

# PHOENIX

## 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 having Services Units travel to observe, obtain resources, and develop partnerships to better improve 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 achieving a number of accreditations and collaborating with communities.

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

Goal 3 was met by achieving a 20% increase in available primary care appointments as well as hosting and participating in various collaborative sessions.

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

<b>Area Tribal Representatives:</b> Jordon Joaquin	<b>Federal Liaison:</b> Wesley Picciotti
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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**

- Phoenix Indian Medical Center (PIMC) successfully completed their Joint Commission Patient Centered Medical Home (PCMH) survey on July 11, 2019.
- Colorado River Service Unit (CRSU) began the initial phase of constructing a PCMH. The work group meets regularly for planning and learning. Workgroup members traveled to the Whiteriver Service Unit (WRSU) this quarter to observe, obtain resources, and develop partnerships as CRSU strives to become recognized as a PCMH.
- Elko Service Unit (ESU) successfully secured an agreement this quarter with the University of Nevada in Reno for medical student rotations and medical student rotations began this quarter.
- ESU collaborated with Tribal stakeholders and successfully completed and submitted the Scope of Work to contractor, INNOVA, this quarter. The contractor will begin working on the Project Justification Document (PJD) and the Program of Requirements (POR) for the new ESU facility.
- CRSU successfully completed the onboarding of key hires that included the CRSU Clinical Director and the Peach Springs Medical Director this quarter. Filling these long-standing vacancies has greatly enhanced both clinical oversight and executive leadership.
- In an effort to bring better understanding of health factors and the importance and power of knowledge, CRSU Public Health Education and Nutrition Services continue to bring education to the community through programs such as PAACE, Healthy LaPaz wear blue day, Colorectal-screening pilot, wear red day, MOM program, Walk program, DM clinic, Wellness training on Bullying, Alzheimer’s, Women’s Health and Sexual Assault Awareness.
- Hopi Health Care Center (HHCC) Outpatient Department added acupuncture to its services. This added service augments non-pharmacological pain management modality options to help address the opioid crisis.
- HHCC participated in the IHS wide Drug Take Back Day on April 27, 2019. Twenty pounds of medication were taken back by the Pharmacy. The goal of the Drug Take Back Day is to reduce the number of misused over-the-counter and controlled prescription drugs in the community.
- HHCC Public Health Nursing Department received an award in recognition for achievement with the Ride Safe Pilot Project for child safety and car seat interventions.
- Through the JVN Tele-Ophthalmology System, the U&O Health Center (UOHC) provided more than 24 patients this quarter with a diabetic eye disease screening. This important screening helps to identify patients at risk for vision loss from diabetes.
- UOHC clinicians provided general information about Medically Assisted Treatment (MAT) to Tribal and County Health Department staff members in support of their efforts to complete a HRSA grant application to augment services to the Ute Indian Tribe.
- Ft. Yuma Health Center (FYHC) leadership and Phoenix Area IHS leadership meet monthly with Cocopah and Quechan Tribal Leaders to provide updates on recruitment efforts in support of service expansion and development of new services. New services will include nutrition, podiatry, physical therapy, optometry, health promotion and disease prevention and wellness services. Dental services and public health nursing (PHN) are programs targeted for expansion. Since receiving new facility staffing funding at the end of June 2018, staffing has increased from 56 full-time equivalents (FTEs) to 101 FTEs at the end of 3<sup>rd</sup> quarter fiscal year 2019. FYHC leadership projects that total staffing by the end of calendar year 2019 will be 135 FTEs.

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

- WRSU successfully completed their Joint Commission accreditation survey on May 11, 2019 and was granted accreditation for the customary 36 months.
- ESU successfully completed a mock accreditation survey on May 14, 2019 in preparation for our upcoming 2020 AAAHC survey.
- CRSU leadership continues to facilitate the Supai Interagency Behavioral Health Collaborative (SIBHC) to coordinate and expand behavioral health services provided to the Havasupai community. The SIBHC composed of representatives from CRSU leadership, Phoenix Area Behavioral Health, AHCCCS (AZ Medicaid) leaders, BIE, BIA, and Havasupai Tribal representatives. The SIBHC was recently selected for an Indian Health Service Director's Award under the category of Fostering Relationships. Two representatives from the group traveled to Rockville Maryland in June to accept the award on behalf of the SIBHC.
- CRSU Leadership and the Moapa PHN collaborated with the community to organize the Summer Kids Program part of Moapa's initiative to create a healthy community in conjunction with other activities that are a part of the Special Diabetes Program grant. During the first month of the program, a total of 37 kids participated in exercises, games, and swimming activities.
- HHCC engaged new school leadership for early planning and expansion of the teen wellbeing clinic for high risk adolescents at the Hopi Junior/Senior High School for 2019/2020.
- HHCC's Indigenous Pride Health Worker Program participated in the first ever Hopi Youth Wellness Camp hosted by the Hopi Wellness Center/Special Diabetes Project. Thirty youth from the Hopi community participated in the one week residential health/wellness/fitness program held June 16-21.

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

- CRSU Leadership announced that the Supai IHS Clinic was approved for the Integrated Care Provider Type designation (IC) by Arizona Healthcare Cost Containment System (AHCCCS). This will allow Supai clinic to bill for behavioral health services, including case management and counseling.
- HHCC sustained a 20 percent increase in available primary care appointments this quarter and saw a 30 percent increase of empaneled patients into our PCMH.
- HHCC leaders hosted a collaborative session with Hopi Child Protective Services and successfully established the Child Maltreatment Prevention Initiative in the community.
- HHCC clinical and administrative leadership met with the BIA and Hopi Resource Enforcement Service Law Enforcement Chiefs to review and affirm Mandatory Law Enforcement reporting criteria for domestic and sexual violence and child maltreatment.