

**Phoenix Area
Direct Service Tribes Advisory Committee
FY2020 2nd Quarter Report
October – December 2019**

Area Tribal Representatives: President Jordan Joaquin, Fort Yuma Quechan Indian Tribe	Federal Liaison: Hope Johnson, Director, Office of Self-Determination/Tribal Liaison
Goal 1: To ensure that comprehensive, culturally appropriate personal and public health services are available and accessible to American Indian and Alaska Native people	
<ul style="list-style-type: none"> • Colorado River Service Unit (CRSU) staff provided dental, vision, hearing, and nutrition screenings for more than 150 Head Start students this quarter. • CRSU Nurse Educator collaborated with Colorado River Indian Tribes (CRIT) Department of Health and Social Services to offer skills training to ten Community Health Representatives (CHRs) on monitoring of patient vital signs and other basic competencies to improve the health status of tribal and community members. • Multiple efforts Area-wide successfully vaccinated patients for influenza in the community and at clinics: <ul style="list-style-type: none"> ○ CRSU's Flu shot campaign was successful with 237 flu shots provided by Public Health Nurses this quarter. An after hour's flu clinic held by Commission Corp Officer's provided more than 85 flu shots administered. ○ HHCC Emergency Preparedness Team worked with the Hopi Tribe to provide influenza vaccines in a community-wide mass vaccination exercise to Tribal and Community members. Participants included HHCC Public Health Nursing, Pharmacy, and Hopi EMS, Hopi Law Enforcement, BIA/Hopi Tribal Fire, Hopi Tribe Public Safety, Navajo County, and the Winslow Fire Department. ○ On October 25, 2019, CRSU staff participated in a Tribal Community Health Fair in Moapa, Nevada. The health fair was scheduled concurrently with the Nevada Day Holiday to facilitate community participation. More than thirty-five individuals participated in the health fair that offered information on colon cancer prevention, the benefits of exercise and movement, health insurance benefits, blood pressure screenings, training and dispensing of Naloxone (an opioid reversal agent), immunization information on the shingles vaccine, and an opportunity for participants to receive flu shots. • The Purchased Referred Care Department at Peach Springs Health Center expanded access to Dental care utilizing all dental priority levels in an orderly, equitable, and cost effective manner. The Department partnered with two private dental offices to accept IHS patients for routine and emergency dental services. • On December 12, 2019, Phoenix Area IHS Behavioral Health and Pharmacy Consultants in collaboration with CRSU leaders provided the Moapa Tribal Community information and training on opioid addiction and treatment. More than 22 individuals participated in the educational offering. • In October, Fort Yuma Health Center (FYHC) entered into a rate agreement with a local dental office to provide expanded dental services for PRC eligible patients. • FYHC began offering mobile mammography clinics quarterly to direct and CHS eligible patients to increase access to this important screening due to the success of the mobile mammography clinics during 2019. • In November, through a memorandum of agreement (MOA) with the Cocopah First Responders, FYHC provided Naloxone Kit training. The MOA enables FYHC to provide Naloxone Kits at no cost 	

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once the training is successfully completed. FYHC is working with the Quechan First Responders to provide the identical training to ensure access to no cost Naloxone Kits in the next quarter.

- During October 2019, the Phoenix Area Youth Regional Treatment Centers (YRTC) enhanced the mindfulness component of the program with the implementation of the White Bison daily medication activity. Mindfulness is an important bridge in the integration of Dialectical Behavior Therapy and traditional spiritual practice.
- Four Whiteriver Service Unit (WRSU) pharmacists completed the Institute for Healthcare Improvement (IHI) Improvement Coach Program in December 2019.
- With an additional pharmacist passing the Board Certified Pharmacotherapy Specialist (BCPS) examination this October, 45% of WRSU Pharmacists are now board certified.
- WRSU Pharmacy Department recognized Shane Hillman, Registered Pharmacist (RPh) as the pharmacist of the Quarter and Tandy Ries, Point of Sale (POS) Technician with an award, for developing and implementing a process to recoup lost revenue in the pharmacy department through resubmitting prior authorizations.
- During this quarter, the WRSU Pharmacy Outreach Program continued to increased access to quality health care services by administering a total of 3,333 vaccinations at outreach events, including 1,674 at almost all schools, Head Start facilities, and daycares on Fort Apache Indian Reservation. This effort positively impacts access to vaccinations for children. Additionally, Pharmacy Outreach performed 16 PCMH home visits, and made 34 clinically significant interventions for patient care.
- On October 19, 2019, Phoenix Indian Medical Center (PIMC) hosted the 21st annual Native American Women's Health Expo. The Expo shares information and public health services with the community including immunizations, flu vaccines, dental care, women's wellness and health checks, and cancer screenings.
- On November 16, 2019, PIMC hosted the annual American Indian Family Health Festival supporting American Indian Heritage Month. The event provided health education opportunities to raise awareness regarding diabetes as well as tobacco and vaping dangers.
- On December 7, 2019, PIMC hosted a Holiday Fair and Indian Market, "Healing through the Arts." This community event again provides PIMC an opportunity to support and contribute community organizations through clothing and food drives as well as providing education and information.

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

- 100% of CRSU supervisors completed Just Culture training this quarter and a team of Just Culture champions began providing Just Culture training at New Employee Orientation. 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.
- YRTC leaders support establishing an organizational culture and work environment that supports just, fair and consistent behavior. YRTC leaders provided a Just Culture Introductory Training this quarter to managers and supervisors.

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- On December 31, 2019, the FYHC Dental program was recognized for being one of the Top Three Dental GPRA programs with the Best Overall or Most Improved program in the IHS for 2019.
- LT Michael DuBois, FYHC Physical Therapy Supervisor, was recognized by the National Indian Health Board (NIHB) and received their outstanding Service Award.
- Uintah & Ouray Health Center (UOHC) continues to make progress to address the adverse effects of hypertension through focused interventions. Specifically, the percentage of our patients who have “good control” of their blood pressure has improved from under 45% to over 60% the end of 2019, while the national Federal average has remained relatively flat.
- YRTC Clinical Director, Gage Riddoch, PhD, ABPP completed board certification in clinical psychology through the American Board of Professional Psychology (ABPP) in December 2019. Only 4% of psychologist achieve this certification which represents commitment to higher standard of care and quality via an extensive process of training, preparation, peer review and oral examination.
- On October 23, 2019, LCDR John Hansen from the Phoenix Area Indian Health Service (PAIHS) Office of Environmental Health and Engineering (OEHE) conducted an Environmental Health Safety and Infection Control review at ESU. The report demonstrated appropriate compliance and there were no major findings reported.
- On October 19, 2019, the Tribe renovated the ESU multi-purpose treatment room to accommodate other services in an effort to optimize utility of all available space in the clinic.
- On October 10, 2019, in collaboration with the Phoenix Area Biomedical Engineer, Mark Wilner, ESU received a Panorex dental x-ray machine to enhance our dental services.
- On November 25-26, 2019, PIMC hosted the Joint Commission for our intra-cycle monitoring visit and successfully provided responses to identified areas for improvement. PIMC’s next unannounced accreditation survey is scheduled to occur in 2020.
- Hopi Health Care Center (HHCC) completed installation and put into service a new Hitachi 128-Slice computerized tomography (CT) scanner, CT Workstation, and a new Ultrasound machine.
- Fourteen HHCC employees completed Team Strategies & Tools to Enhance Performance and Patient Safety (TeamSTEPPS) training this quarter.
- HHCC developed a streamlined Patient Registration packet to help ease the administrative burden for new patients.
- HHCC held an immunization clinic for the Kaibab Paiute tribe.

Goal 3: To strengthen IHS program management and operations

- A Pre-Bid site visit for the Supai Replacement Clinic was held November 12, 2019 with approximately 20 contractors attending. A contract award is expected in the 2nd Quarter of 2020 with construction to commence later in the 2020 calendar year.
- Contract work has moved forward to expand the bandwidth at Supai Health Station from 1.5 Mbps to 50 Mbps with full implementation anticipated within three months. This additional capacity will improve timelines and efficiency of the Electronic Health Record, provide options for telehealth, thus enhancing access to care, and pave the way for future radiology transmissions.
- CRSU Property and Supply integrated a bar-code inventory management tool for intra-department supply inventory management to improve inventory control accuracy and expedite manual in-house supply order requests.

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- In conjunction with local emergency responders, CRIT and Parker, Safety Officer collaborated with CRIT Emergency Management Homeland Security and Western Co-Health Coalition to identify and update local Emergency Operations Plan (EOP) for all local healthcare facilities.
- CRSU and Peach Springs leadership met with the Hualapai Tribal Council to further discussion on a much needed staff Quarters construction project. The tribe signed Resolution 124-2019 in December, 2019 in support of the project.
- During this quarter, 50% of the Fort Yuma Health Center (FYHC) staff attended the Youth Mental Health First Aid training sponsored by Arizona Medicaid and instruction provided by the Cocopah Tribal Health/Wellness Director.
- On December 2, 2019, FYHC received notification that FYHC became certified by Arizona Health Care Cost Containment System (AHCCCS) Medicaid as an American Indian Medical Home in the state of Arizona.
- UOHC Leaders continues work to improve communication and strengthen their relationships with tribal and community partners. Through increased communication and active participation in collaborative opportunities, progress was made towards working together to meet our shared mission to the patients we serve.
- WRSU received recertification as an American Indian Medical Home (AIMH) Program is for American Indian/Alaska Native members enrolled in the American Indian Health Program (AIHP).
- During this quarter, ESU clinical and administrative leaders worked in collaboration with the Phoenix Area Planning Office to finalize PJD and POR for the ESU New Clinic Facility for submission to the contracting office in December.
- PIMC continues to implement an information technology (IT) overall refresh of our infrastructure. The project is in phase I of installing new cabling to upgrade physical network. This project will continue with two more phases in the coming year.
- HHCC completed a three day mock Joint Commission survey in collaboration with Phoenix Area IHS Quality Management and OEH&E staff.
- HHCC Pharmacy department participated in the Pharmacy Practice Training Program (PPTP) and the ASHP Midyear Clinical Meeting to support the Pharmacy Residency Program.