



Phoenix Area Monthly Newsletter

“Committed to Patient Care”

Southwest Region

June, 2012

June 2012 Issue

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Health Note: Hopi Health Care Center: Fighting Obesity

Indian Health Diabetes Best Practices are commonplace in American Indian and Alaska Native communities and health care facilities. Better care has led to healthier outcomes, for example improved blood sugar control, cholesterol levels and kidney function.

Although these improvements in diabetes results are encouraging, the continued growth of obesity and diabetes is on the rise. A continued lifestyle of obesity and overweight can make diabetes management more complex.

A Need for Change

The childhood obesity rate in Hopi is approximately 50%. To create awareness of this growing epidemic, The Hopi Health Education Department, Hopi Tribal Special Diabetes Program and Hopi Community Health Representatives collaborated with First Mesa Elementary School in Polacca, AZ to create

a seven week pilot program called GATOR (Games and Activities to Teach OuR Youth). The pilot program was held March 20th-May 5th twice a week for one hour. The program provided health education for sixty 3rd to 6th grade students who were at-risk of childhood obesity. The program was open to any child willing to participate.

The GATOR pilot program allowed the team to conduct health education lessons on wellness, bullying, body systems, and nutrition. The team incorporated fun physical activities and provided height and weight screening. Hopi health Care Center’s Health Education Department hopes to continue the program.



**“A study found that
45% of Children
and Youth ages 2-
19 are Overweight
or Obese”**

IHS-Prevention Services

VA and IHS Reimbursement Agreement

Veteran's Administration and Indian Health Service Tribal Consultation on VA's draft agreement for reimbursement for IHS direct care services comment period has recently closed with many positive comments in support of the new program.

The draft agreement describes the terms and conditions for reimbursement between VA and IHS facilities, and between VA and Tribal health facilities should Tribes elect to enter into such agreements with VA. The letter to Tribal Leaders can be found by clicking the link below.

<http://www.va.gov/tribalgovernment/docs/4-5-12-dear-tribal-leader-letter.pdf>



Colorado River Service Unit Dental Program: Educating the Community

One health goal of the IHS Dental Program is to minimize adverse effects of oral disease. Raising oral health status among American Indians and Alaska Natives (AI/AN) will prevent the severity of periodontal diseases in the AI/AN population. The Colorado River Service Unit (CRSU) Dental Program is demonstrating their commitment to patient care by actively participating in the delivery of beneficial and preventive dental services to the community. In partnership with other community members, the Colorado River Service Unit Dental Program participated in over 20 events last year and are continuing these efforts in 2012.

Recently the Dental Program teamed up the Blake Elementary School and Lepara Elementary School providing an Educational Dental Health Fair where over 250 elementary school children participated. They have also partner with several community organizations as, the Head-start Program, Women's Crisis Shelter, PACE Afterschool Program, and other tribal programs to provide health screenings and health education.

The IHS and the community have a common goal of improving health care, as a result a new Dental Prevention Educator position was created. This new position will support on-going activities with the community resulting in oral disease prevention among American Indians and Alaska Natives (AI/AN) population.

Dr. Heather Judd and her staff of one pediatric dentist, four general dentists, one hygienist and eight support staff do an exemplary job of providing services to patients. In addition to preventive services, CRSU Dental Department offers crowns, veneers, partials, root canals, and full dentures. The Dental Program also offers an incentive to patients who complete their treatment plan, a teeth a whitening session. Staff work with patients to complete their treatment plan by addressing broken appointments and committing to rescheduling appointments.

During calendar year 2011, the Colorado Service Unit Dental Program saw a total of 5,009 patients and of those, 3,009 were repeat visits. The Dental Program will continue their outreach to the community through increasing services, providing Health Education and continuation of Excellent Customer Service.

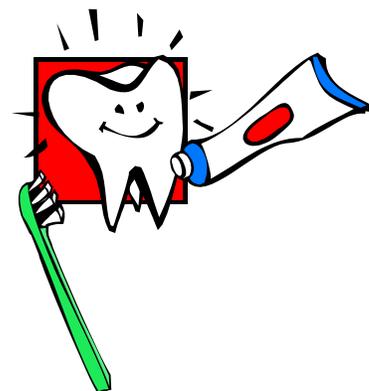


CRSU Dental Department Staff. Some employees not pictured.

**People who tend to
drink 3 or more glasses
of soda daily have 62%
more tooth decay, fill-
ings and tooth loss than
others.**

ORAL HEALTH TIPS

- * Visit your dental professional regularly. Biannual visits are appropriate, some individuals may need more visits due to gum disease
- * Brush teeth at least twice daily. Replace toothbrush every 3 months.
- * Floss daily to remove the plaque between your teeth.
- * Use a fluoride toothpaste or rinse.





Loren Ellery

Mr. Loren Ellery joined the Phoenix Area Indian Health Service as the Deputy Area Director, Nevada Operations, in March 2012. He previously served as the Director of the Washoe Tribal Health Center, since 2008. He currently holds a Master's Degree in Health Care Administration and Public Administration. As the Deputy Area Director, Loren is responsible for the overall administrative and financial management of the Nevada Office of the Phoenix Area.



Dr. Cynthia Claus

Dr. Cynthia Claus joined the Phoenix Area as the Director, Office of Health Programs in July, 2011. Dr. Claus holds a Masters in Public Health from the University of South Carolina and a PhD in Socio-Cultural (Medical) Anthropology from Arizona State University. She previously worked at the Mayo Clinic, Cancer Center as the Co-Director of the Outreach Program to Under-served Populations. Over the past ten months Cynthia has worked on the re-organization of the Office of Health Programs and filling vacancies for the department.



CAPT Lisa Tonrey

CAPT Lisa Tonrey joined the Phoenix Area IHS as the Area Pharmacist Consultant in May 2012. She comes to us from the Tucson Area Office where she held the position of Region Specialty Consultant. CAPT Tonrey holds a degree in Pharmacy from Rutgers University and is licensed as an advanced practice pharmacist with prescription authority. CAPT Tonrey also holds a Masters of Health Administration Degree from Chapman University. Lisa is currently assessing pharmacy issues area-wide, including pharmacy vacancies, pharmacy policies on controlled substances and will work to assist facility pharmacy program leadership to address their respective program concerns.



Carol Chicharello

Carol Chicharello recently joined the Office of Health Programs, as the Deputy Director of Health Programs Improvement and Support. Carol previously served as the Tribal Relations Liaison at the Arizona Department of Economic Security. She currently holds a Bachelor Degree in Religious Studies. She is responsible for providing technical assistance, training education, monitoring and evaluation of a comprehensive Business Office and Third Party Revenue Program and oversight of the Area's Knowledge Group and Facilities and Strategic Planning Program.



Joshua Worley

Joshua Worley joined Phoenix Area IHS as a Contract Specialist in January, 2012. Previously he worked for the US Air Force where he served as a Contract Specialist. Joshua holds a Bachelor Degree in Aeronautical Science and is a licensed pilot. He currently is working on consolidating Hospital Services within the Phoenix Area and the NIH Diabetes Research Contract.



Annette Moody

Annette Moody joined Phoenix Area IHS as a Contract Specialist in March 2012 and is assigned to the Whiteriver Service Unit. She previously worked for Hill Air Force Base in Ogden, Utah. Annette currently holds a Bachelor Degree in Business Management and a Masters Degree in Human Resource Management. Currently she is working on a five year Orthopedics Surgical Services Contract and an Area wide "Nurse Advice Call Line" to improve patient care.



Public Health Matters: Rocky Mountain Spotted Fever Prevention

The Office of Environmental Health Office (OEH) is actively engaged with the San Carlos Apache Tribe, Centers of Disease Control (CDC) and Arizona Department of Health Service (ADHS) staff concerning the prevention of Rocky Mountain Spotted Fever (RMSF) in the San Carlos tribal communities. RMSF is a tick-borne disease caused by the bacterium *Rickettsia rickettsii* and is a cause of potentially fatal

human illness in North and South America. It is transmitted to humans by the bite of an infected tick species. Referred to as the RMSF Rodeo, a team consisting of community members, IHS employees and ADHS staff is implementing a comprehensive RMSF demonstration project in the San Carlos communities. The goal of the project is to saturate the community with tick and animal control efforts over the course of the summer. The prevention

efforts involve pesticide treatments; reservation-wide spay and neuter clinics, stray animal round-ups, tick collaring dogs, tick trapping, and community education. The project has reached approximately 2,000 tribal members in 500 homes and over 700 dogs.

“Breastfeeding reduces risk of diabetes in children and mothers”

Baby Friendly Hospital Initiative

The Indian Health Service (IHS) officially launched the Baby-Friendly Initiative in October, 2011. The Baby-Friendly Hospital Initiative is a global program sponsored by United Nations’ Children Fund and the World Health Organization encouraging hospitals to offer an optimal level of care through breastfeeding.

The breastfeeding initiative is designed to create a healthy start on life and help prevent

childhood obesity. It is a part of the Let’s Move! In Indian Country (LMIC) initiative, as a part of the First Lady Michelle Obama’s Let’s Move Campaign.

“The Indian Health Service (IHS) is working to make sure all IHS hospitals are Baby-Friendly and encourage all tribally managed hospitals to join us in this important effort.” (Dr. Yvette Roubideaux, Director, IHS) The goal is to certify 14 federal IHS Obstetric facilities as a

Baby-Friendly Hospitals by 2012.



Division of Environmental Health Services Annual Director Meeting

The Division of Environmental Health Services leadership recently held their annual Directors Meeting to revisit their 5-year strategic plan, discuss current issues, and shape the direction of the program. Injury Prevention and Institutional Environmental Health program managers and several Office of Environmental Health and Engineering (OEHE) directors also attended and provided stakeholder input into the

plan. Strategic planning outcomes and initiatives developed during this meeting will strengthen and improve environmental health services throughout the country. (Dr. Yvette Roubideaux, Director’s Blog)



IHS OEHE Directors

Experimenting with Facebook

Social Media Websites such as Facebook are dynamic for information sharing and communicating with people outside the workplace. IHS recognizes the importance of sharing information so they've begun experimenting with Facebook pages on specific topics.

Whiteriver Service Unit's application to IHS Headquarters for Facebook implementation was successful and is now pursuing social media as a means of im-

proving communication with community members. The Whiteriver Hospital Facebook page went live April 10th,

The virtual community provides another resource for community members and their families to learn about new health information, 24/7 access to public service announcements and Whiteriver Hospital updates.



Schedule of Events and Observances

- June is National Safety Month
- June 5th– Director's National Awards Ceremony
- June 5th –World Environment Day
- June 11th-Phx All Area Staff Meeting
- June 11th-15th– Men's Health Week
- June 14th-Flag Day
- June 17th-Father's Day
- June 20th-First Day of Summer
- June 25th– Interactive Learning Session: Overview CHS
- June 27th-National HIV Testing Day

June 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1 National Safety Month	2
3	4	5 IHS Director Awards Ceremony	6	7	8	9
10	11 Men's Health Week	12	13	14 Flag Day	15	16
17 Father's Day	18	19	20 First Day of Summer	21	22	23
24	25 -CHS Learning Session	26	27 National HIV Testing Day	28	29	30

Arizona Highlights

Memorandum of Understanding



On May 10, 2012, the Fort Yuma Service Unit in partnership with Colorado River Service Unit signed the first MOU

agreement for shared business services. The agreement serves as a foundation to achieve better business relations between Fort Yuma Health Center and Parker Indian Hospital. The Hospital will provide billing and coding operations, while the Fort Yuma Health Center becomes self-sustaining with revenue functions. The Health Center and Hospital will establish a transition plan for staff and contractor support of ser-

vices in both communities cultivating a mutual understanding for sustainable business practices.

Office of Environmental Health

A Subpart J 638 Construction Contract was recently awarded to the Pyramid Lake Paiute Tribe for a community Water-line Project. This will assist in meeting the EPA drinking water standards and to provide a safe and reliable water source to the community.



Critical Access Workshop

On May 8th and 9th Phoenix Area participated in a Critical Access Workshop in conjunction with Federal Critical Access Hospital, University of Arizona, Rural Hospital Flexibility Program, Hopi Health Care Center and Colorado River Indian Hospital. Topics discussed were current practices of CAH Status and the impact Cost Reports pertaining to reimbursement.

River Service Unit submitted the first Childless Adult Claim to AHCCCS. The Childless Adult software was created by the Division of Information Resource Management (IRM) and was beta tested by the Colorado River Service Unit.

Use Program and Medicare's full set of Meaningful Use Performance Objectives.

The Phoenix Area have a total of 6 hospitals and over 350 ambulatory providers, 2 hospitals and 150 providers are registered and confirmed for Meaningful Use. All registrations have been in Arizona and primarily for Medicaid. Remaining registrations are scheduled for 2012 of program (NV and UT as well as AZ, and with Medicare. (Meaningful Use News PAO, IHS)

Whiteriver Phone System: IRM finalized the requisition to upgrade Whiteriver Service unit network infrastructure, and new phone system for eight facilities, including Cibecue.

Meaningful Use

Congratulations to Fort Yuma Health Center as they are the first Phoenix Area Facility to register and demonstrate to all providers the Meaningful

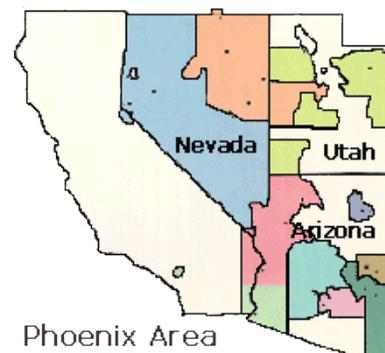
Information Technology

In May, 2012, The Colorado

Office of Self Determination

The Office of Self Determination (OSD) completed the 2012/13 White Mountain Apache Tribe's contract renewal process for Patient Transportation, Community Health Representatives, Emergency Medical Services, Alcohol/Substance Abuse Program, Health Authority, Health Education, and Behavioral Health Services.

On May 23rd, the Director of OSD and Project Officer along with the Deputy Area Director of Nevada Operations, Loren Ellery, met with the Las Vegas and Moapa Tribal leadership to address clinical services.



Phoenix Area

Nevada Highlights

CHS Contract for Specialty Providers

A plan is in place to solicit contracting Specialty services for Schurz Service Unit using the Contract Health Service program. The project is divided into two phases. Phase One: solicit services for Nephrology, Dialysis Facilities and Diagnostic Radiology providers. Phase Two will solicit contract services for Emergency Medicine and General Surgery Providers. Phase one completion date is set for June, 2012.

HIV Universal Screening Initiative

Elko Service Unit was awarded a grant for implementation of a universal HIV/STD Screening

Program. IHS Staff will attend training May 30th and 31st.

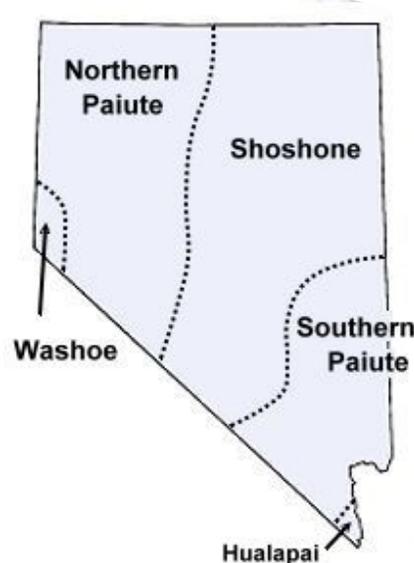
Information Sharing Session

Schurz Service, Paiute/Shoshone Tribal Council met May 8th for an information sharing presentation regarding contracting Emergency Medical Service Program. Pyramid Lake expressed an interest in contracting services. Additional information was requested at the meeting.

Deputy Director hired for Nevada Operations

Interviews for the Deputy Director of Nevada Operations position were held in Reno, NV at the office of the Intertribal Council of Nevada, February, 2012, in

consultation with Nevada Tribal Leaders. The Phoenix Area advertised the position and the interview process was carried out in two phases. Mr. Loren Ellery was selected for the position of Deputy Director of Nevada Operations, and his assignment began March 26, 2012. Welcome aboard, Loren!

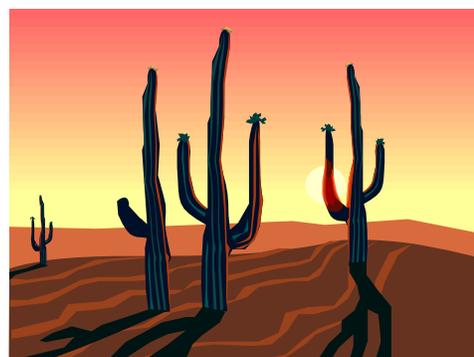


Utah Highlights

Electronic Billing Implemented in Utah

IHS has recently signed a Business Associates Agreement with the Utah Health Information Network (UHIN). This agreement will allow for the secure transmission of data between the IHS and UHIN for third party billing purposes. Until now the Uintah & Ouray (U&O) Service Unit was submitting paper claims which was time con-

suming and labor intensive. This will speed the third party billing process and allow billing directly from the IHS Resource and Patient Management system (RPMS). The U&O CEO expressed her gratitude for the IHS and UHIN team that worked to accomplish this important effort.



“Working in Partnership to Improve Quality and Access to Care for our Patients.”

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**Thanks to those who
provided input .**

Consolidated Mail Outpatient Pharmacy (CMOP)

The Indian Health Service (IHS) is partnering with the Department of Veterans Affairs (VA) to use the VA's Consolidated Mail Outpatient Pharmacy (CMOP) to process prescription refills and mail them directly to the patient's mailing address. The VA has been successfully utilizing a centralized refill mail out program since 1994.



The benefits of mailing prescriptions include:

Customer Service – patients and tribes have long requested this service. It reduces the wait times at the pharmacy and improves access to care.

Improves Adherence – it is an alternative method for patients to obtain medication refills when transportation and work schedules make it inconvenient to request or pick-up refills.

Reduces the number of Return To Stock (RTS) prescriptions, which are prescriptions the pharmacy fills, but the patient doesn't pick up.

Allows the expansion of Pharmacist activities, both direct patient care (clinical functions) and administrative programs (drug accountability).

Phoenix Indian Medical Center implemented their mail out program in February 2011 and has been using CMOP since September, 2011. They currently have over 2,000 patients enrolled in their mail out program.

How CMOP works

1. Initial prescription is written with refill
2. When due, Patient requests refill from local facility
3. Local Facility pharmacist determines if the prescription is filled locally or via Central Fill Process (CMOP)
4. Prescription is filled/mailed to patient
5. The fill status of the prescription is tracked in EHR/RPMS

The Consolidated Mail Outpatient Pharmacy is beginning Phase II of their timeline. Phase II goals are to implement other service units to use the Consolidated Mail Outpatient Pharmacy (CMOP) service.

Through the VA-IHS Partnership, assistance is now available for CMOP implementation.

***“Public Service
Deserves our
Thanks
throughout the
Year”***

Can you find the hidden picture?. The person who guess's first - will be featured in July's Newsletter. Email SWRCommunicate.PHX@ihs.gov with your answer!