

# Affordable Care Act and the Patient Experience

## – *Jicarilla Service Unit Perspective*

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# Overview

- Description of Jicarilla Service Unit
- Planning for the Affordable Care Act Implementation
  - Using the Albuquerque Area template as a Business Plan
- Patient Outreach and Education – *the beginning*
- Marketing and Implementing SWOTs
- Aligning ACA efforts with Patient Centered Medical Home model

# The Jicarilla Service Unit



# New Mexico and Jicarilla Apache Reservation location (blurry, fix)



# Defining the Scope of Services

- Jicarilla Service Unit is an ambulatory health care facility accredited by AAAHC
- Scope of services available to patients
  - Direct care services:
    - Ambulatory patient services
    - Urgent Care
    - Preventive and Wellness Services and chronic disease Management
    - Pediatric services including Oral and Vision care
    - Adult services including Oral and Vision care
    - Public Health Nursing Services
    - Nutrition Counseling services
    - Laboratory Services
    - Radiology and Ultrasound
    - Colposcopy & LEEP (new services)

# Defining the Scope of Services

- Contract Health Services, through referral by IHS providers to non-IHS provider
  - CHS is currently approving Priority I levels
  - CHEF cases are high in volume
  - Referrals are mostly to Farmington, NM providers
  - Emergency Room services primarily at San Juan Regional Medical Center, Farmington, NM
  - Main reasons for referrals include: Emergency Room Services, Eye complications, Gastroenterology, Orthopedics

# Defining the Scope of Services – JAN managed

- The Jicarilla Apache Nation has contracted to provide the following services:
  - Behavioral Health Services
  - Social Services
  - Detox Center
  - Community Health Representatives (CHRs)
  - Fitness Center physical fitness programs (Walks/Runs/Zumba)
  - Diabetes Prevention and Management programs including SDPI grant

# Remote Location issues

- 100 miles away from main referral center for Inpatient Services and Emergency Room
- Additional services provided at Pagosa Springs, CO – 40 miles away across the state line
- Mode of transports include EMS ambulances or helicopter medi-flights

# After Hour Services

- After hours and on weekends, the Jicarilla Apache EMS provides emergency coverage
  - Medical direction from the EMS Medical Director – after hours
  - During clinic hours, on-call physicians at Jicarilla Service Unit with consultation with San Juan Regional Medical Center ER.
- The Jicarilla EMS also provides emergency coverage through medical direction utilizing NM EMS
- Jicarilla Service Unit is implementing an after hours Nursing Triage line in support of EMS after hours services.

# Planning for the Affordable Care Act Implementation

- Albuquerque Area staff provided a Business Plan template
  1. Assess Local Environment for Health Insurance Marketplace
  2. Assess Patient Workload and Revenue Impact
  3. Assess Current Staffing; workload levels, facility space, strategies to handle changes in workload
  4. Referrals and Prior Authorizations
  5. Eligibility Process for Medicaid Expansion and Health Insurance Exchanges
  6. Assess Data Reporting Requirements
  7. Marketing
  8. Work with Area Office to Determine How to Locally Implement Contracts or Relationships with QHPs

# Patient Outreach and Education

- JSU staff participated in many Educational conferences held within the Albuquerque Area. Including CHS, Business Office, AO and CEO
- Area CEOs participated in CEO meetings in which ACA was presented and AAO Tribal Consultation Meetings
- JSU Sponsored an ACA conference at Dulce, NM on August 8, 2013....
  - Who Should attend? *Community Members, Directors of Health Related programs, EMS staff, BH Staff, Insurance Support Staff, Departmental Supervisors, Health Care Providers*

## **Medicaid Expansion/Health Insurance Exchange Seminar**

**Thursday, August 8, 2013, 9:00 am – 12:00 PM**

**Wild Horse Casino Event Center**

### **Conference Agenda**

**Thursday, August 08, 2013**

9:00 am to 9:15 am

**Welcome/Invocation -**

*Ty Vicenti, President*

*Jicarilla Apache Nation*

9:15 am to 9:30 am

**The Affordable Care Act** – Health Care law passed on March 23, 2013 - Brief overview of history – *Sandra Lahi, CEO, JSU*

9:30 am to 10:15 am

**Medicaid Expansion** – Overview & Key Issues

Who is Eligible and How it will impact Native American Communities? – *Sovereign Hager, Staff Attorney NMCLP*

10:15 am to 11:00 am

**Health Insurance Exchange** – Overview & Key Issues

What is the Exchange and Special Provisions for Native Americans? – *Sovereign Hager, Staff Attorney NMCLP*

11:00 am to 11:45 am

**Enrollment – Maximizing Enrollment**

Requirements for Outreach and Enrollment Assistance

Key Issues for Native American Communities- *Sovereign Hager, Staff Attorney NMCLP*

11:45 am to 12:00 pm

**Closing Remarks/Next Steps**

# Marketing and Implementing SWOTs

- Identifying Strength, Weaknesses, Opportunities and Threats
- Documenting a PR Marketing Plan/Campaign
  - JSU with support of the I H S Dental Support Center invited a Consultant to walk through the SWOT process for Dental
  - Outcomes included:
    - More Visibility in the Community by community group visits, Media campaigns as radio announcements, radio ads with tidbits of dental prevention information, Send post cards on first birthdays as reminders with JSU logos, Community day participation as local runs, health fairs.....
    - Getting away from the “masked provider” syndrome....

# Aligning efforts with Patient Centered Medical Home model

## *IPC AIM Statement*

- The Jicarilla Service Unit would like to be your Medical Home – a place to get well physically, mentally and spiritually.
- As your Medical Home, we will provide caring, professional, competent, confidential and culturally-sensitive service.



nzhónách'idle'ee  
*a place to get well*

Jicarilla Apache Health Care Facility

# Aligning efforts with Patient Centered Medical Home model

- We want to work with you in making decisions about your health and your treatment plan.
- You will have a Health Care Team who knows you and your health history.
- Seeing the same provider and team each time you come in will help you get the care you need and want.



# Aligning efforts with Patient Centered Medical Home model

- Remember, the foundation for a Medical Home is the relationship between you, your family and your Health Care Team.



# Questions

