

**Bemidji Area
Direct Service Tribes Advisory Committee
2nd Quarterly Report**

Area Tribal Representatives: *Norine Smith*

Area Liaisons: *Hope Johnson, Chris Poole*

Red Lake Service Unit

1. People:

Dr. Tinsay served as the Acting Clinical Director position effective April 1, 2017. On October 1, 2017, Dr. Romie Tinsay accepted the Clinical Director position at the Red Lake Indian Health Service.

On October 16, 2017 Linda Bedeau, Deputy CEO was detailed to the Great Plains for 120 days. Linda is scheduled to be back at the Red Lake Indian Health Service in February 2018.

On November 2, 2017, the Area Director had his “Area Director’s Award” ceremony at the Sanford Center in Bemidji, Minnesota. The entire staff at the RLIHS was nominated for the “Area Director’s Award for Excellence – Organization Award” and was successful in receiving this award. The staff at RLIHS was nominated for exemplary performance and teamwork surrounding the preparation activities for the hospital accreditation survey.

CAPT Cynthia Gunderson was placed on temporary duty (TDY) assignment as the Red Lake Hospital Chief of Operations within the Indian Health Service, Bemidji Area, Red Lake Hospital at 24760 Hospital Drive, Red Lake, MN. CAPT Gunderson’s TDY assignment effective as of December 18, 2017 and will be for a period of 364 days.

2. Partnerships:

On September 22, 2017, the RLIHS was awarded a \$500,000 grant from the U.S. Department of Health & Human Services as part of the Behavioral Health Integration Initiative. On November 27—28, 2017, Dr. Kent A. Corso conducted a study of the organization to equip the RLIHS with recommendations to help us succeed in the design implementation and sustainment of this program.

Dr. Tinsay and Norine Smith, CEO worked with the Red Lake Tribal Leadership to name and hire a Coroner for the Red Lake Band of Chippewa Indians. On December 12, 2017, the Red Lake Tribal Government hired Dr. Ulu for the Coroner position. The Contract Agreement between Dr. Ulu and Red Lake Comprehensive Health Services is included in this report.

The Red Lake Tribal Government implemented the Medicated Assisted Recovery Support (MARS) program. MARS is a medicated assisted treatment program for opioid use disorder. A meeting was held with staff from the MARS program to plan the process for their patients to access health care from the I.H.S. Patients will use the same process that current patients use to see a provider. Pharmacy will be dispensing Buprenorphine (Suboxone) for the MARS patient. This is a temporary arrangement while the program pursues HRSA designation for 340 B drug pricing. The hospital is

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willing to support the “Adult Healing to Wellness Court” to include a medical team member to ensure the medical discussion in the recovery process especially for the perinatal clients.

3. Quality:

The Red Lake Service Unit received a full-unannounced survey on August 8, 2017 – August 11, 2017. During the months of August, September and October we worked on the compliance issues the Joint Commission team identified to be not in compliance with Medicare conditions for Hospitals. On October 20, 2017, we submitted the evidence of compliance and the Joint Commission accepted the evidence of compliance. The Joint Commission granted the Red Lake IHS Hospital an accreditation decision of Accredited with an effective date of August 12, 2017 with an Accreditation Expiration date of August 12, 2020.

The Staff have continued to work on the Joint Commission process. We are currently working on the following: QA/PI project, Environment of Care, Fire Drill Evaluation, Infection Control and the Autopsy policy.

4. Resources:

The CEO, Norine Smith attended the Bemidji Area 2020 Budget Formulation I.T.U. meeting on November 28 ---30, 2017. The Meeting was held at Mystic Lake Casino and Hotel in Prior Lake, Minnesota. In addition, to the 2020 Budget Formulation there were presentations on the Bemidji Area Plan, Behavioral Health, RPMS Updates ,Opioid Problem, MU and MACRA, Urban Programs, CMS Discussion and Facilities updates.

Other Awards. The Area Director Awards awarded the following RLIHS staff on the following awards.

Area Director’s Award for Excellence – Captain Cindy Gunderson
Area Director’s Award for Health and Wellness

Tribal Staff

Jill Breyen, Jill Anderson, John Nicholson and Jenny Djonne

Federal Staff

Jan Pederson, Samantha Gustafson, Eleanor Morin, LaVonne Infante, Teresa Persell, Trudy Kingbird, Deanna Lussier and Glennis Johns.

On November 16, 2017, the RLIHS held an in-house Awards ceremony for the entire staff. There was a brief “all staff meeting” thanking all the staff for the excellent service they give to the Red Lake Band of Chippewa Indians. The ceremony was followed by a small luncheon.

The RLIHS staff have been working with the Area Office Human Resources staff to recruit and retain employees. A RLIHS recruitment report was created to show current staff and staff vacancies. A priority list was also developed for the Human Resources staff to work from.

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In closing, Norine Smith, CEO took a two-week vacation from December 18, 2017 to January 2, 2018 using her accumulation of “use or lose” leave.

White Earth Service Unit

Area Tribal Representatives: *Alan Fogarty*

Area Liaisons: *Hope Johnson, Chris Poole*

1. People:

Dental Officers, Hygienists, & Nurse Practitioners review of salaries to assure feasibility of increasing retention to match competition within the area.

Two University of MN Occupational Therapy students completing Fieldwork Level I experience at WESU to entertain future recruitment opportunities.

WESU is participating in recruiting activities with schools in Bemidji, Fargo, and Moorhead.

WESU decreased vacancy rate decreased from 27% (Q1 in FY 17) to 19% (Q1 in FY 18).

All mandatory annual trainings are completed, including FEMA Active Shooter training & HIPAA.

New Business Office staff have taken extensive training in learning the revenue process.

2. Partnerships:

WESU participates in the White Earth Council of Elders monthly meetings to communicate upcoming events and/or provide resources to the council members as needed.

WESU Business Office collaborates with W.E. Financial services to better serve patients that need alternate resources and increase ACA enrollments.

WESU staff attended Women's Night-Out at Shooting Star Casino to educate and sign patients up who wanted access to the Patient Health Record (PHR).

WESU actively engaged Tribe, DSGW & EAPC to build NTW JV facility and the expansion at WESU.

3. Quality

FY18 Quality Plans have incorporated Executive Leadership involvement upon the onset of a project.

FY18 Quality program reporting is now standardized to include data tables, run charts, and a “Analysis, Action, and Feedback” prompt for each metric.

Monthly Quality “Snapshot” developed at WE is now the standard expectation for all federal Bemidji sites to routinely communicate with Governing Board membership.

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85% of Quality Activities for FY 17 met or exceeded goal (increase from 66% in FY 16).

67% of Quality Improvement project for FY 17 met or exceeded goal (increase from 39% from FY16)

4. Resources

Extend Clinic hours from 8 - 4:30, M-F to 8-6:30, M-F.

Billing contract initiated to assure timely filing of claims due to staffing shortages.

3D Mammography Unit & bone densitometry was installed and pursuing training to initiate in Q2.

All funds status, collections, and budgets shared monthly with Depts. for transparency on a regular basis.

Dental serviced 267 patients in the Outreach program in which 5 area schools and 5 area Head starts benefited from.

Cass Lake Service Unit

Area Tribal Representatives: *Louis Erdrich*

Area Liaisons: *Hope Johnson, Chris Poole*

1. People:

Greater Leech Lake Service Unit: Budgeted for 214 Positions with 165 filled leaving 49 vacancies. Recently an HR Specialist was located to the Service Unit in order to recruit staff and help decrease these vacancies.

2. Partnerships:

The CLSU continues to partner with the Leech Lake Tribe to expand the capacity of the hospital. We are presently in Phase 2.1 and 2.2 of the master plan which will be concluded at 2.4.

3. Quality

The Cass Lake Hospital is presently certified by CMS as of June 2017 and will move to accreditation as a Primary Care Medical Home with the Joint Commission. Completion of activities are expected in 2018 or early 2019.

4. Resources

At the Cass Lake Service Unit, 75% of operational expenses are incurred in 3rd party resources. Additionally, the construction associated with build-out of the master plan has been accomplished with 3rd party resources.