

Billings Area
Direct Service Tribes Advisory Committee
1st Quarter Report
July– August 2019

<p>Area Tribal Representatives: Mr. Dana Buckles, Fort Peck Tribal Executive Board Mr. Lynn Cliff, Jr., Fort Belknap Community Council</p>	<p>Federal Liaison: Ms. Rikki Salazar, Acting Director, Office of Tribal Programs, Billings Area</p>
<p>Goal 1: To ensure that comprehensive, culturally appropriate personal and public health services are available and accessible to American Indian and Alaska Native people</p> <p>Billings Area Office Chief Medical Officer presented at the 2019 Montana Hospital Association Fall Conference September 19, 2019, in Billings, Montana. The presentation focused on the work we do across the Indian Health Service (IHS) and was designed to recruit dedicated and competent candidates to the Billings Area.</p> <p>Northern Cheyenne Service Unit hired an Urgent Care Nurse, Family Nurse Practitioner, and two Pharmacy Technicians in September 2019.</p> <p>Blackfeet Service Unit hired two Dental Officers and are currently in the process of hiring another Dental Officer and Dental Hygienist.</p> <p>University of Washington and the states of Wyoming, Alaska, Montana, and Idaho (WWAMI) Program students visited Billings Area Service Units.</p> <ul style="list-style-type: none"> • Blackfeet Service Unit site-visit in August 2019, 3 faculty and 12 medical students met with various hospital staff, participated in local community activities, and visited historical sites. Students also participated in presentations by the Local De LaSalle School and the Blackfeet Tribe. • Crow Service Unit site-visit in August 2019, 22 students toured the Crow/Northern Cheyenne Hospital with cultural emphasis on the building design and provision of care. Service Unit staff provided information to the students regarding operations and opportunities with the IHS. <p>Billings Area Office awarded an area-wide contract to Avera eCare to establish telehealth specialty clinics (dermatology, urology, etc.) at each service unit facility. Specialty clinics will allow patients to receive specialty care more timely, increase coordination with primary care, and allow patients to receive specialty services in real-time. Patients will not have to travel away from their local community to receive services.</p> <p>Crow Service Unit Supervisory Dietitian is collaborating with the Northern Cheyenne Service Unit and the Billings Urban Indian Health and Wellness Clinic (BUIHWC) to provide Medical Nutrition Therapy (MNT) services via Tele-Nutrition. The Crow Service Unit will provide MNT services for the Northern Cheyenne Service Unit and BUIHWC, which will allow patients to receive services via Tele-Nutrition and eliminate the need for patients to travel to the Crow Service Unit to receive MNT services.</p> <p>Northern Cheyenne Service Unit provided a facility tour to the Lehigh Valley Residency Program on August 30, 2019. The purpose of the site visit was for the Northern Cheyenne Service Unit to be a potential site to host a residency program for Family Practice Interns. The site visit included a facility tour and a Question & Answer session with program officials.</p>	

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Northern Cheyenne Services Unit has expanded dental services to include, crowns, bridges, dentures, partials, enhanced endodontics and pediatric services. The service unit has been able to provide these services due to increased availability of Purchased Referred Care funds (PRC) and the additional revenue generated from Montana Medicaid Expansion.

Fort Belknap Service Unit advertised a Traditional Healer/ Counselor position to provide community education on traditional Native American culture, establish peer-to-peer counseling services, and provide spiritual services.

Fort Belknap Service Unit is actively engaged in the Fort Belknap Indian Community Suicide Crisis Response Team via collaboration with local resources, as well as the bi-weekly conference calls. The IHS Service Unit and Headquarters staff held several collaborative trainings with other organizations, which included Trauma Informed Care, Suicide Assist, First Response Crisis Management, and Arlee Warrior Movement.

Wind River Service Unit Saturday Clinics are available for a half day one Saturday each month. The Saturday Clinics were started in response to the input received from the Eastern Shoshone Tribe. The service unit's goal is to expand the Saturday Clinic to a full day clinic.

Wind River Service Unit Dental Clinic participated in the Academy of Prosthodontics Outreach Program. The service unit held a clinic this summer to provide denture services to patients. This is the 14th year the service unit has participated in the denture program, which is a great opportunity for the Dental Clinic to provide positive work in our community and even greater service to our patients.

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

Blackfeet Service Unit, Heart Butte Clinic coordinated a Fun Run/Walk during the Heart Butte Pow-wow in August 2019. IHS employees coordinated the event, which attracted participants from toddlers to elders from different parts of the country.

Crow Service Unit Pharmacy services started the Inaugural Pharmacy Residency Program for the Billings Area in August 2019. The service unit selected Dr. Theresa Emmerling from a pool of 41 candidates to be the initial pharmacy resident in the program.

Crow Service Unit entered into an interagency agreement with Northern Navajo Medical Center to provide overnight pharmacy services for the Crow Service Unit Inpatient and Emergency Department (ED). Pharmacists will be performing prospective order review, processing for inpatient and processing discharge prepack medications for the ED.

Crow Service Unit Pharmacy collaborated with Northern Cheyenne Service Unit Pharmacy to provide the same brand of Nebulizer machines through the pharmacy services, filling a gap in care at the service units.

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Fort Peck Service Unit held a meeting on September 23, 2019, for local partners providing suicide prevention services to discuss communication, coordination of care and common issues. The meeting included the IHS, Fort Peck Tribal Health Department, Tribal Health Suicide Prevention Program, Health Promotion Disease Prevention Program, and local employees from the Office of Public Instruction.

Northern Cheyenne Service Unit CPC+ Team members attended the CPC+ Montana Learning Session on September 6, 2019. Team members met with other facilities participating in the program, “best practice” facilities presented at the meeting regarding care coordination, and staffing program roles. The service unit added three Primary Care Coordinator positions to help support this program and the goals of episodic and longitudinal care management.

Fort Belknap Service Unit Emergency Medical Services (EMS) Department held two Emergency Medical Technician (EMT) classes graduating eight local EMTs. As of August 4, 2019, Fort Belknap EMS Department is fully staffed and able to provide EMT services in the rural areas of the Fort Belknap communities.

Fort Belknap Service Unit Pharmacy staff provided Naloxone training for Tribal Law Enforcement staff in September 2019.

Goal 3: To strengthen IHS program management and operations

Fort Peck Service Unit is working to improve the efficiency of the PRC Program. Billings Area PRC Program is auditing the work of the PRC Technicians on a weekly basis; the intent is to help ensure work is completed correctly and efficiently with the goal of improving turnaround time from approved referral to referred appointment.

Northern Cheyenne Service Unit is participating in iCare Beta Testing. The service unit is testing new advances in their software packages to ensure they are able to collect, track and report important indicators of health. One new area of focus is risk stratification; the service unit completed testing this additional feature within the iCare software. This new feature will allow the service unit to provide better care to patients that are at risk for poor health outcomes, work with patients in creating goals and follow up steps to improve their health.

Blackfeet Service Unit participated in the Montana Vaccines for Children Program. The State of Montana conducted an on-site review at the service unit in August 2019. The Community Health Program implemented the program and received a congratulatory response in maintaining compliance with the State of Montana. The nursing staff will share best practices with other programs throughout the State. The program provided nearly 6,000 immunizations in 2018 with an estimated savings to the service unit of \$361,706.

Fort Belknap Service Unit held a training in July 2019, for equipment upgrades, including IV pumps for use in the Emergency Department and Outpatient Clinics at both the Fort Belknap and Hayes Healthcare facilities.