		x
Chris Buchanan-NBOC	x		Debby Bends, BIL	x	
Carol Prevost-NBOC		x	Molin Malicay, CAL		x
Gary Wabaunsee-CHSO		x	Diane Carnes, NAS		x
<u>IHS HQ Staff:</u>			Bennie Yazzie, NAV	x	
Elmer Brewster-ORAP		x	Chris Buchanan, OKC	x	
Vince Gudewich-HR		x	De Alva Honahnie, PHX		x
Liz Fowler-UFMS		x	Andrew Delgado, POR		x
Kenneth Cannon		x	Patti Whitethorne, TUC		x
Charles Gepford		x	<u>Additional CEO Members</u>		
Donna Fuller	x		Mike Hornedeagle (ABR)	x	
John Rael	x		Marcus Martinez (POR)	x	

II. APPROVAL OF AGENDA

A quorum of CEO representatives was not available for the call, so no formal action on the Agenda was taken. However, all topics were reviewed and discussed with those present.

III. REVIEW/APPROVAL OF PREVIOUS MEETING MINUTES

The approval of meetings minutes for May 4, 2010 was tabled until the next meeting.

IV. OLD BUSINESS

- 1) NCCEO SWOT Analysis

Alan Barlow reported that emails for feedback on the first three (3) Priorities have gone out, with the fourth being sent out later this week. He reported that feedback response and enthusiasm for this process has been "dry," with no responses delivered for the 2nd and 3rd Priority. He reiterated his perception of the importance of this project, particularly with

its delivery going to the IHS Director and representing the current state of the NCCEO.

Bryce Redgrave noted that he has fielded comments regarding ambiguity in whether to analyze the NCCEO as a body, the position and function of a CEO, or individual Service Units in the context of the Four (4) Priorities. Alan Barlow emphasized that we are looking for feedback on the NCCEO as a body. He will look to make this specific in his final email. He also asked that the representatives lead this final round of feedback and noted that if feedback can be provided for Priorities 2 and 3, it would be greatly appreciated.

2) NCCEO Website Updates

Bryce Redgrave explained that Andrew Delgado has been making and monitoring updates to our website. We currently have updated images and bios for the officers. We are now looking for other suggestions (e.g. meeting minutes, blogs, "best practice" examples, etc.) regarding what to update, post, and include that will benefit the CEOs. Bryce Redgrave explained that our website can be what we want it to be.

Bennie Yazzie suggested we might share information on accreditation surveys. He explained that our facilities are different in terms of size, age, and other factors, but this sharing may be useful. At his facility, follow-up surveys from JCAHO have been happening, and best practice information on such visits, recommendations made, and how to address survey deficiencies should be helpful.

Bennie Yazzie also explained how in the Navajo Nation Area, elevated incidents of specific concerns are being monitored closely, and sharing this might also be useful. Fore example, Crown Point has seen a rising cluster of suicide episodes. In response, Gallup has been trying to help Crown Point, but is short of providers. With this example in mind, Bennie Yazzie suggested that we can also use the website to solicit assistance in such crisis situations. This will demonstrate our team orientation and willingness to help one another.

Bryce Redgrave noted that he is not sure of the fluidity of posting to the website, but blogs or similar tools might be possible for these purposes.

3) NCCEO Charter Revisions

Bryce Redgrave explained that he was on the IHS Leadership call last month and brought up the issue of National Council Charter revision at the end of the call. He was sked to send an email to Dr. Annette inquiring about the intentions of the IHS Director towards charter revisions, and he completed that email this morning. For now, we will wait for additional feedback and guidance on how to proceed. We hope to hear back from Dr. Annette very soon.

4) NCCEO Position Paper to Dr. Roubideaux

The NCCEO Position Paper will supplement to the SWOT analysis and will thus be formulated once that project is complete.

V. NEW BUSINESS

1) HQ Reports

a) ORAP:

John Rael reported that the department has been working primarily on new rules and regulations extending from the IHCIA. He also noted that "Red Flag" information from the online survey reporting tool has been sent out for 1st and 2nd quarter. Those requiring a corrective action plan (CAP) response will need to be complete by June 18th. Alan Barlow asked and John Rael clarified that this information was sent to the Area Directors, and Bennie Yazzie noted that he had received such information this morning.

Regarding responses to Red Flag issues, John Rael clarified that if a CAP has been engaged for the same issue from a prior period, another will not be necessary if its solution extends through the calendar year. In these cases, an update on compliance and progress should be all that is needed.

Bryce Redgrave expressed concern regarding the flow of information and the timeline criteria for submitting a CAP (21 days from the date it is sent out). Specifically, if this information is sent to the Area Directors, it will take even more time to get down to us at the SU level and reduce our timeline for response. Consequently, is there any way we can make a recommendation that such information is released simultaneously to SU CEO's and the Area Directors?

John Rael explained that such information is designed to be sent to Area Director's to make them accountable. However, he sees how response time is an issue at the SU level and will take this recommendation back to his office. John Rael also explained that if we are using the online tool correctly to identify deficiencies at the time of submission, a CAP should probably be in the process of development and execution before notification arrives.

In follow up to prior meeting discussions and in response to Bryce Redgrave's inquiry, John Rael indicated that the second CEO training in August 2010 will probably be held in Minneapolis. No information on specific locations or block rooms is available yet, but should be forthcoming soon. Lastly, John Rael will follow up on training and/or delivery of the model budget template mentioned in the SES work plan.

John Rael also noted that we are not sure when the GAO will be coming out to review IHS, but we expect them to do so this year, possibly around June or July, 2010.

Donna Fuller was introduced and addressed the group on Iprocurement training. She is the Federal lead for training, help desk information, and systems configurations that help over 2700 users navigate the system.

In December 2009, Donna Fuller wanted to see how many people have been trained and how they are being trained. She noted that her department has seen so many help desk calls on familiar issues that they wanted to get a consistent message out to users. Consequently, they sent out an assessment at this time and although they did not get a great response, they did get the message that training deficiencies exist.

Donna Fuller explained findings and efforts being made to change the way training is delivered, noting that Web-Ex training by Area will be forthcoming. This training will be for both new users and current users, and will be held bi-weekly on Thursdays from 11 am to 1 pm EST. Donna Fuller also asks that she receive feedback if these sessions aren't meeting our needs or if alternatives are needed.

Bryce Redgrave asked to be put on the web-list for the monthly Iprocurement Communications Update (including specific topics like system changes, contact information, etc.). Donna Fuller also explained that an Iprocurement Manual 3.0 is in development, as is a dashboard for reporting on a monthly basis. She also sent out a call for CEOs to make sure requisitions in the system are approved or cleared out on an ongoing basis. We want to avoid a year-end rush to clean things up!

Bennie Yazzie noted that Iprocurement training and information could also be one of the things we post on the website. Bryce Redgrave also invited Donna Fuller to send him anything that needs to be communicated to the CEOs and he will deliver it until website adjustments have been finalized.

b) HR:

No report available

c) UFMS:

No report available

2) NCCEO Face-to-Face Meeting

Bryce Redgrave inquired of the group their thoughts on having our annual face-to-face meeting during the Direct Services Tribes meeting in Billings, MT in August 2010. He explained that our current charter calls for this meeting in the course of the year, and the Direct Services meeting may be the best opportunity for representatives to attend.

Debbie Bends clarified that the Direct Services Tribes meeting will occur on August 23rd thru August 25th, and that she thought meeting at this time was a good idea. Bryce Redgrave solicited

responses from those present as to whether or not they are planning on attending this meeting.

In the spirit of transparency and inclusiveness, the question of whether there are other meetings to "tag on to" was posed to maximize representation from all I/T/Us. Debbie Bends suggested that we can go back and inquire about the likelihood of our respective CEOs to attend possible national events. Bryce Redgrave concurred and noted that he will survey our Area representatives and see who will be attending. He will send out an email and request feedback on possible dates.

VI. NCCEO Committee Reports

1) NBOC:

Chris Buchanan had no current updates to report and noted that the monthly conference call of the NBOIC will take place tomorrow. He will send out information after that call has occurred.

2) CHSO:

No report available. Bryce Redgrave indicated that he will follow-up with Gary Wabaunsee on anything to report.

VII. OTHER AGENDA ITEMS (TIME PERMITTING)

Bennie Yazzie requested an update on the IPC III from the Office of the Director. It is his understanding that the contract with IHI is not being renewed, and he would like to know what is going on. After inquiring about attendees to the upcoming Knowledge-Gathering session in Phoenix, Bryce Redgrave explained his understanding that a solicitation for partnership on the IPC has gone out to bid to IHI and other vendors. The IPC III will be going forward, but whether the partnership will be with IHI or another vendor has yet to be determined.

Bennie Yazzie also requested that perhaps the NCCEO push for information from HQ HR Director Jennifer Hovencamp to require that coders be certified in their job descriptions. This is currently not the case, but the need for certification grows and we need direction on how to include this item on standard position descriptions.

Bryce Redgrave ended the meeting, noting that if any other issues or topics arise, please forward them to the NCCEO officers and we will look to get more information.

VIII. ADJOURNMENT

The meeting adjourned at 12:54 pm, EST.