

**Phoenix Area IHS Area Name
Direct Service Tribes Advisory Committee
FY2019 1st Quarter Report
Aug – Sep 2019**

Area Tribal Representatives: Jordon Joaquin	Federal Liaison: Hope Johnson
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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

- Fort Yuma Health Center, (FYHC) hosted the second Mobile-Mammo Clinic this quarter to increase patient access to screening mammography. This service is available to direct and CHS eligible patients to maximize patients access to this important screening.
- Quechan and Cocopah Tribal 638 programs moved into their new space at FYHC. The partnership has been beneficial for patients and staff with increased integration of services and improved care coordination.
- U&O Health Center leaders provided support for the Ute Indian Tribe’s grant application for a Substance Abuse and Mental Health Services Administration (SAMHSA) sponsored Tribal Opioid Response (TOR) grant to help address the opioid use disorder (OUD) in tribal communities by increasing access to culturally appropriate and evidence-based treatment.
- Hopi Health Care Center (HHCC) and the Hopi Tribe dedicated a \$5.3 million apartment building that will help alleviate a longstanding housing shortage for HHCC staff.
- On August 13, 2019, Elko Service Unit (ESU) hosted our annual community health fair and coordinated with the Veteran’s Administration to provide information for Veterans.
- Colorado River Service Unit (CRSU) vacancy rate decreased to 21% this quarter. Key hires included four public health nurses, two social workers, a physician, and five nurses at Parker Indian Health Center (PIHC). Peach Springs Health Center (PSHC) on boarded a nursing supervisor and Moapa Clinic hired a program support assistant to support the Special Diabetes Program.
- CRSU staff participated in Head Start Screenings at multiple tribal locations. More than 150 Head Start students received dental, vision, hearing, and nutrition screenings.
- PSHC partnered with the IHS Joslin Vision Network (JVN) Teleophthalmology Program to improve access to diabetic eye examinations for patients. The Outpatient Medical Support Assistant completed training and receive provisional certification as a JVN Image Acquisition Technician.
- The Phoenix Area Youth Regional Treatment Centers (YRTCs), Desert Visions and Nevada Skies, hosted two three-day Dialectical Behavior Therapy (DBT) trainings for all direct care staff this quarter. The training resulted in positive feedback and increased competence of staff by integrating the evidence based treatment modality of DBT with traditional, spiritual and cultural interventions.

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

- FYHC submitted two service expansion applications to Accreditation Association for Ambulatory Health Care (AAAHC) to add physical therapy and optometry services this quarter. AAAHC approved both expansion requests for the new services.
- FYHC received an outstanding Service Award from the National Indian Health Board to honor an organization whose work has made an impact on American Indian/Alaska Native health care.
- Through Patient Centered Medical Home activities, U&O Health Center has augmented services to include treatment for Hepatitis C, Medically-Assisted Treatment (MAT) for opioid dependence, osteopathic manipulation therapy (OMT), Podiatry services, and both in-house and specialty referral care for chronic pain.

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- U&O Health Center has on boarded three Clinical Care Coordinators who facilitate communication between the U&O Health Center care team and referral providers. This has improved the availability of pertinent information to our own providers and our referral partners.
- Phoenix Indian Medical Center (PIMC) was surveyed by the Joint Commission in July 2019 for their patient centered medical home (PCMH) service and was officially accredited as a PCMH in September 2019.
- PIMC hosted the VA National Academic Affiliations Council and RADM Toedt, IHS CMO, to provide an orientation to IHS direct service care and discuss VA partnership opportunities.
- CRSU Public health nursing department coordinated with the Arizona State Public Health Epidemiology Department to provide health education and training for 25 providers and staff on Syphilis and HIV.
- CRSU Public Health Nursing (PHN) department collaborated with Office of Environmental Health, Infection Prevention Specialist, and Community Health Representatives to address an increase in West Nile Virus activity. Public Health Nursing disseminated educational materials throughout the community.

Goal 3: To strengthen IHS program management and operations

- FYHC Dental Service expansion was completed this quarter and the Physical Therapy Department opened on September 4, 2019.
- The Phoenix Area YRTC's completed an Information Technology (IT) needs assessment this quarter to include an action plan to implement IT refresh throughout the organization to increase ability to provide care between both facilities and improve operations.
- U&O Health Center leaders collaborated with local healthcare referral partners to discuss billing procedures and payment processes in an effort to improve timely payments to referral providers, better monitor clinic budgetary processes and limit any unpaid claims that might inconvenience patients.
- CRSU is actively implementing Just Culture throughout the service unit. To date 100% of executive staff and more than 50% of supervisory staff have completed training. A team of Just Culture champions are coordinating efforts to expand this training to all service unit staff. Just Culture refers to a value supported model of shared accountability and encourages reporting of errors, accountability, and responsibility at all levels of the organization to identify and correct system failures and address errors in a fair and consistent manner.
- Whiteriver Service unit (WRSU) continues to support establishing an organizational culture and work environment that supports just, fair and consistent behavior. WRSU provided Just Culture Training this quarter to thirty managers and supervisors.
- WRSU pharmacists provided coverage support for other service units to allow their pharmacies to provide full services for the communities served. Two pharmacists provided coverage at the Southeast Alaska Regional Health Consortium facility in Juneau, Alaska and one pharmacist provided coverage at FYHC.
- PIMC continues invest in infrastructure needs including information technology and utility conservation.
- CRSU celebrated the Grand Opening of the newly installed state of the art CT scanner at PIHC on September 10, 2019. This new service will enhance timeliness and availability of diagnostic

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capabilities. Additionally, this \$4.3 Million dollar project also included a renovation of the Emergency, Laboratory, and Radiology Departments.

- Supai Health Clinic was awarded a contract to expand bandwidth from 1.5 Mbps to 50 Mbps this quarter. Once completed, the expanded bandwidth will improve the efficiency of accessing systems and pave the way for new options for telehealth across CRSU.