

Navajo Area Direct Service Tribes Advisory Committee 2nd Quarterly Report

<p>Area Tribal Representatives: -Jonathan Nez, Navajo Nation Vice President -Nathaniel Brown, Navajo Nation Council Delegate -Dr. Glorinda Segay, Executive Director, NN Dept of Health -Theresa Galvan, Director, NN Behavioral Health Services</p>	<p>Area Liaisons: -Alva Tom, Director, Ofc. of Indian Self Determination NAIHS -Marquis Yazzie, Interim CPLO/Acquisition, NAIHS</p>
<p>1. People</p> <p>1. Recruitment and retention of medical professionals at the Chinle Service Unit (CSU) is challenging because of its remote location, lack of resources, and few locally available services. High turnover in provider positions leads to patient dissatisfaction, reliance on short-term contractors, and impacts quality of care. In response, Chinle developed a strategic approach, which decreased the medical staff vacancy rate from 35% to 25% in one year. 21 new permanent providers were hired in 2017, which is more than double the number of providers hired in all of 2016. This strategy filled longstanding vacancies in general surgery, psychiatry, and emergency medicine. 2. As part of the Crownpoint SU (CPSU) recruitment and training efforts, medical students, residents, and nursing students are regularly hosted at CPSU. In 2017, the CPSU hosted 19 medical students and 3 resident physicians. CPSU also has residency programs for pharmacy students, optometry students and in 2018, will host the first nurse practitioner residency program in the state of New Mexico and within IHS. Many pharmacy residents develop projects that often have lasting effects at the SU. Two such projects are being launched at present.</p>	
<p>2. Partnerships</p> <p>1. Kayenta Service Unit (KSU) is participating in the Kayenta Township community initiative to fight crime and other types of issues that the community has identified as priorities. KSU was selected to participate on the community's Emergency Preparedness Committee. 2. Navajo Area IHS is pleased to announce a new Naloxone Memorandum of Understanding Partnership with the Navajo Nation Division of Public Safety. This partnership allows Tribal First Responders an opportunity to intervene and to counter the damage done by opioids. This new partnership will provide Naloxone Access for Tribal First Responders and formalizes a new partnership between the Navajo Area Indian Health Service (NAIHS) and the Navajo Nation to reduce opioid overdoses among American Indian and Alaska Native people. The MOU between the Navajo Nation Division of Public Safety and the U.S. Department of Health and Human Services, NAIHS was signed in December of 2017.</p>	
<p>3. Quality</p> <p>1. Northern Navajo Medical Center is pursuing a Level IV Trauma Certification and received \$9,177 from the New Mexico Dept. of Health to develop and achieve this certification. Tasks and deliverables including a trauma care policy are due on a quarterly basis, ending May 15, 2018. The Nursing Division is working to bring a Trauma Nursing Core Competency training to NNMCC. The Trauma Team is collecting ER registry data, reviewing accreditation standards and processes, and participating in regional and statewide trauma meetings. Site visits will occur during 2018. 2. Chinle Inpatient Nursing was challenged to provide faster and better care to mothers and newborns discharged from the Obstetrics Care Unit (OCU). Previous OCU patients returned to Urgent Care (UC) or Emergency Room (ER), the only choices on weekends and nights when the Women's Health Clinic is closed. Mothers and newborns waiting in UC or ER were at risk of exposure to illnesses. As a result of this concern, a policy was developed to support thorough communication between nursing staff and providers, ensuring returning patients are received without conflict to the OCU. The project supports postpartum patients in receiving care and treatment that can only be provided by OCU staff. This practice supports the Baby Friendly Hospital Initiative.</p>	
<p>4. Resources</p> <p>1. Crownpoint Division of Public Health has implemented several Best Practice programs over the years, including the Peer Helper Program, a Parenting Program, community Suicide Prevention trainings, and a Crisis Response Team. These programs have made a positive impact on the targeted issue of suicide. Students are able to talk with trained peers who know where to refer students. In 2010, a local community experienced a rash of suicides. Since then, the local High School in that community has not had a completed suicide. Suicide Prevention efforts have enabled community members to talk about suicide, recognize the signs and can refer individuals. The Crisis Response Team works closely with the Police Department when there is a suicide situation and works especially closely with families to make sure all receive needed services. 2. Crownpoint Service Unit (CPSU) has expanded services at the Thoreau Health Center by increasing service hours from 8:00 am to 4:00 pm, Monday through Friday. This expanded service supported CPSU in surpassing the FY2017 third party collection goal of \$19.5 million by \$2.8 million. The Pain Clinic expanded its previous schedule by over 50%. The Obstetrics (OB) Department has added Women's Wellness exams, gynecological care, and prenatal care.</p>	