

# ALBUQUERQUE

## 4<sup>th</sup> QUARTER

### AREA REPORT



#### AT A GLANCE

**Goal 1: To ensure that comprehensive, culturally appropriate personal and public health services are available and accessible to American Indian and Alaska Native people.**

Goal 1 was met by enhancing and increasing quality and quantity of staff as well as; making and maintaining positive partner/relationships/consultations with various programs and organizations.

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

Goal 2 was met by adhering to recently implemented programs, such as CARP, IPC, and GPRA, increasing patient satisfaction levels.

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

Goal 3 was met by staff attending various training programs as well as working with multitudes of education and career development programs.

**Albuquerque Area  
Direct Service Tribes Advisory Committee  
FY2019 4th Quarter Report  
May – July 2019**

<b>Area Tribal Representatives:</b> Donnie Garcia, Jicarilla Apache Nation	<b>Federal Liaison:</b> RC Begay, Albuquerque Area
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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**

- The 2019 Federal Employee Viewpoint Survey (FEVS) Results indicated that the Albuquerque Area Indian Health Service (AAIHS) had the highest percentage of employee participation in Indian Health Service (IHS) with a participation rate of 83%!
- AAIHS held their quarterly Tribal Consultation (TC) meeting on June 14, 2019
- Santa Fe Service Unit (SFSU) selected a new Chief Financial Officer (CFO) in early June 2019, with an anticipated entry on duty of late July. This individual will provide supervision and oversight to all of the service unit’s financial operations and the Purchased Referred Care (PRC) program.
- SFSU successfully filled eight professional-grade positions, including two Information Technology (IT) Specialists, two clinical pharmacists, one optometrist, one CFO, one optometry resident, and one pharmacy resident.
- Zuni Service Unit’s (ZSU) long-term training program (Grow-Our-Own Registered Nurse) for Nurse Assistant (NA) or Other to RN is available. A medical clerk is working towards achieving entry into the nursing program to become eligible to apply.
- The Albuquerque Area (AA) continues with ongoing live advertising of our vacant positions on Facebook with a current 127% engagement rate and LinkedIn with a 35% response rate of health professionals looking for new job opportunities.
- A Mescalero Service Unit (MSU) pharmacist serves in the role of National Naloxone Coordinator for IHS and provides ongoing collaboration and continues communications with the local Bureau of Indian Affairs (BIA) law enforcement department.
- MSU partnered with the local Tribal Prevention Program to present to MSU staff on local tribal opioid use in the community.
- ZSU’s Benefits Coordinator maintains close working relationship on a daily basis with the Tribal Veterans Office in referral and educating local veterans about eligibility enrollment for medical and other non-medical benefits; and continues to participate in coordinating local community Veteran Affairs (VA) health fairs.
- The Acting Albuquerque Area Behavioral Health (BH) Consultant provided Historical Trauma Training by request of New Mexico (NM) Office of Peer Recovery and Engagement, Peer Summit, Las Cruces NM. Trained 15 Certified Peer Support Worker’s (CPSW) in Historical

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Trauma and Historical Trauma response and relation to substance abuse and treatment.

- SFSU holds bi-monthly Patient Centered Medical Home (PCMH) - driven multidisciplinary clinical meetings and our PCMH champions continue to meet with tribal community health representatives (CHRs) at their monthly strategy meetings.
- ZSU expanded laboratory hours from 7:00am to 11:30pm was implemented in April with positive feedback from community patients to receive early lab draws, eliminating the need to for patients leave from work and to decrease the need for call-back work. Plans are to expand to 24 hours, 7 days in July.
- Acoma-Canoncito-Laguna Service Unit (ACLSU) held a Grand Opening on May 23, 2019 for a modular building opening that will house their Optometry, Audiology and Business Office programs.
- Albuquerque Area Office of Environmental Health & Engineering (OEHE) staff represented Albuquerque Area IHS (AAIHS) in the New Mexico State Tribal Infrastructure Fund (TIF) Board to review applications from tribal communities within New Mexico resulting in \$14 million in infrastructure planning, design and construction grants for 11 projects

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

- SFSU's safety program received an IHS Director's award for quality at the June 2019 IHS Director's award ceremony.
- Albuquerque Area maintains the Continuous Accreditation Readiness Program (CARP), which encompasses a comprehensive, collaborative, consultative approach to accreditation readiness. This multi-disciplinary program allows the Albuquerque Area to track and prioritize Service Unit and Area activities for continuous accreditation readiness and preparedness
- In addition to actively implementing our Area CARP model, our sites have continued to incorporate Improving Patient Care (IPC) tools for ongoing improvements. Each site has successfully achieved PCMH certification to further strengthen our Area's overarching goals.
- The Albuquerque Area is currently meeting 22 of 26 clinical Government Performance Results Act (GPR) measures. The latest GPR numbers show that Albuquerque Indian Health Dental Clinic (AIDC) not only met all 3 dental measures half way through the year, but the numbers are double the site goals.
- The Ute Mountain Ute Health Center (UMUHC) received a successful 2-year Commission on Office Laboratory Accreditation (COLA) Laboratory Re-Accreditation with ZERO findings

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- Taos Picuris Service Unit (TPSU) was reaccredited as a PCMH through April 2022.
- TPSU sent one Care Manager to “Case Management Certification” and the “Case Management Society Annual Conference” in June. The knowledge gained at the class and conference will improve the coordination of care for our patients.
- TPSU’s patient satisfaction survey increased to 92% overall Patient (Good) satisfaction. The other four questions showed areas we can improve upon that include improving patient care access and the relationship between the medical providers and their patients. Emphasis will be on educating our patients to their medical teams and PCMH Model practice.
- The Albuquerque Area (AA) Credentialing Specialist formalized the first AA Credentialing & Privileging Advisory Committee that includes the AA’s nine health/dental facility credentialist.

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

- The Albuquerque Area’s 2019 third party collections are up 13% over 2018. This is approximately a \$9 million dollar increase.
- Training was provided to approximately 80 non-IHS medical and dental provider staff at the PRC non-IHS Provider Training on April 18, 2019. The training is to provide an overview and information on how the Albuquerque Area PRC programs operate. Participants learn referral and approval process, purchase orders, and claim processing requirements for PRC funds to be authorized and utilized.
- Twenty five MSU staff members attended the Tribal sponsored Active shooter training held on May 22, 2019.
- The Albuquerque Area Acting Behavioral Health Consultant provided a report and review to the Albuquerque Area Inter-Tribal Council for Behavioral Health on use of PRC dollars, Rate Quote Agreements and Single Case agreements for Mental Health (MH) and Substance Abuse Program (SAP) treatment services.
- ZSU works closely with the Zuni Tribe’s Zuni Education Development and Career Program to place college and high school students for summer work experience and interest in health fields which has been successful. The Chief Executive Officer (CEO) and Director of Nursing (DON) work closely with this program to keep track of students entering the field of nursing to recruit for Pathway Students.

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- At the request of the Zuni Tribal Council, ZSU's Business Office (BO) staff reviewed the Zuni Emergency Medical Service (EMS) Program's billing/collection operations. An outcome report along with recommendations was provided to assist the tribal leadership with their improvement activities.
- The Acting Albuquerque Area Behavioral Health Consultant served as Point of Contact (POC) for Albuquerque Area Office (AAO) for Government Accounting Office (GAO) site visit on Indian Health Service (IHS) and Tribal Juvenile Delinquency. Provided in person and written submission on IHS/AAO programs, services and Tribal Public Law (PL) 93-638 program support for Tribal juvenile delinquency prevention via MH and SAP service provision at Indian Health Service/Tribe/Urban (I/T/U) programs.
- May 14, 2019 Zuni Tribal Governor and full Tribal Council participated in the ZSU's Area Budget and Operations review with the Albuquerque Area Leadership Team along with RADM Michael Weahkee, IHS Principal Deputy Director and other agency officials.