

**Catawba Service Unit  
Direct Service Tribes Advisory Committee  
FY2022 4th Quarter Report  
April-June 2022**

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| <b>Area Tribal Representatives:</b><br>Chief William Harris, Catawba Indian Nation<br>Chief Stephen Adkins, Chickahominy Indian Tribe | <b>Federal Liaison:</b><br>Dr. Vickie Claymore, NAO Field Operations<br>Ashley Metcalf, NAO Office of Tribal Affairs |
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The Catawba Service Unit’s Public Health Nutritionist (PHN) partnered with the Community Health Nurse (CHN) to provide 2 nutrition/health classes to the seniors at the Senior Center. There were 28 participants in these classes. Out of those 28 participants, 9 blood pressures were obtained and 7 COVID-19 vaccine boosters were administered. The PHN also partnered with the Catawba 4-H Program to conduct a fruit/vegetable taste test with the youth at Suuk Sarak (Kindergarten through 5<sup>th</sup> Grade). There were 16 participants who sampled various fruit and vegetables; the youth liked the carrots and blueberries the most and the sugar snap peas the least. This quarter the PHN also partnered with 4-H program to deliver two cooking classes with as many as 32 youth participating in one session. This quarter the Catawba Service Unit organized and coordinated two Catawba Service Unit (CSU) Blood Pressure Clinics for patients with diabetes. These clinics saw 11 patients, and allowed some to have labs drawn, schedule dental exams/cleanings, and update charts. Twelve immunizations were also administered at this clinic, including COVID-19, Flu, Shingles, and Pneumonia. As well as Podiatry clinics each month, seeing a total of 24 patients, with 8 patients receiving therapeutic footwear. Staff partnered to deliver the 10-week Honoring the Gift of Heart Health (HGHH) Program to seniors at the Senior Center, offering 6 classes this quarter. There were 74 overall participants in these classes. The HGHH Program concluded in June. A post-program evaluation was given to all attendees at the last class. There were 20 participants in the last class and 19 of these completed evaluations. Participants gave the HGHH Program a 4.6/5 rating (5 being the highest score). Participants reported making the following changes as a result of the program: 63% are using less salt, 58% are eating less fat, 32% are more physically active, 58% are eating smaller portions, 53% are eating more fruits and vegetables, 32% are reading nutrition labels more often, and 42% are using healthier cooking methods. The average weekly attendance of the HGHH Program was 12 individuals. Catawba Service Unit’s scheduled mammogram bus saw 55 women receive mammograms in April through June. Staff worked with all patients scheduled to receive Mammograms (free screening) on updating, referring or providing care that is due. Referrals for colonoscopies, pap-smears, vaccination and more were offered to citizens of the Catawba Nation. Additionally, a Women’s health clinic was made available once a month for 3 consecutive months, with the main purpose of offering pap smears, vaccination, birth control and education to females in the community.

The Nashville Area Director and Shinnecock Service Unit participated in the HHS Region II Annual Tribal Consultation with Dr. Dara Kass in Syracuse, NY on May19<sup>th</sup>. The Service Unit’s CEO met with Kelly Dennis of the Shinnecock Council of Trustees (COT) as Liaison to the Health Committee and health programs at Shinnecock on May 25<sup>th</sup>. The session included Sandra Dennis representing the Council of Elders, and discussion included general health topics as well as ARPA and other resources. Additionally, the Quarterly Meeting with the Roswell Park Center for Indigenous Cancer Research was held on May 23<sup>rd</sup> with Shinnecock and Lockport represented by the CEOs. Josie Raphaelito, a Research Assistant with the Center, gave an overview of Roswell’s plans to develop direct services for cancer patients. On June 15<sup>th</sup> the CEOs also participated in a call with Dr. Loretta Christensen and Roswell regarding expanding the Center’s efforts nationally.

The Nashville Area Business Office had 3 positions posted this quarter: MRT-Coder, MSA-Biller and Accounts Receivable Technician. There is currently 1 position onboarding, 1 position selected and going through background checks, and 1 MRT-Coder position re-announced at this time. The team coordinated CMS/IHS National Regional Training for the Nashville Area offering presentations on PRC, Medicare, Medicaid, Social Security, and VA. The Business Office participated in interviews with two Service Units this quarter, as well as provide training on patient registration.

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In collaboration with the Onondaga Nation Health Center, a request for 20 vials of the COVID-19 vaccination was submitted to the Lockport Service Unit. This work supports an interagency sharing agreement to provide COVID-19 related medical supplies to the Onondaga Nation Health Clinic. These vaccinations were picked up and a vaccination clinic was scheduled for the Onondaga Nation citizens.

Lockport Service Unit provided 42 bags of COVID-19 supplies for community distribution at the Missing and Murdered Indigenous Women event held on the Tuscarora Territory in May 2022. The Service Unit held a Farmers Market and Indigenous Foods event in June 2022 in partnership with Roswell Indigenous Cancer Services. Five vendors set up at the Farmer's Market and seven community members attended the Indigenous Food event.

The Mid-Atlantic Service Unit move ever closer to offering direct care services with the construction of two clinics and the launch of three mobile health units. Construction for the clinic site located in Madison Heights, VA, is underway. The Mid-Atlantic Tribal Health Center clinic, located in Charles City, VA, went out for bid this quarter - FY2022 Q3. The bid will remain open until the middle of July. To enhance the Service Unit's community involvement, one Community Health Representative joined the team. Two additional offers have been extended and are moving through the onboarding process. An addition of a Behavioral Health Technician was also made to the Behavioral Health unit during Q3 of FY22. MASU also began development of the Business Office functions this third quarter of FY 22. An Accounts Receivable Technician and Biller were on boarded as the first employees in that division. The PRC department also hired a new PRC Technician. The PRC Department remains with two technicians, a tech and a lead, as one of the employees moved into the Biller position. Additionally, an offer has been made to a Business Officer Manager to oversee the Business Office and PRC departments. Great progress has been made with some unique and cutting edge technology on the mobile units. This third quarter, MASU attended Tribal Powwows and a tribal open house. Community health technicians, Providers and administration were on hand to answer questions, register patients, and provide health education and present clinic construction concept pictures.

Mashpee Service Unit has made available vaccine for *children* from (6) months to (5) years of age this quarter. The Service Unit's pharmacist has been trained onsite by the Nashville Area pharmacist. Staff have been educated and trained in the policy, distribution and the administration of the vaccine. The team is actively reaching out to the community and parents for education on the vaccine availability.

Unity Healing Center (UHC) focused on filling mission critical positions. In February, the program temporarily paused application review/acceptance pending the recruitment/retention efforts. UHC staff ensured communication was provided through various means such as monthly USET meetings, tribal and community agency contact, and Nashville Behavioral Health quarterly meetings. During this time, UHC successfully completing hiring for one Teacher and three Social Service Assistants (SSA). The team continues to recruit for the Supervisory Psychologist (Clinical Director), three SSAs, and one Licensed Practical Nurse. UHC clinical and residential management team attended one White Bison training this quarter which will be implemented utilizing their culturally adapted substance use education curriculum. This will support the services for the program by strengthening cultural competence and integration in the individualized treatment.

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

**Catawba Service Unit**  
**Direct Service Tribes Advisory Committee**  
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Catawba Service Unit saw an increase Consolidated Mail Outpatient Pharmacy (CMOP) program enrollment over last quarter. The Service Unit has 376 patients enrolled in CMOP, a 4.6% enrollment increase from last quarter. The Service Unit is finalizing a community health assessment to evaluate health needs in the community and allocate efforts for the next 5 upcoming years. The Catawba team offered suicide prevention education in the community to key facilities like the Longhouse and Suuk Yap, through the QPR Institute.

The implementation of electronic billing is expected to reduce claim processing time for the Shinnecock Service Unit. Nashville Area PRC Officer Robert Sanders conducted a training workshop for vendors on May 24<sup>th</sup>, including Shinnecock vendors numbered 16 participants from the various divisions of Stony Brook University Medical Center and Seaford (alcohol treatment). The FI is currently converting vendors to the electronic system. The Shinnecock Service Unit is currently working with a contractor for a health information and education mobile device application. In April, a collaboration was reinforced with Phoenix Houses of Long Island for our Rate Quote Agreement for in- and out-patient alcohol and substance abuse addictions treatment. Including an on-site visit with Adam Maslowski, Director of Outpatient Services, Starr Kent, Development Associate, and Alanna Quinn, LCSW. The Service Unit was joined by the Shinnecock Clinic Administrator, Mercedes Barre-Williams and Counselor, Virginia St. John, LCSW. We discussed expanding services in the community to include outreach education and sobriety maintenance services.

The Nashville Area Director, joined by the Lockport CEO, held a meeting with Tuscarora Nation leadership to discuss services that may best serve the community, including partnering with or utilizing the Nation's current State contracted facility.

A Mid-Atlantic SU team led a collaboration between the service unit, area office, headquarters and several technology vendors to adapt the units to receive D1 internet connectivity- a capability available in only one other location in the nation. This connectivity will significantly boost the operational functions of our newly designed Resource and Patient Management System (RPMS), Electronic Health Records (EHR), Dentrix, iCare, and Vista Imaging. During FY2022 Q3, MASU established a regular meeting with Henrico Community Behavioral Health Services Board to discuss referral and emergency service availability and partnerships. Meetings with Western Tidewater and other area CSBs are forthcoming.

100% of Mashpee Service Unit's employees have been re-certified as QPR Gatekeepers. The Question Persuade and Refer initiative led by our onsite Behavioral health team is a suicide prevention initiative with Sister Sky, to provide QPR training to all staff.

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

The Nashville Area federal facilities total visits for the reporting period of April 2022 – June 2022, total 6,223. This data includes Ambulatory, Pharmacy, and Telemedicine visits. Overall, the Nashville Area visits have decreased by 18% in comparison to the prior quarter. The Nashville Area billed \$971,443.02 for reimbursement for services rendered. Third party billing has decreased by 23% comparison to the prior quarter. The FY22 projection goal for collections remained at \$1,932,770.00 with collections for April 2022 – June 2022 of \$515,279.34 a 16% decrease to the prior period. Currently the Nashville Area has reach 83% of the FY22 projected goal with total FY22 collections of \$1,603,110.00 with Medicaid as the highest payer.

UHC facility and IT staff installed three new Smart Boards in common areas such as the classroom and multipurpose rooms. This equipment will increase access to online to support education, staff training, and

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other life skills provided to residents. UHC EHR implementation team continued to meet weekly with Area Office Public Health and Business office to continue development of the new transition to electronic health record from older version. This has built infrastructure for future billing and service efficiency by connecting our services with larger IHS updated functions and reduce physical records.

Mid-Atlantic SU provided Child Abuse awareness and reporting training for staff this quarter. MASU has announced twelve positions this quarter and looks forward to having them filled soon.