

**Oklahoma City Area
Direct Service Tribes Advisory Committee
FY2022 34^d Quarter Report
January – March 2022**

Area Tribal Representatives: Reggie Wassana, Governor, Cheyenne and Arapaho Tribes	Federal Liaison: Jennifer LaMere, Oklahoma City Area Indian Health Service
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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

<p><u>Claremore Service Unit</u></p> <ul style="list-style-type: none"> • The Acute Mental Health Specialist attended the following training opportunities: “Treatment for Suicidal Ideation, Self-Harm, and Suicide Attempts Among Youth” and “Overview Suicide Risk Management Program Implementation.” • Health promotion nursing and pharmacy staff planned and presented a presentation related to available HIV medications. • Pharmacist presented to the OB department on closed system transfer devices (CSTD) for methotrexate injections. Including the development of a PowerPoint for Inpatient Pharmacy on the correct use while providing one-on-one training with each pharmacist to verify understanding and the correct use of CSTD. • OB Nursing supervisor planned and completed a car seat check-up event to ensure that parents of children weighing less than 90 pounds have correctly installed their child’s car seat or booster seat. • Physical Therapy started trialing evening appointments two days a week to increase access. <p><u>Clinton Service Unit (CSU)</u></p> <ul style="list-style-type: none"> • Recruitment efforts focused on filling positions for the EL Reno Clinic expansion for both clinical and non-clinical positions in preparation for opening in early April 2022. • Clinton Service Unit PHN department collaborated with OU Breast Care Center Mobile Mammogram, Cheyenne and Arapaho Tribes, OSDH Immunization Division, Dallas Urban Clinic, OKC Pow Wow club, OSDH, and SPTHB. • The joint collaboration with the Clinton Service Unit and the Cheyenne and Arapaho Tribes for an expanded new El Reno Clinic (16,000 sq ft) has come to fruition with a planned Go-Live date to open for services on April 4, 2022. • The construction for the MRI pad at Clinton began on January 11, 2022 and concluded on February 9, 2022. Mobile MRI services will begin in April with clinics conducted two days per week. • In partnership, the Clinton Service Unit and the Cheyenne and Arapaho Tribes began operations of a mobile clinic to reach patients in rural communities to meet local health needs. <p><u>Haskell Service Unit</u></p> <ul style="list-style-type: none"> • Collaborative efforts include hosting multiple on-campus vaccine events for Haskell Indian Nations University students and staff as well as providing COVID-19 testing and N-95 masks. • Provided COVID-19 vaccination boosters two days per week alongside offering them daily within the clinic to increase access to care. • Dispensed over 500 COVID-19 home test kits to patients and staff.

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Lawton Service Unit (LSU)

- Lawton Service Unit (LSU) hired twenty employees over the quarter. This included key roles such as nurses, pharmacists, health technicians, medical support assistants, dietitian, and biomedical specialist.
- PHN and Nursing services continue to partner with local tribes for community COVID-19 testing and vaccination events. These activities include:
 - Lawton Service Unit began administering Pfizer boosters at 5 month interval; booster dose for 12-15 age group; and 3rd dose Pfizer to immunocompromised 5 to 11 year olds.
 - Kiowa Tribe employee testing.
 - COVID-19 vaccine clinic held at the Apache tribe.
 - Vaccine clinic held at the Comanche Tribe.
 - Public Health Nurses partnered with the Comanche Nation Casinos to provide two vaccine clinics.
 - Comanche Nation Casino vaccination event.
 - Diabetes Program sponsored celebration of American Heart Month and our love of protecting our heart a virtual 5K run or 10K walk.
 - PHN and Diabetes program sponsored a One mile walk at the Lawton Indian Hospital Wellness center to celebrate American Heart month.
 - PHN began routine childhood vaccination for Riverside Indian School students.
 - Apache Tribe vaccination clinic.

Pawnee Service Unit

- To better serve our patients requiring additional diagnostics, the Pawnee Indian Health Center began offering on-site MRI services last quarter. The MRI has proven to be beneficial by affording patient access to the MRI rather than requiring them to travel additional distances to obtain this service. Additionally, Pawnee has plans to begin offering on-site podiatry, orthopedics and chiropractic services. Currently in the contract solicitation phase, it is anticipated these services will begin in late 2022 or early 2023.

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

Claremore Service Unit

- The Quality Data Analysts trained 22 staff members across various departments of the hospital on how to use iCare.
- Pediatric Dentist working on the “Give a Kids A Smile” campaign for the Claremore Service Unit. This will be based on comprehensive care rather than a screening tool as it has been previously.
- Facilities staff completed the Intensive Care Unit (ICU) barrier wall. This clear barrier is a permanent solution that replaces the taped zipper style barriers that have been in place since the beginning of covid-19. This will allow nursing and facilities to rapidly make the ICU negative pressure if the need arises.

Clinton Service Unit (CSU)

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- CSU is taking the initiative to increase early detection of colorectal cancer amongst our patients with the help of OU Health and other tribal clinics across the state. This will be an ongoing project to increase colorectal screening rates.
- Beekley Medical will recognize the mammography department at Clinton for utilizing the 5-Shape Beekley Skin Marking System. The 5-Shape system is utilized as a best practice to help reduce patient callbacks, unnecessary additional views, and unnecessary additional radiation for the patient. It also promotes better communication between the technologist and radiologist, while providing permanent documentation.
- 2022 Annual Diabetes Audit data for Clinton, El Reno, and Watonga Indian Health Centers were submitted on February 22, 2022. Results pending.
- The quarter reflected successful implementation of sotrovimab, monoclonal antibodies and successful implementation of Covid 19 antivirals, molnupiravir & Paxlovid.

Haskell Service Unit

- Continued enhancement and utilization of Joint Commission Tracers to improve data analytics and efficiency for survey readiness efforts.
- Completed QPR training for 100% of staff to identify methods for staff to respond to patients or visitors who may be suicidal.
- Staff completed updated Code Yellow training to ensure ongoing safety measures.

Lawton Service Unit

- The Quality department continues to conduct tracers and environment rounds to prepare for Joint Commission survey.
- We continue to partner with each of the tribes and respond to their testing or vaccination needs upon request and we engage our non-tribal partners as necessary.
- All Adult Care and Pediatric providers are seeing patients in face-to-face and telehealth visits. Patients are screened before entering the facility and a limited number are allowed to wait inside as social distancing permits.

Pawnee Service Unit

- The Pharmacy Department at PIHC is recognized across the Oklahoma City Area for their consistently low medication errors. During the first quarter, our med error rate was 0%. Pawnee attributes this patient safety achievement to the following best practices.
- Interventions and Good Catches are addressed and completed real time; such as, omitted medications being reordered, duplicate therapies being discontinued, notifying provider of possible interactions and appropriateness of therapy and recommended doses being verified with ordering provider. All interventions are used as a guide to identify possible process/program flaws and areas that can be improved upon. (e.g. training providers to discontinue old orders in the medications tab after ordering a new dose).
- The Pawnee IHS Pharmacy has implemented bar-code scanning and hard stops to help prevent medication errors. These include the GSL Will Call System, Script Pro Robotic Systems and Omnicell.

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Goal 3: To strengthen IHS program management and operations

Claremore Service Unit

- Health promotion nursing celebrates National Native HIV/AIDS awareness day. Education was provided and signed pledge cards were placed in the windows in the main lobby in the shape of an awareness ribbon and of the state of Oklahoma. The pledge card stated “I pledge to do my part to stop HIV stigma by speaking up and taking action against stigmatizing words or actions.”
- The nurse manager and the chair physician of obstetrics attended the 7th International Meeting on Indigenous Women’s Health “*Still standing – Finding our strength in the midst of COVID and climate change*”. The goals of this ACOG sponsored meeting were to:
 - Employ enhanced systems of culturally informed care to advance the health status of indigenous women.
 - Examine strategies and unique solutions to meet the emerging health needs of women in the indigenous populations.
 - Implement evidence-informed practices that enhance the health care team’s clinical skills in providing quality women’s health and maternity care to indigenous women.
- AMC Nurse Manager met with our local CACs to develop a medication tracker to prevent missed meds in the AMC.
- Local CACs roll out a new indwelling device management template for testing by front line staff. This was developed for ease of collecting required data for the infection control nurse.
- Nursing Educator and Laboratory Manager roll out a virtual method to renew accu- check blood glucose point of care testing competency. This method was rolled out with “observers” identified in each nursing department and the laboratory that were willing to complete the observation of the users demonstrated competency of use. These will be monitored electronically, and the end user’s access will be removed if the competency is not completed.
- New “Ins and Outs” EHR template begins alpha testing, with frontline critical care nursing participating in this effort to improve electronic documentation.

Clinton Service Unit

- The CEO and assigned staff continue to meet monthly with the Cheyenne and Arapaho Tribes Health Board to provide updates on patient services.
- A PRC (Purchased/Referred Care) Information card to be issued by CSU to eligible patients has been under review at multiple levels and is near final approval for printing and release to the public to increase communication with vendors, patients and the service unit regarding the PRC program that is available to American Indians and Alaska Natives.
- The Clinton service unit has engaged in meetings with the Cheyenne and Arapaho Tribes and Oklahoma City Area personnel in planning for the construction and equipment needs of the new El Reno Clinic.
- A Strategic Plan for 2022 was approved for the service unit and shared with staff.
- IT efforts were expended to prepare the mobile medical clinic for use in rural areas.
- IT infrastructure, connections and equipment remained priority in preparation for the transition to the new clinic.

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Haskell Service Unit

- Installed new PIV door reader program to improve access and enhance safety across the facility.
- Initiated general staff meetings to coincide with leadership meetings allowing internal communication within the service unit to increase.
- Acquired and installed OCT machine in optometry to optimize diagnosis and care management of macular degeneration and glaucoma.
- Purchased Referred Care meets with Lawrence Memorial Hospital bi-monthly to ensure that all patients receive ongoing care coordination for services that are not available at the service unit.
- The quality officer provides ongoing support to the Douglas County informatics team delivering de-identified vaccine data to the county. This data better reflects the number of Native Americans who have received the vaccine in our area.
- Ongoing Joint Commission Tracers program continues as to improve reporting efficiency and data analytics on Joint Commission Readiness Standards.

Lawton Service Unit

- Facebook posts are used to notify patients of changes to hospital service delivery, hours, testing information, and COVID-19 vaccination clinics.
- PHN continues to serve as points of contact for area tribes and businesses related to COVID-19 questions and need for health services.

Pawnee Service Unit

- Pawnee Indian Health Center has experienced 25 % growth over the past 5 years in staffing. This can be attributed to increased patient loads and need as well as the increase in services offered. In 2017 there were approximately 20 vacancies throughout the facility. We have worked hard to fill those vacancies and retain staff. During the pandemic, we increased our Contractors by approximately 20% using COVID funds. This allowed for timelier COVID testing, tracing, vaccines, reporting, etc. This enabled us to continue daily operations while still maintain high level of COVID activities necessary to meet the need.
- There have been several new positions created and some positions realigned over the course of the past three years to allow for the growth in services and maintain continuity of care. As we have evolved and patient workload has grown we have found the need to grow some of our Ancillary Services Departments, such as Pharmacy, Lab, Radiology, Physical Therapy, and PRC by adding additional full-time employees.