

OKLAHOMA CITY

4th QUARTER

AREA REPORT



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 Service Units meeting and collaborating with Tribes to better address the specific health needs of the Tribes.

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

Goal 2 was met by maintaining facilities in peak conditions, as well as developing provider profiles for data providers and offering training to maintain said data.

Goal 3: To strengthen IHS program management and operations

Goal 3 was met by optimizing flow and efficiency of patient encounters that require laboratory testing.

**Oklahoma City Area Indian Health Service
Direct Service Tribes Advisory Committee
FY2019 4th Quarter Report
May – July 2019**

Area Tribal Representatives: Terri Parton, President, Wichita and Affiliated Tribes Greg Chilcoat, Principal Chief, Seminole Nation	Federal Liaison: Jennifer LaMere, Oklahoma City Area Federal Liaison
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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 Clinton Service Unit (CSU) and the Oklahoma City Area Environmental Health & Engineering Office met with the Cheyenne and Arapaho Tribes to discuss the planning for the expansion of the El Reno Indian Health Center. Two congressional staff representatives from U.S. Representative Tom Cole’s office were also in attendance.
- CSU PHN department assisted with the Preventing Diabetes Camp at Wagoner, OK June 10-14, 2019. Approximately 126 youth participated in the camp. Cultural Diversity, Behavioral Health, Physical Assessment, Nutrition, and Diabetes Prevention are topics that are incorporated into the camp. Fifteen area tribes and community partner programs collaborated.
- CSU PHNs and social worker assisted clients who were impacted by the El Reno, OK tornado in May 2019 by providing information, education, vaccinations and referrals to access health care.
- CSU joined forces with the Cheyenne & Arapaho Tribes, Canadian County Health Department, the Oklahoma State Department of Health’s HIV Division, and the Southern Plains Tribal Health Board’s Caring Van for the 2019 National Native HIV/AIDS Awareness Day. The team took to the communities of El Reno and Geary knocking on doors to offer confidential HIV testing.
- The Wewoka Health Center (WHC) is excited to announce the expansion project expected to begin in 2020. This will provide space to add physical therapy services onsite.
- WHC leadership utilize patient experience surveys as opportunities for improvement within the center. The WHC also coordinates routine meetings with surrounding I/T/U facilities for mutual patient care networking.
- WHC Tribal Health Advisory Board serves as a conduit to the Tribal Leadership and Tribal Membership.

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

- In the Lawton Service Unit, all departments will have a meaningful performance improvement (PI) project. When we established this goal, less than 25% of the departments had an established PI project. After the first quarter, over 60% of the departments have worked with the PI office to establish a project with measureable objectives including non-clinical departments such as the finance, revenue, and environmental services departments. We are continuing to work with each

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department to meet our goal of 100% and also to showcase department improvements based on their data.

- CSU Laboratory department underwent a successful laboratory survey. The department had three minor findings and the surveyor was very impressed with our laboratory department, facility and staff!
- CSU sharps and sterilization team standardized guidelines and forms for sterile processing standards. These were reviewed by The Joint Commission (TJC) and accepted into TJC's Leading Practice Library because they support quality and safety and were seen to be of benefit to other organizations. The Leading Practice Library is a constantly evolving, up-to-date collection of outstanding documents that allows TJC-accredited organizations to find real-life solutions that have been successfully submitted by their peers.
- WHC developed provider profiles and this data is shared with each provider. This has given the provider a chance to see their specific data and how their work impacts the outcomes of the facility goals.
- WHC staff conduct routine meetings between department supervisors and Quality Officer regarding department quality projects. This provides a mentoring and training on data and data presentation.
- WHC has developed a forum that occurs once a month where all clinical staff are invited to work on patient safety and productivity issues. This allows time for clinicians to use quality improvement tools away from the clinic and allows them to see the process from beginning to the end.

Goal 3: To strengthen IHS program management and operations

- Lawton Indian Hospital is working to optimize flow and efficiency of patient encounters that require laboratory testing. We found that a high number of patients' access to care was hindered by the absence of required lab work. The process of obtaining lab results is complex because it requires interdisciplinary collaboration between the medical, nursing, and laboratory staff. Each of these departments are now successfully collaborating to improve the process to minimize the number of times that patients report to have lab work drawn without orders.
- Lawton Service Unit will work with the HR department to decrease the time elapsed to onboard new employees. The CEO and HR are currently engaged in a PI Project to identify steps in the process that create the most delay. Several adjustments have been made and the service unit has been able to employ two permanent physicians in a decreased timeframe since the joint effort began. The parties will continue to work closely together to institute a cultural change that improves HR processes.

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- CSU's facilities team recently completed a full renovation for the Watonga Indian Health Center's Dental Department. The department features new flooring, cabinetry, and equipment.
- CSU's patient advocate completed a targeted customer service training to improve overall customer service and phone etiquette. This resulted in the service unit achieving the highest net promoter score (NPS) average of 83 since implementing in 2016.
- The WHC continue to hold routine supervisor meetings for internal communication. All Tribal Leadership and Health Advisory Board Members are updated on operational status.
- WHC utilizes social media and newsletters to keep patients informed about a large variety of health issues.