

**Oklahoma City Area
Direct Service Tribes Advisory Committee
FY2022 1st Quarter Report
July - September 2021**

Area Tribal Representatives: Reggie Wassana, Governor, Cheyenne and Arapaho Tribes	Federal Liaison: Jennifer LaMere, Oklahoma City Area Indian Health Service
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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

- Trauma Informed Leadership training initiated.
- Procured agency staffing and FTE overnight staffing for 24/7 Respiratory Therapy cover due to the increased need to monitor and manage ventilated patients with the resurgence of COVID patients admitted to the facility.
- Collaborated with Creek Nation and Union School District and provided COVID-19 vaccinations Union students in Sept 2021.
- Covid-19 Response: Leadership made necessary changes related to decreased ability to transfer patients and increase in COVID-19 + patients.

Clinton Service Unit (CSU)

- CSU staff from multiple disciplines continue to meet with the Cheyenne & Arapaho Tribes and Area leadership in the construction of the new El Reno Clinic. On-going discussions of expanded health services has resulted in an additional 7100 sq. ft. of space to be added in a second phase of construction to include behavioral health and other ancillary services in anticipation of demand for health services in early 2022.
- The CSU implemented diagnostic mammography services in late Q4FY21 as an expansion to our existing 3-D screening mammography program.
- The CSU implemented a test pilot program in late Q4FY21 for the expansion and inclusion of orthodontic care. This service was a specific request from the Cheyenne and Arapaho Tribes' Health Board.
- The CSU worked in collaboration with the Cheyenne and Arapaho Tribes leadership, health board and department of health for the implementation of medical mobile unit (MMU). The MMU was purchased by the C&A Tribes.
- CSU began offering the Pfizer booster vaccine to targeted segments of the population based on CDC recommendations.

Haskell Service Unit

- Executive leadership and the infection prevention officer continue to have regular planning meeting with Haskell Indian Nations University (HINU) to collaborate on a local mitigation strategies for COVID-19 on-campus. Over 1,400 tests provided from the clinic.
- Collaborative efforts also include hosting multiple on-campus vaccine events for students and staff. Most recently, HIHC partnered with HINU to host a drive-thru COVID booster and Flu shot event.
- Increased access to care for ocular health by filling over 1 year full-time optometrist vacancy.

Lawton Service Unit (LSU)

**Oklahoma City Area
Direct Service Tribes Advisory Committee
FY2022 1st Quarter Report
July - September 2021**

- LSU was able to hire twenty-seven employees over the quarter this included key roles such as physician, podiatrist, nurses, pharmacists, medical support assistants, radiology technicians, environmental services staff.
- PHN and Nursing services continue to partner with local tribes for community COVID-19 testing and vaccination events.
- Drive-thru testing for covid-19 continues M-F, 8 am to 12 pm and available through the emergency department 24hrs/7days a week for symptomatic patients.
- COVID-19 vaccinations are offered daily at regular clinic appointments and at specific vaccination clinics.
- LSU began COVID -19 vaccinations third doses for immunocompromised on August 26, 2021.

Pawnee Service Unit

- Pawnee Indian Health Center is proud to announce our new Magnetic Resonance Imaging (MRI) service. Pawnee provided the first MRI on Thursday, August 5. The Radiology Department created 14 new policies for our MRI service. With our new MRI we are estimated to save between \$346,000-\$519,000 a year.

Wewoka Service Unit

- Active efforts resulted in filled vacancies listed below:
 - Supply Technician
 - Housekeeper
 - Community Health Nurse
 - Pharmacy Technician

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

Claremore Service Unit

- The pharmacy worked with ScriptPro to have additional patient identifying information added to the outside label that we place on prescription bags when we delivery medication to the emergency room or curbside.
- Claremore Indian Hospital (CIH) Pediatrics Department has been approved to be a pilot site for the HQ Pediatric AIMI
- CIH initiated “booster” doses of covid-19 vaccine.
- Mental Health Specialist: Building of collaborative relationship with Grand Lakes for Behavioral Health Care for our patients. Connected patients to 36 community resources to better improve access to care outside of the hospital.

Clinton Service Unit (CSU)

- The CSU continues to utilize the Net Promoter Score (NPS) as a measure of overall patient satisfaction. Despite the pandemic, the average NPS score increased from an average of 72 in FY21 to an average of 83 in FY22.

**Oklahoma City Area
Direct Service Tribes Advisory Committee
FY2022 1st Quarter Report
July - September 2021**

- CSU employees completed the Protecting Children from Sexual Abuse from Health Care Providers
- CSU employees completed the QPR Gatekeeper training for suicide prevention
- Staff participated in The Joint Commission training related to quality, life safety and emergency preparedness.
- An MRI mobile unit is planned for early 2022 with the intent to increase access to care for specialized radiology services on-site at Clinton.

Haskell Service Unit

- Increased collections by 10.26% from 2020 to 2021 due to increased billing/coding, deficiency work, increased Medicare/Medicaid enrollments, improving dental claims by licensing providers in Kansas, and pharmacy point of sale efforts.
- The clinic was named 2021 IHS Innovative Pharmacy Practice of the Year by the IHS National Pharmacy Council for pharmacy practice innovation through use of emerging technology and an integrated care team.
- The service unit collaborated with Haskell Indian Nations University to distribute COVID vaccine to patients across all priority groups.
- Completed QPR training for 100% of staff to identify methods for staff to respond to patients who may be suicidal.

Lawton Service Unit

- The Anadarko lab was surveyed by the Joint Commission on August 13, 2021.
- The Quality Department sent staff to a culture of safety training in September.
- We continue to partner with each of the tribes and respond to their testing or vaccination needs upon request and we engage our non-tribal partners as necessary.
- All Adult Care and Pediatric providers are seeing patients in face-to-face and telehealth visits. Patients are screened before entering the facility and a limited number are allowed to wait inside as social distancing permits.

Pawnee Service Unit

- The Pawnee Service Unit Pediatrician and Audiologist teamed up to improve the rate of children and adolescents undergoing hearing screening at Pawnee Indian Health Center. This PDSA is still in process with new results expected soon. However, we have seen improved rates and consider this a promising practice.

Wewoka Service Unit

- Employees completed the Protecting Children from Sexual Abuse from Health Care Providers.
- Employees completed the QPR Gatekeeper training for suicide prevention.
- A mobile MRI unit has been secured through a contract with other OCA service units and planning has been underway to increase access to care for specialized radiology services onsite.
- Increased collections by 24% over last fiscal year due to increased billing/coding, deficiency work, increased Medicare/Medicaid enrollments, and pharmacy point of sale efforts.

**Oklahoma City Area
Direct Service Tribes Advisory Committee
FY2022 1st Quarter Report
July - September 2021**

Goal 3: To strengthen IHS program management and operations

Claremore Service Unit

- Claremore Indian Hospital OB Supervisory Nurse, local IT team, and acquisitions met to discuss Intellispace Perinatal Upgrade. This would bring our hospital's fetal monitoring system up to the most current software available.
- American College of Obstetricians and Gynecologists (ACOG) site visit was completed. Participants: Eric Lantzman (committee chair for site visit), Mandy Anderson, Allison Huebert
 - Dr. Lantzman concluded with his positive appraisal of the work going on at our facility and the continued progress noted. He is supportive of the changes we have made on safety issues and expressed respect and appreciation for our work.

Clinton Service Unit

- CSU staff participated in the IHS-HHS Covid-Vaccine Campaign initiated at the headquarters level to increase community immunity.
- A Back to School Health Expo was held at the Clinton Indian Health Center focused on school age children in coordination with health care providers, the Cheyenne & Arapaho Emergency Medical Service, Clinton Fire Department, Air Evac Life team and other local community partners to provide education and awareness of child health and safety initiatives.
- A community wide immunization drive is in effect with Public Health Nurses, the C&A Tribes and other stakeholders with multiple events and locations across the service area counties to provide vaccines for the flu and other adult immunizations.
- CSU staff across the service unit have been engaged in transition meetings with the tribe and OCAO in planning for supplies, equipment and staffing needs for the new El Reno Clinic.

Haskell Service Unit

- The Administrative Officer and administrative assistant audited the employee files quarterly to ensure all employees were up to date on necessary trainings and license documentation as applicable.
- Developed improved pathway for managing chart deficiencies working with providers on a monthly basis to determine common themes and reduce future deficiencies.
- The quality officer provided ongoing support to the Douglas County informatics team delivering de-identified vaccine data to the county. This data better reflects the number of Native Americans who have received the vaccine in our area.
- Updated the lab based Data Innovations software to continue ongoing reference laboratory testing data transmission and tracking of laboratory procedures run.

Lawton Service Unit

- Facebook posts are used for changes to hospital service delivery, hours, testing information, and COVID-19 vaccination clinics. Information is also shared regarding public health information related to COVID-19 and vaccinations.

**Oklahoma City Area
Direct Service Tribes Advisory Committee
FY2022 1st Quarter Report
July - September 2021**

- PHN continues to serve as points of contact for area tribes and businesses related to COVID-19 questions and need for health services.
- Over 600 letters promoting the vaccine in the 12 and over age group were mailed to parents.
- Lawton has worked to upgrade the wireless service to include guest wi-fi and enhanced telemedicine services.

Pawnee Service Unit

- This year our facility goal was \$6.6 M. Pawnee met and exceeded our goal by collecting \$7.3 M. Part of our success in reaching this goal was ensuring Patient Registration did not miss a single opportunity for gathering insurance information.
- We are fully staffed with providers. That is an area in which we have always been short. We also added two new Mid-Levels this past year.
- Our pediatrician productivity is higher than we've ever had before.

Wewoka Service Unit

- Wewoka Service Unit staff participated in the IHS-HHS Covid-Vaccine Campaign initiated at the headquarters level to increase community immunity.
- Numerous community vaccine clinics have been held and to date. Wewoka has administered 6,990 vaccines.
- Provided a mobile flu clinic for employees which resulted in 81 flu shots given in one day.