

Quality Improvement: *Getting Health Boards “On Board”*

April 25, 2012

Barbara Bird

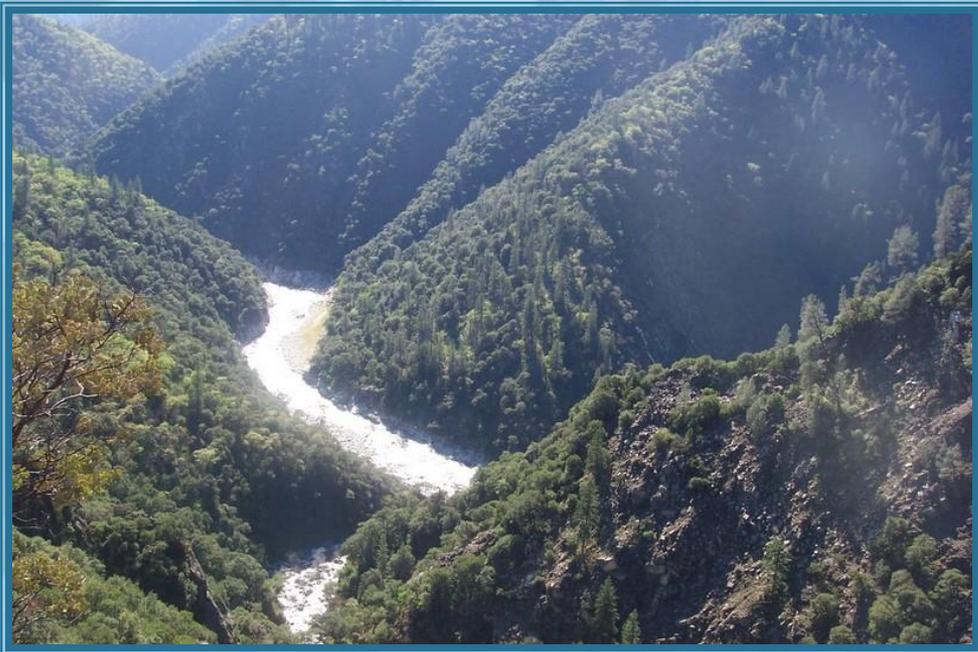
Feather River Tribal Health, Inc.



Barbara Bird

- ◆ *Concow Maidu Tribe of Mooretown Rancheria*
- ◆ *FRTH Board Member since April 1997*
- ◆ *FRTH Board Chair for 5 years*







Northern Valley Indian Health

Est. October 1971

Grindstone

Colusa

Cortina

Rumsey

Berry creek

Mooretown

Northern Valley Indian Health 1971-1993



Northern Valley Indian Health 1971-1993

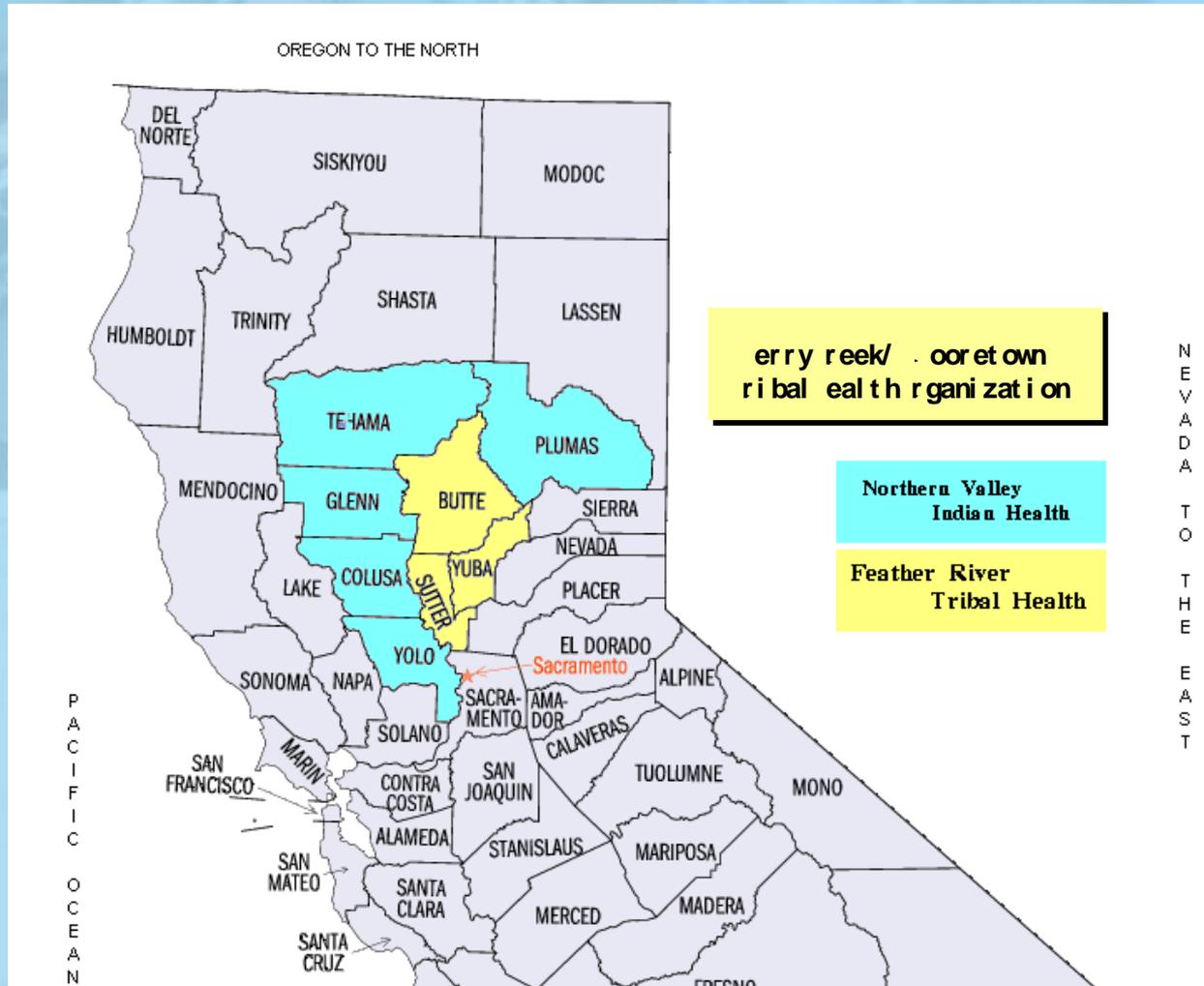


Berry Creek/Mooretown Tribal Health Organization

1993-1995



Berry Creek/Mooretown Tribal Health Organization Service Area



1997 - Three Tribes Together



Service Area Statistics

COUNTY Butte
COUNTRY USA
STATE California
REGION Sacramento Valley
INCORPORATED 1850
COUNTY SEAT Oroville
LARGEST CITY Chico
AREA

- Total 1,677.11 sq mi (4,343.7 km²)
- Land 1,639.49 sq mi (4,246.3 km²)
- Water 37.62 sq mi (97.4 km²)

POPULATION (2010)

- Total 220,000
- Density 131.2/sq mi (50.6/km²)

WEBSITE www.buttecounty.net

Data source:
http://en.wikipedia.org/wiki/Butte_County_California

Date obtained: December 7, 2011

COUNTY Yuba
COUNTRY United States
STATE California
REGION Sacramento Valley
METRO AREA Greater Sacramento
INCORPORATED 1850
COUNTY SEAT Marysville
AREA

- Total 1,667.3 km² (643.73 sq mi)
- Land 1,633.5 km² (630.69 sq mi)
- Water 33.8 km² (13.04 sq mi)

POPULATION (2010)

- Total 72,155
- Density 43.3/km² (112.1/sq mi)

WEBSITE www.co.yuba.ca.us

Data source:
http://en.wikipedia.org/wiki/Yuba_County_California

COUNTY: Sutter
COUNTRY United States
STATE California
REGION Sacramento Valley
METRO AREA Sacramento metropolitan
INCORPORATED 1850
COUNTY SEAT Yuba City
AREA

- Total 1,576.2 km² (608.58 sq mi)
- Land 1,560.6 km² (602.54 sq mi)
- Water 15.6 km² (6.04 sq mi)

POPULATION (2010)

- Total 94,737
- Density 60.1/km² (155.7/sq mi)

WEBSITE www.co.sutter.ca.us

Data source:
http://en.wikipedia.org/wiki/Sutter_County_California

FIRTH Statistics

PATIENT COVERAGE Description	Oroville			Yuba City			Average		
	2009	2010	2011	2009	2010	2011	2009	2010	2011
Medicare	15%	16%	16%	19%	14%	18%	17%	15%	17%
Medi-Cal	36%	52%	56%	23%	33%	33%	29%	43%	45%
CMSP	5%	5%	6%	4%	5%	7%	5%	5%	7%
Healthy Families	2%	<1%	1%	1%	<1%	<1%	2%	<1%	<1%
Private Insurance	18%	10%	15%	19%	12%	28%	19%	11%	22%
Self Pay/Sliding	1%	2%	<1%	2%	2%	0	1%	2%	1%
Free	20%	15%	10%	20%	10%	13%	20%	12%	12%
Other	3%	0%	0	12%	24%	0	7%	12%	0

FIRTH Statistics

AGE CATEGORY Description	Oroville			Yuba City			Average		
	2009	2010	2011	2009	2010	2011	2009	2010	2011
Under 1 year	1%	2%	2%	1%	<1%	1%	1%	1%	1%
1 – 4 years	7%	6%	6%	4%	2%	5%	6%	4%	6%
5 – 12 years	15%	16%	16%	10%	7%	11%	12%	12%	14%
13 – 14 years	4%	3%	3%	4%	2%	3%	4%	3%	3%
15 – 19 years	8%	9%	9%	8%	6%	9%	8%	8%	9%
20 – 34 years	20%	20%	20%	20%	19%	25%	20%	20%	22%
35 – 44 years	12%	11%	11%	11%	10%	11%	12%	10%	11%
45 – 64 years	24%	23%	23%	28%	31%	26%	26%	27%	24%
65+ years	9%	9%	9%	14%	23%	12%	11%	16%	10%
Male	45%	45%	45%	43%	54%	42%	44%	50%	44%
Female	55%	55%	55%	57%	46%	58%	56%	50%	56%

A Corporation is Born



A Corporation is Born



Timeline

- ◆ 1971 – Part of Northern Valley Indian Health
- ◆ 1993 – Became a separate Joint Powers Agency
- ◆ 1997 – Joint Powers Agency went from 2 Tribes to 3 Tribes
- ◆ 1999 – Became a non-profit corporation as 501(c)3
- ◆ 2000 – Purchased land & prepared to develop new facility
Addressed major issues within the agency
- ◆ 2001 – Moved from old facility to new 38,000 sq foot facility
- ◆ 2002 – Applied for 1st accreditation through AAAHC
- ◆ 2005 – Applied for renewal of accreditation – 2nd
- ◆ 2007 – Implementation of electronic health records
- ◆ 2008 – Applied for renewal of accreditation – 3rd
- ◆ 2009 – Added another 10,000 square ft to Oroville facility to expand svcs
- ◆ 2011 – Applied for renewal of accreditation – 4th
Implemented electronic dental records – Dentrix
Became the 101st compacted Tribal program in the U.S.
- ◆ 2012 – March 30th - Just completed our 4th AAAHC survey
E-prescribing & Meaningful Use

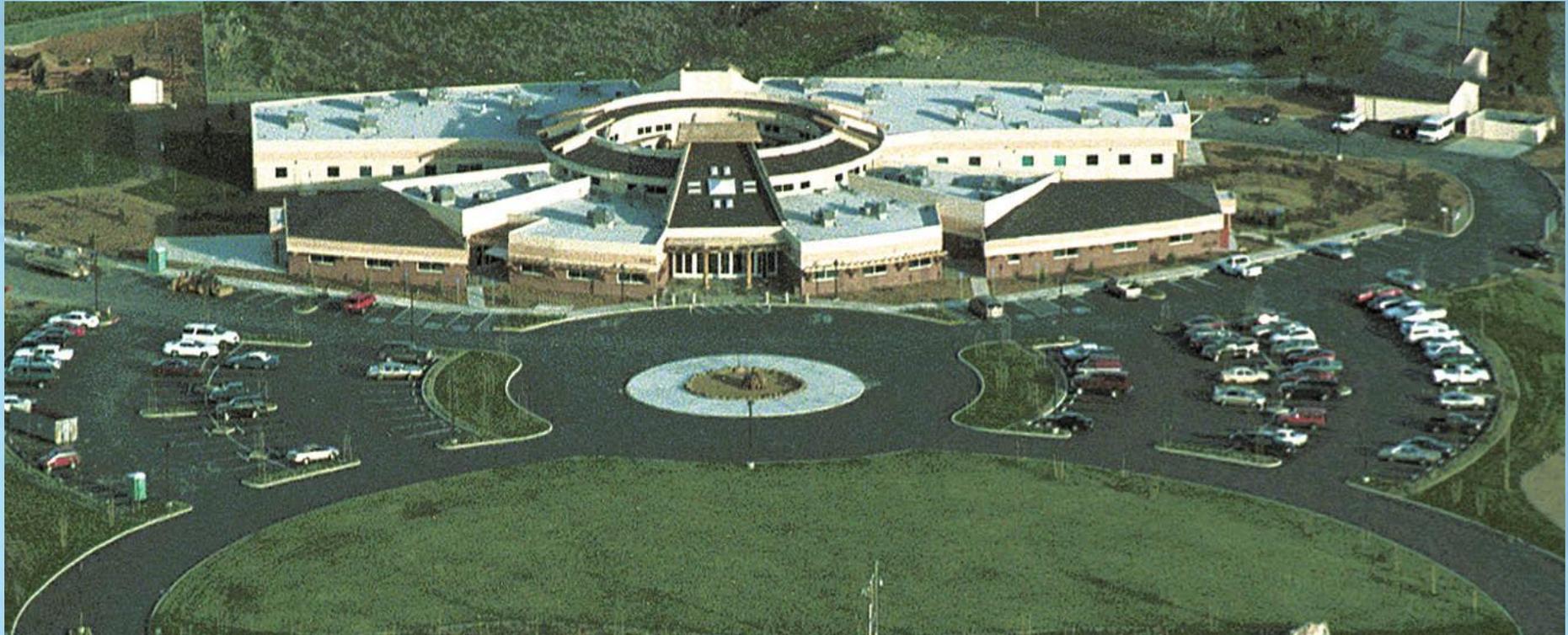
Learning to Work Together



Working Together

- ◆ Take control
- ◆ Address the issue as it arises
- ◆ Don't let things go
- ◆ Work together as a Board toward solutions
- ◆ Make sure you have good information
- ◆ Don't be afraid to invest a little money – is it worth fighting the fight
- ◆ Keep the politics out of the Board Room
- ◆ Don't micro-manage – let staff do their job and hold them accountable
- ◆ Stability of Board and Staff – helps for consistency and progress
- ◆ Good orientation program for Board and staff when changes do occur

A New Chapter





**FEATHER RIVER
TRIBAL HEALTH CENTER**

2145 5TH AVENUE

Accreditation

- ◆ Achieving accreditation doesn't happen in a day
- ◆ Every survey is different – dentist, pediatrician, administrator, CMS surveyor
- ◆ Takes at least 1 year for us to prepare
- ◆ Group effort involving all of the staff and Board
- ◆ Major emphasis on the QI Committee
- ◆ Always something new to learn



ACCREDITATION
ASSOCIATION
for AMBULATORY HEALTH CARE, INC.







Barbara

Mooretown
Board Chair



Glenda

Enterprise Chair
Board Vice-Chair



Leatha

Berry Creek
Treasurer



Patty

Berry Creek
Secretary



Jim

Berry Creek Chair



Gary

Mooretown Chair



Mel

Mooretown



Cindy

Enterprise

Board of Directors



Donna

Enterprise



Thelma

Berry Creek



Gloria

Enterprise



Guy

Mooretown

Quality Improvement

- ◆ **Becomes a way of life**
- ◆ **Is an ongoing process**
- ◆ **Takes commitment**
- ◆ **Just plain work at all levels**
- ◆ **Bring policies & procedures before the Board once a year for review & approval**
- ◆ **Develop action lists for QI Committee and Board to be able to monitor progress**

Where We Are Today

- ◆ 2013 will be our 20 year anniversary
- ◆ Just completed restructure
- ◆ 103 employees
- ◆ Budget over \$12,000,000
- ◆ Purchased new building for renovation
- ◆ Strategic planning
- ◆ Preparing for meaningful use and ICD-10 coding

Questions?

