

NAVAJO

4th 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 maintaining positive collaborations, promotional programs, and consultations with various organizations to maintain and continue to improve health services.

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

Goal 2 was met by focusing on specific programs such as protecting patients from sexual abuse in the Indian Health System, and synergizing modern and traditional medicine.

Goal 3: To strengthen IHS program management and operations

Goal 3 was met by addressing patient wait times and health care delivery.

**Navajo Area Indian Health Service
Direct Service Tribes Advisory Committee
FY 2019 4th Quarter Report
May – July 2019**

Area Tribal Representatives: Jonathan Nez, President, Navajo Nation (NN) Dr. Jill Jim, Director, Department of Health, NN	Federal Liaison: Randall Morgan, Director, Office of Indian Self Determination, Navajo Area IHS
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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

Just Move It Fitness Series

The Navajo Area Just Move It (JMI) series continues to be a collaborative effort by the NAIHS and community partners such as tribal, regional and state departments along with local chapters. The goal of the JMI series is to increase physical activity at the community level during the spring and summer seasons.

- Chinle Service Unit facilitated the JMI series with 2,567 new registrants, 1,449 returning participants. Overall, a total of 4,016 individuals participated in JMI.
- The Pinon (AZ) Health Center in Chinle SU facilitated the JMI series in three communities. The Hard Rock site had 256 participants, with 12 Diabetes Mellitus (DM) Health Coach referrals. The Forest Lake site had 312 Participants, with 21 DM Health Coach Referrals. The Black Mesa site had 320 participants with 20 DM Health Coach Referrals.
- Kayenta Service Unit (SU) JMI Family Fun Run & Walk: Ten (10) JMI events were held in Utah and Arizona communities. A total of 1,879 individuals participated in JMI events in the Kayenta SU.
- The Crownpoint SU JMI Series used a comprehensive community-wide mass media campaign to increase knowledge, influence attitudes and beliefs, and change the behavior of members in 25 communities. The JMI campaign had 3,049 participants.

Office of Environmental Health & Engineering, Division of Environmental Health Services (DEHS) Activities

- The Crownpoint, Gallup, Fort Defiance, Many Farms, and Shiprock DEHS offices collaborated with Colorado State University’s College of Veterinary Medicine to host 77 field rabies clinics and provide 7,194 small animal rabies vaccinations to increase herd immunity against rabies. Seven additional clinics were held in July in the Kayenta SU.
- The Fort Defiance and Crownpoint Service Units met seven times with the Navajo Nation and Eastern Navajo Fair Boards to coordinate public health assurances for the July 4th celebration in Window Rock, AZ and the upcoming 32nd Eastern Navajo Fair in Crownpoint, NM. Focus areas included vector-borne and waterborne disease prevention activities. Additional food handler classes were scheduled to train food service personnel on safe food handling techniques to prevent foodborne illness.
- In collaboration with the Navajo Nation, Navajo Area DEHS provided technical support to plan, implement and document the Missing and Murdered Diné Relatives Forum in Shiprock, NM on June 27-28, 2019.
- In collaboration with Johns Hopkins University and the Navajo Nation, IHS DEHS began preliminary planning for evidence-based injury prevention projects to reduce morbidity and mortality from motor vehicle crashes, suicide, elderly falls, and violence.

Chinle Service Unit, Diabetes Program Mobile Health Clinic

The Chinle SU Diabetes Program’s Mobile Health Clinic visited three communities, including Many Farms, Lukachukai and Low Mountain. Over the past 10 months, the Mobile Health Clinic had 175 visits and over 32 outings where 42% of patients had Diabetes, 10% of patients had pre-Diabetes, 39% were obese, 40% were overweight and 24% had poor blood pressure control. Twenty percent had no primary care visit in the past 12 months and 40% had no primary care visit in the last 6 months; however, 72% of mobile health clinic patients returned to care at Chinle Service Unit.

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Chinle SU, Tsaile Health Center Child Car Seat Program

In April 2019, Tsaile Health Center's Health Promotion program teamed up with 14 organizations and completed a checkpoint on Navajo Route 64 in Tsaile, AZ. Navajo Nation Police stopped 252 vehicles, including 357 adults and 34 children. There were several objectives of the child car seat checkpoint program: to conduct primary enforcement, stop vehicles solely for child safety seat violations, to reduce the risk of injury by having Certified Car Seat Technicians assess proper child car seat use, provide education on proper car seat installation, determine internal process measures to evaluate the impact of child car seat checkpoints, and share information with our partners. Two certified car seat technicians inspected 23 vehicles at roadside, with 43% of the vehicles being routed to a safe area for further consultation, and 17% received warnings by law enforcement officers for no proper child restraint.

Crownpoint Service Unit, Patient Centered Medical Home (PCMH)

Joint Commission Resources (JCR), an accrediting consultant organization, made an on-site visit to Crownpoint Healthcare Facility to assist in preparations for Patient Centered Medical Home (PCMH) certification on May 7, 2019. The JCR consultants provided orientation/training on the PCMH to the SU employees. They indicated that Crownpoint SU is "ready" for PCMH certification pending minor adjustments.

Gallup Indian Medical Center, Medication Assisted Treatment (MAT)

The Gallup Indian Medical Center has made it a priority to provide treatment for Opioid Use Disorder by increasing access to Medication Assisted Treatment (MAT). MAT combines behavioral therapy and medications to treat substance use disorders such as Opioid Use Disorder, Alcohol Use Disorder, and Smoking. GIMC supports provider education and workplace development to increase the number of providers who are able to provide MAT in outpatient and inpatient settings. Patients may be referred through an in-house consultation or a self-referral. Additionally, the interdisciplinary MAT team works to perform peer consultation on challenging cases as needed. GIMC collaborates with Behavioral Health Services to offer "Suboxone Group" counseling two times a month for patients on MAT. Further, the GIMC MAT team collaborates with the Navajo Nation Department of Health to further promote treatment and recovery services. For more information regarding MAT, see link here: <https://www.samhsa.gov/medication-assisted-treatment>.

Shiprock Service Unit, Sustainable Community Projects

In commitment to support health, well-being and longevity, Shiprock SU partnered with Navajo Nation (NN) chapters to assist and develop sustainable community projects and programs. SRSU offers consultations, classes and resources to create unique projects and programs that will ensure positive community impact. In May 2019, SRSU assisted the following NN chapters in their unique projects: (1) Cove Chapter: Mountain Biking and Exercise Program, (2) Beclabito Chapter: Greenhouse for Seniors, (3) Gad'ii'ahi Chapter: Fitness Classes, (4) Sheep Springs Chapter: Healing Garden, (5) Two Grey Hills/Toadlena Chapter: Walking Trail, and (6) Mexican Water Chapter: Walking Trail Expansion and Medicinal Healing Garden.

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

Protecting Patients from Sexual Abuse in the Indian Health System

The IHS is committed to ensuring a culture of quality, leadership and accountability. IHS Senior Leadership has made it a priority to ensure IHS is doing everything it can to protect IHS patients from sexual abuse and hold anyone accountable who has abused patients or failed to protect them. In support of this commitment, the NAIHS has designated Dr. Caitlin Hall, Clinical Director, Dzilh-Na-O-Dith-Hle (NM) Health Center, to serve on the White House Child Protection Task Force. The Task Force is charged with developing and recommending policies, protocols, and best practices for future implementation. In addition to the Task Force, the NAIHS will participate in the Agency-wide medical quality assurance review to evaluate Agency actions taken since 1986 to protect patients from sexual abuse.

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Crownpoint Service Unit (CPSU) Pharmacy Program Highlights

The Crownpoint Service Unit Pharmacy Residency Program was recently re-accredited by the American Society of Health System Pharmacists (ASHP) following an onsite accreditation survey on April 24 and 25, 2019. Based on an evaluation of 150 program and clinical standards which ASHP reviewed during the survey, the Crownpoint SU pharmacy program was deemed to be compliant with most of the standards. The CPSU will be required to submit an action plan to ASHP addressing those standards which were deemed partially compliant. The Crownpoint Pharmacy Residency Program has been accredited since February 7, 2012.

Since March 2019, the pharmacy department has utilized temporary duty (TDY) pharmacists from the Food and Drug Administration (FDA). The TDY pharmacists are USPHS Commissioned Officers. The cost for a TDY pharmacist is one-third the cost of a contract pharmacist for the same time period and includes travel, car rental, and per diem. TDY pharmacists allow the pharmacy department to continue to provide full services and maintain 24 hours/7days a week coverage for the hospital.

The pharmacy department is actively involved in the Diabetes Care Mobile Clinic (Wellness on Wheels) by dispensing medications and providing medication counseling. Of the 14 scheduled Diabetes Care Clinics, 11 clinics are managed by a pharmacist clinician who is credentialed by the medical staff. The pharmacist clinician also serves as the Diabetes Clinic provider for each weekly clinic in Crownpoint and once monthly in Thoreau.

CPSU patients have two mail delivery options: Consolidated Mail Outpatient Pharmacy (CMOP) and local mail out. In April 2019, a total of 301 prescriptions were sent out using the local mail out program. The CMOP utilization has increased since the service began in July 2018, with a total of 49 patients enrolled in the program.

Gallup Service Unit Traditional Healing Program and Rapid Process Improvement Workgroup

The Gallup Indian Medical Center (GIMC) aims to harmonize the traditional medicine practice and create a synergy between traditional medicine and modern medicine. Healing is seen as a journey, and there is as much focus on spiritual and emotional healing as there is on the physical aspects of healing. Health is seen as a balance and harmony within the mind, body and spirit, along with the community and environment. Eighty-seven (87) patients sought services through the Office of Native Medicine. Two (2) staff members provided the following traditional healing services this quarter:

- Traditional Consultation and counseling
- Cleansing and Purification- Male Lightening Blackening Way
- Herbal Therapy-Male Lightening Way
- Mind Restoration Ceremony- Male Lightening Way
- Mind Restoration Ceremony- Blessing Way
- Protection/healing Prayer
- Blessing Prayer
- Traditional Counseling
- Wellness and health education
- Community Outreach
- Cultural, traditional and hands-on presentation

A Rapid Process Improvement Workgroup (RPIW) was convened at GIMC to address the Emergency Department (ED) patient flow process. The Quality Management staff, in collaboration with the HealthInsight Partnership to Advance Tribal Health (PATH), partnered to improve the following ED measures:

- Discharge Planning and Follow-up
- Emergency Severity Index (ESI) appropriateness and accuracy

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- Left Without Being Seen (LWBS)
- Emergency Department Throughput

The workgroup redesigned the ED Quality Assurance/Performance Improvement team to improve patient access and decrease patient wait times. GIMC made significant improvement since January 2019 by decreasing the number of patients who Left Without Being Seen (LWBS) to a level that is now below the national LWBS target of 5% or less.

Kayenta Service Unit Accreditation

On April 10, 2019, The Joint Commission (TJC) performed an unannounced survey of the Kayenta Service Unit Laboratory Services. At the conclusion of the three-day survey, the surveyors only reported two “low-level, limited” findings, both of which were corrected by employees during the survey. On June 28, 2019, a second three-day unannounced ambulatory care services survey was conducted by TJC surveyors at the Kayenta Health Center. The surveyors identified three deficiencies, all of which were identified as “low-level” findings. The laboratory and ambulatory care services surveys were extraordinarily successful.

Shiprock Service Unit Quality Assurance/Performance Improvement (QA/PI)

In an effort to promote quality improvement capabilities at all levels of the Agency, the Shiprock Service Unit (SRSU) required all workforce members to participate in Quality Assurance and Performance Improvement (QA/PI) training. The delivery of quality patient care and patient safety is dependent on each employee. The practice behind QA/PI is to assure patient care meets quality standards and uses continuous study of organizational systems and processes to identify and correct underlying causes. For the first round of Shiprock SU QA/PI training, 297 of 911 NNMC employees attended training in May 2019. At Dzilh-Na-O-Dith-Hle Health Center, 35 of 50 employees registered to attend training on July 24, 2019. QA/PI training will be provided to the 143 employees at Four Corners Regional Health Center.

In May 2019, the SRSU also launched the online Institute for Healthcare Improvement (IHI) Open School to train all supervisors in quality improvement and patient safety. Each supervisor can earn a Basic Certificate by completing the 13 introductory courses in Quality Improvement, Patient Safety, Triple Aim, Person & Family Centered Care and Leadership. As of April 2019, approximately 120 employees from SRSU registered in the IHI courses. Forty-three employees earned the Basic Quality and Safety Certificate.

Goal 3: To strengthen IHS program management and operations

IHS Access to Primary Care Wait Time and Time Spent in the Emergency Department

The IHS continuously strives to improve patient care and access to care. One strategy to improve patient care involves measurement of the wait times for an appointment to access primary care. The IHS has been working internally with the Office of Information Technology, Area Offices, and stakeholders to automate processes on Patient Care Visit Wait Time. IHS developed software to collect Primary Care Visit Wait Time data for IHS direct service facilities that use the Resource and Patient Management System (RPMS). The data will be used to benchmark against primary care wait times nationally, regionally and locally to better understand how the IHS compares to other federal and private healthcare organizations. The data will ultimately help support performance improvement initiatives across the IHS.

In addition to the Primary Care Visit Wait Time data described above, the IHS also recently deployed special software to monitor the time spent in the emergency department (ED) for care at Direct Service Facilities by month and by quarter.

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Shiprock SU, Four Corners Regional Health Center Information Technology

The Information Technology (IT) employees play an integral role in healthcare delivery. A recent achievement to increase data transmission at the Four Corners Regional Health Center (FCRHC) in Red Mesa, AZ demonstrates the commitment to use IT interventions and teamwork to improve patient care. The limited internet network decreased internet speed, disrupted clinical software applications, and decreased the performance of medical equipment such as the Electronic Health Record (EHR) and Resource and Patient Management System (RPMS). To overcome this technological issue, IT staff installed a Peer-to-Peer (P2P) network system to improve speed and connectivity. Employees at FCRHC now have more rapid access to patient information and this has resulted better patient and provider interaction.

Gallup Service Unit, Measles Prevention

The GSU PHN program continues to work on the prevention of the further spread of measles in communities with pockets of unvaccinated people.

From January 1 to June 27, 2019, 1,095 individual cases of measles were confirmed in 28 states, including Arizona and New Mexico. The Gallup Service Unit Public Health Nursing program worked with 17 local chapters/communities to ensure that children and youth are up to date on their Measles, Mumps, and Rubella (MMR) vaccine. Reminder letters were sent to parents informing them that their child(ren) was due for a MMR booster and parents/patients were assisted in scheduling appointments if needed.

Gallup SU MMR vaccination rates, as of June 2019, ranged from 92% to 99% for the following age groups, The MMR rate for receiving 2 MMR vaccines for ages 11-12 years was 98%.

- The MMR rate for receiving 2 MMR vaccines for age 13 years was 99%.
- The MMR rate for receiving 2 MMR vaccines for ages 13-17 years was 98%.
- The MMR rate for receiving one (1) MMR immunization for 2 year olds was 92%.
- (Source: GSU Adolescent Immunization report, 6/21/19)

Kayenta Service Unit Emergency Management Training

The Kayenta Health Center (KHC) and the Kayenta Township, a local unit of government, jointly planned an emergency management training exercise that included a “lockdown” drill. Several Facility Management staff received emergency management certificates. The lockdown drill with the community was successful as all participants learned from the experience.

On June 5, 2019, the Kayenta Health Center participated in an Active Shooter exercise. The exercise included a mock Active Shooter, and the Kayenta Police Department used firearms with blank shells to apprehend the shooter. During the exercise, the KSU campus was on “lock down” and staff were able to test the current safety and evacuation plan and procedures in the event of an Active Shooter incident. The exercise was also an opportunity for the Kayenta Police Department to test its current procedures. Multiple local agencies were involved in the exercise, including NAIHS staff, Kayenta Police Department, and the Kayenta Township. Safety control measures ensured that there was no impact on patient care. This was a valuable emergency preparedness exercise designed to enhance safe patient care.

Kayenta SU Inpatient Services Preparations

In preparation for opening of inpatient services at the new Kayenta Health Center, there has been focus on developing and configuring electronic processes including a major Bar Code Medication Administration project/ Electronic Health Record (E.H.R.) project. Plans are to open inpatient services in the Fall of 2019. In the interim, staff will focus on developing policies and procedures to meet The Joint Commission accreditation standards and Centers for Medicare and Medicaid Services (CMS) Conditions of Participation for hospital programs. This will be a historic event for the Kayenta Service Unit as this will be Kayenta’s first hospital.

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