

**Portland Area Indian Health Service
Direct Service Tribes Advisory Committee
FY2020 3rd Quarter Report
February-March-April 2020**

<p>Area Tribal Representatives: Greg Abrahamson Janice Clements</p>	<p>Federal Liaison: Terry Dean</p>
<p>Goal 1: To ensure that comprehensive, culturally appropriate personal and public health services are available and accessible to American Indian and Alaska Native people</p>	
<p>Objective 1:1 Recruit, develop, and retain a dedicated, competent, and caring workforce</p>	
<p>In response to the COVID19 emergency, the Wellpinit Service Unit (WSU) conducted a number of emergency hires to fill critical roles of patient/visitor screening. Backfill of a vacant MA position, and other administrative support positions were filled in the COVID19 effort.</p> <p>In February, the WSU supported all clinical staff to attend Spokane Tribe cultural education event offered by the tribe’s cultural department.</p> <p>Funded by the WSU, the Service Unit (SU) Medical Coder has enrolled in a course that will lead to her coding certification.</p> <p>The WSU Chief Executive Officer (CEO) presented several awards to employees as a sign of appreciation for their hard work and dedication to the mission of the IHS.</p> <p>The WSU CEO attended the AAAHC Achieving Accreditation course to assist in organization in AAAHC Survey preparation.</p> <p>The Yakama Service Unit (YSU) hired 2 Office Automation support positions, 1 Billing Technician, 2 Patient Registration positions, a Maintenance Mechanic, and a new Pharmacist.</p> <p>The YSU has appointed an Acting Pharmacy Director for the service unit who will gain further experience in management of pharmacy operations, and in meeting the challenge of operational changes needed to respond to COVID-19.</p> <p>The Colville Service Unit (CSU) filled 5 vacancies; Pharmacist, pharmacy technician, Certified Coder, Administrative Assistant and PRC clerk. Three additional positions were interviewed and offers pending for Chief Dental Officer, Dental Hygienist and Business Office Manager.</p> <p>COVID 19 eruption in March 2020 resulted in training of all CSU staff to PPE and changes in operations for the Service Unit and community.</p> <p>The quarter Western Oregon Service Unit (WOSU) has filled 5 vacancies; Clinical Nurse, Psychiatric Nurse Practitioner, Family Nurse Practitioner (IHS scholarship recipient), Creative Art Therapist (music), and a Creative art therapist(art).</p> <p>The Warm Springs Service Unit (WSSU) Diabetes Nurse transferred to the Medical Department in February.</p>	

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The WSSU continued to work on 3 emergency hire actions while awaiting permanent staff recruitment.

The WSSU CEO attended the Diabetes Management session at the Elders luncheon and provided a brief introduction of himself as the new CEO.

The Fort Hall Service Unit (FSU) filled their vacant Pharmacy Aide, Accounts Receivable Technician, and Medical Receptionist (Medical Support Assistant) positions in February.

The FSU is in the process of advertising for a Nurse Practitioner (NP) and Physician Assistant (PA).

The FSU extended employment offers to two dental assistants and one dental hygienist. The medical department is currently interviewing candidates for a vacant Physician's Assistant/Nurse Practitioner position.

Objective 1:2 Build, strengthen, and sustain collaborative relationships
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The WSU has provided N95 fit testing and training to tribal Emergency Management Systems (EMS) in order to provide COVID 19 support.

WSU has been involved in an ongoing collaborative AMI wave effort with Tribal Behavioral Health to improve SBIRT and communication surrounding referrals for treatment.

The WSU Public Health Nurse (PHN) is working in close collaboration with Colville Tribal Public Health officials and the local Health jurisdiction in support of COVID19 efforts.

The WSU CEO met with Washington State University (WSU) and the Spokane Tribal Business Council to discuss the feasibility of conducting a health needs assessment in the community.

The WSU CEO has been in discussion with the Spokane Community College's (SCC's) Medical Assistant (MA) Program Director to potentially make SCC a rotation site for SCC MA students.

The WSU CEO met with the commanding officer of the medical clinic on Fairchild Air force Base to discuss a potential partnership.

The YSU continues to host a Pharmacy Resident who is and has served in the Pharmacy and is gaining further experience as part of the COVID-19 care team.

The YSU established an agreement with the University of Maryland School of Dentistry to host student dentists, and is pursuing an agreement with the University of the Pacific, CA as well.

The YSU worked with the Heritage University to host a Physician Assistant student and provide preceptorship by one of their physicians. This will await the current pandemic event.

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In January, the CEO of CSU assisted the Tribal Detention Facility with an outbreak of Hepatitis A among inmates.

The CSU CEO participated in the Colville Tribes standing up their Emergency Operations Center (EOC). The CEO participates daily on the calls. This has resulted in assistance to the Service Unit to successfully stand up COVID 19 drive through assessments.

The CSU coordinated with the Colville Tribal Head start the screening with the change in operations for COVID 19.

CSU continues to work with the Lake Roosevelt Community Health Center to address COVID changes in operations.

WOSU staff received QPR – (Question, Persuade, Refer) training from Portland Area BH Consultant in their commitment to suicide prevention

In March, the WSSU CEO stood up Incident Command (IC) in response to CoVID-19 pandemic. The following week we unified our IC with the Tribal IC command.

The WSSU CEO has been meeting daily via teleconference with Tribal Partners to ensure collaboration concerning our CoVID-19 community response.

The WSSU Deputy CEO (DCEO) attended planning meeting with Tribal Prevention program on Jan 27, 2020 to start planning “Kick Butts” event in March.

The WSSU DCEO is Primary contact for Reach Out and Read program – received new books in December, created an inventory system, signage and organized bookshelves in Medical department.

The FSU Dental Team performed 126 oral health assessments and fluoride varnish applications as part of Give Kids a Smile. The assessments and varnish applications took place at the Tribal Early Learning Center and the Lillian Valley School.

Tribal Health and FSU combined forces in developing COVID-19 plan, community outreach, and patient education for precautions.

The FSU Medical team huddles held every morning including medical, pharmacy, lab, radiology, and Tribal Health & Human Service (THHS) Community Health Nurse (CHN) for discussion of patient needs, and review pertinent updates. This helps all areas of the clinic coordinate patient care

Objective 1:3 Increase access to quality health care services

The WSU is in the process of implementing a quarterly pediatric consultation clinic to improve access to specialty care.

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WSU has developed increased capacity in support of the COVID 19 efforts to provide telehealth (audio only) services to members of the community in order to improve access to patient care.

WSU has established an outside-curbside pharmacy service in support of COVID19 efforts to provide a safer clinic environment.

The WSU has implemented a well-elder chronic care management appointment in the morning hours in an attempt to reduce exposure to those most vulnerable in our community

The CSU stood up the COVID Drive Through for community members, which takes place on a weekly basis. As well the CSU CEO has been educating the public on the change in operations from the COVID 19 pandemic.

CSU Worked to have ability to fill prescriptions at a greater level than 1 month during this time. Success met with Medicaid and the Colville Tribes Self Insurance program. This has been helpful to our patients especially those with conditions that put them in greater risk. The community has very much appreciated this effort.

CSU redesigned the clinic flow to assure minimal external persons coming into the Service Unit. All persons are wellness screened at the beginning of each shift and for visitors, patients, delivery entering the clinic. This includes a temperature check, and asking the relevant questions.

WOSU has added three creative art therapist positions to provide culturally relevant mental health services. This group model provides therapy to adolescent students through art, music, and equine.

The FSU Dental Clinic's renovation of the sterilization room was completed in mid-February. The redesign of the sterilization room allows for better instrument processing flow with less chance of cross contamination. A Miele instrument washer was also installed, which provides better debridement of instruments in a more efficient manner.

FSU has significantly increased use of alternative visits (telephone visits) to meet patient needs and reduce amount of people actually needing to enter the facility, observing COVID-19 precautions.

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

Objective 2:1 Create quality improvement capability at all levels of the organization

As part of the WSU Infection Control Program weekly infection and safety control rounds throughout the clinic are being conducted.

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WSU constructed the FY20-21 Quality Improvement (QI) Plan in coordination with the Portland Area Office.

The YSU hired a new Supervisory Nurse and Assistant Supervisory Nurse. These two positions will provide direction for the nursing team of 17 staff.

The CSU activated its COOP and Incident Command on march 16th.

The WOSU collaborated with Portland Area to pilot a quality coordination project to align with the IHS strategic plan. This will provide standardization across the Portland Area and consistency for the Governing Board related to quality improvement projects.

The WSSU Supervisors Workgroup Teams developed and shared action plans developed out of the most recent Staff Survey.

The FHSU dental department is tracking improvements in instrument processing utilizing an AIMI project. Initial results demonstrate that there are zero instrument processing failures with the new cassette system compared to 6-8% failures utilizing pouches alone.

The FSU Optometry Department and the Tribes' Diabetes Project have a joint redesign AIMI Project to increase the number of patients completing retinopathy, foot and nutritional screenings to include other measures.

FSU Personal Protective Equipment (PPE) and COVID-19 competencies have been completed as well as N-95 mask fit testing.

Objective 2:2 Provide care to better meet the health care needs of American Indian and Alaska Native communities

For all 5 Direct Service Tribes Service Unit's, an Abbot ID-NOW analyzer have been deployed in order to have rapid COVID-19 testing capability. All 5 locations have utilized their analyzer in their assessments of patients that present themselves for care.

The WSU has set up a drive by screening tent in support of COVID19 efforts and established "well elder clinic hours" in order to offer safer patient encounters within the clinic for elders and those with chronic conditions.

The WSU Pharmacist and Infection Control officer completed CHEST training in order to train and certify environmental health staff to provide a safer clinic environment.

WSU is currently working on opening empanelment with recent hires of 2 nurse practitioners as well as anticipation of new physician hire.

The YSU renovation project to construct 6 additional exam rooms is under construction and near completion.

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The YSU Healthy Heart Program achieved CDC Preliminary Recognition for their diabetes prevention program. CDC-recognized organizations achieving preliminary or full recognition status can enroll in Medicare as Medicare Diabetes Prevention Program (MDPP) suppliers.

The YSU Pharmacy Resident engaged an IRB approved project on a pain evaluation study, a study for patients with condition requiring pain management.

The CSU CEO provided a briefing to the Colville Business Council and Patients/Community on the changes in SU operations due to COVID. Patients/Community have been appreciative for the curbside pharmacy, phone triage and the car side care provided.

The WOSU CBHC provided a comprehensive array of a full continuum of Positive Youth Development programs and services. This included providing universal screening to all BIE CIS students, providing school-wide behavioral health promotion outreach activities, and providing experiential social emotional learning programs with 4 Freshman class cohorts. This efforts are part of improvement initiative that aims to provide a full continuum of promotion, prevention, intervention, and recovery Positive Youth Development programs that address social deterrents of health, promotes protective factors, and advances innovation in supporting health, productive, and engaged youth.

Phase 1 of the WSSU Modernization Project, which will improve and expand our Primary Care and Pharmacy space has been signed.

WSSU Staff attended CPI refresher course – This course is provides skills to staff in de-accelerate situations through verbal and non-verbal means and QPR training – which provides Suicide

Goal 3: To strengthen IHS program management and operations

Objective 3:1 Improve communication within the organization with Tribes, Urban Indian Organizations, and other stakeholders, and with the general public

The WSU Dental Department in conjunction with corporate sponsors, American Dental Association (ADA), suppliers Henry Schein, Proctor and Gamble and Dexis held the Give Kids A Smile (GKAS) event. Over 100 Give Kid a Smile bags were given out to the schools and Daycare on the reservation. The GKAS helps strengthen and expand the public/private safety net as well as bringing disease prevention and education into the community.

The YSU CEO serves as an IHS representative on the Yakama Nation Incident Command Team responding to the COVID-19 outbreak and impacts to the Yakama Nation community.

The CSU CEO continues to meet daily with the Colville Tribes Incident Command Team to address the COVID 19 pandemic.

All Portland Area Service Unit's continue to work with the Area Public Information Officer (PIO) on all communication matters.

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The WOSU Governing Board met with their partners from the Siletz Tribal Council at this quarter's meeting to discuss priorities in healthcare at Chemawa.

In January, The WSSU CEO provided an update on IHS activities to the Warm Springs Tribal Council and in March with the Joint Health Commission provided a Health Systems 101 to the Warm Springs Council.

An update was provided to the Warm Springs Tribal Council on the COVID 19 pandemic.

FSU has been utilizing Facebook messaging to relay CDC guidelines to keep patients informed of the most current and accurate information.

The FSU CEO is actively participating in daily in Shoshone-Bannock Tribes, Fort Hall Business Council, Tribal Leadership and Incident Command System upon mobilization meetings.

The FSU Electronic Health Record (EHR) Clinical Applications Coordinator (CAC) coordinated efforts with THHS Counseling and Family Services to create a new EHR note for enhanced documentation. She also made several additions to EHR to assist users in coding and documentation for COVID-19 related items.

FSU has implemented an all hands on deck approach to dealing with patient care during the COVID19 pandemic. Health Information Management (HIM), Dental, Tribal Health and Human Services staff have all been helping with patient screening and pharmacy courier tasks during times as scheduled.

Objective 3:2 Secure and effectively manage assets and resources

The WOSU is currently in the process of renovating their Pharmacy, Lab, and Supply areas. This will expand these departments allowing additional staff to support our medical home model.

Switches for IT needs at the CSU have been ordered.

The CSU IT department has been providing continuous technical assistance to staff approved for telework during this unprecedented emergency.

The WSU Purchase and Referred Care (PRC) office has been actively closing old purchase orders to reduce the number of outstanding entries and continues to work to close out old purchase orders through 2019.

The YSU initiated their Facility Master planning process, and continues to evaluate facility change needs.

The YSU initiated the SU Incident Command System and coordinates with the Portland Area Office ICS Team in response to the COVID-19 pandemic.

Objective 3:3 Modernize information technology and information systems to support data driven decisions

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The WSU has configured and setup multiple new and re-purposed IT equipment.

The WSU has created and new managed a Facebook Page to ensure our patients have up-to-date information.

The WSU, PAO, and Tribal Council have been in discussion regarding the potential to improve bandwidth.

The YSU started the replacement of several servers and PC systems in the facility; as well as installed software upgrades for PC system security requirements.

The YSU has undergone a site survey for upgrading the phone system and network systems.

WOSU has deployed a policy database that will include training certifications, tracking and reminders.

WSSU has organized group attendance of I-STAR trainings.

The FHSU dental clinic received new clinical and office workstations in preparation for upgrading to Dentrix 8.0.9. However, this upgrade has been delayed by COVID-19.