

TAG Meeting Minutes
Phoenix, Arizona
October 26-29, 1998

Participants:

Sharon Hoppman, HQ

Olivia Buckley, HQ

Tabbatha Wright, HQ

Tracey Musselman, HQ

Sharon Folgar, HQ

Kim Sutton, HQ

Connie Green, Alaska

Bernice Wyaco, Albuquerque

Evangeline Lente, HQW

Romona Bailey, Bemidji

Dorothea Grass, Billings

Susan Brintnall, Nashville

Patricia Wilson, Navajo

Carolyn Whitecloud, Oklahoma

Christine Brittel, Portland

Mary Juan, Tucson

Brenda Turner, Phoenix

Jody Hodahkwen, Phoenix

Gigi Holmes, Phoenix

Michelle Funk, Phoenix

Carrie Lewis, Phoenix

Denise Cupis, Phoenix

Arnita Pewewardy, Phoenix

Jo Baldwin, Phoenix

Meeting Summary

Several seminars and workshops were presented during the 2 1/2 day session. Evaluations for each of the continuing education presentations indicate that they were all well received by the participants. The evaluations are summarized in Attachment A.

Continuing Education Presented

Blessing and information about traditional medicine (Jose Ramon)

Workshop on breaking the stress cycle (Margo Boesch)

Presentation on the importance of professional appearance at work (Mary Kim Titla)

Workshop on improving communication skills (Steve Tetrev)

Workshop about the influence of learning styles on getting work done (Mary Beth Kinney)

Problem solving session

Burning issues session

- Workshop on appreciating different work styles (Anne Susan)

Workshop on clarifying values that impact our personal and professional life (Erma Casuse)

The participants were able to tour the Gila River Hospital to see what one Self-Governance Tribe is doing to improve the health status of the community as well as the patients they serve. The participants were also able to problem solve to help each other improve their work processes, discuss burning issues, and plan for the next national meeting.

Appreciation was expressed to Brenda Turner, Jody Hodahkwen, and the Phoenix Area TAG for their hospitality and organizing an excellent meeting. Mary Beth Kinney facilitated the meeting.

Burning Issues

- ✓ Time and attendance issues
 - Low morale, and less work being done
 - Personal problems in the workplace
- ✓ Last minute travel
- ✓ No reading of memos or following policy (proofing not done so there is even more work)
- ✓ Lack of communication
 - Micromanaging - *annex*
 - Rudeness on the telephone
 - Roll-over numbers contributing to the overload of one person to answer the phone
 - Voice mail not being answered
 - Is there an IHS policy for letterheads?
 - ARMS turf issues and who sets policy
 - Personal use of telephone during work day

Low Staff Morale and Decrease in Productivity

Problem:

- Lack of management competencies
- Personnel problems with leave and attendance
- Low staff morale "don't care"
- May be related to downsizing and changes in the Agency

Background:

- Staff is indifferent, negative, and uncooperative
- Abuse of time, attendance, and leave
- Staff wasting time at work
- Raise, bonus, recognition, and outstanding ratings are given to staff that are time wasters
- Low staff morale is evident in most of the Areas and at HQ

Recommendations:

- Training is needed for IHLC, NCEO
- Training for all supervisors and managers on how to manage effectively
- Enforce policies that are applicable

Strategy:

- Brenda Turner described the situation to Don Davis and asked that this issue be brought forward to the IHLC.
Don Davis heard the concerns of the group, and asked questions. He has brought it to the attention of ELG and HQ senior staff. He will also share it with the IHLC in December.

Follow-up: (It was not determined who and when follow-up would be done.)

- Arrange for Don Davis to share on a conference call or through a memo what was discussed at IHLC and ELG, and what is a next step to deal with this issue.

Travel

Problem:

- Unauthorized travel
- New regulations
- Lack of training for the approving officials

Recommendations:

- Training is needed for IHLC, NCEO
- Email fact sheet (bullets of only important changes) to all IHS employees
- Enforce policy

Strategy:

- Connie Green described the situation to Don Davis and asked that this issue be brought forward to the IHLC.
Don Davis heard the concerns of the group, and asked questions. He has brought it to the attention of ELG and HQ senior staff. He will also share it with the IHLC in December.

Follow-up: (It was not determined who or when follow-up would be done.)

- Need to request training for IHLC and NCEO (suggestion that Jackie Osborne do training)
- Develop fact sheet and distribute to all HIS employees
- Distribution of policy memo to managers and supervisors

Errors and Not Proofing Documents

Problem:

More work is generated for executive staff because work is not read and edited for errors.

Recommendations:

- Additional training is needed for HQ and Area staff. This could be accomplished by staff taking grammar courses at local community colleges or universities.
- Invite Diane Hammack to provide training.
- Issue needs to be brought up to IHLC to raise awareness and to describe the impact on workload and image of the Agency.

Strategy:

No strategy developed.

Follow-up:

It was not determined who, what or when follow-up would be done.

Planning for the Next TAG Meeting

Location

Nashville

Susan Brintnall

November, 1999

Draft Agenda:

- Follow-up of Burning Issues
- Conflict Management
- Building Trust in the Workplace
- Site Visit
- Travel with Jackie Osborne
- Open Session for Problem Solving
- Area Director Session
- Dr. Trujillo and senior staff presence in person, videoconference, or telephone to learn more about initiatives and update about direction of the Agenda

Leading With The Leaders
National Technical Advisory Group Meeting

Tuesday, October 27, 1998

8:00 am *Welcome and Introductions*
Holiday Inn Express Lobby

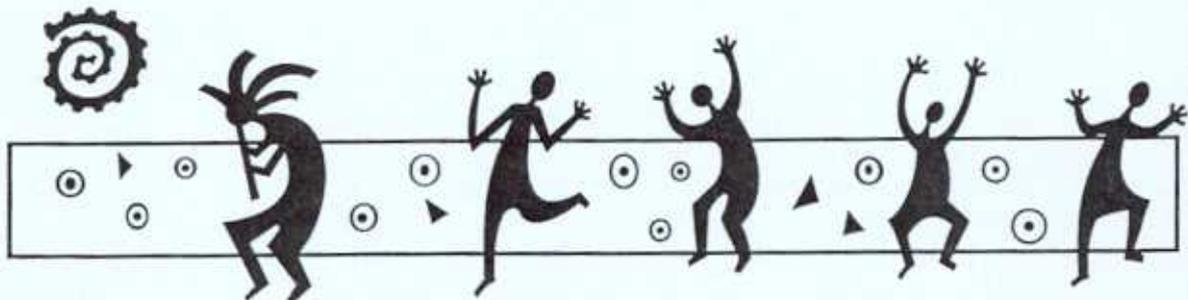
9:15 am *Field Trip*
Sacaton Health Center

11:15 am *Lunch*
Cultural Center

1:00 pm *Blessing*
"Traditional Medicine"
Jose Ramon

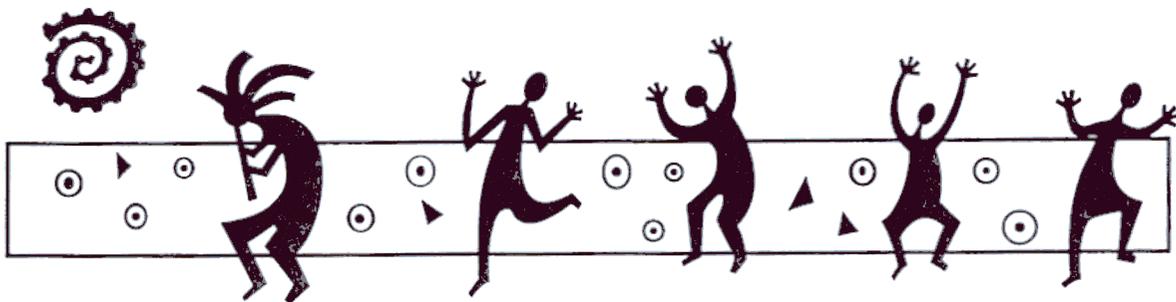
2:15 pm *"Holding Up the Sky and*
Other Every Day Tasks"
Margo Boesch
Native American Community Health

4:30 pm *Close-Out*



Leading With The Leaders
National Technical Advisory Group Meeting
Wednesday, October 28, 1998

- 8:00 am *Tour of the Phoenix Area Office*
Sixth Floor Conference Room
- 9:00 am *"Looking Good! Feeling Great!"*
Mary Kim Titla
KPNX TV Channel 12
- 10:15 am *"I'm Okay; You're Not!"*
Dr. Steve Tetrev, Phoenix Area Office
- 11:30 am *Lunch*
On Your Own
- 1:00 pm *"Learning Styles and You"*
Mary Beth Kinney
Clinical Support Center
- 4:30 pm *Close-Out*



Leading With The Leaders
National Technical Advisory Group Meeting

Thursday, October 29, 1998

8:00 am "Colors of the Wind"
Anne Susan, HHS/Planner

10:15 am "The Good Life!"
Erma J. Casuse, CDA

11:45 am Pot Luck at the Phoenix Area Office
Presentation of Certificates
Don Davis, Phoenix Area Director
Mary Lou Stanton, Deputy Director

1:30 pm Business Meeting
Evaluation of Meeting
Planning Next Meeting

4:30 pm Close-Out

