

**Oklahoma City Area Indian Health Service
Direct Service Tribes Advisory Committee
FY 2020 2nd Quarter Report
October – December 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

- The Claremore Indian Hospital (CIH) opened its new Emergency Department (ED) expansion on August 26, 2019. The expansion includes additional clinical space, registration windows, patient lobby, staff break area, an expanded security office, and four additional restrooms. The additional clinical space includes two triage rooms, four exam rooms, nurses station, and a nutrition station. The ED expansion assures CIH’s patient population has access to comprehensive and culturally appropriate emergency services. In addition, it will allow the CIH to continue raising the physical, mental, social, spiritual health of American Indians and Alaska Natives to the highest level.
- CIH’s re-designation as a Baby-Friendly® hospital is evidence of our ongoing commitment to safe, quality care for our patients. Hospitals recognized as Baby-Friendly® have demonstrated their ability to ensure the widespread adoption of the Baby-Friendly Hospital Initiative (BFHI) in the community. Baby-Friendly® hospitals also pledge to refine and uphold the standards and criteria for successfully implementing the Ten Steps to Successful Breastfeeding, identified as the best practice in infant feeding care. Outcomes for moms and babies who receive Baby Friendly® care are overwhelmingly positive, including ability of baby to maintain stable blood sugars and body temperature, reduced risk for mom of developing chronic diseases such as cancer and heart disease, and reduced incidence of childhood obesity.

Clinton Service Unit (CSU)

- Veterans in the community and within staff of CSU were honored during the Veteran’s Day celebration.
- The Public Health Nursing Department has actively participated in community events. At this time a total of 906 vaccinations (582 adults and 324 children) have been provided during the Thanksgiving and Christmas community events.
- CSU has collaborated with the Cheyenne-Arapaho Department of Education to provide cultural awareness training by tribal culture educator, Mr. Gordon Yellowman. This was well received and additional trainings/storytelling will be scheduled in coordination with the Tribe’s cultural focus group.
- Over 100 walkers/runners participated in the Clinton Indian Health Center’s annual Health Fair and Monster Dash 5K Fun Run/Walk on October 4-5, 2019. The collaboration with the Cheyenne and Arapaho Tribes’ Department of Health brought health care information, services, and re-sources to patients and community members. The activities included bone density screenings, flu vaccines, basic life support courses, blood glucose and cholesterol screenings, child passenger safety event, and a blood drive.
- The Diabetes Wellness Program’s 17th Annual Elder’s Conference was held November 8th at the SWOSU Pioneer Event Center.
- Optometry access has improved significantly with scheduling approximately two weeks out. Optometry also provide additional services such as contact lens fitting clinic, enhanced glaucoma management and funding for established CSU patients that live outside of the delivery area.
- Orthopedic services are now available weekly at the center. This has improved access and allowed for limb casting services to be initiated.
- HIV and Hepatitis C screening and treatment remain a priority. The CSU is now listed on the CDC website for offering comprehensive HIV screening, treatment and PrEP therapy.

**Oklahoma City Area Indian Health Service
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Lawton Service Unit (LSU)

- LSU has hired a permanent adult care physician at the Anadarko facility.
- A second podiatrist was recently hired at the Lawton Indian Hospital. This will allow podiatry services to be restored at the Anadarko and Carnegie facilities by the end of January.
- The new construction/renovation of the Emergency Department, Lab and Radiology is in planning stages.

Pawnee Service Unit

- Observing Native American Heritage Month is a tradition at Pawnee Indian Health Center (PIHC) and gives us the opportunity to express an appreciation for our unique and shared cultural aspects. Observing Native American Heritage Month also provides meaningful cultural experiences to our non-native staff which translates to a better understanding of the Native culture and enhances culturally appropriate services. Throughout November, the employees at Pawnee Indian Health Center came together in several activities designed to promote awareness and celebration of Native American arts, language and games.
- The following is a list of Native American Heritage Month activities held in November at PIHC.
 - Cedar Blessing for Employees—November 1
 - Traditional Greetings in Otoe-Missouria, Kickapoo, Pawnee, and Muscogee Creek languages — November 5, 12, 19, 26
 - Native Veteran’s Honor Wall—All Month
 - Traditional Music—November 5
 - Lunch & Learn: Indian Dice Game—November 6
 - Employee Art Show—November 8
 - Native Bling Day—November 14
 - Rock Your Mocs—November 15
 - Shawl Show—November 19
 - Tribal T-Shirt Day—November 22

Wewoka Service Unit

- Wewoka Indian Health Center Administration participates with the Tribal Health Advisory Board meetings monthly to share information with the Seminole and Muscogee Creek Nations. Upon request, administrative staff meets with the Tribal Council and Executive Office.

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

Claremore Service Unit

- Claremore Indian Hospital (CIH) will soon relocate the business support personnel which allows the hospital to expand ambulatory services.

**Oklahoma City Area Indian Health Service
Direct Service Tribes Advisory Committee
FY 2020 2nd Quarter Report
October – December 2019**

- CIH has implemented e-prescribing capabilities for all medications within the facility and to outside pharmacies.
- CIH has utilized modern technology to better identify hazardous medications. ScriptPro robotic dispensing visually shows the user when they are handling a hazardous medication.

Clinton Service Unit (CSU)

- CSU met 23/26 clinical GPRA measures for FY19; this will be a focal point as noted in our strategic plan of action.
- In celebration of Health Care Quality Week last week, the Clinton Service Unit hosted its first “What’s the Big Idea” event. The Clinton, El Reno and Watonga facilities submitted a total of 13 poster boards, displaying a variety of quality and performance improvement projects that highlighted our commitment to process improvement, patient safety, improving patient care, patient outcomes and our work environment. The event was highlighted in the IHS Director’s Week in Review email sent to all IHS staff.
- The radiology department received an unannounced survey from ACR for a validation image check “audit.” The department passed the audit successfully with no findings!
- Continuous Glucose Monitors (CGM): A group of approximately 20 patients will be provided CGMs and tracked through the 12-week CGM program (duration in program is individualized and may be extended if deemed necessary). The Cheyenne and Arapaho Tribes’ Diabetes Wellness Program has agreed to purchase 20 CGMs per year to provide to patients who meet their eligibility requirements for service (i.e. members of a federally recognized tribe that resides within the Cheyenne and Arapaho 10-county service area, etc.). CSU will provide CGMs for patients who do not qualify for services through the Cheyenne and Arapaho Tribes’ Diabetes Wellness Program.

Lawton Service Unit (LSU)

- Q-flow technology was initiated in the Lawton Indian Hospital registration and lab, as well as the Anadarko registration. This technology requires patients to obtain a ticket from an electronic device and allows management to identify opportunities for improvement by precise tracking of wait times.

Pawnee Service Unit

Pawnee Indian Health Center observed **National Healthcare Quality Week from October 21-25, 2019 with a full week of activities.**

- Monday, 10/21—Quality Week Word Search - Employees competed in completing word search puzzles.
- Tuesday, 10/22—Quality Scavenger Hunt featuring programs and accreditation requirements. Employees search the facility for clues and answers.
- Thursday, 10/24—PDSA Contest. Employees submitted PDSAs which were judged on quality, impact, and data collection.
- Friday, 10/25—Quality Banner and Cookie Decorating Activities. To celebrate our “sweet success” in achieving Primary Care Medical Home accreditation, all employees were invited to come decorate cookies.

**Oklahoma City Area Indian Health Service
Direct Service Tribes Advisory Committee
FY 2020 2nd Quarter Report
October – December 2019**

During the same timeframe in October, Pawnee also celebrated **Pharmacy Week**. Activities were held with the goal of better connecting staff and patients with the Pawnee pharmacy staff.

Wewoka Indian Health Center

- Wewoka Indian Health Center prioritizes the delivery of quality outpatient and purchased care while continually striving to improve access to care.
- Wewoka Indian Health Center has a team working on a goal to be PCMH certified by the Joint Commission.

Goal 3: To strengthen IHS program management and operations

Claremore Indian Hospital (CIH)

- CIH Facilities and Acquisitions departments researched and approved the installation of two replacement chillers. The new chiller system provides the hospital with complete chiller redundancy as both of the new chillers can provide enough cooling to maintain the hospital independently of the other.
- CIH initiated a parking lot resurfacing project to provide longevity of the parking lot.
- The Dental Department hosted area dental assistant supervisors on October 8, 2019. This is an area wide effort to standardize the dental sterilization process for the entire area.

Clinton Service Unit (CSU)

- CSU administration met with the Cheyenne and Arapaho Tribes' Department of Education on October 10, 2019 to identify ways of increasing education awareness and knowledge for positions within the service unit.
- CSU met with Tribal CHRs and Department of Transportation to begin working through the process of the tribes contracting with SoonerCare (Logisticare) to provide reimbursement for the tribes for the transport of patients with SoonerCare.
- The CSU teamed with the Tribes' Health Education program to join the American Cancer Society's Great American Smokeout. The event challenges people to quit on a particular day, or use the day to make a plan to quit. Members from both the Cheyenne and Arapaho Tribes' Health Education program and Clinton Indian Health Center (CIHC) Pharmacists were on hand to discuss the dangers of tobacco and what CSU can do to help patients quit.

Lawton Service Unit (LSU)

- The Surgery, Podiatry, and Wound Care clinics at the Lawton Indian Hospital were recently relocated from the 1st floor to upgraded space on the 3rd floor allowing for more exam space in the Adult Care clinic which continues to be on the 1st floor.

Pawnee Service Unit

- Effective October 1, 2019, the Pawnee Benefits Package Program and Purchased Referred Care (PRC) were merged into one program known as PRC. A leadership team at Pawnee worked on the merge for the

**Oklahoma City Area Indian Health Service
Direct Service Tribes Advisory Committee
FY 2020 2nd Quarter Report
October – December 2019**

past year. The purpose of the merge is to align the Pawnee program up with all other IHS PRC programs. Combining the two programs makes for an easier process for patients as well as staff.

Wewoka Indian Health Center

- Third Party Collections have been on a slight downward trend. These collections are directed toward contracts for prioritized services and other facility wide improvements. Access to care and point of sale have been prioritized to boost the trend back upward.
- Purchased and Referred Care (PRC) has continued to refine the PRC process and the length of time it takes for a referral to be completed.
- Quarterly coding audits are contracted under an area wide contract to ensure quality-coding practices occur. Most recent occurred October 2019.
- Monthly consultation CARB calls with the Area Business Office Consultant and Area Staff occur to monitor status of coding, accounts receivables and business office status.
- Wewoka now has a revenue advancement team which reviews interconnectivity of the clinical and business processes. A performance improvement project for Point of Sale collections continues.