

# 2013 National Combined Councils Virtual Meeting

Final 04.20.13

## Theme: “Customer Service”

**DAY 1: Monday, April 22, 2013:**

All presentation times are Eastern Daylight Time Zone

12:00 – 4:30pm EDT      Breakout Sessions (start/end times to be designated by each Workgroup)

IHS Intercouncil Workgroup Sessions Concurrent Sessions	Lead/Facilitator/Chair	Adobe Connect Link/Call Info
Session 1: Contract Health Services	Leonard Thomas, MD	To join the meeting: <a href="http://ihs.adobeconnect.com/r9kxz6ojwfl/">http://ihs.adobeconnect.com/r9kxz6ojwfl/</a> Room Passcode: ihs123 Conference Number(s): 866-732-8941 Participant Code: 88389978
Session 2: Hospital Consortium	David Civic, MD	To join the meeting: <a href="http://ihs.adobeconnect.com/r5pa63316ta/">http://ihs.adobeconnect.com/r5pa63316ta/</a> Room Passcode: ihs123 Conference Number(s): 866-726-1649 Participant Code: 91175195
Session 3: Prescription Drug Abuse	CAPT Harry Brown, MD	To join the meeting: <a href="http://ihs.adobeconnect.com/r4iguufnyyb/">http://ihs.adobeconnect.com/r4iguufnyyb/</a> Room Passcode: ihs123 Conference Number(s): 866-729-7567 Participant Code: 51395366
Session 4: Recruitment and Retention	Douglas Peter, MD John Farris, MD	To join the meeting: <a href="http://ihs.adobeconnect.com/r58z5z5n4p2/">http://ihs.adobeconnect.com/r58z5z5n4p2/</a> Room Passcode: ihs123 Conference Number(s): 866-726-0452 Participant Code: 62710750
Session 5: Workforce Development	CAPT Carmen Clelland, PharmD	To join the meeting: <a href="http://ihs.adobeconnect.com/r8jq2uor2u2/">http://ihs.adobeconnect.com/r8jq2uor2u2/</a> Room Passcode: ihs123 Conference Number(s): 866-726-8143 Participant Code: 53684325

**DAY 2: Tuesday, April 23, 2013:**

All presentation times are Eastern Daylight Time Zone

Plenary Sessions	Adobe Connect Link/Call Info
12:00 – 4:45pm EDT	To join the meeting: <a href="http://ihs.adobeconnect.com/r1cluf1ems0/">http://ihs.adobeconnect.com/r1cluf1ems0/</a> Room Passcode: ihs123 Conference Number(s): (800)832-0736 Participant Code: 7360200

- 12:00 – 12:30      Opening Remarks/Welcome  
*Dr. Susan Karol, MD - Chief Medical Officer, Indian Health Service*
- 12:30 – 1:25      Indian Health Service Director’s Update  
*Dr. Yvette Roubideaux, MD - Director Indian Health Service*
- 1:30 – 2:30      Plenary:  
  - **Customer Service - Internal, External and Organizational: Best Practice Customer Service for IHS (LT Keith Warshany, PharmD)**  
Poor customer service is correlated with poor financial outcomes as well as diminished information exchange. The purpose of this activity is to provide an overview of organizational customer service in the healthcare setting.  
*After attending this activity participants will be able to:*
    - Distinguish customer service myths from realities as they pertain to the healthcare setting
    - Employ motivational interview techniques as a means of enhancing customer service in the clinical setting.
    - Recognize institutional barriers to the provision of customer service in IHS and evaluate options for overcoming them.
- 2:30 – 2:45      Break
- 2:45 – 3:40      Plenary:  
  - **Customer Service Psychology: The Science Behind the Customers’ Perception. How can we enhance our Customer Service awareness? (Chris Fore, PhD)**  
Customer Service is an Agency priority, but customer complaints indicate that we continue to struggle with providing quality customer service. The purpose of this activity is to enable the learner to increase awareness of customer perceptions and to learn how staff can positively impact customer’s perceptions, which ultimately transpires into improved health outcomes.  
*After attending this activity participants will be able to:*
    - Recognize customer expectations and manage them for improved customer service.
    - Assess own Emotional Intelligence and symptoms of emotional hijacking.
    - Apply techniques to increase positive customer experiences.
- 3:45 – 4:45      Plenary:  
  - **IHS Pharmacy Residency Programs: A Model for Enhancing Customer Service (CDR Rebecca Whitaker, PharmD, MAdmin, BCPS)**  
The purpose of this activity is to identify ways to provide good customer service within a specialized healthcare team and share information on enabling programs to become self-sustaining by providing resources to expand training and mentorship to keep up with changes as well as with personnel and funding aspects.  
*After attending this activity participants will be able to:*
    - Recognize the impact of the pharmacy residency program and how the program structure can be applied to the development of specialized healthcare teams.
    - Identify gaps in service and discern what program interventions are most likely to succeed when setting up a specialized healthcare team
    - Prioritize needs of a healthcare team or program to promote sustainability of positive outcomes.

**DAY 3: Wednesday, April 24, 2013**

All presentation times are Eastern Daylight Time Zone

Plenary Sessions	Adobe Connect Link/Call Info
12:00 – 5:15pm EDT	To join the meeting: <a href="http://ihs.adobeconnect.com/r1bjk8aiuh9/">http://ihs.adobeconnect.com/r1bjk8aiuh9/</a> Room Passcode: ihs123 Conference Number(s): (800)832-0736 Participant Code: 7360200

- 12:00 – 12:55 Plenary:
- Recruitment & Retention: Mission-Born and Mission-Driven (Richard M. Church, PharmD and CAPT Raymond F. Lala, DDS)**  
 Presentation covers national recruitment and retention strategies in a regionalized approach, how to strengthen recruitment infrastructure, how to improve collaboration with partners, and best practices.  
*After attending this activity participants will be able to:*
    - Identify Recruitment and Retention Strategies
    - Specify updates since last NCC
    - Identify future plans and resources related to recruitment and retention
- 1:00 – 1:55 Plenary:
- Infectious Disease Screening in the IHS: Saving lives through early diagnosis (Jonathan V. Iralu, MD, FACP, AAHIVS)**  
 HIV, Chlamydia, HCV, and TB infection rates elevated in American Indian populations. Improved screening and care delivery are essential Infectious Disease Screening Rates and Measures based on National Recommendations fall short of recommended goals. The purpose of this activity is to impart the importance of the need for universal HIV screening as well as increased screening for Hepatitis C, Chlamydia and tuberculosis.  
*After attending this activity participants will be able to:*
    - Implement screening recommendations in Service Unit
    - Improve screening rates in Service Unit
    - Increase linkages to care for ID patients
- 2:00 – 2:55 Plenary:
- Using Data to Drive Improvement in Customer Service (CAPT Michael Toedt, MD, FAAFP)**  
 Previous traditional improvement efforts aimed to improve flow from the perspective of the physician; modern systems of care must focus on the customer’s perspective. The purpose of this activity is to enhance understanding on how a system of data measurement and feedback can be used to improve the customer experience as exemplified by the Cherokee Indian Hospitals successes in improving wait times and customer experience in the ER and in primary care.  
*After attending this activity participants will be able to:*
    - Apply key flow measurements in the ED.
    - Employ three key strategies to improve patient experience in the ED.
    - Implement three key strategies to improve patient experience in primary care.
- 3:00 – 3:15 Break
- 3:15 – 4:10 Plenary:
- How Outcome Measures (GPRA) Influences Provider Behavior for Better Patient Outcomes (CAPT Patrick Blahut, DDS, MPH)**  
 The dental program, like other disciplines, has GPRA objectives as outcome measures aimed at improving the quality of patient care that were virtually unknown to our field programs only 13 years ago. The challenge is to introduce and promote these objectives in such a manner as to influence provider behavior, meet annual targets, and improve quality of care. A background of GPRA/GPRAMA objectives as outcome measures and suggested strategies are provided.  
*After attending this activity participants will be able to:*
    - Briefly explain how GPRA and GPRAMA objectives serve as outcome measures to guide provider behavior.
    - Employ at least 4 of the strategies provided at your clinical programs to improve your program’s GPRA performance and ultimately improve your patient outcomes measures.
- 4:15 – 5:15 Plenary:
- Enhancing Customer Care: Spiritual Care Services within an IHS Clinical Care Setting (CAPT Catherine Witte, BPharm, MDiv, MS Bioethics and Donice Hoopaugh, RN, MSN/MHA, CCM)**  
 The purpose of this presentation is to enable the learner to increase knowledge and awareness of the essential nature of addressing spiritual/care needs of American Indian/Alaska Native patients receiving cancer care and to describe ways in which collaboration with community partners can assist in establishing a culturally relevant and clinically appropriate spiritual care program.  
*After attending this activity participants will be able to:*
    - Recognize spiritual care services as an integrated component in the provision of clinical oncology care services.
    - Define the role and function of spiritual care providers in providing culturally appropriate spiritual care within an Indian Health Service hospital
    - Integrate the planning and execution of collaborative efforts with community agencies, tribes, and academic institutions to address cancer health disparities.

**DAY 4: Thursday, April 25, 2013**

All presentation times are Eastern Daylight Time Zone

NCC/IHS Director Meetings: IHS National Councils meeting with the IHS Director

<b>IHS National Council meeting with Director</b>	<b>Council Chair</b>	<b>Adobe Connect Link/Call Info</b>
10:30 – 11:00pm EDT  National Council of Executive Officers (NCEO)	Bryce Redgrave, BS, MBA	<b>By invitation only. To be attended by Council Members.</b>
11:15 – 11:45pm EDT  National Oral Health Council (NOHC)	CAPT Timothy Lozon, DDS	<b>By invitation only. To be attended by Council Members.</b>
12:00 – 12:30pm EDT  National Nurse Leadership Council (NNLC)	Rebecca Loving, MS, RN	<b>By invitation only. To be attended by Council Members.</b>
1:00 – 1:30pm EDT  National Council of Chief Clinical Consultants (NCCCC)	Jean Howe, MD, MPH	<b>By invitation only. To be attended by Council Members.</b>
1:45 – 2:15pm EDT  National Council of Chief Executive Officers (NCCEO)	John Molina, MD	<b>By invitation only. To be attended by Council Members.</b>
2:30 – 3:00pm EDT  National Council of Chief Medical Officers (NCCMO)	CAPT Harry Brown, MD	<b>By invitation only. To be attended by Council Members.</b>
3:15 – 3:45pm EDT  National Council of Clinical Directors (NCCD)	Steve Sanders, DO	<b>By invitation only. To be attended by Council Members.</b>
4:00 – 4:30pm EDT  National Pharmacy Council (NPC)	CDR Wil Darwin, PharmD	<b>By invitation only. To be attended by Council Members.</b>

**DAY 5: Friday, April 26, 2013**

All presentation times are Eastern Daylight Time Zone

IHS Intercouncil Workgroup Report Out Summary Sessions	Lead/Facilitator/Chair	Adobe Connect Link/Call Info
12:00 – 12:30pm EDT Contract Health Services	Leonard Thomas, MD	To join the meeting: <a href="http://ihs.adobeconnect.com/r1bjk8aiuh9/">http://ihs.adobeconnect.com/r1bjk8aiuh9/</a> Room Passcode: ihs123 Conference Number(s): (800)832-0736 Participant Code: 7360200
12:45 – 1:15pm EDT Hospital Consortium	David Civic, MD	
1:30 – 2:00pm EDT Prescription Drug Abuse	CAPT Harry Brown, MD	
2:15 – 2:45pm EDT Recruitment and Retention	Douglas Peter, MD John Farris, MD	
3:00 – 3:30pm EDT Workforce Development	CAPT Carmen Clelland, PharmD, MPA	

3:45 – 4:30 Closing Remarks and Q&A  
*Dr. Yvette Roubideaux, MD - Director Indian Health Service*  
*Dr. Susan Karol, MD - Chief Medical Officer, Indian Health Service*

Plenary Sessions	Adobe Connect Link/Call Info
3:45 – 4:30pm EDT	To join the meeting: <a href="http://ihs.adobeconnect.com/r1bjk8aiuh9/">http://ihs.adobeconnect.com/r1bjk8aiuh9/</a> Room Passcode: ihs123 Conference Number(s): (800)832-0736 Participant Code: 7360200