

**Oklahoma City Area Indian Health Service
Direct Service Tribes Advisory Committee
FY2019 1st Quarter Report
Aug – Sep 2019**

Area Tribal Representatives: Terri Parton, President, Wichita and Affiliated Tribes Greg Chilcoat, Principal Chief, Seminole Nation of Oklahoma	Federal Liaison: Jennifer LaMere, OCAO Federal Liaison
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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

Claremore Service Unit

- Emergency Department expansion completed with an official opening of 8-26-2019.
- Chief Nurse Executive, Quality Management Specialist and Quality Data Analyst attended the TJC Executive Briefing and CMS Update training in New York City, NY on 9-12-19 thru 9-13-19.

Clinton Service Unit

- LCDR Brett Whitehead presented his second PACE presentation on opioids to Etta Dale Junior High in El Reno, OK and is working with local native counselors to add additional presentations to the youth in the community.
- Behavioral health services will soon increase with Dr. Kara Cline, Ph.D. now starting to see patients and the recent selection of an integrated behavioral health specialist.
- Dr. Kara Cline and Afton Luttrell will be attending pediatric mental health first aide training. Upon completion, the service unit will have trained staff that can teach both adult and pediatric first aide to give staff crucial skills in recognizing patients that potentially have an acute mental health need.
- Multiple Clinton Service Unit providers will attend Medication Assisted Therapy (MAT) training in September 2019. This will allow for increased access to care for opioid dependence disorder and also will allow for potential collaboration with other federal entities such as the VA in addition to collaboration with tribal substance abuse programs.
- CSU coordinated health care to ~150 kids at the Canton, Clinton, and Concho Head Start Health Fairs.
- On August 13th Clinton Indian Health Center in collaboration with the C&A Tribe’s Diabetes Program hosted the first monthly Diabetes Day to promote care for those with diabetes. Patients whose birthday fall in the month the day is held are invited to schedule an appointment with their provider and attend activities. Diabetic walk-ins are also welcome in dental and primary care. A total of 37 patients participated in the event.

Haskell Service Unit

- Diabetes Prevention Program participated in group collaboration with University of Kansas Dietetic Internship program to develop internship program requirements that help meet the needs of Haskell Indian Health Center, while training future professionals in health care.
- Haskell Indian Health Center is constructing a wellness center which will add physical therapy and personal training services.

Lawton Service Unit

- The Lawton Service Unit (LSU) hosted back-to-school health fairs at each facility; the Lawton Indian Hospital, Anadarko Indian health Center, and the Carnegie Indian Health Clinic. The

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goals of the events were to provide physicals to school age American Indian and Alaskan Native children, create opportunities for access to care, and improve the pediatric patient experience by delivering services efficiently. Numerous referrals, appointments, and physician follow-ups were generated by these visits. Children were able to see a flag raising ceremony with local tribal princesses and experience a Teepee raising.

- The LSU Public Health Nursing (PHN) Department assisted with the 2019 American Indian Exposition in Anadarko held August 14 - 18. The PHN's along with local tribal healthcare workers provided first aid services.
- The PHN department coordinated 2 physical dates for the KCA Headstart on August 20th and September 10th. Approximately 50 students were able to receive physical assessments, dental and vision screenings, and lead and hemoglobin screenings.

Pawnee Service Unit

- Partner with Kaw Nation Women's Health Program to increase access for women's health services.
- Collaborate with Tulsa Urban Indian Clinic to provide Behavioral Health services to our employees and vice versa.

Wewoka Service Unit

- Facility expansion project in process.

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

Claremore Service Unit

- Chief Nurse Executive attended the Relationship Based Care conference in Gettysburg, PA on 8-5-2019 thru 8-9-2019.

Clinton Service Unit

- The service unit completed a successful independent accreditation survey in July. Minor findings were identified and included two-patient identifier, medication for administration labeling, credentialing/privileging notification, and infection control goal/measure documentation. Our sterilization process was considered a best practice.
- PHN staff attended the Relationship-Based Care Practicum workshop. Relationship Based Care (RBC) is an operational blueprint for improving safety, quality, patient experience, employee engagement, and financial performance. RBC advances the culture of health care organizations by focusing on three key relationships: relationships with self, with colleagues, and with patients/families.

Haskell Service Unit

- Behavioral health department trained all local staff, as well as staff at another Oklahoma service unit, on Trauma Informed Care.

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Lawton Service Unit

- The LSU created an initiative to streamline the hiring process by implementing a team approach. Led by the CEO, weekly meetings are held and department supervisors are invited to sit with HR staffing specialists, assistants, and the OCA Supervisory HR Specialist. These weekly meetings provide an opportunity for team members to ask questions, gain clarification, discover barriers, and to expedite the hiring process.

Pawnee Service Unit

- Achieved PCMH Accreditation, June 2019
- Incorporate concepts of Relationship Based Care into local decision making.

Goal 3: To strengthen IHS program management and operations

Claremore Service Unit

- Phone log tracking system purchased and installed. Utilization began 8-15-19, to allow for tracking of outside, inside, and transferred calls to be tracked and determine phone call volume.

Clinton Service Unit

- The Clinton Service Unit partnered with the Cheyenne-Arapaho Tribal Health Board to host a Community Listening Event in Geary, OK. The educational topic presented was Opioid Addiction. The CSU provided blood pressure and blood glucose screenings, nutrition information, drug take back information, exercise education, and benefit's coordination.
- The CSU CEO has implemented monthly face to face meetings with each individual department supervisor. This is to augment weekly, proactive supervisor meetings and is intended for more focused strategizing and quality assurance/performance improvement idea sharing.
- The CSU has re-vamped our Revenue Enhancement Committee as a multi-disciplinary approach with focused objectives to not only further identify mechanisms to maximize use of our resources but to also maximize collection potential for increased service capacity.
- The CSU has modified our patient notification system to provide additional options for patients to self-opt into for receiving important messages about upcoming appointments.

Lawton Service Unit

- In an effort to strengthen program management and operations, the LSU has initiated monthly budget review sessions. Expense reports are sent to department supervisors each month and the Chief Finance Officer reviews them with the CEO at the close of each month. Meetings are also held with each department supervisor to discuss the budgeting process. This initiative has allowed for transparency, improved expense tracking, a timely and consistent process, and decreased costs.

Pawnee Service Unit

- Streamline in-house acquisitions procedures.

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- Implement eFax process to receive, electronically route and store outside provider reports for use in clinical decision making.
- Implement Audiocare text reminders for patient appointments.
- Implement Social Media platform for community outreach and communication.

Wewoka Service Unit

- Regular supervisor meetings for internal communication.
- Communication with Tribal Health Advisory Board.