

# BEMIDJI

## 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 increasing staff training.

**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 existing programs and implementing new ones.

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

Goal 3 was met by staff attending various consultations and demonstrations in order to better promote health and wellness.

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

<p><b>Area Tribal Representatives:</b> Kathy Goodwin District II Representative White Earth Reservation Tribal Council DSTAC Secretary</p>	<p><b>Federal Liaison:</b> Dr Chris Poole, BA Director of Tribal and Urban Services Agency Lead Negotiator</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**

**STAFFING:**

**Cass Lake Indian Health Service**

- Cass Lake recruited and hired two custodial workers, one security guard. and an optometry technician for this quarter.
- An announcement to hire a third medical sterilization position to help comply with Infection Control standards has been posted. All three technicians will be moved under the supervision of the Infection Prevention Officer.
- Temporary promotions were given to Rochelle Pemberton to Business Office Manager and Mary Chandler to Financial Management Specialist
- Cass Lake had two LPNs, two RNs, Business Office Manager, Information Receptionist, and a physician that resigned in the quarter and recruitment has begun for their replacements.

**Red Lake Indian Health Service**

- Hosted a three-day Team Building and Strategic Planning session in June to respond to the 2018 FEVS results and incorporate the revised IHS Strategic Plan into the internal Strategic Plan.
- Workplace Wellness Activities: hosted four internal large group events; one community gathering event; and 29 internal wellness offerings to improve employee wellbeing and reduce absenteeism and improve output.

**White Earth Health Center**

- Detailed CMDR Jess Anderson to Clinical Services Administrator
- Pharmacist Dena Smith traveled to Washington D.C. where she received an individual IHS Directors award.
- Recruited and hired a full-time Infection Prevention and Control officer.
- Three members from our Federal Employee Associations committee also traveled to D.C. to receive an IHS Directors award.
- Capt. Melissa Opsahl was detailed to the Bemidji Area Office for the week of June 24<sup>th</sup> to participate in reviews of the Urban sites in Detroit, MI and Chicago, IL. Along with members from the BAO, Capt. Opsahl visited the Detroit Urban Center on June 25<sup>th</sup> and 26<sup>th</sup>, and the Chicago Urban Center on June 27<sup>th</sup> and 28<sup>th</sup>.

**RESOURCES:**

**Cass Lake Indian Health Service**

- For the month ending June 2019, the year to date collections are slightly below the amount collected at the same period last fiscal year.
- The number of patient visits have increased over the quarter compared to previous years. The Cass Lake Hospital continues recruitment efforts to increase the number of patient visits and increase revenue for the facility.
- The Clearinghouse has helped decrease the number of outstanding accounts receivables, decrease denials, and improve reimbursement response time.

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**Red Lake Indian Health Service**

- Critical Access Hospital Action Plan created to begin process to ‘Right Size’ inpatient operations. A business impact assessment is pending.
- A Strategic Plan workgroup has been developed to revise and expand the Red Lake Strategic Plan to align with the IHS Strategic Plan 2019-2023. Staff input has resulted in a focus on expansion of cultural emphasis, need to create a culture of relationship based care, identified potential opportunities for service expansion, the need to improve workforce recruitment/retention activities, and to complete efforts to achieve recognition as a Patient Centered Medical Home.
- Collections: 30% increase in collections compared to FY18. Alternate benefits project: 316 Medicaid applications processed and approved in this quarter. Revenue Enhancement PI project is ongoing.

**White Earth Health Center**

- Monthly 3<sup>rd</sup> party revenue goal of \$1.065M has been met year to date and we are projected to surpass our total goal of \$12.782M for the year.
- Three Billing Technicians currently enrolled in Certified Coder Training offered through Nashville Area. The 17-week course will allow Billing Technicians to become certified coders.
- Premium Sponsorship (tribal) program has new patients. The referrals from White Earth Service Unit PBC and other staff are continuing to have patients screened through Ms. Nicole Kent, Premium Sponsorship Liaison. The Communication between tribal and IHS staff is excellent. Nicole is a tribal employee who is housed at the White Earth Service Unit Business Office.
- All PBC’s are Notary Publics to assist patients requiring notarized documents.
- Cost avoidance activities – Continue to screen each referral for potential alternate resources for services to support PRC payor of last resort (POLR).
- June of 2019 3<sup>rd</sup> party collections totaled \$1.437M dollars, highest monthly total in WESU history.
- Currently 2% under operating budget.

Currently have a projected surplus of \$600k in 3<sup>rd</sup> party collections.

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

**Cass Lake Indian Health Service**

- Cass Lake IHS participated in a Joint Commission Gap Analysis Survey in May 2018. The Quality Assurance Committee continues to meet to review progress on corrections that are being undertaken to prepare for Joint Commission Accreditation.
- Three staff members received Train the Trainer training on Just Culture and have provided the training to all staff.
- The new employee orientation has been revised to include topics that were previously covered in the Bemidji Area Office new employee orientation and topics that are required by TJC.

**Red Lake Indian Health Service**

- Group Therapy for Co-Occurring Disorders: preliminary planning has begun to collaborate with Red Lake Chemical Health to offer group therapy for patients with co-occurring behavioral health conditions with substance use disorder.

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- Competed and received notice of award for the MN State Opioid Response Grant under the innovation purpose area to expand access to Medication Assisted Treatment for pregnant women, justice involved populations, and in post-overdose resuscitation patients. Total funding: \$420,000 over two years.
- Implementing the Red Lake Opioid Stewardship program to include participation in a chronic pain opioid prescribing tele-mentoring project to improve interdisciplinary chronic pain management outcomes for patients with high dose morphine milligram equivalent prescriptions in addition to expanded professional peer evaluation reviews to evaluate opioid prescribing patterns.

**White Earth Health Center**

- ACR 3D Accreditation through 2022.
- AAAHC accreditation was held on May 23<sup>rd</sup> and 24<sup>th</sup>.
- Overall, of the hundreds of individual elements that were surveyed (729), we met/exceeded 99.6% of them.
- Received notice on June 17<sup>th</sup> that WESU has been fully re-accredited through June 18<sup>th</sup> of 2022 (including Medical and Dental Home).
- Implemented a coding audit contract with DT-Trak Consulting. Will allow WESU to best understand ways to improve coding among clinical and medical records staff.
- Two new IT specialists attended RPMS boot camp at the California Area Office to best meet the needs of the clinic.
- All policies and procedures are up to date and approved.

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

**Cass Lake Indian Health Service**

- The Cass Lake IHS is in partnership with the LLBO on the future of the Healthcare Facility, which serves them. All recently completed and current building plans and expansions have utilized Public Law 638 Construction Contracts. These are currently in place to design and construct the Phase 2.1 Expansion Project, which includes a supply and services addition to the facility, parking and site improvements and includes the installation of a geothermal heating system and PV Solar Panel project to reduce energy consumption at the facility and utilize renewable energy. The design of these projects and all associated reviews have been completed and construction of these projects began in May of 2019 totaling approximately \$8.3M. To facilitate construction and allow for expanded parking at the IHS Facility, the LLBO recently expanded the land lease to the IHS by approximately 1.5 acres. Additionally, the Cass Lake IHS is partnership with the LLBO to design the Phase 2.2 expansion, which includes a new building allowing the expansion of the Dental, Optometry, Audiology, and Radiology Departments. This design has started in 2019 as well. Requests for NEF funding for these construction efforts have been submitted annually and just recently in 2019, the Cass Lake IHS was informed that it would receive \$30M in NEF funding for the construction of the Phase 2 Building Plan. The Cass Lake IHS is currently working with the LLBO to incorporate this work into the Public Law 638 Construction Contract as well.

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- A meeting was held with the tribal patient benefits coordinators to find ways to collaborate with our staff in maximizing the number of patients that are signed up with medical assistance and other resources. Additional meetings will be scheduled to continue setting up the partnership with tribal staff.
- A kickoff event was held with tribal community members to create a partnership that reviews information on health status and set priorities for health improvement planning. Additional meetings will be held monthly.

**Red Lake Indian Health Service**

- Syringe Exchange Services: collaborative program went live in April 2019 that includes weekly syringe exchange services at the Redby Health Center.
- Planned, hosted, and performed in the Cultural Demonstration to support the 2019 USPHS Commissioned Officer Foundation Anchor and Caduceus convening to include a Jingle Dress teaching. Hosted a traditional healing demonstration during the resource fair to share information with Federal Partners on the role of traditional healing in promoting community wellness.
- Participated in Regional Community of Practice on Opioids discussion to share current status of RL opioid stewardship project.
- Community Outreach Presentations:
  - HIV Prevention Education and Condom Distribution at Red Lake Foods on May 22, 2019.
  - Staff participation in Youth Conference in May 2019 to include Digital Story-Telling showcase.
  - Staff Participation in Sober Squad Walk with Naloxone training and distribution for 17 people.
- Private Sector Outreach:
  - Commissioned Officer Foundation Meeting: assisted with planning for the COF A&C outreach; hosted cultural activities during vendor showcase; planned the opioid outreach booth; presented during three lecture sessions; Red Lake Honor Guard presented colors at three high-level events.

**White Earth Health Center**

- Collaborative benefits meeting with tribal staff to include: health, finance and HR.
- Attended and gave update at Tribal Quarterly Council Meeting at the Rice Lake Community Center. Focused on Expansion dialogue.
- Combined Tribal/IHS ELT.
- Participated in WESU expansion and modernization meetings including funding opportunities and planning. Staffing exercise complete to assure space for each staff member and review of potential furniture for staff/patients.
- Met with Tribal Council in an individual session to discuss Joint Venture project.
- In collaboration with Tribal Health Director and OEHE, presented at a Tribal Council Special Session on the benefits of the Joint Venture.
- Met with the new Behavioral Health Director for the White Earth Tribe in an effort to streamline collaborative services.
- Attended the annual White Earth Tribal Housing Board meeting at the Shooting Star Casino. Attended White Earth Elders Council meetings held in Elbow Lake and Naytahwaush.