

Draft

IHS NATIONAL TECHNICAL ADVISORY GROUP MEETING

DATE: May 1-3, 2001 – Sheraton Uptown, Albuquerque, New Mexico

PRESENT: Aberdeen – Joan Kelly; Alaska – Connie Greene; Albuquerque – Bernice Wyaco; Bemidji – Ramona Bailey; Billings – Dorothea Grass; California – Mor Celli (Representing); Nashville – Susan Brintnall; Navajo – Patricia Wilson; Oklahoma – Carolyn Whitecloud; Phoenix – Brenda Turner; Portland – Christine Brittell; Tucson – Joyce Antone; Office of the Director – Sharon Hoppman; Office of the Director – Olivia Buckley; Office of Management Support – Sharon Folger; Office of Public Health – Teddra Penland

ABSENT: None

AGENDA	DISCUSSION	ACTION	ASSIGNED TO	FOLLOW UP
Welcome and Introduction Mr. James Toya, Director, Albuquerque Area IHS	This year's meeting was co-hosted by the Albuquerque and Navajo Areas. The schedule of the Navajo Area Director, Mr. John Hubbard would not allow him to be present at this year's meeting. The Albuquerque Area Director, Mr. James Toya welcomed the group and provided an overview of the Albuquerque Area IHS.	FYI only.	None	None
Virtual Work Consortium Mr. Bernie Dailleboust, Senior Advisor, DHO	Mr. Dailleboust presented two IHS initiatives – knowledge sharing via the Internet, and distance learning. Knowledge sharing via the Internet is a pilot project with the IHS Business Offices where sites can develop customized portals containing specific information needed for their organization. This pilot project will end in Sept 2001, and if successful, IHS planning to use for various programs. Distance learning is being sponsored by DHHS and is a pilot project with IHS HQ OPM. The cost is \$60 per employee, per year with unlimited classes. The group discussed the status of a 1999 TAG pilot project -- virtual meetings via PC cameras.	FYI only. If interested in the distance learning Initiative, contact Beverly Compton in OPM. Continue as a TAG project for 2001 -- get all PC cameras on-line.	None TAG members	None Dec 2001

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Women's Health Diabetes Ms. Birdena Sanchez, Zuni Diabetes Program	The Zuni Diabetes program explained diabetes, the symptoms, how exercise and diet could prevent diabetes, and medication.	FYI only	None	None
Palliative Care Dr. Judith A. Kitzes, Chief Medical Officer, AAIHS	The goal of Palliative Care is not to cure the patient but to ask the family what could be done to ease the patient's pain and provide comfort. This type of care is provided in the Albuquerque Area and other Areas are thinking of implementing.	FYI only.	None	None
Building Teams Thru Effective Communication Ms. Erma Casuse, Dental Program, Phoenix Area IHS	Ms. Casuse conducted team building exercises, the group listed 'values' they felt were needed of an executive secretary. Ms. Casuse challenged the group to: share information and knowledge (a portal project, mentoring), group communication via monthly telecons and meetings, be open to new ideas and changes, develop new relationships, volunteer for new assignments.	FYI only	None	None
Power Point Training Kevin Molloy, Area Director's Office Nashville IHS	Mr. Molloy provided a hands-on session of designing an effective Power Point presentation.	FYI only.	None	None

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<p>OAG Presentation/ Training</p> <p>Bob Burcal, Training & Technical Specialist, OAG</p> <p>Ms. Jacque Osborne, Travel Mgmt Analyst, IHS</p>	<p>OAG has a contract with IHS to provide assistance with travel management via the OAG Travel Information System. IHS staff can establish individual traveler profiles, view airline flights, hotels near meeting sites, rental car information, and city maps. Some IHS Areas have elected to change travel agencies from OAG to Fed Trip which allows IHS staff to make airline flight, car rental, and hotel reservations on-line.</p> <p>Ms. Osborne provided travel regulations updates and invited TAG members to participant on IHS Travel Mgmt telecons.</p>	<p>FYI only</p> <p>FYI only</p>	<p>None</p> <p>None</p>	<p>None</p> <p>None</p>
<p>Integrated Time and Attendance System</p> <p>Calvin James, ITAS Coordinator, AAIHS</p>	<p>Ms. James provided an ITAS demonstration.</p>	<p>FYI only.</p>	<p>None</p>	<p>None</p>
<p>Issues from the 2000 TAG meeting</p> <p>Ms. Betty Pino, Facilitator, AAIHS</p>	<p>1. Time and Attendance</p> <p>Issue: Problems with new time keeping system (ITAS). Some Areas are already on the pilot program and experiencing problems.</p> <p>Issue: Employees abuse of time and attendance (i.e., not submitting appropriate leave, late submission of time sheets). Amending time and attendance records takes an excessive amount of time.</p> <p>2. Supervisors not conveying information to their staff. Many I.H.S. Areas resolved by having regularly scheduled monthly staff meetings. Phoenix Area reinforced with quarterly meetings.</p>	<p>Shelf until next year, allow some time of usage before making an issue of the system and its accuracy.</p> <p>Supervisors need to provide time and attendance regulations to employees via staff meetings or one on one meetings. Supervisors also need to follow-up with employees regarding late submission of time sheets.</p> <p>Delete, no longer an issue.</p>	<p>TAG</p> <p>Supervisors</p> <p>None</p>	<p>5/2002</p> <p>None</p> <p>None</p>

AGENDA	DISCUSSION	ACTION	ASSIGNED TO	FOLLOW UP
2000 TAG Issues (cont'd)	<p>3. Downsizing, additional duties for decreasing staff -- this affects moral of employees. Group aware it's an issue but can't resolve.</p> <p>4. Travel</p> <p>Issue: Employees returning from TDY early in the day, and neither report to the office, or submit request for leave. Ms. Jacque Osborne reminded group of the 2 hour rule of travel.</p> <p>Issue: Timely approval of Area Director's travel orders and vouchers by HQ DAS.</p>	<p>Delete, need to prioritize workload.</p> <p>Suggestion for Area travel coordinators to issue new or updated information throughout the Area Offices so all employees are informed of changes.</p> <p>Delete, resolved when HQ DAS hired an additional travel auditor.</p>	<p>None</p> <p>Travel Coordinators</p> <p>None</p>	<p>None</p> <p>None (resolved)</p> <p>None</p>
	<p>5. Improve morale</p> <p>Issue: Supervisors rarely differentiated between good and poor work ethics, both are treated equally; neither recognition for good work, nor reprimand for poor work.</p> <p>Issue: Employees need recognition for outstanding work performed.</p> <p>6. TAG should provide a level of support as required of a lead secretary. Brought up by the California Area Director.</p> <p>7. Equal Recognition.</p>	<p>Morale is low when employees see time and attendance abuse and travel abuse.</p> <p>Supervisors can provide recognition with on-the-spot awards, or Employee of the Month awards.</p> <p>Delete. This was not an issue identified by TAG.</p> <p>Delete. This was suppose to be part of Improving morale.</p>	<p>Supervisors</p> <p>None</p> <p>None</p> <p>None</p>	<p>None</p> <p>None</p> <p>None</p>

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<p>2001 Issues</p>	<p>Group felt the issues identified during the May 2000 and prior meetings were being resolved individually by the Area offices or could not be resolved by the TAG group. The group decided to list some goals they wanted to complete in 2001, which were;</p> <p><u>Updating and upgrading the Area Director's secretaries position descriptions.</u> It was noted not all Areas are at the same grade level. A workgroup was named and charged with developing a uniform position description</p> <p><u>Formalizing the National TAG Charter.</u> Group felt formally the National TAG would assist the group with an established reporting mechanism and funding of the annual meetings which are currently funded by the hosting Areas.</p> <p><u>Video conferencing via PC cameras.</u> Group re-committed to getting cameras operational, some Areas will purchase a camera, and Nashville Area offered to assist in setting up the cameras.</p> <p><u>Continue monthly conference calls</u> to problem solve, receive IHS program updates.</p>	<p>ongoing</p> <p>done</p> <p>done</p> <p>done</p>		
<p>National IHS TAG Charter</p>	<p>At the May 2000 TAG meeting it was decided to develop a National TAG Charter to, formally establish the group, promote office management and communication practices which would result in consistent, high quality professional staff support throughout IHS. A workgroup was developed and drafted a Charter for review. No consensus to approve draft, some felt the National Charter was too similar to the IHS Headquarters TAG Charter.</p>	<p>Discuss on future TAG telecons with goal to finalize by 2002.</p>	<p>Sharon Hoppman</p>	<p>Future telecon</p>

Date: May 3, 2001
From: IHS National Technical Advisory Group (TAG)
Subject: Presentation of TAG Issues
To: Albuquerque Area Director

The Technical Advisory Group (TAG) meets annually to discuss various issues they see happening in their Areas and brainstorm on possible resolutions. Issues from the previous TAG meetings were discussed, i.e. Supervisors not conveying information, Abuse of Travel/Time and Attendance, Moral, and most of the Group felt the issues were being addressed/dealt with at their Area. Those that felt their Area was still having a problem are going to discuss it with their Area Director and inform them on how the other Areas handled/resolved these issues.

The TAG presented to Mr. Jim Toya, the projects the Group is proposing to complete this year:

Changing the title of the Area Director's "Secretary" position, updating and possibly upgrading the position descriptions to a level where all Area's have the opportunity to reach the same grade level. A committee was elected to work on this project and will report on their progress during the monthly conference calls.

- A committee was developed to work on a National Charter for the TAG. The Charter is expected to be finalized and sent to headquarters by mid-May.

TAG is an IHS pilot project for video conferencing. The Nashville Area Office has offered to assist TAG with connectivity.

TAG has monthly conference calls to follow-up on projects, conduct cooperative problem solving, and receive various IHS program updates.

The TAG thanked Mr. Toya and the Albuquerque Area IHS for co-hosting this year's meeting with the Navajo Area IHS.

Connie

**Indian Health Service
National Technical Advisory Group Meeting
(Building Positive Partnership)
Sheraton Albuquerque Uptown
2600 Louisiana Blvd, NE
Albuquerque, New Mexico 87110**

Tuesday, May 1, 2001

- 8:30 a.m. Blessing
- 8:35 a.m. Welcome and Introduction – Mr. James L. Toya, Director, Albuquerque Area IHS
- 9:00 a.m. Virtual Work Consortium - Bernie Dailleboust, Senior Advisor, DHO
- 10:00 a.m. Break
- 10:15 a.m. Women's Health – Diabetes – ~~Erma Tah, Director~~, Area Diabetes Program
Model Program: ^{melissa wyaco, Nurse}
Zuni – Birdena Sanchez, ^{Nurse} ~~Director~~, Zuni Diabetes Program
- 11:30 a.m. Brief Orientation - Feast Events – Grace Baca, Albuquerque Area OEH/E
- 12:00 Noon Depart for San Felipe Pueblo (Lunch)
- 2:30 p.m. Santa Fe Service Unit -Tour
Welcome – Dr. Richard Zephier, Chief Executive Officer
Cultural Diversity – Mary D. Martinez, Nurse Educator
- 3:30 p.m. Depart to Albuquerque
- 4:30 p.m. Arrive Albuquerque

Wednesday, May 2, 2001

- 8:30 a.m. Palliative Care – Dr. Judith A. Kitzes, Chief Medical Officer, AAIHS
- 9:30 a.m. Building Teams Thru Effective Communication – Erma Casuse, Dental Program
Phoenix Area IHS
- 10:30 a.m. Break
- 10:45 a.m. Continue - Building Teams Thru Effective Communication
- 11:30 a.m. Lunch - On Your Own

Wednesday, May 2, 2001 – P.M.

- 1:00 p.m. Power Point Training - Kevin Molloy, Nashville (Bring Laptop)
- 3:00 p.m. Break
- 3:15 p.m. Business Meeting (Issues from California meeting)
- 4:30 p.m. Adjourn for the day

Thursday, May 3, 2001

- 8:30 a.m. OAG Presentation/Training
- 10:00 a.m. Break
(Depart for Albuquerque Area Office)
- 10:30 a.m. Integrated Time & Attendance System – Calvin James, ITAS Coordinator, AAIHS
(Area Office Conference Room 1-1)
- 11:00 a.m. Tour – Albuquerque Area Office/National Programs
- 11:30 a.m. Group Lunch
- 1:00 p.m. Business Meeting (finalize hot issues)
TAG Charter
Planning Next Meeting – Select Site/Date/Agenda Items
Evaluation of Meeting
- 3:00 p.m. Break
- 3:15 p.m. Presentation TAG Issues to Area Directors
- 4:00 p.m. Closing Remarks – Area Directors (Albuquerque & Navajo)
- 4:30 p.m. Adjourn

"When you dream alone it is only a dream, but when you dream together it is the beginning of reality."

Have a Safe Trip