

# NASHVILLE

## 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 staff attending trainings, courses, and programs granting more resources to provide enhanced care.

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

Goal 3 was met by developing documents, programs, and working with Tribes to implement improved health services.

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

<b>Area Tribal Representatives:</b>  Chief William Harris, Catawba Indian Nation Lance Gumbs, Trustee Shinnecock Indian Nation	<b>Federal Liaison:</b>  Vickie Claymore, Ph.D. Director Field Operations
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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**

To focus on employee development and retention an Employee Engagement Presentation Meeting via Skype was held for Chief Executive Officers (CEO) and leadership. This was followed by several of the CEOs and Leadership staff attending Evidence-Based Leadership Training in DC.

Purchase and Referred Care (PRC) and Business Office staff was supported in attending the 2019 IHS Partnership Conference: Strengthening Partnerships for Excellence and Quality, Spokane, WA. The Nashville Area Business office and PRC staff presented on several topics aimed at developing competencies in administering the PRC and Business Office operations.

The Behavioral Health (BH) Program, Office of Public Health conducted planning of a staff development opportunity for Nashville Area Behavioral Health providers – planning for the training was initiated during the 3rd quarter. The objectives of the training are to: 1) increase providers’ understanding and recognition of opioid addiction, 2) increase providers’ awareness of the link between opioid addiction and trauma, and 3) increase providers’ knowledge of proven and promising trauma-informed prevention and treatment strategies for opioid addiction. This training will be held in cooperation with and within the context of USET’s Best Practices Conference, to be held August 13-15, 2019 in Nashville.

The Nashville Area is currently recruiting for Clinical Directors at three of our Direct Service Sites. Micmac Service Unit, Lockport Service Unit, and Catawba Service Unit.

Lockport Service Unit (Tuscarora and Tonawanda Nations) is working to increase services in the area of Dental and Behavioral Health by adding a Substance Abuse Specialist, Medical Social Worker, Dental Assistant and Dental Hygienist.

Catawba Service Unit is hiring additional pharmacy staff to keep up with the volume of prescriptions. They continuing to utilize Consolidated Mail Outpatient Pharmacy (CMOP) program at CSU. Currently, >400 patients are enrolled in CMOP.

Micmac Service Unit added 3 new employees (community health nurse, PRC tech, custodial worker).

Unity Youth Regional Treatment Center made selections for Teacher and two Mental Health Specialists.

Service Units work to increase access and accessibility through various community programs. Catawba Nursing provided:

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1. Seniors:
  - a. Provided colorectal screening education on 3/21/19
  - b. Provided Hepatitis A education on 4/11/19
2. Head Start: Provided staff with Hepatitis education on 3/21/19

Catawba Dental: Continue to build, strengthen and sustain collaborative relationships that advance the IHS mission by maintaining local tribal dental fluoride and screening programs for the local Head Start (tribal) and Little People Academy (tribal) programs and with health fairs and training events (e.g., community tobacco cessation training).

Mashpee Service Unit: During April, sponsored a lesson in fishing- Teaching respect and how to feed & care for our elders by Fishing! Approximately 15 youth attended from age 8 yrs. old to 26 years old. Out of the 15, three knew how to tie up their line; the 12 did not, and did not own a fishing pole. Met at the herring run to identify a male and female herring. Visited Hurricane camp (known Mashpee spot) to practice casting.

Shinnecock Service Unit: Provided at the Senior Center: Alzheimer's Presentation with D. Perry from Stony Brook organized by NCM and Diabetes Education by Janet O'Grady, Wellness Institute by Shinnecock Wellness with support from NCM.

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

Government Performance and Results Act (GPRA) report for Nashville Area:

- 19 Measures met
- 3 Measures within 5% of the Goal (Dental Sealants, Adult Composite IMM, and IPV/DV Screening)
- 1 Measure within 10% of the Goal (Tobacco Cessation)
- 2 Measures more than 10% from the Goal (Retinopathy Exam and Breastfeeding)

Mashpee: Mashpee Service Unit planning for CAMS (Collaborative Assessment and Management of Suicidality) 101 training in September through Partnership with Mass DMH (Department of Mental Health)

Quality Improvement (QI) officers and Service Unit leadership recently attended the 2-Day Center for Disease Control (CDC) Infection Control course in Nashville, which discussed infection control basics and reviewed changes to Accreditation Association for Ambulatory health Care (AAAHC) Manual from previous version. QI officers also obtained access to SharePoint access for additional resource information regarding environmental health.

Lockport New staff dentist and psychologist credentialed and privileged to provide services.

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PRC training was held at the Nashville Area Office for both Federal and Tribal PRC staff in May.

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

Business Office Report:

- Overall Collections May-July \$427,449.41 (108% of FY19 goal)
- Overall Billed \$754,944.42
- Visit Total 7428
- Top Payer Medicaid

PRC Report:

- 2019 YTD Processed Claims: 3,144
- Total Paid: \$1934,424
- MLR Saving: \$5,527,254
- PRC Rate Saving: \$452,124
- Direct Service Tribes CHEF 2018 funds: \$651,134

Veteran Services:

- Veterans identified in Patient Registration: 226
- FY18 Collections: \$7800
- FY19 YTD Collections: \$5000

The BH Program, Office of Public Health, developed a resource document to assist Nashville Area Tribes in their efforts to address the opioid crisis. This one-page, fact-sheet contains information for patients struggling with opioid use/abuse (as well as for their families and friends) designed to: 1) raise awareness about opioid misuse/disorder, 2) raise awareness about treatment for opioid misuse/substance use disorders, 3) suggest avenues for providing support to individuals, family and friends impacted by opioid misuse, and 4) offer hope for recovery from opioids.

Mashpee Service Unit and Tribe gathering Suicide prevention/postvention resources Through (DMH) Department of Mental Health. Meeting monthly next meeting planned for August 21, 2019.

Shinnecock implemented a transportation program to help ensure patients made their appointments and ensure timely care. They are working to implement a BH Case Management program to increase coordination of care for patients.

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Catawba Service Unit: Worked with Catawba Indian Nation to come up with a Strategic Initiative to include setting goals, objectives, and action steps for Catawba Health Care.

Catawba Dental: Upgraded Dentrix software and hope to update IT equipment needed to support it as well as requesting out of date dental equipment be upgraded due to ongoing maintenance issues.

Unity Youth Regional Treatment Center: strategy map “the Future of Unity Healing Center” and Tribal Consultation regarding Unity Health Center was conducted at the 2019 United South and Eastern Tribes (USET) Semi-Annual Meeting. Elements include Strengthening Unity’s Governance Structure, Improve Access to Treatment Services and Expand Critical Aftercare Services, Optimize Unity’s Workforce, Integrate Culturally Appropriate Spiritual Services, and Establish an Effective Communication and Marketing Plan.

Pamunkey Indian Tribe: Richmond Service Unit (RSU) has been staffed with two new employees. The RSU has been established in the Federal Building in Richmond, Virginia, as a Purchased Referred Care (PRC) site. Onsite PRC training was provided to the staff. Nashville Area Office staff attended the Tribal Council meeting held July 11, 2019. Current status of the RSU was provided to Council and Tribal members. Currently the RSU is working on contracts with vendors. A patient registration event is planned for August 3, 2019 at the Pamunkey Reservation to begin enrolling patients. After patient registration enrollment has been conducted then RSU staff will be referring patients out to providers.