

**Portland Area Indian Health Service
Direct Service Tribes Advisory Committee
FY2020 2nd Quarter Report
October-November-December 2019**

Area Tribal Representatives: Greg Abrahamson Janice Clements	Federal Liaison: Jason Davis Terry Dean
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	
<p>In keeping with the Portland Area Trauma Informed Care (TIC Plan) Initiative all six Federal Service Unit's in the Portland Area have scheduled on-site training for all staff on suicide prevention, specifically "Question, Persuade, Refer" (QPR) with the goal of having 100% of Portland Area employees trained in FY2020.</p> <p>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.</p> <p>The Colville Service Unit (CSU) filled 3 provider positions, a pharmacist and the Purchase Referred Care Administrator (PRC).</p> <p>The CSU Business Office Coder successfully completed her coding testing thus becoming a certified coder.</p> <p>The Warm Springs Service Unit (WSSU) hired a new Optometrist, 2 Family Nurse Practitioners (FNP), 2 (1 permanent and 1) part-time MD and a Dental Hygienist.</p> <p>The new WSSU Chief Executive Officer (CEO) began work in his new position in November.</p> <p>WSSU is conducting its Annual Local Mandatory training using Policy Tech.</p> <p>New Patient Advocates have been selected for the Colville (CSU), Yakama (YSU) and Wellpinit Service Units (WSU), bringing the total to 5 of the 6 Federal Service Unit's having filled this position.</p> <p>The YSU Dental Program hosted a training opportunity on Expanded Function Restorative procedures with the Portland Area Dental Consultant. There were dental assistants of the Yakama Service Unit and from three other dental clinic locations.</p> <p>In November, WOSU staff coordinated a Veteran's Day Lunch for veterans in the local area. This is the fifth year for this event in which staff honor our veterans with pride and appreciation for their service.</p> <p>The Portland Area Survey Readiness Team (ASuRT) has completed Accreditation Association for Ambulatory Health Care (AAAHC) on site readiness reviews for all six Federal SU's in October 2019.</p> <p>The WSU has hired 2 nurse practitioners (1 who started in November and the other in January), 1 nurse, 1 contract health service assistant, and 1 referrals clerk.</p>	

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In January of 2020, the WSU expects to advertise for three health technicians, a billing technician, and a program support assistant.

The WSU CEO attended the AAAHC Achieving Accreditation course to assist in organization in AAAHC Survey preparation.

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

The CSU successfully held two flu drives and hosted flu clinics at the local Senior Meal Sites a total of 300 immunizations were completed. This year we also reached out to the Tribes Boarding School staff as well as the Tribal Headstart program who also collaborates with the Service Unit on coordination of monthly well child clinics.

In December, a group of students from the University of Washington and Heritage University toured the facility and had the opportunity to meet with various staff members regarding opportunities at the YSU and consideration of the Indian Health Service as a possible career location in the future.

WOSU staff attended a cultural fair put on by the students of the Chemawa Indian School. The Chemawa Indian School has students from over 70 different tribes. The cultural fair provides students with an opportunity to share customs and culture from their tribe.

The WSU Dental Department maintains a collaborative relationship with the Head Start program of the Spokane tribe of Indians. The Dental Department screens and provides treatment, for this group at least 3 times a year. In addition we serve as a referral source for children who have more advanced restorative and behavioral challenges.

The WSU CEO met with the President of the Spokane Falls Community College and Spokane Community College to create a partnership to allow students in healthcare programs to obtain clinical hours and introduce those students to rural medicine.

The WSU CEO met with the Director of Western Washington University to discuss the possibility of bringing a mobile healthcare unit to the Spokane Reservation. Talks are ongoing about potential services that can be provided.

The WSU CEO met with Executive Director of the Healing Lodge of the 7 Nations to discuss a collaboration with the WSU.

The WSU is hosting several Spokane Tribe EMT students for clinical experience. The clinic is also hosting a local teenager who required clinical hours for her potential application to medical school.

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 WSSU and the Tribal Community Health Program.

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The WSSU Dental program is performing outreach to provide dental sealants and fluoride treatments in the local schools via the Tribal Mobile Medical Unit.

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 WSSU held an internal Modernization Design Meeting to meet with departments on space requirements so project documents could be completed.

The WSSU met with the Confederated Tribes of the Warm Springs Reservation Tribal Council to discuss the Modernization Project.

WSSU Pharmacy has expanded utilization of the pharmacy-based clinics. Most notably in insulin titration, medication reconciliation and patient education.

In October the Medical Department held a Mammogram and Women's Health Day at the YSU. This provided access to such services in lieu of seeking services under a referral to an outside facility.

In December, construction work started at the Yakama Service Unit for a renovation project that will create six additional exam rooms, and provide for a location where patients can be better isolated for treatment in an outbreak situation.

WSU has implemented a QI project aimed at increasing screening for lung cancer among smokers with low dose CT scan screening.

With the addition of two new providers and a visiting physician, the WSU has been able to increase access to care among patients.

The WSU Pharmacy is looking at the feasibility of implementing a pediatric asthma clinic and diabetes clinic for our beneficiaries.

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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

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.

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

The WSU Dental Department has moved wherever possible to use disposable products instead of autoclaving such products (disposable carbide burs and diamond burs as example). This lessens the chances of sharps injuries to our staff.

The CSU has initiated a series of sweeps from the Deputy CEO for our Infection Control and sterilization program. This provides for an additional lens to review process and provide feedback for improvement.

The CSU Deputy Chief Executive Officer (DCEO) participated in AAAHC training in November 2019.

The YSU provided GONA training as a third session to staff with a focus on generosity. This followed two prior sessions with the initial session as an introduction and awareness of GONA.

In November the YSU Healthy Heart Program in collaboration with the Yakama Nation Diabetes Center (Wakishwi) conducted a patient education class on prevention of Type II Diabetes.

In November, the YSU Dental Program conducted outreach services to the Yakama Nation Tribal School (8th grade through 12th grade). Services were provided to over 100 students. This was a successful outreach effort that helps to provide access to care to a population group that may not seek preventive dental care and services at the dental clinic.

The WOSU was awarded with the IPC Innovations grant to advance population health designs and outcomes through Positive Youth Development.

Objective 2:2 Provide care to better meet the health care needs of American Indian and Alaska Native communities

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 WSSU JVN team performed over 380 retinal screens for patient with Diabetes. This exceeded previous years GPRA results even without having an Optometrist in FY19.

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WOSU in partnership with the Northwest Portland Area Indian Health Board and the AIDS Education and Training Center Program, hosted a Sexual Orientation and Gender Identity (SOGI) Training for clinical staff.

The WSU's public health nurse conducted a drive-through flu shot clinic to allow beneficiaries a quick a convenient way to receive their flu shots.

With the recent hire of our two nurse practitioners, nurse, and locums physician, the WSU has been able to increase access to care in our community.

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

WSU's CEO attended the Spokane Tribe of Indians Elder's Thanksgiving and Christmas luncheons. The WSU's new nurse practitioner also attended the Christmas luncheon to meet elders.

The WSU CEO and the PAO's Director, Office of Tribal and Service Unit Operations met with the executive director of the Healing Lodge of the 7 Nations for a tour and overview of the facility.

The WSU CEO attended an American College of Healthcare Executives networking event at Sacred Heart to develop relationships among healthcare executives in the Spokane area.

The CSU CEO met with community members during the October Tribal Council district meetings to respond to questions regarding services provided at CSU.

The YSU coordinated with the Yakama Nation Homeland Security/Emergency Preparedness program and the Tribal Administrative Director information on a Hepatitis Outbreak in the county.

The Public Health Nurse department of the YSU coordinated with the Yakima Health District (county health department) to address an outbreak of Hepatitis A in the community patient population. Immunization efforts included the Yakama Nation Correction and Rehabilitation Facility and other at risk population sites within the community.

WOSU Medical Director met with the Chemawa Indian School parent advisory committee to receive feedback on services and care for the students.

Objective 3:2 Secure and effectively manage assets and resources
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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

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meds has decrease approximately 15%. The department continues to evaluate procedures to further decrease the amount of medications Returned to stock.

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 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 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.

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

Objective 3:3 Modernize information technology and information systems to support data driven decisions
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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 WSSU is continuing with CPC+.

The YSU engaged the Facilities Master Planning process for the service area needs. The session is currently at the Business Plan stage to define resources that may be generated by program growth to help define what changes can be made in the future and a potential sequence of changes.

The CSU with the assistance of the Portland Area Office DIRM team deployed 65 computers throughout the two clinics in Nespelem and Omak. Deployment went off with minimal challenges, thanks to the expert planning of the IT teams.

The CSU and PA provided technical responses to the Colville Business Council in preparation for their submission to the Joint Venture application process.

WOSU has partnered with the Phoenix Area to expand Portland Area's "Family of Measures" to an automated system for all sites.

The WSU has completed the process of updated new computer terminals to Windows 10 with full deployment expected by mid-January.