

**Portland Area Indian Health Service
Direct Service Tribes Advisory Committee
FY2019 4th Quarter Report
July-August-September 2019**

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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

Objective 1:1 Recruit, develop, and retain a dedicated, competent, and caring workforce

In keeping with the Portland Area Trauma Informed Care (TIC Plan) Initiative all six Federal Service Unit’s in the Portland Area continue to plan/schedule on-site training for all staff for “Nonviolent Crisis Intervention” using the CPI curriculum with the goal of having 100% of Portland Area employees trained in CPI by the end of the FY. Additionally, each service unit will have (2) employees trained in the curriculum to provide continued training for new staff that are hired in the future.

The Wellpinit Service Unit (WSU) recently worked with the Portland Area Office (PAO) to advertise and recruit for six positions (three providers, three ancillary staff members). The three ancillary staff announcements have closed and the WSU is awaiting certs from PAO Human Resources (HR).

100% of Portland Area Office (PAO) staff and all staff from all 6 Federal Service Units (SU) successfully completed training on Protecting Children from Sexual Abuse as well as the Mandatory Office of Inspector General (OIG) reporting training.

All six Federal SU’s completed their 4th quarter Governing Board meetings where their respective FY2020 Budgets were presented and approved as well implementation of mandated sexual assault policy, Tobacco free work place policy and an Employee Wellness program policy.

The new WSU Chief Executive Officer (CEO) began work in his new position on September 2, 2019.

A new Deputy CEO (DCEO) was selected and began work in August at the Colville Service Unit (CSU).

An Interview Team consisting of the Portland Area Director and Director of Office of Tribal & Service Unit Operations held an interview and selected a person for the vacant Chief Executive Officer position for the Warm Springs Service Unit.

New Patient Advocates have been selected for the Colville, Yakama and Wellpinit Service Units.

The Portland Area Survey Readiness Team (ASuRT) has scheduled Accreditation Association for Ambulatory Health Care (AAAHC) on site readiness reviews for all six Federal SU’s in October 2019.

The Fort Hall Service Unit ((FSU) unfortunately experienced the loss of a provider and without hesitation, Acting Portland Area IHS Chief Medical Officer/Epidemiologist reported to work in the clinic to provide the staff with support; compassionate care and treatment to our patients.

A physician was recruited to be the new Clinical Director at FSU and will be joining the SU in the very near future as well as a new Licensed Practical Nurse (LPN) and Facilities Office Automation Clerk.

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In September, the YSU hired new employee in the Maintenance Department to support facility operations.

In August, the YSU Safety Officer conducted safety training for the Yakama Service Unit staff.

The WSSU is in the final phases of negotiations on hiring a much needed optometrist.

Objective 1:2 Build, strengthen, and sustain collaborative relationships

The WSU collaborated with the Spokane Tribe Health Program to offer Mandated Reporter training to aide staff in the knowledge of abuse and neglect and reporting requirements of such events.

The WSU Public Health Nurse collaborated with two offsite locations (Spokane Tribe Casino and the Midnite Mine Site) to increase influenza inoculation compliance

The FSU Pharmacy Student Preceptor was presented with the Idaho State University (ISU) School of Pharmacy Preceptor of the Year Award.

One FSU Pharmacist, who is a certified CPI Trainer, trained 100% of Fort Hall IHS Staff.

The FSU continues to strengthen relationships with local Head Start/Early Childhood Intervention Program. In the past 12 months, FSU Dental has completed 187 dental exams on Head Start children.

The YSU Dental program will host two Dental extern students over this coming summer. An agreement with the University of Louisville to provide dental externs a clinical experience opportunity with the Service Unit Dental Program has been executed. The two students will be supervised by a Dentist from the Service Unit and gain experience in a public health dental setting. The Yakama Service Unit Dental Department has also been conducting several outreach efforts at various locations. This includes providing services to students at the Yakama Nation Tribal School, services to youth at Camp Chaparral (Youth Camp), and within the Pharmacy waiting area of the clinic for sealants and fluoride.

In August, the YSU coordinated a Health Fair and community event with the Community of White Swan to provide health information and examples of healthy exercise activities. This annual Track Meet event was started by the Healthy Heart Special Diabetes Program for Indians (SDPI) and includes community representation by the school, Tribal Health Programs, YSU Departments including Physicians, Pharmacists, and other volunteers.

The WSSU has been recognized by the Oregon Immunization Program with an HPV Immunization Award for having a 72% vaccination rate. Achieving this vaccination rate was a collaborative effort by the IHS Medical Clinic and the Tribal Community Health Program.

WSSU staff participated in the Back to School BBQ with over 700 people in attendance.

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Objective 1:3 Increase access to quality health care services

With the recent selection of two mental health practitioners, the Western Oregon Service Unit is expanding the behavioral health program at the Service Unit and will be integrating these two practitioners into their primary care teams. This will provide a more comprehensive approach to healthcare for every patient. In addition, in support of the new Indian Health Service memorandum of understanding for behavioral health services at boarding schools, The Western Oregon Service Unit has hired two school based mental health practitioners to be co-located at the Chemawa Indian school. This will allow them to better support the students in prevention services that promote positive youth development to further develop protective factors for the youth. Previously, the Service Unit provided contracted music and art therapy. This was so well received by students that they are currently in the process of recruiting for two permanent creative art therapists at the Service Unit.

The Western Oregon Service unit is currently in the process of renovating their Pharmacy, Lab, and Supply areas. This will expand these departments allowing for additional staff to support our medical home model.

The contract for a renovation project to provide six additional exam rooms at the Yakama Service Unit has been awarded to a contractor. Completion of the renovation is anticipated to be by the end of calendar year 2019. This project was conducted as the initial construction project under the multi-award contract that establishes a qualified contractor list for projects in the Portland Area and for the service unit. The Yakama Service Unit continues to work on a Facilities Master Plan and a contract is near award for an Architect and Engineering firm that will work with the service unit.

The Warm Springs Service Unit held a Modernization Design Meeting to meet with departments on space requirements so project documents could be completed.

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

Objective 2:1 Create quality improvement capability at all levels of the organization

The WSU has initiated a quality improvement project for Screening, Brief Intervention, and Referral to Treatment (SBIRT) in collaboration with the Spokane Tribe Health Department.

Due to the success of PA sponsored Appropriations Law Seminar the PA Division of Finance has scheduled another training for May 2020 which immediately filled to capacity and now has a waiting list.

Staff from all six Federal SU's have been selected and began attending the Healthcare Improvement Professional (HIP) Training which teaches improvement science and applications of systems theory, analytic studies of variation and data analysis.

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The Fort Hall accelerated Model for Improvement (AMI) project for Screening, Brief Intervention, and Referral to Treatment (SBIRT) was finalized April 11th, however a recent request for an additional 3 months of data by Portland Area IHS Behavioral Health Consultant was requested.

The Fort Hall Service Unit engaged in an AMI project to decrease the amount of medications “Returned To Stock” (RTS) in a month. RTS medications equate to inefficient use of employee time and possible loss of revenue. As a result of this project RTS medications has decreased by approximately 15%. The YSU Business Office and the Medical Providers initiated access to records of a local hospital system as a test to improve awareness of discharge records and is currently being evaluated for use by one of our medical teams.

The WSU is using the Ami™ model for its Quality Improvement (QI) projects. The departments and teams are supported by the Healthcare Improvement Professionals for staff. This support includes setting up meetings, generating improvement project(s) ideas, assisting with documentation and assisting with graphing measures.

Objective 2:2 Provide care to better meet the health care needs of American Indian and Alaska Native communities
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FSU Accelerated Model for Improvement (AMI) Project for Screening, Brief Intervention, and Referral to Treatment (SBIRT) was finalized and provided to the Portland Area IHS Behavioral Health Consultant. All 6 Portland Area Services Units have implemented SBIRT in their clinics.

The FSU collaborated with the Shoshone-Bannock Tribal Health and the Southeastern Idaho Health Department to prepare for potential outbreaks of measles and other infectious diseases. A framework of cooperation, a protocol for testing, contact tracing, and treatment, and public educational materials were prepared by the collaboration. This framework will serve as the basis for response to future disease outbreaks in the region.

The WSU has been cross training staff members in order to better provide the delivery of healthcare services. For example, a WSU medical assistant has been trained to submit and process referrals and a medical support assistant has been trained to assist in the billing and coding department during periods of austere staffing.

The WSSU held a Dental Kids Day in August seeing 44 kids. They performed dental exams, sealants, fluoride treatments and some procedures, such as filling small cavities. This is a bi-annual event which always has great attendance.

The WSSU held a Diabetes Round Up and had patients with diabetes complete dental exam, eye screening, nutrition education and nursing foot check. Round Up clinics are scheduled every other month now and next scheduled in September.

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Objective 3:1 Improve communication within the organization with Tribes, Urban Indian Organizations, and other stakeholders, and with the general public

WSU's new chief executive officer (CEO) who recently began has initiated communication with the Spokane Tribe Business Council to begin regular meetings and has reached out to the executive directors of the NATIVE Project and Healing Lodge of the 7 Nations for a meet and greet and tour of the facilities.

All six Federal Service Unit CEO's meet on a monthly basis with their respective Tribal Business Councils and provide them updates on Service Unit operations.

The FSU staff have actively participated in Tribally sponsored Joint Health Promotion/Disease Prevention events: Children's Day Outreach, Fort Hall All-Indian Festival Children's Parade, and Four Directions Treatment Program Walk Against Meth.

FSU Pharmacy continues to work closely with the Idaho State University School of Pharmacy by presenting 4-8 students per year and being a point of contact for questions about the United States Public Health Service (USPHS).

FSU Pharmacy has been a contributing party to the Shoshone-Bannock Tribes, Tribal Opioid Response Grant (TOR). FSU Providers attended the TOR Training/Overview with the Fort Hall Business Council and Tribal Health and Human Service Department staff provided by the Ho-Chunk Tribal MAT presenters.

The FSU works closely with the Southeast Idaho Department of Health and Welfare to offer Tobacco Cessation Classes at the Fort Hall Service unit.

The YSU met with and coordinated with the Yakama Nation Homeland Security/Emergency Preparedness program and the State of Washington on dispensing of medications during an outbreak event.

The WSSU Leadership provided an overview and update on the Modernization project to the Confederated Tribes of Warm Springs Tribal Council in September

Objective 3:2 Secure and effectively manage assets and resources

The FSU engaged in an AMI Project to decrease the amount of medications returned to stock (RTS) in a month. RTS meds equate to inefficient use of man hours and possible loss of revenue. Currently RTS meds has decrease approximately 15%. The department continues to evaluate procedures to further decrease the amount of medications Returned to stock.

The YSU presented to the Yakama Nation the planned activities related to the Facility Master Plan that is underway. The service unit is working with an Architect and Engineering firm, and the Area Office OEHE to generate a Facility Master Plan.

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The CSU has initiated discussions on moving forward on Phase 3 of their facilities master plan.

The PA Office of Environmental Health and Engineering (OEHE) has completed the project documents for the Warm Springs Service Unit Modernization Phase 1 project. The project was approved by the Area Office Facilities Committee and is now been forward to Indian Health Service (IHS) Headquarters and then the Department of Health and Human Services (DHHS) for approval

The WSSU Dental Clinic will be installing new dental chairs/delivery systems in October.

The WSSU The Warm Springs Service Unit has set aside funding for its Modernization Project, which will include expanding the clinic by 16,000 sq ft for new Medical and Pharmacy spaces.

Objective 3:3 Modernize information technology and information systems to support data driven decisions

The WSU has started the process for computer terminal and server modernization due to end of life-cycle requirements. The enrollment terminals for personal identity verification (PIV) cards has also been updated.

The YSU installed the cabling and connectivity for the ScriptPro replacement system components and software. Differing workstations were installed that allowed the viewing of multiple systems at a workstation

The WSSU is continuing with CPC+.

The WSSU is Beta testing for the iCare V2.8 for enhancement and updates to allow for an additional measure Cycle time and additional measurement reporting not yet available through EHR.

The WSSU is deploying Windows 10 computers throughout the service unit. They are also working with various vendors and Area office to update the servers.