

**Navajo Area
Direct Service Tribes Advisory Committee
1st Quarterly Report**

Instructions: Highlight activities that support DST and the IHS priorities August - October 2017.

Area Tribal Representatives:

Jonathan Nez, Vice President of the Navajo Nation
Nathaniel Brown, Delegate of the 23rd Navajo Nation Council
Dr. Gorinda Segay, Executive Director of the NN Dept. Of Hlth.
Theresa Galvan, Director, NN Behavioral Hlth Services

Area Liaisons:

Alva R. Tom, Director, Office of Indian Self Determination, NAIHS
Marquis Yazzie, Interim CPLO/Acquisition, NAIHS

1. People

- Chinle Service Unit is in the final stage of developing a Service Unit-wide “Grow Our Own” plan to address both short and long-term priorities for staff career development, succession planning, high school mentorship programs, long-term career relationship building and recruitment, and community partnerships.
- The Crownpoint Division of Public Health held seven (7) free-of-charge trainings for hospital staff, community resources and community members on suicide prevention and postvention mental health. Evaluation results show an increase in knowledge on suicide prevention, warning signs and how to help someone experiencing a mental health crisis or challenge.
- A Gallup Town Hall Forum was held by GIMC leadership to give staff an opportunity to provide feedback to the community. The results from these forums are shared with department supervisors and ELT (Executive Leadership Team) members to promote the improvement of staff and supervisory working relationships.
- The Kayenta Health Promotion Department Wellness Center filled five full-time positions including a Health Promotion Coordinator, a Wellness Center Coordinator, three Fitness Specialists and two fitness volunteers. Recruitment for one health technician position, School Health Coordinator and an Office Automation Clerk are in process.
- The Iina Counseling Services at Shiprock established a Post-Traumatic Stress Disorder therapy group for military veterans. Services include substance abuse and mental health to assist with civilian reintegration.

2. Partnerships

- The Chinle Purchased/Referred Care Administrative Division met with Rehoboth McKinley County Hospital Business Office and College Clinic Business Office staff on August 14, 2017 to streamline patient visit schedules, prior authorizations, authorizations or purchase orders, and submission of claims with purchase orders to the fiscal intermediary-BC/BS of New Mexico for payment processing.
- The Crownpoint Service Unit SBHC staff has a collaborative agreement with the Gallup McKinley County school system. This collaboration is essential in that it allows the SBHC to serve students in local schools, including: Thoreau High School, Thoreau Middle School, Crownpoint High School, Crownpoint Middle School and TseYiGai High School. To fulfill and strengthen this relationship, reports are sent biannually (January and July) to the school board. This agreement was renewed in August of 2017 and remains valid for 12 months.
- GIMC hired two new physical therapists to meet the therapy needs of GIMC patients as well as two new dentists for the Tohatchi Health Center. The last OB/GYN position has been filled.
- The Kayenta PRC Program continues to meet with staff from the Flagstaff Medical Center and San Juan Regional Medical Center. The quarterly meetings are held to ensure continuity of care for referred Kayenta Service Unit patients.
- Shiprock Service Unit, in partnership with the Navajo Nation (NN) Department of Health, NN Community Health Representatives and Arizona Public Service held several meetings to discuss ways to prevent respiratory problems and improve patient respiratory conditions and home environments.

3. Quality

- Chinle influenza prevention planning for 2017 includes weekend clinics, evening clinics and involvement in a closed POD (point of distribution) exercise in October. Prevention planning also includes active involvement in advertising and promoting influenza vaccines for all employees and patients using digital billboards and working with the Health Promotion Disease Prevention program
- Crownpoint Service Unit is actively engaged and collaborating with the Partnership to Advance Tribal Health (PATH), and HealthInsight, a community-based organization dedicated to improving health and health care. This is an initiative from Centers for Medicare and Medicaid Services (CMS) in conjunction with the Health Innovation and Improvement Network (HIIN). The primary efforts with HealthInsight are Leadership Development, Quality Initiative enhancement and connecting community resources.
- GIMC is doing an outstanding job with Core Measures (CM). Upon admission, all patient education is entered into the EHR (Electronic Health Record) with 98% compliance when chart audits are completed by the nursing staff. Core Measures include Tobacco use, Medication, Domestic Violence, Admission to hospital, Suicidal ideation, fall prevention/safety, and Discharge.
- The Kayenta Health Care Center Diabetes Program has re-implemented the Diabetes Clinic. The first two clinics were held September 15 and September 18, 2017, from 8:00 a.m. to 4:00 p.m. The two clinic days provided a twenty-minute medical provider visit who concentrated on diagnosis of diabetes.
- The Northern Navajo Medical Center (NNMC) has begun pursuing Level 4 trauma certification. A taskforce has been assigned to prepare for this designation and a letter of intent was submitted to the State of New Mexico. This designation will allow NNMC to provide advanced trauma life support prior to the transfer of patients to a higher level trauma center.

4. Resources

- The Chinle Service Unit Executive Committee approved an additional strategic initiative to create training videos for employees entitled “Navajo Customs for Healthcare Providers” and “Introduction to Navajo History and Government” to support cultural understanding.
- Crownpoint Service Unit is in the planning phases of establishing cross functional teams which includes the Acquisition Team. They are focusing on internal coordination improvements to enhance quality and safe care.
- Tohatchi Health Center (Gallup Service Unit) is reviewing feedback from the community on extended services that may include Saturday and evening clinics. These extended services will provide increased access for patients and more flexible appointments. Tohatchi leadership is in the process of developing an operational plan.
- Kayenta Service Unit (KSU) third party billing increased in FY2017. Approximately \$13 million was collected during FY2016 compared to \$17 million for FY2017.
- A random patient record audit by McManis and Monsalve Associates revealed that from February to June 2017, Northern Navajo Medical Center Nursing units in Wound Care, Emergency Room, Infusion Clinic, and Observation and at the Four Corners Regional Health Center, were 100 percent compliant in orders completion, documentation, patient education, and e-signature.