

Insert IHS Area Name
Direct Service Tribes Advisory Committee
FY2023 1st Quarter Report
October - December 2022

Area Tribal Representatives:	Federal Liaison:
Gregory Abrahamson Andy Joseph Jr.	Marcus Martinez, PAIHS Area Director

Goal 1: To ensure that comprehensive, culturally appropriate personal and public health services are available and accessible to American Indian and Alaska Native people

Western Oregon Service Unit (WOSU) clinical services remain at full access operational status. With the return of the Chemawa Indian School (CIS) students, WOSU staff are working to meet the needs of both the CIS students and community patients. In response to the COVID-19 pandemic, WOSU has maintained a COVID Incident Command System. Screening of patients is now being done upon check-in and moved inside the building. Symptomatic patients have access to testing at the clinic, as well as home testing kits that can be provided to family members. Patients with known or suspected infectious disease now can be seen in our new negative pressure isolation room. As a priority to keep our Chemawa community safe, WOSU has focused on community vaccination and clinical care. We recently have received bi-valent COVID-19 vaccine boosters. The team works to encourage vaccination and will continue to support this critical step in ending the COVID-19 pandemic.

In addition to the COVID-19 pandemic, WOSU Clinical Staff have responded to both Influenza and RSV outbreaks. This respiratory season, staff have tested over 770 patients for both Flu and RSV. Our clinical teams have also administered over 600 Influenza vaccines this quarter, with 19% of our patient population vaccinated for the Flu.

WOSU is committed to recruiting and retaining quality staff. The WOSU is proud to announce the selection of a Facilities Manager. In support of increased operational needs during the pandemic, WOSU has continued utilizing special authority to also hire an additional IT Specialist to provide additional coverage in updating the clinic’s IT infrastructure and end user assistance. Currently, WOSU is in the selection process for a Psychiatric Nurse Practitioner (APRN) and a Clinical Nurse. Future job postings can be found at www.usajobs.gov.

Colville Service Unit (CSU) clinical services remain at full access operational status. In response to the COVID-19 pandemic, CSU has maintained a COVID Incident Command System, this in collaboration with Colville Tribal operations. Especially the Lake Roosevelt Community Health Centers (Tribal 638 clinics) and Colville Tribal Convalescent Centers. Screening of patients is now being done upon check-in and moved inside the building. Symptomatic patients have access to testing at the clinic, as well as home testing kits that can be provided to family members. Patients with known or suspected infectious disease now can be seen in our reverse pressure room. The CSU team did provide flu vaccine clinics in the Nespelem and Omak communities. In addition the team works to encourage vaccination and will continue to support this critical step in ending the COVID-19 pandemic.

In addition to the COVID-19 pandemic, CSU Clinical Staff have responded to both Influenza and RSV outbreaks. With our Cepheid testing capability patients can be screened and were able to be tested for flu, RSV, COVID and Strep. Patients have expressed appreciation for this comprehensive testing.

CSU continues to have a high concern over recruitment and retention of quality staff. We have a high vacancy rate and are presently working to re-upload all vacancies with the previous announcements terming on 12/31/2022. Future job postings can be found at www.usajobs.gov.

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Warm Springs Service Unit (WSSU) Acting Dental Supervisor is currently working on establishing a Memorandum of Understanding (MOU) with Youth Career Connect and also instituting a dental assistant training plan and curriculum to support students from both the WIOA and Youth Career Connect programs as they join our team. We are also reviewing and updating our MOUs with the ECE, St. Charles Medical Center, WSA K-8, Headstart, Madras and Bridges High School, High Lookee, and OHSU for dental student rotations.

WSSU Medical staff are continuing on quality improvement projects including medical home/continuity of care, prenatal care, and peer review. Morning huddles are taking places amongst staff. Select staff will participate in the Alaska NUKA training virtually in February, or in person in June, 2023.

Wellpinit Service Unit (WSU) has been able to maintain full access operational status. Symptomatic respiratory patients can call in advance and staff will arrange to meet them outside the facility to coordinate testing and treatment or for two hours daily we maintain a drive-thru operation without advance notice. We prioritized those at highest risk for respiratory complications to receive our first allotments of COVID bivalent vaccinations.

WSU continues to operate with limit staffing with no full-time medical providers on staff. We have been able to access other service unit staff, deployed officers, and area intermittent staff to maintain patient care. We have all of our positions advertised and are in constant contact with our HR staff to limit any delays in bringing quality staff to our facility.

The Fort Hall Service Unit (FHSU) clinical services remain at full access operational status. In response to the COVID-19 pandemic, FHSU has maintained a COVID Incident Command System, this in collaboration with Shoshone-Bannock Tribes' operations. Screening of patients was moved to the main front entry of the clinic when patient's check-in. Symptomatic patients have access to testing by calling our COVID Hotline, as well as using home testing kits readily available to our community. Patients with known or suspected infectious disease can be evaluated in our reverse pressure room. The flu vaccine clinics are available respectfully in the IHS and Tribal Health and Human Services Departments within the Not-too Gah-nee Health Center. Our joint teams are committed to encourage prevention efforts, vaccinations and healthier lifestyles for a healthier community.

Clinical Staff have responded to both Influenza and RSV outbreaks. With the recent deployment of our 5600 Lab analyzer, it combines a comprehensive clinical chemistry and immunoassay menu of over 160 assays on a single platform delivering high quality, productivity and value of our lab. It has been of great benefit to the lab staff allowing them to focus on specimen processing and patient care without being interrupted with error messages from the old 4600 chemistry analyzer. With this new 5600 analyzer the lab will be able to improve on test result turnaround times making it easier to insure our patients are getting the best care possible. We are very happy and pleased with this new machine and we can't wait to see what the future holds for us!

Fort Hall continues to have a high concern over recruitment and retention of quality staff. Because of our high vacancy rate, we are working in collaboration with the Area Human Resources to re-upload all vacancies with the previous announcements terming on 12/31/2022. Future job postings can be found at www.usajobs.gov.

The Yakama Service Unit (YSU) has made some key hires in it staffing: CDR Adele Davis, Deputy Chief Executive Officer; Martin Flores, PA-C; and Farhana Hamid Scanlin, DNP, FNP-BC. Two of our new hires are primary care providers in our medical clinic. They will help provide continued improved access to care for our patients. These staff members were introduced to the Yakama Nation Tribal Council in February. The service unit will continue to recruit to fill vacant positions.

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

As frontline workers, the WOSU team members have persevered in providing the highest level of care to our patients. The need for quality healthcare workers is critical across the Portland Area and the nation. This quarter, WOSU sent a provider and nurse clinical care team, as well as an Acting Clinical Director, to Wellpinit Service Unit in Wellpinit, Washington to assist with staffing shortages. Additionally, WOSU was able to provide Nursing and Dental support to Colville and Nespelem clinics during this quarter to support during a time of need. Chemawa leadership appreciates the service of LT Aborn, LT Saito, Dr. Bussell, and CAPT McLaughlin.

Leann Yamanaka has been recently detailed as the Acting Quality Specialist for WOSU. This will provide oversight and support on programmatic and organizational improvement projects for 2023. Programs continuously work towards process improvements to support our staff in the delivery of an optimal healthcare system. Additionally, WOSU leadership and staff are in the initial planning phases for a Strategic Planning session to guide practices in meeting the needs of our community.

The WOSU was certified as a School Based Health Center (SBHC) in 2019. SBHC are a vital community tool with a youth-centered model that supports young people's health and well-being. This quarter, the WOSU was recertified by the Oregon Health Authority as a SBHC. WOSU leadership has been working with Portland Area Office of Environmental Health and Engineering to establish a project for a new SBHC behavioral health building. This project has since moved into the design-phase with construction estimated to begin in 2024.

The CSU, has worked within the current staffing constraints to rise and meet the needs of patients. This has been accomplished through the continual support provided by Dr.'s Santiago and Trego two intermittent providers with the Portland Area Office.

Having access to a locum dental officer has afforded for part time coverage in the two dental clinics for the CSU. There has been some assistance and greatly appreciated from Dr. McLaughlin with WOSU and Dr. Van Pelt. Moving into 2023 it will be necessary to seek additional coverages as Dr. Van Pelt will be having close focus and time for the National CHAP Certification. Development of this will increase the access for a mid-level dental provider in the future for IHS.

WSSU - February is Give Kids a Smile Month and we are planning a Kids Dental Day on 2/24/23. We have identified Friday, 2/24/23 as our Give Kids a Smile Event day. We are expecting this to be an all hands on deck event and as we plan to provide radiographs, examinations, prophies, and fluoride. We can also complete SDF, sealants, GI scoop and fill restorations as indicated.

WSSU Pharmacists logged 34 clinical interventions in December including 7 antibiotic stewardship program (ASP) and no OTC interventions. Interventions are reported as I-STAR Good Catches (Category A&B) and do not include Pyxis entries.

WSU has had many of our staff step up and accept additional assignments to ensure we are able to provide quality care to our patients. Dr. Sok has been designated as our Risk Manager, Stacey Lynds as our Acting Nurse Supervisor, Kimberly Walters as our Acting Chief Pharmacist, and Jeremy Burtenshaw as our Acting CEO. Our FTE's are passionate about ensuring high quality care for our patients and have been the bridge between the intermittent staff who have fluctuated through our facility.

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Continuing to conduct iCARE data analysis to identify patients who have an inhaler utilization rate that indicates high risk for hospitalization as well as those whose aspirin regimen needs to be altered to conform with new guidelines.

Applied for and received grant notification to fund a nurse care coordinator for patients either with or at high risk for long COVID syndrome; in communications with Idaho Department of Health and Welfare for next steps.

Optometry is working to procure an Optos retinal camera to bring the clinic technologically in line with other PAO optometry clinics.

Utilizing iCare to empanel patients to new providers and/or reassign patients to providers who are no longer practicing at the Not-Tsoo-Gah-Nee IHS clinic. This will provide for better continuity of care and patient satisfaction. Patient panels are also used for other purposes such as diabetes tracking, etc.

The YSU continues to provide outreach efforts for access to care. The service unit continues to work with the local hospital to coordinate offering mammograms on Fridays for patients of the clinic. The Healthy Heart Program has coordinated with health care program of the Yakama Nation to offer patients a Heart Health outreach clinic at the Legends Casino in February.

Goal 3: To strengthen IHS program management and operations

The WOSU team continues to focus on streamlining processes that support program management. The WOSU Governing Board members are collaborating with Area Office Leadership to revise and standardize Governing Board Bylaws to further improve governance and oversight. This project aligns with the IHS agency initiative to standardize governance across the Agency. Furthermore, this realigns the governance structure with the formation of governance committees and a consent agenda format allowing for a stronger system in establishing

Through our administration department, Kathy Gould and Leann Yamanaka have worked at streamlining processes for staff. This includes improvements in the onboarding and orientation of all staff and extern students at WOSU. A robust onboarding and orientation program are vital in the overall transition for new employees to be effective in their roles. Additionally, the administration team has worked closely at identifying training opportunities and processes for all staff. This has included service unit level training such as cultural awareness and trauma informed care for all staff. It also includes an expectation for managers to work independently with employees on “Individual Development Plans” in support of retaining quality staff and maintaining excellence in healthcare

The Portland Area adoption of the Governing Board Bylaws to further improve governance and oversight. For this quarter the first Governing Board for CSU was completed in early November. Moving forward we will be utilizing the Consent Agenda.

The CSU is working to address the HQ Purchase and Referred Care (PRC) and Business Office Correction Action Plan. This will include further development of processes that address clearer communications with patients and providers.

WSSU Pharmacy, Public Health Nurse & our Computer Applications Coordinator completed all necessary steps to add pneumococcal 20-valent conjugate vaccine (PCV-20) to the Electronic Health Records and allow nursing and pharmacy staff to appropriately document this vaccination in adult patients. Steps included updating drug and

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immunization information, creating quick order, changing immunization dialog template, and testing of the immunization template prior to deployment of the vaccine to all staff.

WSSU Wifi Project – PAO has approved a mod to the wireless contract for the installers to provide hardware to fill out the planned IDF in Pod C to all for termination of the access points there and return to the MDF over a Fiber Connection.

WSSU IT Logon Group Policy/Scripting – More work on the scripts, there were some elements that were processing but failing in the background, due to outdated encoded job files that were pointed to server names or file paths no longer valid. The job files are encrypted and cannot be reopened once made; some of the original installation batch files were not transferred and needed to be recreated from scratch and code from existing scripts.

WSU operates a model PRC program and is able to provide expertise and consultation to our service units in our area. WSU has also recently hired a purchasing agent and have created process to streamline and track our operations.

The FSU team continues to focus on streamlining processes that support program management to include internal process improvement with our Tribal Colleagues; i.e. RCA. The Portland Area Governing Board Bylaws have been revised and standardized for improved governance and oversight aligning with the IHS agency initiative to standardize governance for a stronger system.

The National Archives and Records Administration (NARA) set a deadline of 12/31/22 to stop accepting paper records. To comply with this, the Health Information Management department staff worked diligently to prepare and compile the records in 2 shipments. This improvement was timely and was among one of our national IHS initiatives.

The YSU is coordinating planning and process meetings with its departments and the service unit Acquisition staff to improve understanding of procurement processes. Part of the effort has included continuing to train Contract Officer Representatives (CORs) to assist programs with procurement needs.

The YSU has inventoried medical records in response to the National Archives and Records Administration (NARA) storage deadline and is prepared to ship the last inventory of records. This will archive the records and clear a large area within the clinic to enable planning for space needs of its programs.