

Nashville
Direct Service Tribes Advisory Committee
FY2020 1st Quarter Report

Area Tribal Representatives: Chief William Harris, Catawba Indian Nation Lance Gumbs, Trustee Shinnecock Indian Nation	Federal Liaison: Vickie Claymore, Ph.D. Director Field Operations
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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

The IHS experienced difficulty recruiting clinical directors to serve in Nashville Area health clinics. Due to the size of the clinics, clinical directors are tasked with heavy administrative as well as direct patient care duties. To ensure that IHS is able to focus on quality care, Nashville Area has established a regional clinical director position that will provide oversight of all health clinics.

Human Resources staffing effectiveness and customer service: this has been a major emphasis and as a result, FY 2019 was one of the highest number of hires (47) ever for the Nashville Area. Vacancy rate was significantly reduced (by appx. 30%) from previous year. In addition to increasing the frequency of HR-staffing calls with hiring managers, Human Resources has been added to monthly Service Unit calls to provide timely updates and guidance, as well as an additional opportunity for customers to request Technical Assistance.

The Aroostook Band of Micmacs is in the process of contracting the Micmac Service Unit under ISSDEA. Tribal leadership requested NAO/IHS stop HR actions given the 638 transition timeline. Tribal leadership did vote to advertise for health care positions during this transition period: nurse practitioner, health planner/grant writer, biller/coder and LCSW.

IHS established a transportation program for the Shinnecock Service Unit Purchase and Referred Care program preventing missed or delayed appointments. In the first two months, IHS provided transportation to 90 outpatient medical and dental appointments.

The Nashville AD and Staff attended the HHS Regional Tribal Consultation Meetings.

- HHS Region 1 – Sept. 23, 2019 Boston, MA
- HHS Region 2 – Sept. 19, 2019 Syracuse, NY
- HHS Region 3 – Sept. 17-18, 2019 Providence Forge, VA
- HHS Region 4 – Sept. 25, 2019 Porch Creek, AL

During the Regional Meeting, the AD conducted site visits to the Pamunkey Nation, Richmond Service Unit PRC program, Oneida Nation, Manlius IHS OEHE Field Office, Manlius Service Unit PRC program, Boston Native American Lifeline Urban Center and Porch Creek Health Center.

The Nashville Area Director and staff attended a Suicide Prevention Activity for Adolescents at Boston Native American Lifelines Urban Center in Boston, MA.

The IHS increased its participation in the Federal Employee Viewpoint Survey by 11 percent in the Nashville Area over 2018 results.

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

Government Performance and Results Act (GPRA) report for Nashville Area:

- ✓ 22 Measures met
- ✓ 1 Measures within 5% of the Goal (Adult Composite IMM)
- ✓ 1 Measure within 10% of the Goal (Retinopathy Exam)
- ✓ 1 Measures more than 10% from the Goal (Breastfeeding)

Area Office of Public Health has worked diligently to find ways to maximize direct care services. This includes looking at alternate staffing plans, pharmacy flow issues, bringing in external training (CDC), etc.

Area Office of Public Health has worked closely with Area leadership to redefine the governing board process. We have sought input from all relevant parties, provided training and completed bylaws. Catawba SU (Sept. 18, 2019) and Unity Healing Center (Aug. 6, 2019) Governing Body Meetings were held this quarter.

The CEO of Lockport was accepted into the **Healthcare Improvement Professional Training (HIP)** Training program! She will be trained as a Healthcare Improvement Professional (HIP) for the agency. The HIP workshop is an intensive program to develop current and future leaders in improvement science and pragmatic applications of systems theory, personality intelligence, analytic studies of variation, building knowledge for learning, data analysis and strategic intelligence.

Catawba SU provided Community outreach:

- ✓ Head Start: Provided medication administration and blood borne pathogen training to 20 staff members on 8/22/19
 - ✓ Little People Academy: Provided medication administration and blood borne pathogen training to 8 staff members on 8/22/19
 - ✓ August 3 on 3 basketball tournament, 90+ attended. Other activities for kids, partnered with Family Services to increase draw.
 - ✓ Summer 8 week Activity Challenge completed. All tribal workplaces and programs participated, plus community members. Feedback received that logging activities helps motivation and increases activity.
 - ✓ Fall Spirit Sprinters Kid's 10 week running program and 5k begun in August, 24 kids enrolled ages 8-16. CSU supports with coaching, healthy snacks, etc.
 - ✓ Garden projects: Monthly Food Sovereignty workgroups continues. New community garden site planted at Green Earth housing site for residents, as a pilot season. Garden includes multiple raised beds, and eventually fruit trees, berry bushes and other edible landscaping. Good participation and production at other program gardens such as Senior center and others.
- The Nashville Area IHS increased access to safe drinking water and wastewater disposal by investing more than \$990,000 to establish an onsite waste water treatment system to serve 88 homes and dwellings within the Shinnecock and Tuscarora Tribal Nation Reservations.

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- The Nashville Area IHS trained 40 tribal and federal attendees in infection control practices resulting in changes in the way they sterilize instruments to prevent the transmission of diseases.

Goal 3: To strengthen IHS program management and operations

Business Office Report:

- ✓ Overall Collections FY19 \$1,172,234
- ✓ Top Payer Medicaid

Veteran Services:

- ✓ Active Veteran Patients: 207
- ✓ Ambulatory Visits: 209
- ✓ PRC Referrals: 75
- ✓ FY18 Collections: \$7800
- ✓ FY19 YTD Collections: \$5000
- ✓ Veteran Patients who are VA Eligibility (VMBP) under Reimbursement Agreement:20

Area PRC and Business Office staff conducted site visits to Mashpee Service Unit and Lockport Service Unit to provide training to PRC and Business Office staff. Training included providing auditing tools and resources to management to monitor program and identify strengths and areas in need of improvement for day to day operations.

In the process of setting up the dental program at Lockport Service Unit. Lockport installed the Dentrix and was provided training.

Nashville Area IHS partnered with the States, the Veterans Administration, the Social Security Administration and the IHS to provide training to patient benefits advocates on the programs and benefits available through Medicare, Medicaid, the Children's Health Insurance Program (CHIP), and the Health Insurance Marketplace. Area PRC staff presented on the Purchase and Referred Care Program at the Outreach and Education Event held August 14-15, 2019 in Norwich, CT.

Mashpee Service Unit and Tribe continuing to meet monthly to address Suicide prevention/postvention. Working with (DMH) Department of Mental Health to develop culturally appropriate resources.

Pamunkey Indian Tribe: Richmond Service Unit (RSU) A patient registration event was held August 3, 2019 at the Pamunkey Reservation to begin enrolling patients. Over 60 Community members were enrolled in the patient registration system. The program has also enrolled 2 vendors and have processed a referral.

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