

# GREAT PLAINS

## 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 staff receiving expanded training into new fields such as behavioral and community health social services and telehealth programs.

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

Goal 2 was met by utilizing multi-disciplinary approaches to better address health crises in among the Tribes.

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

Goal 3 was met by hosting and participating in community listening sessions as well as training programs to better understand community needs.

**Great Plains Area IHS  
Direct Service Tribes Advisory Committee  
FY2019 Fourth Quarter Report  
May – July 2019**

<b>Area Tribal Representatives:</b>		<b>Federal Liaison:</b>  Dan Davis Deputy Area Director
<b>Primary</b> Lester D. Thompson, Jr. Chairman Crow Creek Sioux Tribe	<b>Alternate</b> Jerilyn Church Chief Executive Officer Great Plains Tribal Chairmen’s Health Board	
<b>Crow Creek Sioux Tribe Fort Thompson Service Unit</b>		
<b>Goal 1: To ensure that comprehensive, culturally appropriate personal and public health services are available and accessible to American Indian and Alaska Native people</b>		
Objective 1.1- <ul style="list-style-type: none"> <li>• Behavioral health social service assistants and community health representatives are considered community health workers through expanded services with South Dakota Medicaid. We focused on having staff complete the IHS CHR module training to be designated as community health workers.</li> <li>• A chief dental officer was recruited and began on July 22, 2019.</li> <li>• Two staff members are working on the telehealth model for improvement. They are working with Avera telehealth for training on access to schedule appointments through Avera’s portal. The intent is to optimize efficiency by swiftly scheduling appointments and increasing access to care.</li> <li>• An employee within our behavioral health department is a candidate for the University of Iowa’s yearlong Behavioral Health Leadership for AI/ANs.</li> <li>• IHS is participating with Sanford Healthcare Network and the Matson Halverson Christiansen Hamilton (M.H.C.H.) Foundation for a healthcare event with the intent to spur interest in the healthcare field, July 2019.</li> </ul>		
Objective 1.2- <ul style="list-style-type: none"> <li>• Tribal Leadership meeting-attended general tribal council meeting on May 14, 2019. IHS in partnership with the CCST will convene a meeting addressing the broad spectrum concerns related to the social determinants of health and the impacts to systems. This meeting stems because of continued concerns of abuse/neglect concerning not only adults but also children perpetrating on children. Goal is to convene meeting of tribal, state, federal, faith based, and academia to begin conversations and strengthen services, May 2019.</li> <li>• IHS, SDSU, and RAI Head Start, recognizing the importance of early intervention, were able to secure a graduate level student to provide evidence based play therapy effective May 2019.</li> <li>• Two staff members attended the State Tribal Meth Summit in Pierre, SD, on May 20-22, 2019.</li> <li>• IHS staff were instrumental in hosting a community engagement event, family fun day, held on May 11, 2019. The intent was to foster social connectedness affording community members a positive event to learn about promoting wellness and well-being.</li> <li>• IHS staff in partnership with early childhood education and Thrivent Financial hosted a children’s identification fair on May 29, 2019, with 56 children participating, to raise awareness for Missing Children’s Month.</li> <li>• Staff hosted an immunization fair to bring awareness to the importance of early vaccination and to get individuals up to date. A total of 175 individuals, birth to 18, were screened; 58 (birth to 4), 79 (5-11), and 38 (12-18). This fair resulted in 59 youth receiving immunizations, July 2019.</li> </ul>		
Objective 1.3- <ul style="list-style-type: none"> <li>• Fort Thompson IHS and GPA staff taught Youth Mental Health First Aid on May 23, 2019, to approximately 80 educators of the Chamberlain School system.</li> </ul>		

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- We continue to provide access to telehealth through three (3) specialty clinics; internal medicine, behavioral health, and rheumatology. For the months of May-June 2019, 34 episodes of telehealth appointments occurred.
- On June 4, 2019, Fort Thompson IHS hosted a health fair consisting of 35 vendor booths with registered attendance at 340. We will be sending out a survey to our vendors seeking suggestions on how to strengthen the experience and broaden opportunities for knowledge and awareness.

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

Objective 2.2-

- Understanding the impact of the opioid crisis, staff began taking active efforts to address pain contracts. Utilizing a multi-disciplinary approach with the focus on promoting appropriate and effective pain management, our aim is to ensure we coordinate proper pain management including access to culturally appropriate services.
- Strengthening our workforce, through training, members of our healthcare team attended IHS partnership conference, lactation certification training, changes and challenges in diabetes care and education, applied suicide intervention skills training (ASIST), science for improvement, periodontal basics, and collaborative assessment for the management of suicidality (CAMS). Building this capacity through training increases our staff’s knowledge affording the opportunity to better meet the needs of the tribal community we are entrusted with serving.
- Mending Broken Hearts hosted in June 12-14, 2019, which is a culturally focused program addressing the impacts of trauma.
- The behavioral health department hosts weekly talking circle for the community. They have done a phenomenal job of expanding the cultural services available through a partnership with other organizations in our community. In May 2019, we hosted a young female youth leadership camp, hosted traditional games in July 2019, and assisted in coordinating a community four directions walk raising awareness of the devastating impact of methamphetamines in our community.

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

Objective 3.1

- The IHS hosted a community listening session for the Fort Thompson District on June 28, 2019, the Big Bend District on July 12, 2019, and the Crow Creek District on July 24, 2019. The purpose of the listening sessions is to hear from the community on building partnerships in health care.

Objective 3.2

- We continue to work with South Dakota for expanding services through Medicaid federal medical assistance percentage (FMAP). Thus far, we completed eligibility for long-term care patients (12), adolescent residential care (6), and working on eligibility for medical supplies.

**Rapid City Service Unit (‘RCSU’)  
Sioux San**

**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 RCSU’s Public Health Nursing (PHN) Department in partnership with Rural American Initiative’s Ateyapi mentor program provided a youth camp to prevent adolescent obesity from June 4, 2019 – June 6, 2019. This youth camp is called “Zanniyan Waun Wacin,” which means “I am healthy,” in Lakota. The camp’s philosophy is based on the medicine wheel and remaining in balance

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of all 4 areas: physical, mental, emotional, and spiritual. Community members are invited to speak to the youth to provide public health education on the chosen areas of interest each year.

- The RCSU PHN department also has a certified lactation counselor who makes home visits to new moms to help promote breast feeding

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

- The PHN Department in collaboration with the Pharmacy Department is also working together on the ECHO Project for Hepatitis C Treatment.
- The Health Education Department, PHN Department, Laboratory Department, Medical Staff and Nursing Department also worked together on a colorectal cancer screening project funded by the Great Plains Tribal Chairmen’s Health Board to increase cancer screening among our patients.

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

- The Safety Officer, Risk Manager and Accreditation Specialist successfully completed Healthcare Safety Accreditation course provided by the Environmental Health Support Center June 11, 2019 – June 13, 2019.

**Turtle Mountain Band of Chippewa Indians**

**Belcourt Service Unit**

**Quentin M. Burdick Memorial Health Care Facility (‘QMBMHCF’)**

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

Emergency Room Expansion Project – Near completion and pending a final walk-through by Project Officer; This expansion includes two additional exam rooms; We now have a total of 5 exam rooms and 1 trauma room. This will allow us to add additional provider(s) for ER Services as needed.

Behavior Health & Public Health Nursing (PHN) Building Expansion – Near completion and pending a final walk-through by the Project Officer. This expansion allows us to add 3 additional office spaces for Behavior Health Program. It also allows us to move the PHN Program to one location. By moving PHN Program, it opens up more space at our hospital building on the first floor. Stage II of this project is to renovate this area for Optometry Services, which is currently located in the Out-Patient Clinic Area. Once Stage II is completed (future) moving Optometry to their new area, we can look at Stage III which would expand our Out-Patient Clinic Services.

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Received Final Report from The Joint Commission related to the Unannounced Medicare Deficiency Survey on 05/03/2019. Executive summary of the survey; Event Outcome – No Requirements for Improvement; Follow-up Activity – None; Follow-up Time Frame or Submission Due Date – None;

We continue to meet as an Equipment Committee to review and prioritize our medical equipment needs. We have purchased various needed equipment as new or replacements of old equipment; Equipment list has been attached with this report;

The QMBMHCF is working to become PCMH Certified:

- Goals:
  - Empower and prepare patients to manage their health and health care

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- Develop and optimize multidisciplinary care teams
- Optimize the clinical information system, for proactive, reliable, evidence-based, and coordinated care for patients
- Actions:
  - PCMH Meetings are held monthly
  - With the assistance of PATH provider business cards and PCMH posters were developed.
  - Posted QAPI data for each team for a variety of outcome measures within view of the patient population
  - Reviewed Risk Stratification Tools
  - A few team members attended the virtual CSU IPC Collaborative Meeting on March 28, 2019
- Plans:
  - Complete the policy, initiate actions, and approve policy
  - Continue to hold monthly PCMH meetings
  - Continue to work with PATH to achieve PCMH certification
  - Will invite Natasha Green (PATH) to future IPC/PCMH meetings.

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

Apartment Complex Project. We have initiated plans for a new apartment complex building using NEF funds. Project estimate is \$5,000,000. During the initial plans, we have met with the Tribal Government to obtain land and site for this project. During the June meeting the Tribal Government passed a resolution to provide the land and site for this apartment complex. This is important for our recruitment efforts as housing is in high demand and currently have a shortage.

Operating Room (OR) Suite Security Door Project. A project to install new doors in the OR Suite was completed this week. This will provide better security for the OR Suite and better access to egress.

New Employee: Jenna Henry, Billing Technician, July 2019.

**Yankton Sioux Tribe  
Wagner Service Unit**

**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 Pharmacy Department worked stakeholders to provide a training on narcan. The training included tribal law enforcement, school nurses and school security staff, housing security and tribal treatment center staff. Overall, 21 staff completed the training sponsored by the Wagner facility and the Tribal Alcohol Treatment Center. Within three weeks of the training, two of the law enforcement officers used their narcan successfully while awaiting EMS arrival.

Culturally appropriate services are made available through the Behavioral Health program by respecting a preference of traditional and/or western therapeutic interventions and staff.

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

The quality program started in initiative to have all supervisors complete the Institute for Healthcare Improvement's Open School training on quality improvement.

The laboratory department completed and passed their COLA accreditation survey in March 2019. Accreditation with COLA is a two-year period. Surveyors review over 400 standards for compliance.

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Promoting excellence and innovation in the Behavioral Health program as part of the IHS as a whole, is an ongoing goal. Action steps to promote this are; offering home based services, collaborating services with tribal, state and county agencies to maximize resources; and develop peer support services.

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

The Safety Officer, Director of Public Health Nursing, and Quality Manager participated in a taskforce group with local stakeholders, including tribal, county, state, and federal officials, to address the flooding in Lake Andes, South Dakota. Staff served as subject matter experts and provided consultative comments regarding health care processes. Issues presented in the meetings was forwarded to service unit Administration to review and take action to assist when possible.

The Business Office sent an employee to participate in the learning and knowledge sharing of the 2019 Partnership Conference. With this opportunity, the employee was able to gain a stronger understanding of their role at our clinic, how the patient registration function fits into the larger picture, and common pitfalls to avoid. The conference sessions provided opportunity for professional networking and knowledge sharing of ideas and best practices with colleagues from around the country.

In an effort to improve the rate of patients with diabetes having a hemoglobin A1C greater -than 10%, the Diabetes Program implemented a best practice initiative for calendar year 2019. The initiative's goal is to reduce the mean A1C for the group by 1% and to increase the number of patients who have an A1C less-than 10%. This is completed by providing instruction on nutrition, physical activity, and other topics related to diabetes. In the first 6 months the mean A1C of the Target Group (76 patients) has decreased from 11.4% to 11.1%. Of the 76 patients 17 (22%) have been able to reduce their A1C to less-than 10%. The Diabetes Program is confident that we will be able to meet the objectives by the end of CY19.