

Insert IHS Area Name
Direct Service Tribes Advisory Committee
FY2023 2st Quarter Report
October-December 2022

Area Tribal Representatives:	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

Catawba Service Unit made selections for a Family Nurse Practitioner and Medical Records Technician this quarter. In October, CSU worked to set up ambulatory blood pressure monitoring system. The Public Health Nutritionist partnered with Catawba Nation for multiple events throughout the quarter including hosting a ‘Snack and Learn’ focused on Stress Management and Mindful Eating; conducting a Lead Safety and Precautions class for youth a Suuk Sarak that included 37 participants; hosting a Health Halloween class and snack. The entire CSU team conducted CSU Blood Pressure Clinic twice this quarter working with 11 patients on a full scope of services, resulting in increased immunization, completed lab work, and referrals to the CSU Tobacco Cessation Program. The PHN organized and hosted a Walk-with-a-Doc Event. CSU Nurse Practitioner, Yvonne Gilchrist, provided a brief discussion on heart health at the beginning of the event and then led a 30-minute walk around a paved loop near the CSU. Six individuals participated in this event. In November the Nursing team coordinated the Lung Bus onsite to provide services. The PHN and other CSU staff continued collaboration with the Nation, teaching multiple classes at the Senior Center and youth at Suuk Yap. A team from CSU worked together to organize and host a Walking Wednesdays Program in November, on average 70 percent of staff participated in this program! Partnership across CSU staff with the Catawba Nation Wellness Department supported the hosting of a Great American Smokeout Event. The goal of this event was to encourage community members to abstain from all commercial tobacco products for 24 hours in the hopes that this will kick-start their efforts for long-term cessation. Twenty-two community members pledged to abstain from all commercial tobacco products for 24 hours; 14 people were successful with their pledge; 11 people were referred to the CSU Pharmacy Tobacco Cessation Program. Wrapping up November activities, the PHN hosted a nutrition booth at the Catawba Nation Yap Ye Iswa Festival. The booth included a wheel to spin with nutrition-, Catawba culture-, and diabetes-related trivia questions; 139 individuals participated in the wheel to spin activity. Finally, in December a CSU team partnering with multiple Catawba Nation departments hosted a Catawba Health Screen at the Senior Center. The health screen was open to all community members and Tribal staff. Services included weight/height/BMI assessments, vision screenings, functional fitness screenings, diabetes risk test assessments and diabetes prevention program (DPP) enrollment, tobacco screenings and cessation counseling, blood pressure screenings, oral health education, behavioral health education, environmental services education, and vaccines updates. Sixteen individuals attended this health screen, 4 people signed up for the Catawba DPP, 1 person was referred to the CSU Pharmacy Tobacco Cessation Program, 2 individuals received COVID-19 vaccines, and 5 individuals were seen as part of the bi-monthly CSU Blood Pressure Clinic (3 people had BPs <140/<90). The PHN and Catawba Wellness Department also worked together to provide traditional meals to participants of the health screen who visited at least 6 of the 10 stations. Participants were given the choice of either Three Sisters Soup or Venison Stew with cornbread. Twelve meals were distributed to participants along with a handout that included the recipes for the meals and information on why the recipes were heart healthy. This quarter the Catawba Dental team visited Head Start and Pre Head Start programs for dental screenings and or Oral Hygiene instructions this quarter. The CSU team also held Podiatry Clinics in October and November, and planned for December.

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The Mid-Atlantic Service Unit held a health fair for the Upper Mattaponi area on October 24. The medical, dental and behavioral health mobile units and provider teams were on hand to meet citizens and provide tours of the mobile clinics. MASU staffed an interactive diabetes awareness and education table. PRC staff answered questions about that program. A poster presentation also provided guests with a glimpse into the upcoming Mid-Atlantic Tribal Health Center. Concept drawings and floor plans were available for viewing. Partner agencies including the Aylette Family Clinic, local EMS, fire and emergency services and Middle Peninsula Northern Neck Community Service Board were also there to provide information to visitors. On November 15, the IHS held a groundbreaking ceremony for the Mid-Atlantic Tribal Health Center in Charles City, Virginia. The 27,000 square foot site is scheduled to open in the summer of 2024 and will offer primary care and dental, behavioral health, diabetes, pharmacy, and lab services for eligible beneficiaries. MASU expresses great appreciation to the tribal representatives who joined a committee to plan this historic event. This quarter, MASU began holding Family First COVID screenings. Upon completion of the screenings, patients receive digital ear thermometers, pulse oximeters and blood pressure cuffs to take home. These instruments can be foundational for family health and useful for accurate readings during future telehealth visits, as well. The MASU made application for the Special Diabetes Program for Indians (SDPI) grant for 5 of the Tribal Nations served by MASU, with the other two Nations applying directly.

Nashville Area National Pharmacy and Therapeutics Committee field representative, CDR Misti Houck, Chief Pharmacist from Catawba Service Unit, was a guest presenter during monthly Pharmacy Office Hours in Oct 2022 to convey importance of local Pharmacy and Therapeutics Committee and benefits of following the IHS National Core Formulary.

The Lockport Service Unit held breast cancer screening event on November 17, 2022 in partnership with Roswell Indigenous Cancer Services. The mammography bus was in the parking lot, 14 participants were screened. Lockport's Patient navigator was on-site during the event if patients needed assistance or follow-up care. Lockport Service Unit also implemented a Behavioral Health Telehealth service contract with NUMUNU Staffing, a Native American owned and operated vendor located in Oklahoma. Under this contract, Lockport patients will have access to a Psychiatrist and Psychologist as well as receive medications as necessary. Patients will use the Walgreen's pharmacy closest to their homes. Finally, Lockport provided 16 boxes for COVID-10 home test kits to the Tuscarora Tribal Nation. Lockport Service Unit also applied for the Special Diabetes Program for Indians (SDPI) this quarter, and looks forward to the potential for strengthening partnership and collaboration with the Tuscarora and Tonawanda Tribal Nations in addressing diabetes.

The Mashpee Service Unit (MSU) is expanding its group meetings introducing Purchased and Referred Care (PRC) to the tribal elder and General body meetings explaining the intricacies of the PRC program into plain English. The expansion will include a PRC newsletter detailing the PRC process and contact information. Currently the Community nurse, Dental team and the Nutritionist all service the tribe in this manner, MSU is increasing its outreach to include administrative processes as well. MSU, has also completed a new meeting center designed for small group meetings for programs to include Culturally appropriate settings for Behavioral Health and Nutrition or any team who wishes to meet in a more personal relaxed setting. While the area is small the outcomes will be significant. The Nashville Area OPH Pharmacy Consultant assisted with VA (Veteran's Administration) CMOP (Centralized Mail

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Outpatient Pharmacy) deployment planning coordination calls leading to Mashpee Wampanoag CMOP go-live occurred in Dec 2022

The Manlius Service Unit continues on-going efforts to support the Onondaga Nation Health Center with COVID-19 related supplies. The Manlius Service Unit PRC Staff, November 2022, were able to coordinate the request/delivery of 5 cases of the COVID-19 home test kits. The kits were delivered to the Manlius Service Unit staff who coordinated the direct delivery to the health center.

The Shinnecock Service Unit met this quarter with Dr. Rodney Haring, Director, Center for Indigenous Cancer Research at the Roswell Park Comprehensive Cancer Center and Melissa Buffalo, Director of the American Indian Cancer Foundation to discuss how the Foundation could help with Health Education and Outreach efforts in advance of a possible visit to Shinnecock by Roswell's Lung Cancer Screening vehicle. The Service Unit is working with Shinnecock Health Clinic to discuss ongoing efforts to expand behavioral health services and develop a strategic plan through a contract with Stony Brook Medical Center's Research Foundation for the State University of New York. The Shinnecock Service Unit worked with Area staff and successfully applied for the Special Diabetes Program for Indians (SDPI) this quarter.

Unity Healing Center (UHC) un-paused admissions early October and now is fully accepting applications for patient services and will strive to serve all eligible applicants through continuous admissions. The program has removed census limitation and can serve up to 16 male/female youth. During this time, UHC was successful at completing one additional Social Service Assistant (SSA). The team continues to recruit for the Clinical Director, three SSAs, and one Licensed Practical Nurse. UHC initiated the process to implement a new position description that allows for additional Master Level therapists and Psychologists for the position.

This quarter, Nashville Area Office of Public Health conducted a review of 4 Area Service Units to confirm access to Plan B in accordance with the Indian Health Manual Chapter 15-Emergency Contraception. Along with conducting RPMS/EHR, Vista Imaging, and Practice Management Application Suite, Pharmacy package, and Pharmacy POS Billing package trainings to Mid-Atlantic Service Unit, Mashpee Wampanoag Health Service Unit, Lockport Service Unit, and Unity Healing Center.

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

Mid-Atlantic Service Unit (MASU) is currently working to develop a SharePoint site to build the service unit's document sharing and planning capability. Our newest IT Specialist is working to construct a platform that will increase the service unit's ability to communicate in real time on documents and to enhance the strategic planning ability. MASU was honored this quarter to have two IHS Director's Award recipients: one in customer service and another for our Community Health Representative program. Awards were delivered in person at headquarters in Bethesda, MD.

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Catawba Service Unit continues to utilize Consolidated Mail Outpatient Pharmacy (CMOP) program at CSU. Currently, 408 patients are enrolled in CMOP. This is a 5.4% enrollment increase from last quarter. CSU Lab proficiency testing was completed this quarter, with 100% compliance. The Nashville Area Business Office participated in the South Carolina Medicaid Tribal Consultation call to discuss Medicaid wraparound process and enter into discussions of All Inclusive Rate reimbursement for pharmacy.

Mashpee Service Unit completed the transition of paper records to the National Archives and Records Administration (NARA), As of 16 Dec 2202 all paper files have been sorted by patient, screened to ensure the completeness of each patients chart (1600 to be exact). After this review the charts were boxed; a total of 91 boxes two standard pallets worth of medical data was reviewed and sent to the local NARA division for storage in our case for 97 years. The outcome of this action was the transition for the Mashpee Service Unit to a complete electronic medical records program

The Nashville Area Business Office participated in Debt Management Policy Workgroup call to revise IHS Debt Management Policy, working to ensure the policy aligns with all federal regulations and developing guidance for timely collection of debt. As well as the IHS National Business Office Committee Fall Face to Face Meeting November. This meeting included discussion of all facets of business office such as revenue generation, enhancements, business office development, staffing, and training, to help the team continue to best serve the Area Service Units.

The Area PRC team conducted a provider outreach in December for electronic billing. There were an estimated 15 participants representing the 6 Federal PRC sites. With this electronic billing initiative providers can be reimbursed with 10-14 days. As of this date, two service units have successfully signed up four vendors with claims being sent to the FI – Mashpee Service Unit (2) and the Shinnecock Service Unit (1).

The Shinnecock Service Unit continued working towards development of internet application designed to improve access to IHS programs and services. The app will feature health education and outreach about topics and events at Shinnecock, and will feature forms and information for download to provide better access to programs and services at the SU.

Unity Healing Center also worked diligently to successfully complete review and processing/transferring of all physical records to comply with the end of the year due date for record archival. The EHR implementation team at UHC continued to meet weekly with Area Office Public Health and Business office to continue development of the new transition to electronic health record from older version. This has built infrastructure for future billing and service efficiency by connecting our services with larger IHS updated functions and reduce physical records. Our direct care team has continued to maintain skills through demo patient activity which has allowed for identification of additional needs in system.

This quarter, Nashville Area Office of Public Health coordinated a Mock Survey of the Mashpee Wampanoag Service Unit for Accreditation Readiness.

Goal 3: To strengthen IHS program management and operations

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This quarter, MASU focused on preparing the business office for the processing of claims and to receive third party revenue. Staff were trained by the Area Business Office Director and staff. Locally, MASU submitted the baseline policies for the BO procedures. Our community Health Representative program continues to work diligently to get information out into our tribal communities. Including the quarterly newsletter focusing on healthy lifestyles, specific program information and community resources. The MASU PRC program is nearing full staffing. Key positions have been filled and the NAS PRC Director and staff have provided hours of training for the program. This quarter, the MASU added a motor vehicle operator, a coder and a Program Support to the staff.

The Mashpee Service Unit completed a new nursing station will afford a safe and well-rounded nursing staff point of contact center. The drive up station will provide a shot clinic and various clinical procedures to include the Covid swabbing process. The efficiency of driving up and driving out strengthens our direct connections with the tribal body and ironically allows us to communicate directly about tribal needs and provides a fast and safe completion to several medically diverse issue. The MSU operations process has been effectively streamlined ensuring both safety and security of our tribal patients!

The Shinnecock Service Unit executed contract modification to add a Community Health Liaison position resulted in two part-time candidates being hired to support and expand participation in the program, as well as to add telephone support for our Non-emergency Medical Transportation. The added Liaison positions helped the program participants to grow from 48 to 79 in a short period.

Unity Healing Center (UHC) collaborated with Phoenix Area Desert Visions Youth Regional Treatment Center (YRTC) for on the job training for a second group which supported program readiness for future admission dates. UHC CEO attended an onsite visit to California Area Sacred Oaks YRTC for the monthly Director's meeting. This provided tour of new facility, sharing of best practices, and program services. UHC CEO continues to participate in YRTC Director's committee to support efforts to establish an all-inclusive Medicaid rate for YRTC's programs. This is vital for YRTC sustainability and expansion of services with third party income. Finally, UHC has completed several projects with COVID funding to support facility updates such as HVAC and IT systems that were identified throughout the pandemic and continue to support expanded needs. The program continues to evaluate additional needs for the building for HVAC and renovation needs to enhance program services and environment for staff and patients.

The Nashville Area PRC staff conducted training in October and November for newly hired staff members located at all Federal Service Unit sites within the Continental United States. This training was attended by a staff member of the Mashantucket Pequot Tribal Nation, the Billings Area Indian Health Service PRC staffs, and new employees of the Mid-Atlantic Service Unit. Training included topics specific to the delivery of referral care. Through this initiative, site specific trainings are being developed for all service unit sites who request additional training related to PRC. Nashville Office of Public Health completed the Annual Pharmacy Review and Unity Healing Center Medication Management Review in December.

The Nashville Area federal facilities total visits for the reporting period of October 2022 – December 2022, total 8,245. This data includes Ambulatory, Pharmacy, and Telemedicine and Chart Review visits.

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Overall, the Nashville Area visits have increased by 39% in comparison to the prior quarter. The Nashville Area billed \$1,047,051.50 for reimbursement for services rendered. The overall Nashville Area projected collection goal has been established at \$1,989,000.00, a 6% increase of the prior year collections. Collections for the reporting period are as follows:

- The Catawba Service Unit quarterly collections are \$183,462.80 and is on target at 25% of FY23 projection goal.
- The Mashpee Service Unit quarterly collections are \$273,605.34 and are slightly under target at 22% of FY23 projection goal.
- The Lockport Service Unit quarterly collections are \$965.42 and is not on target at 7% of FY23 projection goal.

Total Collections for the Nashville Area for 1st Quarter, is \$473,472.84, which is at 24% of the overall projected goal for the Area.