

PORTLAND 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 recruiting, developing, and retaining a dedicated, competent, and caring workforce.

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

Goal 2 was met by creating quality improvement capability at all levels of the organization, and providing care to better meet the health care needs of American Indian and Alaska Native communities.

Goal 3: To strengthen IHS program management and operations

Goal 3 was met by improving communication within the organization with Tribes, Urban Indian Organizations, and other stakeholders, and with the general public. Securing and effectively manage assets and resources. Modernize information technology and information systems to support data driven decisions.

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

<p>Area Tribal Representatives: Greg Abrahamson Janice Clements</p>	<p>Federal Liaison: Jason Davis Terry Dean</p>
<p>Goal 1: To ensure that comprehensive, culturally appropriate personal and public health services are available and accessible to American Indian and Alaska Native people</p>	
<p>Objective 1:1 Recruit, develop, and retain a dedicated, competent, and caring workforce</p>	
<p>The Western Oregon Service Unit is committed to recruiting and retaining quality staff and are pleased to announce the hiring of a new pharmacist, medical technologist and two mental health practitioners</p> <p>In keeping with the Portland Area Trauma Informed Care (TIC Plan) Initiative all six Federal Service Unit’s in the Portland Area continue to plan/schedule on-site training for all staff for “Nonviolent Crisis Intervention” using the CPI curriculum. Additionally, each service unit will have (2) employees trained in the curriculum to provide continued training for new staff that are hired in the future.</p> <p>A Fort Hall Service Unit Pharmacist attended a one-week IHS pharmacist management training in Oklahoma City and another Service Unit Pharmacist became a certified CPI Trainer in order to train staff in non-violent crisis intervention.</p> <p>The Western Region Human Resources department conducted on site visits at the Colville, Wellpinit, Yakama, Warm Springs and Western Oregon Service Units to assist in the development and posting of vacant job announcements. As one result, the Colville Service Unit had 17 job announcements posted with 60% of those already having been filled.</p> <p>An Interview Team consisting of the Portland Area Director, Director of Office of Tribal & Service Unit Operations and the Spokane Tribal Business Council held an interview and selected a person for the vacant Chief Executive Officer position for the Wellpinit Service Unit. The Wellpinit Service Unit was also successful for recruiting a new Patient Advocate who will begin in August.</p> <p>The Colville Service Unit is in the process of final negotiations on hiring a Deputy Chief Executive Officer.</p>	
<p>Objective 1:2 Build, strengthen, and sustain collaborative relationships</p>	
<p>The Warm Springs Service Unit received the Indian Health Service Director’s Fostering Relationships Award –Team for their continued collaboration with the Confederated Tribes of Warm Springs Reservation.</p> <p>The Oregon Immunization Program and the HPV Summit committee recognized the Warm Springs Service Unit at the 2019 HPV Summit as one of the “Outstanding Achievers Across the State” who have excellent HPV rate. The Service Unit was identified as one of ten practices with the highest HPV up-to-date immunization rates in Oregon, based on 2018 ALERT IIS data.</p>	

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A Registered Nurse from the Fort Hall Service Unit attended the Idaho Immunization Program's Tribal Summit in Boise to discuss better outreach, information, and strategies to improve immunization rates among Idaho Tribes.

Three Warm Springs Service Unit Pharmacists received a Portland Area Directors award for collaboration with the medical department to improve processes for documenting medications filled outside the Service Unit Pharmacy.

The Fort Hall Service Unit Pharmacy worked with the Shoshone Bannock Tribal Health Department to obtain \$15,000 worth of Suboxone to aid in the success of the tribal opioid response (TOR) grant in developing and maintaining a medication aided treatment program for opioid use disorder.

Fort Hall Service Unit staff have attended several Tribally Sponsored or Joint Health Promotion/Disease Prevention events: Suicide Awareness Conference, Two Spirit Awareness, Suicide Prevention Planning, Women's and Wear Blue/Men's Health and Women's Health Events and Taking a Stand Against Elder Abuse Conference.

The Colville Service Unit Chief Executive Officer continues to provide monthly updates to the Colville Tribal Business Council on Patient and Referred Care, Personnel issues, Health Care Crises issues, Affordable Care Act and Government Performance Results Act (GPRA) in addition the Chief Executive Officer continues to meet with all Tribal Programs on a regular basis

The Colville Service Unit renewed their collation agreement with Washington State for Washington Health Care Authority staff to be onsite to assist patients in enrollment with Apple Health.

The Yakama Service Unit, Dental program is hosting two Dental extern students over the summer. An agreement with the University of Louisville to provide dental externs a clinical experience opportunity with the Service Unit Dental Program has been executed. The two students will be supervised by a Dentist from the Service Unit and gain experience in a public health dental setting. The Yakama Service Unit Dental Department has also been conducting several outreach efforts at various locations. This includes providing services to students at the Yakama Nation Tribal School, services to youth at Camp Chaparral (Youth Camp), and within the Pharmacy waiting area of the clinic for sealants and fluoride.

Objective 1:3 Increase access to quality health care services

With the recent selection of two mental health practitioners, the Western Oregon Service Unit is expanding the behavioral health program at the Service Unit and will be integrating these two practitioners into their primary care teams. This will provide a more comprehensive approach to healthcare for every patient. In addition, in support of the new Indian Health Service memorandum of understanding for behavioral health services at boarding schools, The Western Oregon Service Unit has hired two school based mental health practitioners to be co-located at the Chemawa Indian school. This will allow them to better support the students in prevention services that promote positive youth development to further develop protective factors for the youth. Previously, the Service Unit provided contracted music and art therapy. This was so well received by students that they are currently in the process of recruiting for two permanent creative art therapists at the Service Unit.

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The Western Oregon Service unit is currently preparing for award of their Pharmacy, Lab, and Supply renovation. This will expand these departments allowing for additional staff to support our medical home model. This project is expected to begin in the Fall of 2019

The contract for a renovation project to provide six additional exam rooms at the Yakama Service Unit has been awarded to a contractor. Completion of the renovation is anticipated to be by the end of calendar year 2019. This project was conducted as the initial construction project under the multi-award contract that establishes a qualified contractor list for projects in the Portland Area and for the service unit. The Yakama Service Unit continues to work on a Facilities Master Plan and a contract is near award for an Architect and Engineering firm that will work with the service unit.

The Warm Springs Service Unit held a Modernization Design Meeting to meet with departments on space requirements so project documents could be completed.

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

Objective 2:1 Create quality improvement capability at all levels of the organization

In June, the Portland Area held its first Quality Symposium with all six Federal Service Unit Governing Board's in attendance. This was a great opportunity to network with the six Service Unit facilities and discuss best practices across the Portland Area. All participated in continued learning on the science of improvement and developing a learning organization. Additional workgroups were assigned to standardize governing policies related to accreditation compliance and projects already completed under the Accelerated Model of Improvement (Ami) were presented as well as 47 potential future Ami projects for service units were identified. This will greatly increase consistency and shared practices across the Portland Area.

Staff from all six Federal Service Unit's attended the Portland Area Office sponsored Appropriations Law Seminar for Finance and the Division of Acquisitions as well as the Portland Area Contracting Officer's Representative (COR) training.

The Western Oregon Service Unit Executive team continues to utilize a Quality Management approach that emphasizes a focus on sustainability as key to achieving healthcare excellence. One of Service Unit's primary improvement projects has been the HIM scanning project. Currently, our HIM supervisor is leading efforts to streamline process in accessing scanned health documents within our EHR. This multi-disciplinary team is already showing great strides that will directly impact the healthcare delivery system. The understanding of data and processes has increased communication and efficiency within these workgroups. Utilizing this approach to improvement further supports a "just culture" workplace where the entire team is part of the solution.

The Warm Springs Service Unit is developing an AMI Project for Service Unit Human Resource Staffing: collaborating with all administrative staff to seek areas of concern, and then draft AMI Project

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The Fort Hall accelerated Model for Improvement (AMI) project for Screening, Brief Intervention, and Referral to Treatment (SBIRT) was finalized April 11th, however a recent request for an additional 3 months of data by Portland Area IHS Behavioral Health Consultant was requested.

The Fort Hall Service Unit engaged in an AMI project to decrease the amount of medications “Returned To Stock” (RTS) in a month. RTS medications equate to inefficient use of employee time and possible loss of revenue. As a result of this project RTS medications has decreased by approximately 15%.

Objective 2:2 Provide care to better meet the health care needs of American Indian and Alaska Native communities

The Warm Springs Service Unit Medical Staff are rotating providing “mini trainings” at medical staff meetings on problem areas and diagnosis. Topics are selected from patient complaints and peer review findings.

In coordination with the Oregon Health Sciences University (OHSU), the Warm Springs Service Unit coordinated with the OHSU Casey Eye Institute Tour Bus to come on site and provide much needed Optometry services. The visit was exceptionally successful. Combined with the 82.5 volunteer hours provided that day from staff, the community of Warm Springs received, on average, \$19,291.13 of in-kind services. Forty-five individuals with much needed no-cost eye screenings resulting in, thirty-three individuals (73% of participants) receiving a prescription for glasses and, twenty-one individuals (47%) receiving a referral for further treatment.

Staff from the Warm Springs Service Unit provided Naloxone training to Warm Springs Community Health Prevention Program members and members of the Tribal Health Department. This training is now scheduled once a month through the end of the year to increase access to Naloxone. The Warm Springs Service Unit Pharmacy also provides the Tribal Police Department with intranasal Naloxone and Warm Springs Fire & Safety with injectable Naloxone.

The Warm Springs Service Unit held a Diabetes Round Up and had patients with diabetes complete dental exam, eye screening, nutrition education and nursing foot check. Round Up clinics are scheduled every other month now and next scheduled in July

A staff Licensed Nurse Practitioner from the Fort Hall Service unit received her certification as a Nutrition Specialist and now assists patients with diet and weight management.

Goal 3: To strengthen IHS program management and operations

Objective 3:1 Improve communication within the organization with Tribes, Urban Indian Organizations, and other stakeholders, and with the general public

The Fort Hall Service Unit Chief Executive Officer provided clinic updates to the Tribal Health and Human Services Department Executive Committee and Fort Hall Business Council to include sharing of potential Indian Health Service resources to assist with suicide prevention recently experienced. A conference call has been scheduled in July to include the Portland Area IHS Behavioral Consultant, IHS Headquarters Behavioral Health Public Health Advisor National Lead, Zero Suicide Initiative, representatives from the State of Idaho, Northwest Portland Area Indian Health Board and SAMSHA with the Fort Hall Business Council, Tribal Health Director and Counseling and Family Services Manager.

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All six Federal Service Unit CEO's meet on a monthly basis with their respective Tribal Business Councils and provide them updates on Service Unit operations.

Objective 3:2 Secure and effectively manage assets and resources

The Warm Springs Service Unit Facilities Management installed a MedSafe which was acquired by pharmacy this FY. This secure return bin gives patients a second location in the local community to safely dispose of unwanted medications including controlled substances. The second location is at Warm Springs Police Department.

The Warm Springs Service Unit Dental Clinic has ordered replacement dental chairs/delivery systems as well as portable equipment (delivery system and x-ray) for the Mobile Medical Unit (MMU)

The Yakama Service Unit Pharmacy Department has a DEO medication disposal station located at the front of the Pharmacy Department with instructions on proper use of the disposal station

All Six Federal Service Unit's have some sort of secure return bins to dispose of unwanted medications.

Objective 3:3 Modernize information technology and information systems to support data driven decisions

The Warm Springs Service Unit roll out of 'Wait times -Primary Care Visit Rollout/ Go-Live for IHS Direct Care Facilities (federal facilities) –deployed out on June 10, 2019

The Warm Springs Service Unit will be Beta testing for the iCare V2.8 for enhancement and updates to allow for an additional measure Cycle time and additional measurement reporting not yet available through EHR.

The Warm Springs Service Unit is continuing with the CPC+

Fort Hall Service Unit patients continue to be encouraged to sign up for the Patient Health Record access to improve patient/provider communication and information sharing.