

**Nashville Area – Mid-Atlantic Service Unit
Direct Service Tribes Advisory Committee
FY2023 3rd Quarter Report
January-March 2023**

<p>Area Tribal Representatives: Chief William Harris, Catawba Indian Nation Chief Stephen Adkins, Chickahominy Indian Tribe</p>	<p>Federal Liaison: Dr. Vickie Claymore, NAO Field Operations Ashley Metcalf, NAO Office of Tribal Affairs</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>This quarter, the Mid-Atlantic Service Unit (MASU) has focused on plans for the opening of the Monacan Health Center in the Fall. Activities have been focused on staffing, equipping, furnishing and supplying of the new clinic. MASU’s mobile units continue to deploy weekly for direct care services within the tribal communities. Equipment is being installed to increase services available on the mobile dental unit. The medical unit continues to provide Family First COVID screenings and distribute digital ear thermometers, pulse oximeters and blood pressure cuffs to patients. These instruments can be foundational for family health and useful for accurate readings during future telehealth visits, as well.</p>	
<p>The Catawba Service Unit (CSU) pharmacy department is collaborating with other departments at CSU for the IHS E3 Vaccine Strategy Initiative. E3 focuses on 1) Every patient at 2) Every encounter should be offered 3) Every recommended vaccine when appropriate. Best Practices were submitted to the E3 team and CSU was accepted as an E3 Pilot Site. The Service Unit hosted the Mobile Lung Bus in February serving 20 patient. Nursing staff and dental staff contacted every active patient to offer a flu vaccine, the staff also hosted 12 COVID-19 vaccine clinics and a diabetic clinic. The Public Health Nurse facilitated a Podiatry Clinic servicing 29 patients and distributing 11 pairs of therapeutic footwear. The Service Unit’s PHN planned, facilitated, and participated in a CSU Blood Pressure Management Day. Catawba Behavioral Health, Catawba Wellness Department, and South Charlotte General & Vascular Surgery participated in this event along with all departments at CSU. The PHN partnered this quarter with the Catawba Wellness Department to plan and implement a Diabetes Prevention Program (Catawba Huri), with CSU Pharmacy Student and Catawba 4-H Program to teach 3 classes to youth afterschool program on heart health, with Catawba 4-H Program to teach 2 Healthy Lifestyles classes to a youth afterschool program, as well as hosted a Diabetes Jeopardy game and blood pressure assessment at the Senior Center. CSU’s SDPI program provided 4 garden beds and ~15 bags of soil to the Catawba Senior Center to support gardening efforts, as well as worked with CSU staff to plant cabbage, broccoli, collard greens, bell peppers, lettuce varieties, herbs, and pollinator flowers in 2 prepared garden beds outside the clinic. Finally, the PHN helped plan and implement a Catawba Community Baby Shower, which is a partnership among multiple Catawba Nation departments. Educational materials, portioned MyPlates, 3 manual breast pumps, and 1 electric breast pump were provided through SDPI funding for the event. Thirteen families, totaling 48 household members, were served at this event. The SDPI Program Coordinator submitted the 2023 Annual Diabetes Care and Outcomes Audit for CSU this quarter, excitingly, our Best Practice of ‘Blood Pressure Control’ (defined as having a mean blood pressure <140/<90 mmHg) improved from 38% at baseline to 51% at year’s end.</p>	
<p>Dr. Beverly Cotton, NAO Director, and Nashville Area staff, met with representatives of the Shinnecock Indian Nation Council of Trustees on February 6th in Alexandria, VA during USET Impact Week. The meeting’s focus was on the mutual goal of improving the health status of the Shinnecock Nation, discussions also included the status of the lease of space by Shinnecock to IHS for the Service Unit offices. Information about the work and services of the service unit was shared. Follow-up information regarding the service unit budget and the IHS Tribal Management grant was provided and technical assistance offered. Discussions are ongoing regarding the lease and the Nation’s wishes for future services within</p>	

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their community. The Shinnecock Service Unit initiated a series of meetings in the new calendar year with the Shinnecock Health Clinic (state funded) to continue ongoing collaboration. As a result of this meeting the Service Unit is actively pursuing a Rate Quote Agreement with a provider the Clinic has referred for but unable to cover through their referral service.

The Mashpee Service Unit began their Diabetic Shoe Clinic. Diabetic Foot exams for FY 2023, which includes monofilament exams in second quarter surpass all of 2022 for Mashpee. A total of 15 patients were served this quarter and provided with shoes and inserts. Patients are reviewed before their visit and alerted to any outstanding DM care measures (eg; eye exam, dental screen, A1C testing) due.

This quarter there was on-going efforts to support the Onondaga Nation Health Center with COVID-19 related supplies. The Manlius Service Unit PRC Staff were able to coordinate the request/delivery of 6 cases of the COVID-19 home test kits. The kits were delivered to the Manlius Service Unit staff who coordinated the direct delivery to the health center. COVID-19 supplies were also provided to both Tonawanda and Tuscarora community members through the Lockport Service Unit, such as Clorox wipes, gloves, masks, hand soap, tissues, hand sanitizer, and home test kits.

Unity Healing Center (UHC) has focused on recruitment and retention of program staffing. UHC was able to recruit vital resident management positions in previous quarters and began accepting applications 10/04/2022. The program is ensuring all efforts are made to serve all eligible applicants through continuous admissions. Ongoing needs for staffing will continue in the future which will require strong efforts to sustain current staffing levels and recruit/fill position vacancies. UHC currently has admissions and will continue to review and accept admissions to ensure service delivery to the Area tribes. The program had an increased amount of vacancies in positions this quarter. UHC is working closely with Area Office HR department to navigate vacancies and ensure positions are backfilled in a timely manner. In the interim, UHC has identified Area Office staff to assist with clinical direct care services to ensure proper coverage of resident treatment services are provided.

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

In anticipation of large onboarding for the Monacan Health Center, the Mid-Atlantic Service Unit (MASU) managers are working to develop training programs for our positions that train to the competencies of the jobs. Tabletop exercises are being developed to assure practice in each profession. Six MASU staff attended the Southcentral Foundation's NUKA training this quarter. To further utilize technology in our favor, the MASU is developing a comprehensive telehealth plan that will include telehealth, tele-behavioral health, and tele-dentistry. This quarter, MASU successfully piloted the technology in the Behavioral Health unit. The MASU welcomed two new staff members this quarter. A supervisory Nurse and a Medical Records manager have begun working to establish their respective areas. During the month of January, the Area Purchased Referred Care Officer (PRCO) conducted a site visit to improve the availability of care and develop provider referral oversight in Medical, Behavioral Health, and Dental. This process improvement expanded care to include provider initiated referrals and limiting call in notifications of referral management; the following were the results of this action - from 1/1/2023 -2/28/2023: 238 Provider initiated referrals, as compared to 81 call in notification referrals.

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UHC continues to collaborate with other Youth Regional Treatment Center (YRTC) for best practices and strategies such as staff recruitment/retention, treatment services, and aftercare service expansion. The CEO continues to collaborate with other YRTC Directors to share best practices, support initiatives, and share critical experience with inpatient experiences.

Goal 3: To strengthen IHS program management and operations

This quarter, Mid-Atlantic Service Unit (MASU) business office was able to submit its first claim for payment. Much work is still needed on the automation of this process, but the ability to bill has been established. To increase communications with Tribal Administration, MASU held its first quarterly meeting in January. At this meeting, MASU shared updates on service unit activity and collaborated with Tribes on business operations improvements. This quarter, MASU begun holding bi-weekly All Things Mid-Atlantic meetings with staff and the Area Office to assure the established tasks and timelines are met for the Monacan Health Center opening. Ten workgroups are formed to focus on their respective areas. They report on their progress at each meeting. Security services for mobile unit sites were secured this quarter, and reported alongside the mobile units in April.

The Nashville Area PRC staff conducted training in March, 2023 for newly hired staff members located at all Federal Service Unit sites within the Continental United States. Training included topics specific to the delivery of referral care. Through this initiative, site specific trainings are being developed for all service units who request additional training related to PRC throughout Indian Health Service.

Mashpee Service Unit's Dietician passed the Certified Diabetes Care and Education Specialist (CDCES) exam. There are only 20,000 Specialists in the Country, this certification changes her scope and allows her to help in ALL areas of Diabetes. To sit for exam prerequisites included 5 years' experience, 1000 hours, and 25 CEU's the prior year.

UHC continues to monitor and evaluate the need for facility updates and expansions to support program services. This includes repairs routine and planned maintenance projects on the current buildings. This will provide support and enhancement to program services for staff, residents, visitors, and the community. The facility team continues work with contract vendors to complete routine service inspections to support facility needs such as HVAC and IT systems that were identified throughout the pandemic.