

**Indian Health Service Nashville Area Office  
Direct Service Tribes Advisory Committee  
FY 2023 4<sup>th</sup> Quarter Report  
April – June 2023**

<p><b>Area Tribal Representatives:</b> Chief Stephen Adkins, Chickahominy Indian Tribe, Alternate Representative (Primary Representative - Vacant Position)</p>	<p><b>Federal Liaison:</b> Vickie Claymore, Director of Field Operations, Nashville Area IHS</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**

Mid-Atlantic Service Unit (MASU) continues working toward the opening of the Monacan Health Center in the Calendar Year 2024. Efforts are moving forward for staffing, equipment, furnishings, and supplies for the new clinic. Positions are posted weekly. Information is disseminated to the Tribes and shared through social media. Recruitment efforts have expanded to include program specific ListServ and Headquarters email group distributions. Preliminary results are very favorable with interested parties reaching out from across the country. Closer to home, MASU has distributed an instructional email on applying for jobs through USAJobs and acquiring the BIA form for Indian Preference candidates.

The MASU is pleased to announce the receipt of a Zero Suicide Initiative grant. The purpose of the Zero Suicide Initiative (ZSI) program is to improve the system of care for those at risk for suicide by implementing a comprehensive, culturally informed, multi-setting approach to suicide prevention in Indian health systems.

MASU Special Diabetes Program for Indians (SDPI) grant efforts have established a partnership with the Joslin Vision group. The JVN will provide digital retinopathy screening devices for the mobile units. MASU has deployed a tobacco use screening tool as standard practice at each patient encounter and use these screening results to report on required key measures with the goal of increasing the number and/or percent of individuals who achieve or show improvement in this measure. These activities are conducted by medical, dental, behavioral health and community health representatives. The SDPI team is in the process of establishing a workgroup across the Mid-Atlantic Tribes to promote communication and assure complementary efforts toward Diabetes education and management.

The Nashville Youth Regional Treatment, Unity Healing Center (UHC) is ensuring all efforts are made to serve all eligible applicants by providing continuous admissions. Ongoing needs for staffing will continue in the future which will require strong efforts sustain current staffing levels and recruit/fill mission critical vacancies.

UHC served 2 residents during this quarter and had additional inquiries from regional tribal agencies. Unity provides program information by group email contact and webpage that is shared with all area programs to provide program information and access to application documents. This effort is focused on increasing program utilization.

Lockport Service Unit (LSU) and the Roswell Indigenous Cancer Services Unit held a pancake breakfast on April 15, 2023 at the service unit. Tuscarora community members donated homemade syrup, 11 people attended. Roswell provided cancer prevention education and Lockport Purchase Referred Care (PRC) and Patient Registration were available to assist with questions and/or registration.

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COVID-19 supplies were provided to Tuscarora community members such as Clorox wipes, gloves, masks, hand soap, tissues, hand sanitizer, and home test kits. COVID-19 gift card incentives were distributed during the quarterly reporting period.

Mashpee Service Unit (MSU) completed AAAHC Medical Home Requirements to be able to provide a comprehensive approach to patient care.

Shinnecock Service Unit (SSU) continued on-going meetings with the Shinnecock Health Clinic Administrator, Mercedes Barre-Williams in April and June. Discussions centered on expansion of services in the community.

SSU shared contracting information with MASU about Non-emergency Medical Transportation contract and with LSU about Telehealth Vital Sign Monitoring program.

Catawba Service Unit (CSU) finalized the Catawba Nation Community Health Assessment. This was a partnership between CSU PHN and CSU (former) CHN and the Catawba Nation Wellness Department. The PHN and Catawba Nation Wellness Department are working with Dr. Finke to establish a standard policy/protocol for development of community health assessments at Service Units.

CSU continues to support community education and innovation programs to provide access to services within the community. These include free mammogram screenings to patients, education to Tribal Children's program about germs and handwashing, hosting Earth Day Reservation Trail Trash Pickup Day, multiple community education classes from the public health nutritionist, providing Low Dose Lung CT scans to smokers with a 20 pack year history, and dental screenings, Oral Hygiene instructions, Nutritional and Tobacco counseling through the diabetic clinic.

Area PRC program is working with the American Indian Health Program (AIHP) of New York. Michèle Hamel, Director, First Nations Health and Wellness, American Indian Health Program Director to better coordinate access to services for Manlius SU, SSU, and LSU.

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

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Much work is in progress toward the implementation of the Southcentral Foundation's NUKA model of integrated care for the Nashville Federal Sites. All sites have staff that received training and SUs are working on an implementation plan. This training will allow the programs to implement the model to improve services and support trauma informed systems.

MASU is proud to announce the successful acquisition of eRx – electronic prescribing capability. This process went live.

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To further utilize technology in our favor, the MASU is developing a comprehensive telework plan that will include telehealth, tele-behavioral health, and tele-dentistry. MASU successfully piloted the technology in the Behavioral Health unit.

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 through monthly IHS YRTC Director meetings.

The LSU Behavioral Health Telehealth contract awarded to NUMUNU Staffing is functioning. Dr. Darryl Colman, Psychiatrist has 8 patients on his case load as of June 2023. Dr. Coleman utilizes the IHS Walgreen's pharmacy contract.

LSU had 26 round trips for Buffalo Transportation and referred 4 patients for Optical services.

MSU provides a lunch and learn series of medical conversations with the tribal elderly population to maintain and increase a healthy living style. Topics have included Physical action, Hydration, Mosquitos and Ticks, Outdoor Safety and General Medical care. These innovative and timely discussions optimize the level of communication, trust and caring provided by the MSU Medical team!

Manlius SU received funding through the SDPI Grant in the amount of \$89,420.00. A meeting was held with National Eye Care to begin optometric services for pre-diabetic/diabetic beneficiaries within the surrounding community of Onondaga County.

CSU continuing to utilize Consolidated Mail Outpatient Pharmacy (CMOP) program. Current number of patients enrolled in CMOP program =328 as of 4/11/23 (25.2% of CSU Pharmacy user pop of 1,300.)

The CSU pharmacy department is collaborating with the nutrition and nursing departments on community outreach and education. The student pharmacists provided education and presentations at multiple tribal centers on the Catawba Indian Nation, including the senior center and teen center.

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

In April, MASU and the Chickahominy Tribe hosted the DSTAC meeting in downtown Richmond. Participants were able to tour the mobile units and the construction site for the Mid-Atlantic Tribal Health Center. Director Tso, Dr. Beverly Cotton and IHS leaders were able to visit four of the MASU Tribal Grounds and tour the Aylett Family Wellness Center. Dr. Cotton also met with the Rappahannock Tribe during her visit.

This quarter, 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.

In continuing efforts to increase communications with Tribal Administration, MASU held its quarterly meeting in April. At this, MASU shared updates on service unit activity and collaborated with Tribes on business operations improvements and shared projects and interests.

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MASU community Health Representative program continues to work diligently to get information out into our tribal communities. This quarterly newsletter focuses on healthy lifestyles, specific program information and community resources.

MASU has begun staff development that correlates with the FEVS survey. The current focus is on Communications. MASU recently held an all-staff training on active listening. Feedback was very positive to this interactive session.

UHC program is committed to open continuous admissions, increase of referrals, and sustaining current staffing patterns through effective communication and engagement with staff and community stakeholders. This has assisted the program in decreasing the vacancy rate from 35% to 25% from last quarter. We have also received an increase in program admission inquires.

UHC management and clinical staff are participating the IT Modernization project by attending sessions with HQ IT staff to develop the electronic health record which YRTC programs will utilize. This will further support efficient medial record management and integration with other systems that will optimize program services and billing infrastructure.

The LSU SDPI 2023 education and prevention activities include a kick-off event and a health fair. These events are important as community members gain exposure to the SDPI project and become interested in participating. 40 participants are targeted (20 adults, 20 children) but the outreach events will be open to the public. Healthy food classes, social media campaigns will run throughout the year. Exercise activities such as chair yoga and gym memberships will be offered to participants. Those completing the nutrition classes will receive incentives such as Hello Fresh meals. Youth participating in the program will receive sporting goods such as lacrosse equipment. Bikes will be raffled at events. Diabetes management services, data collection and reporting will be benchmarked. Supplies and equipment purchasing has started.

MSU completed archiving paper records to make the move towards electronic storage and record keeping.

SSU spend down plan includes increasing vendor contracts to include Stonybrook Psychiatry and Walgreens.

MSU is contracting with the Mashpee Wampanoag Tribal Police Department to have and security guard who will patrol the Service unit's footprint to strengthen our security presence ensuring the safety of the patient's and staff while they are working and visiting the Mashpee service unit. The goal of this collaboration will utilize the Tribal police to provide an armed security guard during our working hours of 8:00 am to 5:30 pm/Mon to Fri. The Security guard will function as our primary first line security presence from the Tribal police department at our federal facility which resides on tribal lands.

All 3rd quarter PRC funds were funded/loaded for SU use. The sites working in current year are Manlius SU and Mashpee SU. These two sites are expected to meet the 10% spenddown recommendation.

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Nashville Area Office Consolidated Business Office continues progress towards the IHS HQ reconciliation project. Open A/R, and errors corrected for FY18, FY19, and FY20. Continuing efforts are made towards FY21 and FY22.

The Nashville Area has reached 63% of the FY23 projected goal, with total collections of \$1,259,484.87.