

**Oklahoma City Area Indian Health Service  
Direct Service Tribes Advisory Committee  
FY2020 4<sup>th</sup> Quarter Report  
April – June 2020**

<p><b>Area Tribal Representatives:</b> Reggie Wassana, Governor, Cheyenne and Arapaho Tribes Greg Chilcoat, Principal Chief, Seminole Nation</p>	<p><b>Federal Liaison:</b> Jennifer LaMere, Oklahoma City Area Indian Health Service</p>
<p><b>Goal 1: To ensure that comprehensive, culturally appropriate personal and public health services are available and accessible to American Indian and Alaska Native people</b></p>	
<p><b><i>Claremore Indian Hospital:</i></b></p> <ul style="list-style-type: none"> <li>• Nursing staff completed specialized trainings and competencies in preparation for care of COVID-19 patients, including: online critical care modules for non-critical care health care staff, training on new supplies and equipment, and respiratory, cardiovascular, and neurological assessment refresher simulations.</li> <li>• IP, ER Care Manager, and AMC Care Managers collaboratively developed a follow-up process to ensure that patients tested for COVID in the Emergency Department (ED) have access to needed services.</li> <li>• The Surgery Department obtained new equipment for gynecological surgeries, allowing CIH to provide a service not previously available at our facility and therefore reduce the number of patients referred out for this type of procedure.</li> </ul> <p><b><i>Clinton Service Unit:</i></b></p> <ul style="list-style-type: none"> <li>• Collaborated with Cheyenne and Arapaho Tribes for daily and weekly health board conference calls to discuss CSU COVID-19 response and action plan. This provided a framework for multiple collaborations with their Department of Health, Department of Administration, Health Board, Emergency Management and other programs to facilitate testing and education.</li> <li>• Continue ongoing collaboration with the C&amp;A Tribes for the expansion of the El Reno Indian Health Center. The ground breaking for the new facility is set for August 27, 2020 with anticipation of completion in late 2021.</li> <li>• Our primary activities have been related to our COVID-19 response. This has included the following: <ul style="list-style-type: none"> <li>○ Serving as initial test site for Cisco telehealth platform. This assisted IHS HQ in the rollout of the Cisco telehealth platform throughout IHS.</li> <li>○ Implemented telehealth services throughout service in our outpatient/primary care department, optometry, physical therapy, behavioral health, podiatry services and El Reno/Watonga facilities. A total of 1796 visits were conducted during Q3FY20.</li> <li>○ Developed and implemented COVID-19 a daily drive thru testing clinic to provide testing and assessment of patients suspected of COVID-19.</li> <li>○ Collaborated with C&amp;A Tribes for multiple (10+) testing outreach efforts in the location of Concho, Hammon, Seiling, Clinton, Watonga, El Reno communities.</li> <li>○ Obtained five Abbott testing analyzers for testing throughout the service unit.</li> <li>○ Total testing for the service unit has resulted in over <u>4100</u> total tests since implementation</li> <li>○ Co-hosted ten town hall meetings with the C&amp;A Tribes Health Board to discuss our ongoing COVID-19 response plan. The meetings were held virtually and aired on Facebook Live.</li> <li>○ Public Health Nursing collaborated with multiple state and county health departments to assist in initial contact tracing efforts.</li> </ul> </li> </ul>	

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***Lawton Service Unit:***

- The LSU plans to expand COVID-19 funds to hire temporary staff to support testing activities.
- The LSU held multiple testing events this quarter with the Apache, Comanche, Caddo, Delaware, Ft. Sill Apache, Kiowa, and Wichita and Affiliated Tribes. We performed twenty-three testing events in collaboration with the Health Departments of Southwest Oklahoma and Tribal programs.
- A public health nurse has been assigned as a point of contact to each tribe. Their role will be to answer any questions related to the pandemic and serve as an advisor for any employee health related needs.
- We offer drive thru testing at all three facilities 5 days a week, excluding weekends and holidays, and do not require appointments. We have provided 1,854 tests to date.
- The Lawton Service Unit began a phased recovery of services and is now offering telemedicine visits to increase access to care especially during the Coronavirus (COVID-19) outbreak. We recognize that not all patients will have access to devices that allow for video connections with the doctor so we are also offering telephone-only visits.

***Pawnee Service Unit:***

- Throughout the month of June, Pawnee Indian Health Center collaborated with surrounding tribes to provide COVID-19 testing at tribal sites. Each testing event included the designated testing team working alongside community partners from the respective tribe and the county health department.
- On June 5, the team set up a drive thru testing event on the campus of the Pawnee Indian Health Center. Testing was available to adults 18 and over. Beneficiaries were tested by the I.H.S. staff. Non-beneficiaries were tested by the Pawnee County Health Department.
- The team traveled to the Otoe-Missouria Tribe on June 18 to provide a drive thru testing event in coordination with the Tribe and the Noble County Health Department.
- To continue dental care and cavity prevention for our youngest patients, the Pawnee Dental Department hosted a dental screening and fluoride treatment drive through event on Wednesday, June 10 for children 17 and younger.

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

***Claremore Indian Hospital:***

- Finalized blueprint plans for rental space west of hospital. Space to house HIM, BO, PRC, and Finance departments. This will allow for the expansion of the Medical Clinic.
- AMC RN Care Managers initiated utilization of reports generated through the iCare system in order to track panels of patients for focused areas such as pain management, diabetes management, hypertension management, ED visits, and depression. This allows the Care Managers to implement improvements in their processes in real time and based on data.
- Adult Mental Health First Aid courses, conducted May 28, 2020 and June 26, 2020, yielded 14 additional staff members with certification to assist with individuals experiencing mental health-related issues.
  - CIH's Nurse Educator was awarded, without cost, the opportunity to participate in a pilot project whereby the Mental Health First Aid courses will be taught in a virtual/blended setting.

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***Clinton Service Unit:***

- Despite COVID and reduction in patient visits, the use of tele-health allowed the service unit to continue close to FY19 collections.
- Provided Suicide assessment/documentation training to primary care providers and staff.
- Continued to provide Mental Health First Aid Training to IHS Staff during several trainings.

***Lawton Service Unit:***

- A Director for Quality and Informatics was hired and began official duties at the end of April.
- We continue to partner with each of the tribes and respond to their testing needs upon request and we engage our non-tribal partners as necessary. We offer drive-thru testing capabilities at all three of our facilities five days per week (excluding holidays) and do not require appointments.

***Pawnee Service Unit:***

- The Quality Manager and Safety Officer facilitated a proactive risk analysis on our processes involving the daily drive thru COVID testing service. Invited participants included members of the testing team as well as our CEO, Infection Control/Employee Health Nurse, Chief Nurse Executive, Maintenance Lead, Clinical Nursing Supervisor and Lab Supervisor. Together, the team identified risks inherent with the daily testing and worked together to identify action items to mitigate risks or challenges in our process.
- The testing team also initiated the daily testing service process with a PDSA. The PDSA included a goal of testing at least 15 patients/day and was conducted during the first two weeks of the testing service.
- Well child clinics have been moved to the basement. This allows direct access to the back of the clinic. Many parents were hesitant to come to the clinic for fear of walking through the front of the clinic. Parents have expressed pleasure with this change for the safety of their children and themselves. They are screened for COVID symptoms and provided a mask to wear inside.
- Masks may present a problem in communication. Especially to those who may have a hearing impairment or communication disorder. Recognizing this problem, Dr. April Waller (Audiologist), created a solution to improve her discussions and interactions with her patients. Dr. Waller recalled an episode of Grey's Anatomy featuring a deaf surgeon where she and the surgical team used clear masks to talk during a surgery. Dr. Waller has reached out to a friend to make her a special clear mask. Since using the mask, Dr. Waller has received positive feedback from her patients. She stated that it completely changes the dynamic of the visit to one where patients engage more and can communicate clearly with her.

**Goal 3: To strengthen IHS program management and operations**

***Claremore Indian Hospital:***

- The Patient Advocate and Nurse Educator have been designated administrators for Claremore Indian Hospital's Facebook page.
  - Multiple posts have been published to disseminate information and increase access to care during the pandemic.
  - A Facebook post report is provided to leadership daily by the Nurse Educator.

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- The Facilities Department has modified the hospitals airflow exhaust to increase negative pressure patient rooms from 4 to 28. This was completed in an effort to support the hospitals ability to treat COVID-19 patients
- CIH Pharmacy and Acquisitions departments researched, put out for bid on GSA and awarded automated dispensing cabinet. It is set for delivery and installation November and December 2020. The new system provides the hospital with up to date technology for prevention of medication diversion and patient safety for medication administration.

***Clinton Service Unit:***

- Purchased an assortment of technology to support COVID and telehealth platforms. This included 20+ laptops, Cisco telehealth equipment, web cameras, network extension (for access outside of building) and many other IT related efforts.
- Due to electronic platforms, PRC was able to telework during COVID seamlessly. Staff were able to log-in, track referrals through HealthPic, fax through the onsite bizhub, continue ongoing patient care coordination, claim review and issue purchase orders. All of this would not have been possible if we would not have laid the foundation for electronic faxing and other systems that have implemented over the past 2-3 years.
- Initiated weekly Virtual Diabetes Support Group with average weekly attendance is from 2 – 6 Individuals (actively trying to recruit more).
- Initiated first Virtual Diabetes Education Class with plans to host another class in the month of July.
- Utilized social media and tribal newspaper for communication during COVID-19.

***Lawton Service Unit:***

- Facebook posts are used for changes to hospital service delivery, hours, and testing information. Information is also shared regarding public health information related to COVID-19.
- The LSU has drafted a testing plan to effectively meet agency goals in testing of its beneficiaries. The purpose of this document is to provide details for achieving and/or maintaining an acceptable testing ratio of vulnerable populations, employee surveillance, community testing, and routine testing within the Lawton Service Unit.
- The CDC's Text Illness Monitoring system will be implemented within the LSU. This system will allow our healthcare personnel to monitor exposed and covid positive employees and patients for symptoms of illness and report those symptoms back to healthcare personnel through a text message application. This platform will enable personnel to monitor many patients at one time and easily respond to those that are having symptoms.

***Pawnee Service Unit:***

- The pandemic has affected almost every aspect of our lives, especially the way we work. Since early March, Pawnee Indian Health Center, along with healthcare organizations throughout the country, implemented significant changes and processes to safeguard employees and patients. These changes range from daily temperature checks of all employees, to wearing masks at work and in public settings. We also changed the way we interact by practicing social distancing, and exchanging in person meetings for conference calls.

With each of these changes, there were staff involved in the risk analysis, planning, policy development and coordination of our new processes. To provide perspective and appreciation of all

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that we've accomplished in three months, here is an unofficial summary of all that we've done.

- Activated the Incident Command Team with approximately 60 daily meetings
- Developed a new screening process for patients
- Trained **16** employees to screen employees daily before beginning tour of duty
- Drafted **8** new policies, specifically for our COVID-19 processes
- Disseminated **50** daily situational updates for staff awareness
- Partnered with **3** Tribes to provide COVID-19 drive thru testing events at Pawnee, Perkins and Red Rock
- Trained **2** Dentists in the appropriate collection of COVID –19 test
- Provided 1,263 COVID -19 tests (RML and Abbot)