

**Phoenix Area IHS
Direct Service Tribes Advisory Committee
FY2022 3rd Quarter Report
January-March 2022**

<p>Area Tribal Representatives: Jordan Joaquin, President, Fort Yuma Quechan Indian Tribe</p> <p>Jerome Kasey, III, Vice-Chairman, White Mountain Apache Tribe, Alternate</p>	<p>Federal Liaison: Hope Johnson, Phoenix Area Director, Office of Self-Determination & Tribal Liaison</p>
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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

- **Colorado River Service Unit (CRSU)** Outpatient teams continue to deliver COVID-19 vaccines in the clinics and at community events. To date we have given more than 10,000 COVID-19 vaccinations.
- CRSU Public Health Nurse (PHN) teams delivered vaccinations at detentions centers in Parker and Peach Springs, including testing and education.
- CRSU Dental and PHN teams collaborated with their direct services tribes to offer the Headstart program screenings, 86 participated.
- CRSU's 16 bay Cepheid Lab analyzer was successfully interfaced with the Electronic Health Record, the Resource Patient Management System (RPMS) and increased testing ability and decreased turn around for COVID-19 testing.
- **Uintah & Ouray (U&O)** Health Center reinstated the weekly community COVID-19 vaccination events to the Clinic. This has resulted in improvements in the vaccinations rates for flu, tetanus, and childhood immunizations, while maintaining access to COVID-19 vaccinations as well.
- **Elko Service Unit (ESU)** received two modular units, one new and one Operation Warp Speed. It will be used to expand and improve clinical services for the communities they serve.
- **The Hopi Health Care Center (HHCC)** initiated a Pediatric Wellness initiative for Hopi adolescents and teenagers.
- **Fort Yuma Service Unit (FYSU)** continued to support Tribal partners by engaging in planning sessions for COVID-19 vaccine incentive programs for the Quechan Tribe and increased access to COVID-19 vaccines by expanding vaccine clinic hours in the evening and vaccine appointment availability from 100 to 200 per week.
- **Whiteriver Service Unit (WRSU)** Social Service Department team addresses objectives of the departmental strategic plan which includes improving and solidifying community relationships through participation in various committees.
 - February 2, 2022 the social service team participated in the Sexual Assault/Intimate Partner Violence community meeting led by the Sexual Assault Nurse Examiner (SANE) which had a positive outcome of improved communication and greater continuity of care across different care settings.
 - On March 23, 2022, WRSU staff attended a community training on Adverse Childhood Experiences (ACEs) at Apache Behavioral Health for continued education on adverse childhood experiences that has provided the social service team with an invaluable tool to assess the types of trauma an individual may have had as a child. The social service team is better able to determine the likelihood that a patient is at increased health risk due to a toxic stress response, which can inform patient treatment and encourage the use of trauma-informed care.
- **Phoenix Indian Medical Center (PIMC)** continues building renovations to improve quality and access to care, including:
 - Computed Tomography (CT) Building Project (\$992k) – Construction started June 29, 2021. The modular building was delivered January 4, 2022 and the site work and utilities preparations for the building are now 100% complete. On March 10, the CT scanner was delivered and partial beneficial occupancy was granted for CT room, control room, equipment room and hallway. Training and installation completion anticipated to occur the spring 2022.
 - Elevator Modernization (\$1.3m) – Contract was awarded July 19, 2021. Pre-construction meeting occurred March 15, 2022, Infection Control Risk Assessment barriers installed on March 18, and

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shaft closed off on March 22 for electrical work. Construction on to begin April, 2022. Project completion anticipated fall 2022.

- Notice to proceed for roof top exhaust project was issued 11/02/2021. Construction is expected to start May, 2022. Estimated Completion: July, 2022
- PIMC Audiology department acquired and completed installation of a remote audiology system that includes a replacement audiologic sound booth equipped for pediatric and adult comprehensive evaluations, video-otoscopy, prescriptive hearing aid fittings, and comprehensive hearing aid and assistive listening device follow-up services. The equipment will support a hybrid service delivery model (i.e. ambulatory and telehealth modalities) for comprehensive audiologic diagnostic and treatment services. The goal of the hybrid approach is to increase appointment availability and audiologic service accessibility. Patients can be scheduled into the PIMC Telehealth clinic, available daily, as opposed to waiting for the monthly visit at their home service unit through the Velopharyngeal Port (VPP). Teleaudiology technician training is scheduled for April 27, 2022. The first TeleAudiology appointment utilizing the equipment will be completed same day upon completion of training.
- PIMC has responded during COVID-19 surges to effectively meet demands for testing, treatment, hospitalization, transfer, and vaccinations:
 - PIMC continues to provide the most updated COVID-19 treatment and prevention options to meet the needs of our patients who meet criteria to receive Evusheld®, monoclonal antibody infusions and oral therapeutics, such as Paxlovid.
 - PIMC outpatient clinics (behavioral health, pediatrics, and primary care) provide same day access to assist with patient care and to off load our emergency department during periods of high demand.
 - PIMC Critical Care Response Team on boarded through an IHS headquarters contract to provide care in order to keep higher acuity patients in house longer while critical bed shortages were impacting the Phoenix Metro Area.
 - 13 commissioned corps officers deployed to support two different missions at PIMC:
 - Support critical staffing needs in the Emergency Department , Monoclonal Antibody Clinic, 3 East Med/Surg inpatient floor and Integrated Surgical Services and employee health
 - Behavioral health and safety rounding to ensure physical and psychological safety of staff
 - HHS Increase Community Access to Testing (ICATT) Team stood up operations at PIMC for 3 weeks to assist with walk-up testing and provided over 700 tests.
 - PIMC has a cumulative total of over 62,155 COVID-19 vaccine doses administered to patients, staff and direct service tribes.
 - 2,588 patients aged 12-15 have received at least one dose
 - 1,950 patients aged 5-11 have received at least one dose
 - On March 28, COVID-19 Vaccine clinic scope expanded to include all vaccines.

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

- CRSU Laboratories were fully accredited in February by The Joint Commission following completion of Evidence of Standards compliance. U&O completed a virtual inspection of COVID-19 vaccine storage and administration practices conducted by the Utah Department of Health on behalf of the CDC this quarter. While the final report is pending, the surveyor commented that U&O operations were outstanding and the Clinic “passed with flying colors.”
- U&O has expanded the scope of laboratory tests available in-house beyond COVID-19 testing to include other respiratory testing modalities, stool assessments, and urine drug screens. This enhances the convenience of our services to our patients and the utility of the Lab for our providers, resulting in both improved service and timeliness of care.

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- U&O implemented a program to provide access to continuous blood glucose monitoring technology for patients with diabetes at highest risk for complications.
- U&O is a Patient-Centered Medical Home, and relies on staff of diverse disciplines to provide holistic care to our patients. Accordingly, the Clinic has streamlined its intra-facility consult process with improved templates and staff training on their use. These consults are the chief mechanism by which the resources of different departments are brought together to benefit each patient. Examples include referrals for Medical, Optometry, and Dietetic services for patients with diabetes, or to alert a primary care provider of a non-compliant patient with a high-risk condition.
- ESU leadership attended Tribal council meeting to obtain Tribal resolutions to extend the facility lease agreement for one year and add modular units to lease.
- ESU leadership team worked with the INNOVA planning group to finalize phase IV of the Program Justification Document (PJD)/Program of Requirement (POR) for the new facility planning, the project will now move to phase V for funding. SU Laboratory Department acquired a new automated urine analyzer, installed on March 15, 2022 this equipment reduces tech time, and improves turnaround times for urine specimens. The urine analyzer ensures seamless workflow and reduced manual microscopic examination while being able to run up to 240 samples per hour.
- WRSU Laboratory Department has six new Abbott ID NOW systems validated for COVID-19 testing on February 22, 2022. These portable, rapid molecular ID NOW COVID-19 test allows fast diagnosis with results in 13 minutes or less, as of Feb 1st, 276 samples for COVID-19 were completed.
- PIMC outpatient clinics continue to utilize and provide telemedicine options to meet patient needs and improve patient satisfaction.
- PIMC Registered Dietitians and the Primary Care Clinic developed the Diabetes Journey to Wellness (DJW) passport booklet to help patients who are enrolled in the DJW to better track their diabetes care progress and goals.

Goal 3: To strengthen IHS program management and operations

- CRSU Parker Indian Health Facility Parking Lot Replacement project began on March 14, 2022 with completion planned by mid-May 2022.
- CRSU Peach Springs Health Center Fire Sprinkler Project is underway along with the placement of the Operation Warp Speed trailers.
- CRSU Supai Clinic construction is underway with 800 bags of cement being sent into Supai via helicopter sling and footings being dug by hand. WRSU Laboratory Department has updated three Individualized Quality Control Plans (IQCPs) for Microbiology and Chemistry Department on March 24, 2022. IQCPs are used to mitigate risk and process improvement.
- On March 7, 2022, Phoenix Area Youth Regional Treatment Centers (YRTCs) Nevada Skies Youth Wellness Center initiated a construction project which included multiuse recreation field, parking lot grading and medical/nurse room expansion. The project is anticipated to be completed by the end of August 2022.
- PIMC surgery department renewed their collaborative agreement with Creighton University/Valleywise and St. Joseph's surgery residency program. Surgical residents and students have returned to PIMC, improving collaboration with our community partners and allowing surgical residents and students exposure to the benefits of care for patients in the Indian Health Service.
- PIMC upgraded the voice circuit bandwidth on campus to better support the high call volumes of the PIMC Call Center.