

**Insert IHS Area Name**  
**Direct Service Tribes Advisory Committee**  
**FY2022 1th Quarter Report**  
**October - December 2021**

<b>Area Tribal Representatives:</b> Chief William Harris, Catawba Indian Nation (Alt) Chief Stephen Adkins, Chickahominy Indian Tribe	<b>Federal Liaison:</b> Vickie Claymore, PhD, Director, Field Operations (Alt) Ashley Metcalf, Director, Office of Tribal Affairs
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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**

Catawba Service Unit hired for and set start dates for a third provider for the facility, a Nurse Practitioner, along with a medical support assistant. The Catawba dental team conducted dental screenings and oral hygiene sessions with the Head Start and pre-Head Start programs. While the nursing team hosted 15 COVID-19 vaccine clinics, multiple flu clinics, and along with other Service Unit staff provided handwashing educations to the tribal children’s programs. The Service Unit’s Public Health Nutritionist (PHN)/Diabetes Coordinator, Community Health Nurse, and Pharmacy partnered with the Nation to host the Great American Smoke-out Event in November. Participants were asked to pledge to abstain from all forms of tobacco products for 24 hours. Ten individuals pledged to quit tobacco products for 24 hours; 6 were successful with this endeavor. Tobacco screens and quit counseling were provided to all participants. Four participants enrolled in the CSU Pharmacy Tobacco Cessation Program. The Service Unit’s PHN/Diabetes Coordinator continued to hold multiple successful community events this quarter, including a blood pressure clinic in October and December which saw 12 patients and allowed for multiple services to be addressed including 14 immunizations concurrently provided, monthly podiatry clinics seeing 36 patients, Diabetes Wellness day in December, a challenge lasting 6 weeks to promote physical activity that had 37 individuals complete the program, teaching a class on sugary drinks to the Nation’s youth program (K-5<sup>th</sup> grade). Lastly, the Nutritionist also created three videos focused on different health related issues: blood pressure, diabetes prevention, and tobacco cessation. The videos were posted to the Service Unit’s and various Nation social media pages, and received a total of 126 views.

The Lockport Service Unit has redistributed over 900 Moderna vaccine doses to the three tribal nations within the local area; along with 400 Ellume home test kits and other COVID related supplies provided to community members.

The Shinnecock Service Unit collaborated with the Director for the Boys & Girls Club of Shinnecock Nation for COVID vaccine promotion. On November 17<sup>th</sup>, the Suffolk County Health Commissioner Gregson Pigott, MD, conducted an information workshop at Shinnecock to promote vaccination. The Service Unit was present to share information and distribute vaccine incentives and PPE. Take-aways included strategizing for improved community response. The discussion was lively and Dr. Pigott addressed deep-seated concerns about vaccine resistance for the room and those in attendance via tele-broadcast. The Service Unit also hosted a call for the Shinnecock Nation Council of Trustees (COT) on December 7<sup>th</sup>, to address the local spike in COVID-19 infections and plans to address testing and PPE distribution concerns. The Service Unit assisted by providing PPE for distribution at the tribe’s event on December 8<sup>th</sup>. The Service Unit has provided At-Home COVID-19 Test Kits, cloth and surgical masks, nitrile gloves, hand sanitizer and other items. This effort is on-going with support from TransAm, NSSC and the NAO.

On October 20, the Mid-Atlantic Service Unit (MASU) broke ground on the first of two primary care clinics. The new clinic will provide primary care, behavioral health and dental service in Madison

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Heights, VA. The second clinic is expected to go out for bid next quarter. Groundbreaking for the Mid-Atlantic Tribal Health Center is expected to be the middle of the summer with completion a year later. MASU also offered three mobile vaccination clinics this quarter, and partnered with the Chickahominy Tribe and Walgreens for shingles vaccines. Additionally, the new mobile health units were deployed in a mini health fair. Tours were offered and the community health technicians were on hand to share COVID-19 related educational materials as well as PRC program enrollment packets. Overall the mobile health units welcomed 99 individual visits. MASU is focused on securing staff for critical health center positions for both the direct care clinics and the mobile units. This quarter, two PRC Technician positions, a dental hygienist, a health technician and one Community Health Technician position were filled. We anxiously await start dates for these new team members. The service unit welcomed the arrival of the Supervisory Dentist, as well.

The Unity Healing Center's (Unity) focus during this quarter was resident treatment services and building our outreach to the Nashville Area tribes and communities. Unity completed services for 2 residents during the quarter. The fall cohort allowed an opportunity to implement our program updates and strengths which provided new culturally competent psychoeducation support group, White Bison and incorporating Dialectical Behavioral Therapy to assist with addressing trauma. Additionally, the effort to streamline our admission process in effort to increase transparency and approval time was beneficial to the program. The revised application shortened the amount of information requested initially and increased communication with guardians/agencies assisting with the admissions process. The webpage for the unit was updated and the program documents were added to support this effort (<https://www.ihs.gov/nashville/healthcarefacilities/unity/>). The Unity team also continued outreach to the Nashville area to provide program information in effort to increase service utilization. We hosted our first virtual program overview on November 17<sup>th</sup> and had 31 attendees. We plan to continue with the virtual meeting routinely in the future.

The Mashpee Service Unit held a vaccine event for children ages 5-11 in December, through this roll out 47 adults also participated in a drive through the same day to receive boosters shots as well.

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

Nashville Area Director initiated Tribal Consultation with Tuscarora and Tonawanda Nations by letter dated December 9<sup>th</sup> 2021. This Consultation is seeking input on the health services provided by the Lockport Service Unit, as well as options identified to streamline care between IHS, the State of New York, and the contracted health care providers serving the Tribal Nations currently.

The Catawba Service Unit continues utilization of the Consolidated Mail Outpatient Pharmacy (CMOP). Currently, 346 patients are enrolled in CMOP. The pharmacy department completed a CMOP quality assurance project to identify patients temporarily enrolled in CMOP due to COVID-19 response efforts this quarter, as previously anticipated, many of these patients became permanent CMOP patients. For FY22, Q1, 24.2% of prescriptions processed by CSU pharmacists were filled by CMOP.

The Shinnecock Service Unit conducted weekly Telehealth Updates with Vital Care Telehealth Services under contract to provide at-home vital sign monitoring. General clinical and statistical reports are

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discussed regularly. The program has successfully deployed 50 of the telehealth kits, and we are strategizing to expand. In December, a mailing to 82 community members aged 65+ went out to promote the program. The Service Unit worked this quarter to advance work towards contracting for behavioral health treatment to enhance current services, as well as expanding vision care services.

The Mid-Atlantic Service Unit's Community Health Tech (CHT) program continues to grow. Providing a robust community health program has been an important objective for the Service Unit in serving multiple tribal nations spread throughout the service area. Co-located within the tribal communities, these liaison positions have coordinated health information updates, staffed over 20 vaccination and booster clinics, and distributed over 1300 home test kits and 10,000 masks to the tribal communities to combat the COVID-19 pandemic. The current CHTs have begun a training program specifically designed for community health representatives. They have begun working in their respective communities by distributing educational materials, attending tribal events and getting to know their communities.

The Mid-Atlantic Service Unit (MASU) is focused on on-boarding critical positions. With onboarding continuing as a major priority, the MASU management team and support staff continue to refine the onboarding process. Technology has recently changed and the MASU has developed a strategy to keep in step with those changes. They have developed checklists of pre-, during and post- start date necessities to aid everyone. Additionally, the team has begun to focus on the internal and external customer experience and culture expectations for the clinics and working environment. MASU continues to work towards improving communication both internally and externally. Weekly manager meetings continue, but the MASU has also begun general staff meeting and all-office communications. These text, email and in-person information sharing events help to improve overall operations, as well as morale.

**Goal 3: To strengthen IHS program management and operations**

Lockport Service Unit's focus is to increase collaboration and partnerships in an effort to help streamline services. Lockport held a November 2021 outreach event with Native American Community Services (NACS), Roswell Indigenous Cancer Research Institute, Seven Dancers Coalition, Niagara Falls School Native American Education Program and Niagara County Housing Development. 75 community members attended and received COVID supplies, raffle items and COVID-19 vaccine incentive gift cards to Tim Hortons and Walmart.

The Nashville Area Office initiated the 2022 Annual PRC Self-Audit. Specifically, six audits were initiated and completed during this period of time. Individual responses are being reviewed by the Area Office PRC staff. Relevant information will be compiled with a complete Area Office recommendation sent back to the Service Unit's Chief Executive Officers.

Mashpee Service Unit providers joined Tribal Emergency Management and the CDC in a Tribal Town Hall. These events offered in November and January offered an open Q&A session for all Tribal members to ask questions about the Booster dose of the vaccine, aimed at improving overall communication and transparency within the community.

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The Nashville Area federal facilities total visits for the reporting period of October 2021 – December 2021, total 8,630. This data includes Ambulatory, Pharmacy, and Telemedicine visits. Overall, the Nashville Area visits have increased by 2% in comparison to the prior quarter. The Nashville Area has billed \$947,529.47. Third party billing has by 21% comparison to the prior quarter. The FY22 projection goal for collections is \$1,566,577.00. For October 2021 – December 2021 total collections were \$420,103.00. The Nashville Area has exceeded the first quarter collections goal by 2% with Medicaid as the top payer.