

**Albuquerque Area
Direct Service Tribes Advisory Committee
FY2020 1st Quarter Report
Aug – Sep 2019**

Area Tribal Representatives: Donnie Garcia, Jicarilla Apache Nation	Federal Liaison: RC Begay, Albuquerque Area
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Goal 1: To ensure that comprehensive, culturally appropriate personal and public health services are available and accessible to American Indian and Alaska Native people

- Partnered with Department of Health and the New Mexico Coalition of Sexual Violence Programs to start a project that engages people and professionals within tribal communities to gain a better understanding of why people do not utilize sexual violence prevention programming, in an effort to improve prevention and education interventions specific to NM tribal communities. Facilitated and set up the first New Mexico Tribal Sexual Violence Alliance (NMTSVA) to help bring Tribal Sexual Assault Responses or Task Force teams together to help align, develop, and support a consistent, effective, and collaborative approach to response and to reduction of sexual assaults within New Mexico specifically on tribal lands.
- The Albuquerque Area is currently meeting 24 of 26 Clinical GPRA measures with 3 service units already meeting all measures with three more reporting weeks to go. The Albuquerque Area met 25 of 26 Clinical GPRA measures in 2018 and 27 of 27 Clinical GPRA measures in 2017. The Albuquerque Area provides training and oversight to service unit staff and monitors GPRA progress throughout the year and shares the Albuquerque Area’s performance with the Albuquerque Area tribes at the Quarterly Tribal Consultation meetings.
- The Albuquerque Area management team and multiple Albuquerque Area Tribes participated in the HHS Region VI, VII and VIII Tribal Consultation Meeting on 8/20-22/19. The Albuquerque Area and tribes comprised 7 of the 10 Region 6 One-on-One Consultations.

Goal 2: To promote excellence and quality through innovation of the Indian health system into an optimally performing organization

- The New Sunrise Regional Treatment Center was successfully surveyed by CARF International on 8/22-23/19. The Certificate of Accreditation was received on September 24, 2019 and is effective for 3 years. The certificate states that this is an indication of the organization’s dedication and commitment to improving the quality of the lives of the patients served.
- The Albuquerque Area maintains the Continuous Accreditation Readiness Program (CARP), which encompasses a comprehensive, collaborative, consultative approach to accreditation readiness. This multi-disciplinary program allows the Albuquerque Area to track and prioritize Service Unit and Area activities for continuous accreditation readiness and preparedness. All Albuquerque Area sites have been successfully surveyed in 2019 by either Joint Commission, AAAHC, or CARF except for one service unit that is scheduled to be surveyed in November. In addition to actively implementing our Area CARP model, our sites have continued to incorporate IPC tools for ongoing improvements. Each appropriate site has successfully achieved PCMH

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certification to further strengthen our Area’s overarching goals and one service unit has also completed their Dental PCMH.

- A Mescalero Service Unit pharmacist serves in the role of National Naloxone Coordinator for IHS and provides ongoing collaboration and continues communications with our local BIA law enforcement department.

- The Albuquerque Area received the IHS 2019 FEVS Area Champion Award with an FEVS participation rate of 83%! This was a significant increase from the 38.6% participation rate in 2018. The Albuquerque Area Office accomplished this improvement in participation rates by individual tele-conference calls with the Area Director with each service unit and their staff to discuss the importance of participation.

Goal 3: To strengthen IHS program management and operations

- The Albuquerque Area management team completed their semi-annual visit to each Service Unit in August and September. The team visits each service unit twice annually to discuss a robust agenda that includes topics such as service unit budgets, third party revenue, costs by department, Acquisitions processes and oversight, patient complaints, accreditation status, GPRA status, timeliness and quality of care, facility improvement projects and HR topics. Improvements noted from these visits include improved communication with the service unit management team, improved overall understanding at all levels regarding the financial status of each service unit, improved oversight and access for PRC funds, Performance Improvement projects in acquisition processes and solutions for other operational and clinical issues.

- The Albuquerque Area held an Ethics/EEO Training for all AAO Supervisors on 8/29/19. The training was attended by over 50 participants and provided supervisory guidance on federal Ethics and EEO topics.

- The Albuquerque Area coordinated a COR Desk-guide Training on 8/19/19. The training was attended by over 40 participants and reviewed appropriate Acquisitions processes and was facilitated by a HQ Acquisitions professional.