Renew and strengthen our partnerships with Tribes:

a. **Veteran**
   IHS signed an amendment with VA to extend the period of a national reimbursement agreement for direct health care services through June 30, 2019.

b. **Affordable Care Act**
   1. The Crownpoint Service Unit Patient Benefit Coordinators (PBCs) attended several community events to provide outreach, education and enrollment services. Important information on the Affordable Care Act, New Mexico Healthcare Exchange and other available resources were provided. During the month of November, 2016, the PBCs were available at the following nine locations: a) Thoreau Elementary School; b) Littlewater Chapter; c) Standing Rock Chapter; d) Lake Valley Chapter; e) Torreon Chapter; f) Na’ho’dish’gish Chapter; g) Casamero Lake Chapter; h) Ojo Encino Chapter; and i) Pueblo Pintado Chapter. The PBCs assisted a total of 151 patients throughout the month.
   2. The Northern Navajo Medical Center Business Office and Purchased & Referred Care employees held the 14th Annual Health Benefit Fair at the Shiprock Chapter House on November 16, 2016.
   3. The ACA outreach events and activities are experiencing success as measured by a significant increase of patients enrolling in third party insurance coverage such as Medicare, Medicaid or Private Insurance. This success is a direct result of outreach efforts by Shiprock Service Unit employees.

Improve the Indian Health Service:

a. **Best Practices**
   1. Chinle Service Unit (CSU) continues its partnership with the Dartmouth University Tuck School of Business. CSU recently completed its 2015-2016 project related to elder services which resulted in recommendations for exploring swing-bed certification due to lack of locally available skilled nursing services. CSU was selected as a site for a 2016-2017 project to focus on improving customer service.
   2. The Crownpoint Division of Public Health staff conducted a Fitnessgram Assessment at Thoreau Elementary School and Baca/Dlo’ayazhi Community School. The assessment measures five components of health-related fitness including: aerobic capacity; muscular strength; muscular endurance; flexibility; and body composition. At Baca/Dlo’ayazhi Community School, a total of 178 of 308 students participated (58% rate). At Thoreau Elementary School, 257 of 278 students (92% rate) participated in the assessment. A Body Mass Index (BMI) analysis report was shared with school administrators.
   3. The Gallup Service Unit Empowerment/Education taskforce is tracking patient confidence scores by using the reminder dialogue to determine if patients feel confident after their visit to manage their healthcare. This measure supports the IHS Quality Framework priority three to optimize the patient experience.
   4. Kayenta In-house Pediatric Advance Life Support (PALS) certification classes by an ER Nurse Supervisor improved PALS certification at 70% for Outpatient Nursing staff and 100% for ER Nursing staff. In-house PALS certification classes decreased training costs and requires less staff travel.
   5. The Northern Navajo Medical Center (NNMC) management and clinical team are working to reduce wait times and prevent patients from leaving without being seen in the emergency room or urgent care. The new, same-day-appointment system in NNMC clinics created 60 more appointment slots resulting in decreased wait-times and fewer patients leaving without being seen.
Improve the quality of and access to care:

a. **Chronic Disease Initiative Management**
   The Chine Diabetes Program received the 2016 John Pipe Voices of Change for Innovative Program Award from the American Diabetes Association.

b. **Mental Health**
   The Northern Navajo Medical Center Iina Counseling Service is collaborating with primary care to integrate and coordinate behavioral health services as an outpatient clinic. The coordination of services between a psychiatrist, mental health therapist, and primary care provider offers opportunities to identify and intervene into complex problems to improve patient outcomes resulting in provider and patient satisfaction.

c. **Health Promotion & Disease Prevention**
   The Kayenta Service Unit Health Promotion Disease Prevention (HPDP) program is expanding their department by adding 7 new positions. The new positions will be advertised by January 2017 and will support the Kayenta Health Center’s (KSU) new Wellness Center. KSU has space allocated for a fitness room with new exercise equipment to be installed and made available for patient and staff use. When fully staffed, the Wellness Center will provide fitness classes and education to promote healthy lifestyles for our patients.

d. **Maternal Child Health Care**
   Northern Navajo Medical Center (NNMC) is the pilot site for a new IHS Initiative program called Centering Pregnancy. Pregnant women are grouped according to due dates and will receive group care in health assessment, education and support.

e. **Oral Health**
   The various dental programs across the Navajo Area have entered into the Southwest Dental Support Center with those programs across both the Phoenix and Tucson Areas. The Center is funded with an additional $250,000 to support the local programs. This has allowed the dental directors to meet in person to discuss solutions to common problems. It also has allowed new dental assistants to be trained in expanded functions including the placement of fillings and the treatment of periodontal disease, under the supervision of a dentist. Finally, this has allowed for more patients to be treated in a quality manner.

Ensure that our work is transparent, accountable, fair, and inclusive:

a. **Budget**
   To date, Federal programs and Tribal 638 contracts/compacts are operating at the same funding level as FY2016. A Federal Continuing Resolution was approved for October 1, 2016 to April 28, 2017 which includes 57.53% of the FY2016 total allocation. Navajo Area IHS Federal sites are currently collecting a little less revenue in Medicare, Medicaid and Private Insurance collections by -1.5 %, in comparison to FY2016 levels at the same time during the last fiscal year. All Federal Service Unit spending has remained within funds available during the first quarter of FY2017.

b. **Health Care Facilities**
   1. The Gallup Indian Medical Center Renovation and Expansion Project. An extensive project is underway to renovate and expand the GIMC Emergency Department and other departments. The design was completed in July 2016 and a construction contract was awarded in September 2016. Phase I Construction of the Urgent Care department will commence on January 3, 2017. The anticipated completion date is October 2018. This project was fully funded by Nonrecurring Expensed Funds (NEF) in the amount of $9,324,876.00.
   2. Dilkon Alternative Rural Health Center Update. The first phase of funding for the Dilkon Alternative Rural Health Center (ARHC) was received by Navajo Area Indian Health Service (NAIHS) in the amount of $32.5 million dollars. The funding consists of $12 million from the Federal Health Care Facilities Construction appropriation and $20.5 million from the Health and Human Services Nonrecurring Expenses Fund (NEF)

c. **Total number of Service unit vacancies broken down by:**
   1. Medical: 460 Vacant out of 1262 Positions
   2. Administrative: 790 Vacant out of 3954 Positions