

**Albuquerque Area IHS
Direct Service Tribes Advisory Committee
FY 2022 3rd Quarter Report
April, May and June 2022**

<p>Area Tribal Representatives:</p> <ul style="list-style-type: none"> • Donnie Garcia, Chairman, Albuquerque Area Indian Health Board • Anthony Mendez (Nominee), Council Member, Mescalero Apache Tribe 	<p>Federal Liaison:</p> <ul style="list-style-type: none"> • Randall Morgan, Director, Office of Tribal Self Determination • Mary Beardsley, Program Analyst, Office of Tribal Self Determination
<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>	
<ul style="list-style-type: none"> • The Public Health Nursing (PHN) Program at the Acoma-Canoncito-Laguna (ACL) Indian Health Center initiated the coordination of weekly COVID Vaccine Clinics. Each Thursday morning, the PHN supported child and adult immunizations. PHNs worked with nursing and pharmacy colleagues to ensure available vaccinations were provided to the community in accordance with evidence-based practices. Approximately 574 COVID Tests were performed in April, May and June 2022. • The Albuquerque Service Unit (ASU) hired a Clinical Laboratory Scientist and a Clinical Director (CD) in the 3rd Quarter of FY 2022. The CD oversees medical staff and clinical services at ASU. • At the Jicarilla Service Unit (JSU), the Dental Program was awarded Medical Silver Diamine Fluoride Demonstration Project funds. The Dental Hygienist and a Medical Provider teamed up to provide medical led dental exams and the application of silver diamine fluoride to focus on improving the oral health of American Indian and Alaskan Native children that are 1 to 5 years old. • In the 3rd Quarter of FY 2022, the Santa Fe Service Unit (SFSU) successfully hired seven new staff in critical positions: CEO, two Medical Officers (Family Medicine); one Supervisory Health System Specialist (Chief of Operations); one non-supervisory Health System Specialist (Director of Quality Assurance and Risk Management); one Clinical Pharmacist, and one Accounting Technician. • In the 3rd Quarter of FY2022, the Zuni Service Unit (ZSU) filled critical vacancies by hiring one additional Behavioral Health Psychiatrist; a Supervisory Optometrist and a Supervisory Clinical Nurse (Executive Nurse). The recent on-boarding of these professionals will enhance the delivery of healthcare to the communities served by the ZSU. 	
<p>Goal 2: To promote excellence and quality through innovation of the Indian health system into an optimally performing organization</p>	
<ul style="list-style-type: none"> • To promote excellence and quality throughout the Albuquerque Area, the Regional Commissioned Corps Liaison visited six federal sites to meet with Commissioned Corps Officers, including Santa Fe, Jicarilla, Ute Mountain, Zuni, ACL, Mescalero and Albuquerque Service Units. During these visits, the Liaison spoke to 71 Commissioned Corps Officers stationed at these sites and presented information on career development, retirement, promotion, expectations of being a Corps Officer, esprit de Corps, and comradery. The Liaison also provided updates regarding new policies. The Liaison also gave a presentation at a Supervisor Training at the Area Office. The topic was entitled “Supervising a Commissioned Corps Officer.” • On April 14, 2022 the ZSU received the “2021 New Mexico Immunization Coalition Provider Award” for excellence in achieving an immunization coverage rate for adolescent human papillomavirus (HPV) vaccine completion of 80% or more in year 2020 from the NM Department of Health. • At the New Sunrise Regional Treatment Center (NSRTC), the safety management plan, fire safety policies, utility policy, emergency operations policies, and 2021 Safety Annual Review were approved. In addition, the NSRTC infection control risk assessment, 2021 annual infection control summary were completed. 	

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- On May 5, 2022, the SFSU Governing Body approved an updated service unit strategic plan for 2022-2027. This strategic plan aligns with the national Indian Health Service 2019-2023 Strategic Plan, referencing the same strategic goals and objectives and adding site specific strategic initiatives.
- At the end of the 3rd Quarter of FY 2022, the SFSU business office reported a total of \$21.1 million in third party collections for FY 2022. This amount compares with \$10.1 million at the end of Qtr3 in FY 2021, and places the SFSU on track to markedly exceed its projected collections of \$18 million for FY 2022. The surplus in collections is due to a combination of increases in Medicaid all-inclusive reimbursement rates, catching up on aging accounts, and more assertive pharmacy point of sale claims submissions.
- The efforts of the ZSU to partner with other healthcare organizations continued as the ZSU medical staff partnered with Mount Sinai Outreach Project as a competency improvement activity for Emergency Room skills maintenance/procedure training for physicians, health technicians, registered nurses, and pharmacists. Similarly, ZSU partnered with the Geriatric Fellow from the University of New Mexico (UNM) to revitalize its geriatric multidisciplinary geriatric clinic. UNM provided individual training to the multidisciplinary teams that included physicians, public health nurses, pharmacists.

Goal 3: To strengthen IHS program management and operations

- The ASU continued to distribute, collect and study patient satisfaction surveys. In the 3rd Quarter of FY 2022, 170 surveys were collected, which revealed that services met or exceed patient satisfaction.
- In mid-March and mid-May 2022, the SFSU Patient-Centered Medical Home (PCMH) work group met virtually with community health representatives (CHRs) from several of the constituent tribes served by SFSU. Focus of meetings were to get feedback regarding SFSU outpatient services as pandemic restrictions were loosened, and to start preliminary plans for resumption of community-based listening sessions.
- In May 2022, the SFSU implemented an expanded Employee Wellness Program. The program's focus is to promote improved workplace morale through exercise, nutrition and emotional well-being. 3rd Quarter Accomplishments include weekly one-hour in-person sessions for staff on topics such as developing a sustainable exercise program, the health benefits of home gardening, mindfulness exercises, chair-based yoga exercises, the importance of high-quality interactions with co-workers for mental health, and team building exercises.
- The Ute Mountain Ute Health Center (UMUHC) is on target with third party revenue collection projections of \$5.2 million--\$1.2 million above the FY 22 collection goal. UMUHC also reported that Accounts Receivable Aging for 120+ days is at 8 percent