



Cherokee Nation Tribal Council Health Committee Report

Claremore Indian Hospital

Month/Year of the report: April 2014

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Accomplishments:

- **Staffing:** Recruiting Clinical Director, Internal Medicine Physicians and Chief, ER Physicians and Chief. Acting Clinical Director is Dr. Anthony Likes.
- **Visits:** Outpatient visits for March down 1.0% over the same period the previous year.
- **Revenues:** Revenues for FY2014 decreased 7.3% over the same period the previous year.

Future Plans / New Initiatives:

- **New Services:**
 - Chiropractic clinic is being continued.
 - MRI is scanning patients.

Workload:

Actual numbers/month

Outpatient visits down	1.0%	23,627
Dental visits up	32.6%	1147
Admissions up	1.7%	59
Newborns up	73.3%	26
New charts up	1.6%	311
Reactivated Charts down	.83%	238

These statistics are compared to FY2013 statistics for the same time period. (April)
 Occupancy rate for April 2014: 16%

Third Party Collections:

April collections

Medicare:	\$ 313,389.23
Medicaid:	453,768.35
Private Insurance:	664,554.29
V.A.	<u>43,762.44</u>

\$ 1,475,474.31

Year-to-date collections for FY 2014: \$ 8,860,317.32

Amount billed for April 2014: \$ 3.6 million

Collections are down compared to FY2013 collections for same time period. \$ 699,695.73

Percentage of account receivables pending for claims > 120+ days: 5%

CHS Activities:

April cases

		<u># Cherokee Nation</u>
Funded:	479 cases: \$ 769,200.00	257
Denials:	249 cases: \$ 246,100.00	86
Deferred:	526 cases: \$ 453,250.00	384
CIH clinics:	143 cases	

Files to Committee 1397



Cherokee Nation Tribal Council Health Committee report

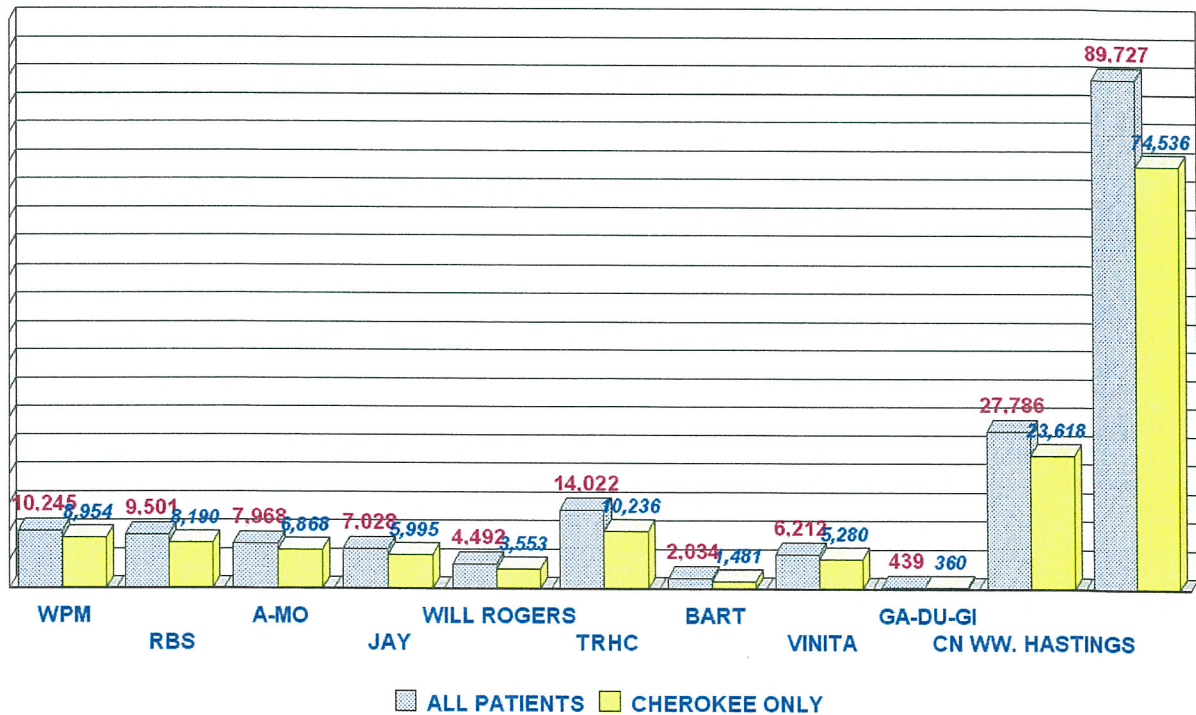
Report by: Connie Davis, Executive Director Health Services
Connie-Davis@cherokee.org

Month/Year of the report: May, 2014
Phone number 453-5557

- Mobile Mammogram Day- was hosted at the Sallisaw RBS clinic. A post presentation survey was also done, 16 out of 18 surveys completed (89%) with 100% rating of 4-best on scale of 1 to 4. One of the attendee who remained anonymous commented, **"I so appreciate the Cherokee Nation and the BCCEDP(Breast and Cervical Cancer Early Detection Program) for making breast cancer awareness and detection available to me. Thank you. Thank God for you. You are traveling angels."**

CHARTS

AMBULATORY PATIENTS VISITS BY CLINIC, APRIL 2014



TOTAL AMBULATORY PATIENTS VISITS -APRIL 2014

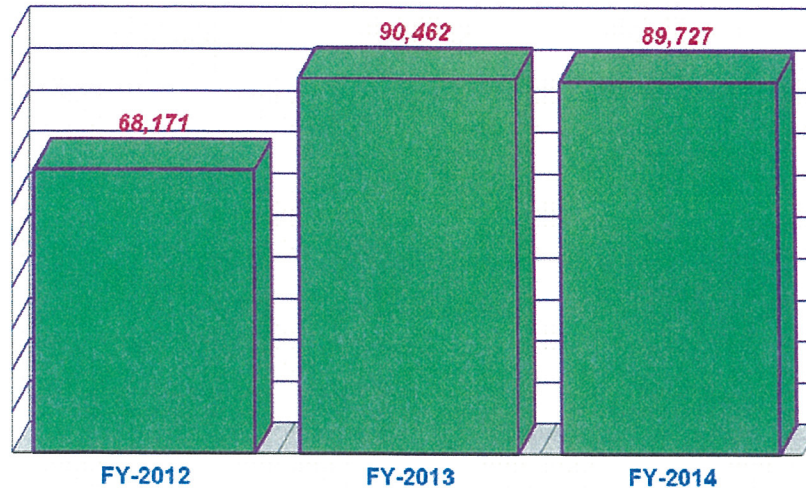
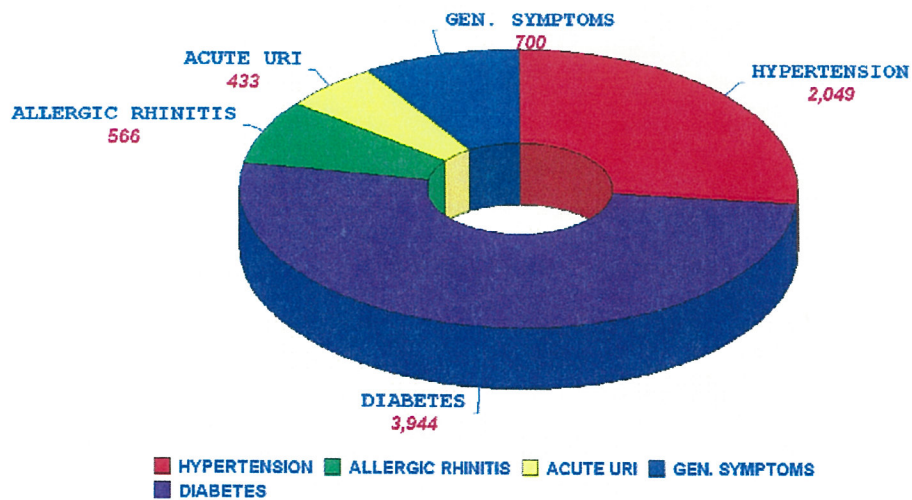
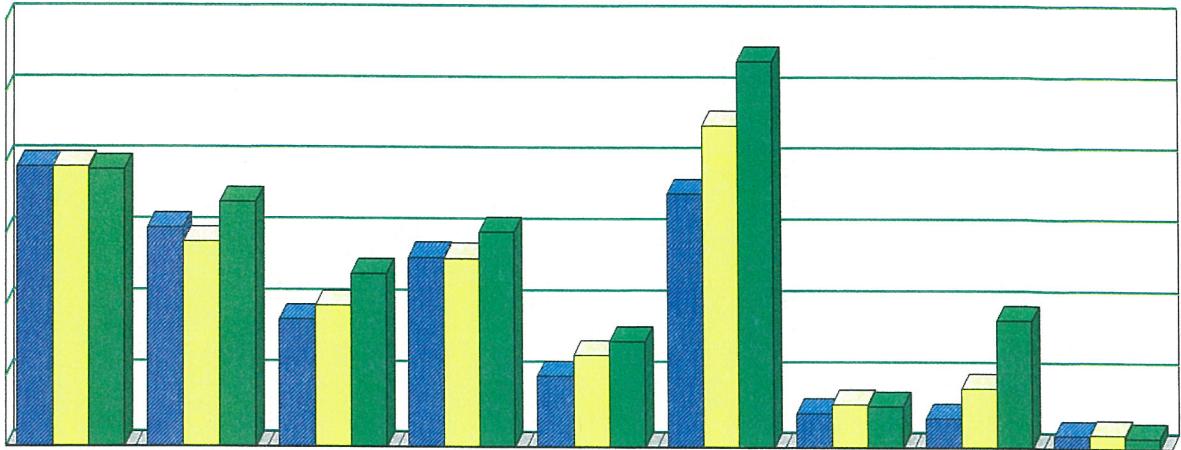


Chart includes Ambulatory visits from clinics and CNWW Hastings Hospital

TOP FIVE PURPOSE OF AMBULATORY CARE VISITS, DURING APRIL 2014

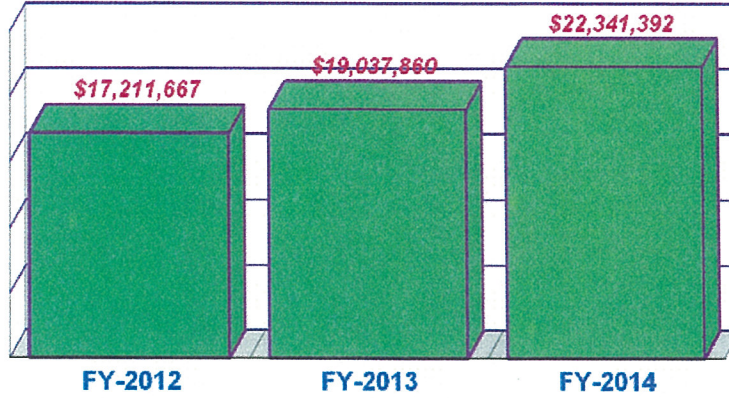


Third Party Revenue By Clinic, APRIL 2014 (YEAR TO-DATE)

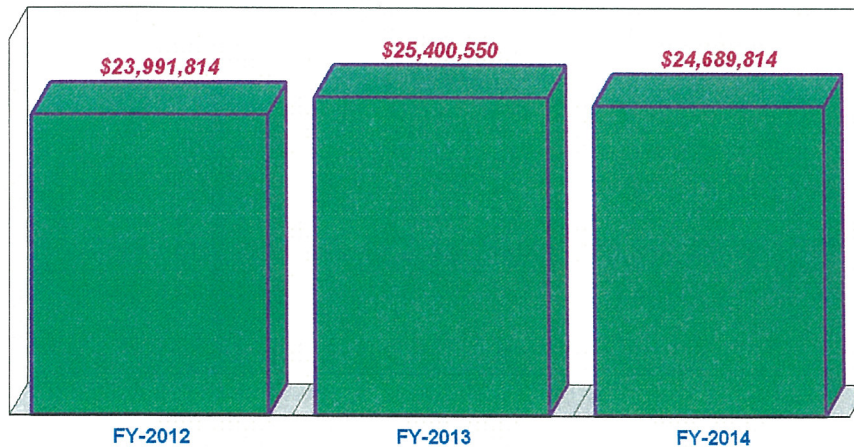


	WPM	RBS	JAY	AMO	NOW	MUSK	BART	VINITA	GA-DU-GI
FY-2012	\$3,946,337	\$3,086,449	\$1,815,433	\$2,676,921	\$1,019,403	\$3,567,412	\$494,636	\$422,749	\$182,327
FY-2013	\$3,950,288	\$2,883,450	\$2,011,020	\$2,668,014	\$1,311,318	\$4,540,222	\$618,038	\$847,547	\$207,963
FY-2014	\$3,912,960	\$3,443,686	\$2,453,535	\$3,030,875	\$1,503,447	\$5,446,885	\$588,739	\$1,805,818	\$155,447

TOTAL THIRD PARTY COLLECTIONS CN-CLINICS ONLY(YEAR TO DATE)



TOTAL THIRD PARTY COLLECTIONS HASTINGS HOSPITAL ONLY(YEAR TO DATE)



Report from Rhonda Cochran, Senior Director of Ambulatory Services–April 2014

AMO Health Center:

- Hosted a Blood Drive
- DNV, our accreditation agency, sent a survey team to do a walk-thru and there were no deficiencies
- Staff held an Easter Egg Coloring Contest for children and three Easter Baskets were given to winners.

Redbird Smith Health Center (RSHC) Remodel, Annex & Addition:

- Staff began moving into Remodel
- Addition is anticipated to be complete in July
- Once Addition is complete then the Annex will be remodeled

Redbird Smith Health Center (RSHC):

- Staff participated in the Worked the Tons off Tahlequah Run
- Healthy Nation staff delivered Tree and Seeds to Moffett School and the Brushy Community Organization
- Staff participated in the Improved Patient Care-5 virtual Learning Sessions
- Staff participated in Sequoyah County Tornado Table Top Exercise

Sam Hider Health Center (SHHC):

- Oklahoma IHS Area Director's Award Winners:
 - Exceptional Individual Performance Award-Clinical – Dr. Henry Percy Smith
 - Peer Award – Emma Hall
 - Length of Service – 30 years – Fonda Prine
- Fonda Prine – April Employee of the Month
- Hosted Oklahoma Blood Institute Blood Drive
- Staff helped with the Kenwood Track Meet – approximately 400 children participated
- Staff helped with the Kenwood Community Children's Choir when they sang at the American Indian Symposium at Northeastern State University
- BMIs were done at:
 - Afton School – 332 students
 - Colcord School – 206 students
- Public Health Nursing provided immunizations to NEO Headstart

Three Rivers Health Center (TRHC):

- Jason Shelor presented to Seventh Generation Conference in Midwest City, OK on youth involvement
- Stephanie Buckskin coordinated with Muskogee County Community Baby Shower for infants.

Vinita Health Center:

- The Improved Patient Care-5 team participated in virtual Learning Session and presented a storyboard about the facility.
- Staff participated in the Vinita Area Chamber of Commerce Business Expo. They set up an information booth and provided immunizations and blood pressure checks.
- Hosted a Blood Drive with Oklahoma Heart Institute

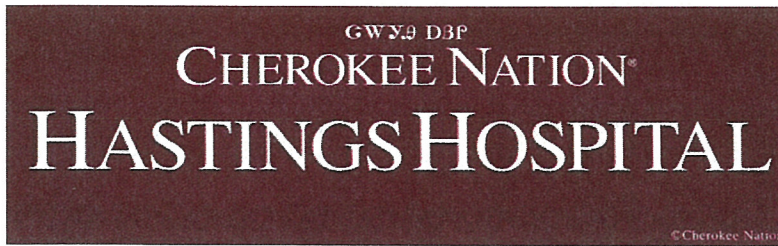
Will Rogers Health Center:

- Hosted a Blood Drive with Oklahoma Blood Institute
- Vaccines provided for employees at the Ramona Cherokee Casino

- Health Wellness presentation made to Nowata and Bartlesville Schools
- Blood Pressure education and screenings done at:
 - Copan Senior Citizen Center
 - Senior Advantage
 - CN Food Distribution Center
 - Dewey Senior Center

Wilma P. Mankiller Health Center:

- Hosted first school chlamydia screening project
- Hosted Oklahoma Blood Institute Blood Drive
- Affordable Care Act promotional event for patients
- The survey team from DNV, our accreditation agency, did a walk-thru at WPMHC. There were no deficiencies.



100 South Bliss Avenue, Tahlequah, OK 74464

Memorandum

To: Connie Davis
From: Brian Hail
Date: May 15, 2014
Subject: April 2014 Executive Summary for W.W. Hastings Hospital

On April 8, 2014, a survey team from Det Norske Veritas (DNV) arrived to conduct an accreditation survey of Cherokee Nation Health Services. At the conclusion of the survey, there were no conditional findings, all previous findings were closed, and the survey team was very positive about the improvements achieved in the past year.

In keeping with our effort to focus more on wellness and preventative care, I attended the Foundation for a Fit Future luncheon at NSU on April 16th.

Leadership Tahlequah was hosted in Support Services on April 17, 2014, and provided an overview of the hospital, Cherokee Nation Health Services, and our long range plans.

To assure the timely design and development of the replacement hospital in Tahlequah, I attended a meeting at Childers office on Friday, April 18, 2014, to review the hospital plans and designs.

Our Emergency Services Committee hosted Dr. James Madison, DO, MS, FASN, FACP, to provide information on enhanced nocturnal dialysis availability for ED patients and to answer nephrology questions from ED and UC providers. Dr. Madison is a nephrologist employed by the Tahlequah Medical Group and serves as the medical director for the Tahlequah dialysis clinic operated by Davita Dialysis.

In recognition of the contributions of our administrative professionals, our administrative assistant staff was invited to attend the Administrative Professionals Day at Talking Leaves Job Corps on April 23rd and I attended along with them.

On Tuesday, April 29th, Dr. Nolan and I met with Dr. Stephen Drywater, DO, along with Cherokee Nation Health Services Recruitment to discuss future employment at WWH as an emergency physician. Dr. Drywater is a Cherokee citizen from the area and is beginning an emergency medicine residency through the University of Oklahoma.

Cherokee Nation W.W. Hastings Hospital– April 2014

Announcements

As part of our commitment to ongoing training and compliance with relevant federal regulations, we hosted a webinar for our providers and staff that provided education on the Emergency Medical Treatment and Labor Act (EMTALA) on April 22, 2014. The name of the act, enacted in 1986 has recently been amended from the original Emergency Medical

Treatment and Active Labor Act (EMTALA) to exclude the term “active” from the title of the act while the acronym has stayed the same.

The boiler that supplies steam to Surgical Services for sterilizing was replaced due to end-of-life of the previous boiler. A rental boiler was used while awaiting delivery and installation of the new boiler system that was delivered and installed on April 21st.

A retirement reception was held in Pediatrics on April 10th for Delores Atkinson, a Pediatric Nurse Practitioner.

Achievements

Two of Cherokee Nation Health Services’ Coding Specialists, Amanda Howard and Andrea Wolfe, have passed the Certified Coding Exam offered by the American Academy of Professional Coders (AAPC). Having this certification validates the specialized knowledge required of a coding specialist and demonstrates a commitment to professional development.

Lewanda Teehee and Susan Minor have achieved designation as American Health Information Management Association (AHIMA) Certified ICD-10/PCS coding trainers. AHIMA developed this program for certified coders who meet rigorous AHIMA standards and pass a comprehensive exam. Lewanda and Susan can guide coding professionals in becoming proficient in ICD-10-CM/PCS coding systems.

Volume

The Emergency Department (ED) and Urgent Care treated 5,417 patients during April 2014 and experienced a Left Without Being Seen (LWOBS) rate of 4.12% in the ED and 4.30% in Urgent Care.

Surgical Services performed 351 surgical procedures during April 2014.

Dr. Stephen Jones D.D.S.; Senior Dental Director, Cherokee Nation Health Services– April 2014

1107	New Patient Exams or Periodic exams– These are exams for patients that are new to our system or have been previously treated and completed and are returning for a check-up.
800	Emergent Care Patients Seen – These are patients seen for emergency care only.
465	Patient were completed – All treatment recommended by the dentist was completed.
93	Patients were referred for Dentures or Partials – (Fuel Tax Contact Services)
60	Patients were referred for Contracted services we could not provide. (Contract Health Funds)
613	Diabetic patients were identified and seen as a priority for Exams.
1	Prenatal patients were identified and seen for Exams.
65	Head Start screenings – This is part of our prevention services.
515	Sealants were placed on children – This is part of our prevention services.
496	Children had Fluoride Varnish applied to the teeth at their respective Schools or Headstart programs.

Current Projects:

- Continuing to prepare for the reopening of the Redbird Smith Dental Clinic.
- Starting a Hygiene recall system to allow patients 2 cleaning visits per year
- Implementing a new crown program to be utilized at all our Dental Clinics.
- Currently working on FY15 Budgets

Health Professional Recruitment Activity–May, 2014 Report

Location	Specialty	Activity
W.W. Hastings Hospital	Emergency Medicine	Dr. Roy Ward 7/7/2014
W.W. Hastings Hospital	Orthopedic Surgeon	Dr. McArthur and Dr. Ruefer providing coverage
W.W. Hastings Hospital	Physician	Amanda Bighorse effective 9/15/2014
W.W. Hastings Hospital	Physician – UC	Kristen Battles from T/PT to R/FT Effective 6/2014
W.W. Hastings Hospital	Physician	Dustin Beck, DO Cherokee IHS effective 7/21/2014
W.W. Hastings Hospital	Dentist – Pediatric	Leroy Misner pending OK License
W.W. Hastings Hospital	Oral Surgeon	Re-advertising
W.W. Hastings Hospital	Physical Therapist	Ryan Doyeto, Cherokee; 7/2014
W.W. Hastings Hospital	Physical Therapist	Amber Ghormley, effective 7/2014
W.W. Hastings Hospital	Pharmacy Director	Pending Direction
W.W. Hastings Hospital	Pharmacy Resident	Alex Hendricks, Directed Studies Scholar 7/1/2014
W.W. Hastings Hospital	Pharmacist	Carey Lewis, transfer from Stilwell
Wilma P. Mankiller	Physician	Meeting w/ Dr. S. Williams 5/20/2014
Wilma P. Mankiller	Dental Hygienist	(New Position) applicants under review
Wilma P. Mankiller	Pharmacist	Pete Pittman transfer from Vinita
A-Mo Health Center	Dental Hygienist	January Tipton, pending LOI
Three Rivers Health Center	Dentist	Possible transfer
Three Rivers Health Center	Dental Hygienist	Interview w/ Heather Harris 4/20/2014
Three Rivers Health Center	Dental Hygienist	(New Position) Interview w/ Nikky Pruitt 4/20/2014
Three Rivers Health Center	Dental Hygienist	(New position) Rebecca Laney pending interview
Redbird Smith Health Center	Physician	Pending visit w/ Melvich Shah, DO
Will Rogers Health Center	Medical Director	Tony Little, DO effective 8/15/2014
Vinita Health Center	Family Medicine	Diane Miller Hardy, MD effective 7/21/2014
Vinita Health Center	Family Medicine	Matthew Rumsey, MD Effective 7/2014 (IHS, Osage)
Vinita Health Center	Family Medicine	James Kufdakis vacated 4/2014
Vinita Health Center	Pharmacist	Allison Harland – Directed Studies
Vinita Health Center	Dentist	Dr. Lee Shackelford; 6/2014
Sam Hider Health Center	Family Medicine	Deirdre McAuley; 7/28/2014
Sam Hider Health Center	Family Medicine	Pending visit w/ Melvich Shah, DO
Sam Hider Health Center	Family Medicine	Continuing Search
Sam Hider Health Center	Dental Hygienist	(New position) applicants under review
Behavioral Health	Psychiatrist	Scott Adams, 2015; Pending direction from Med. Dir.
Behavioral Health	Psychologist	Phone interview w/ J. Sandra Leonard 6/5/2014

Total Providers: 264
Total Positions: 33
Providers with start dates: 6
Total vacant positions: 17
Percent Vacant: 6%

<u>PRN</u>
Scott Adams, DO
Amanda Theys, DO
Ashley Gourd, MD
Melvich Shah, DO
Crystalle Evans, DO

Signed Letters of Intent

- Amanda Bighorse-Dominick, DO July 2014, Primary Care-Hastings – Cherokee
 - Dustin Beck, DO August 2014, Hospitalist-Hastings – Cherokee
 - Roy Ward, DO July 2014, ER -Hastings
 - Michael Arredondo, MD July 2015, Cardiologist Hastings
 - Matthew Ross, DO September 2017 Orthopedic Surgeon-Hastings-Cherokee
 - Lee Shackelford, DDS April 2014 Vinita Health Center
 - Ryan Doyeto, DPT July 2014, W.W. Hastings Hospital
 - Amber Ghormley, DPT July 2014, W.W. Hastings Hospital
 - Deirdre McAuley, MD July 2014, Sam Hider Health Center
 - Matthew Rumsey, MD July 2014, Vinita Health Center
 - Diane Hardy, MD July 2014, Vinita Health Center
 - Allison Harland, PharmD July 2014, Vinita Health Center
 - Tony Little, DO August 2014, Will Rogers Health Center
-
- **Diabetes Program– One Hundred and thirty nine patients** attended the Diabetes Self-Management Education classes in April. Cherokee Nation Health Services has pledged to partner with Million Hearts®. This is a nationwide campaign with the goal of preventing 1 million heart attacks and strokes by 2017. Cherokee Nation Health Services is proud to be the first Tribal Healthcare Organization to be recognized as a partner with Million Hearts. Planning Committee met on April 17th to continue planning activities for the rest of the year and the November 1st Heart of a Nation event. The program director met with lab and IT staff at Hastings about need for standardization among all facilities in checking blood glucose on patients while they are at the facility.
 - **Improving Patient Care–** CN Health System Research Initiative group continued to meet to develop a research project to investigate the effect of building design changes in the CN clinic remodels and new facilities on the IPC “patient-centered medical home” model of care. A conference call was held on April 7th that included Kirk Hamilton, Professor of Architecture and Associate Director of the Center for Health Systems & Design at Texas A&M University. IPC5 Learning Session 1, “Laying the Foundation for IPC5”, was held as a virtual session via webinar on April 8-10th, from 11:00AM to 4:00PM. It was attended by staff from the three sites participating in IPC5: RBSHC, Sam Hider Health Center, and Vinita Health Center. **CPCi, (Comprehensive Primary Care**

Initiative), which Hastings, TRHC, and WPMHC are participating in, held a face-to-face meeting of participants in the collaborative in Tulsa on April 9th.

- **Diabetes Prevention Program (DPP) – Core Classes:** Group 30 in Tahlequah continued classes with 14 participants. Sessions 4-8 were taught. **Total weight lost:** 37.6 pounds; Group 31 in Muskogee continued classes with 12 participants. Sessions 3-6 were taught. **Total weight lost:** 50.4 lbs; Group 32 in Stilwell began classes April 14 and April 17 at Wilma P. Mankiller Health Center, Sessions 1-3 were taught (**Core classes encompass teaching prediabetes patients the Diabetes Prevention Native Lifestyle Balance program curriculum over nutrition, physical activity and problem solving in 16 weeks. Participants meet once a week and work towards a 7% weight loss goal by reaching daily nutritional goals and weekly physical activity goals**).
Total weight lost: 32.2 pounds. **After Core/Retention:** Continued coaching visits, Newsletters were mailed to 218 DPP participants, Spring Into Motion/Summer Slim Down Weigh-ins completed. **Community Events:** Youth DM prevention presentations with Tahlequah Boys and Girl Club Trail Program, April 8 – Cherokee Elementary, April 9 – Heritage Elementary, April 16 – Greenwood Elementary **Additional Info:** Recruiting participants for “Wings Challenge”. Will begin supporting Wings races with DPP group walks/runs at runs.
- **Dietary Services** – Reports that they served **694 clients** during the month of April. **MNT Classes: 58 (This is the number of participants in the classes)** **Worksite Activities:** PN Classes, DSME Classes; DM Classes; Lipids Classes, Hypertension; Weight Mgmt Classes; PreDM, HTN Classes; Kindergarten Nutrition Lesson; DPP Nutrition Session; Cooking Classes
- **Breast and Cervical cancer early detection Program** – The program served **350 Indian/Cherokee women** (Clinical Breast Exam, Mammograms, Ultrasound, Pap smear, HPV testing, Colposcopy with or without biopsy) during the month of March at the cost of **\$37,171.94**. **Education/Outreach- 443 clients** were served at various events hosted by BCCEDP at Muskogee Library, Westville Library, Piney Creek Baptist Church, Stilwell area; **Mobile Mammogram Day-** Will Rogers HC, Nowata, - Sam Hider HC, Jay, Redbird Smith Health Center.
- **Comprehensive Cancer Program (CCC program)** Skin Cancer Presentation; Indian Capitol Technology Center Tahlequah, OK; 11 participants; Tobacco Presentation; k-4th grades Mountainburg, AK; Little Kansas Schools; 900 participants; Sun/UV Safety Skin Cancer Education; Talking Leaves Job Corps – Tahlequah, 300 participants; Sun/UV Safety Skin Cancer Education, Go Ye Village – Tahlequah, ;200 participants
- **Cancer Registry**– the Cherokee Cancer Registry now has a total of **6,674 cases** in the SEER*DMS system. The registrar is working with the contractor TriOne Inc. to abstract cancers cases into our registry. **Top Cancer Sites:** Lung and Bronchus, Breast, Prostate, Kidney and Renal Pelvis.
- **CN Emergency Medical Service**– During the month of April, CN-EMS handled **366 calls**, of those **136** required emergency transport, **118** were transferred. In addition program provided EMS training to **564** participants of those **346** were Native Americans.
- **Behavioral Health Services**– Behavioral Health provided mental health and substance abuse services to **1,495** patients, of those **1,010** were **unduplicated patients** were served at the Tahlequah and CIH sites, of the patients served **859** were Cherokees.
- **Jack Brown Center**–The JBC currently has **17 residential clients**, 11 males and 06 females. Nine clients were on waiting list. Staff offered educational sessions though out tribal jurisdiction.
- **Pharmacy Services**– the program filled **161,425** prescriptions (an increase of 0.65% from last year) @ the cost of **\$1,647,859**. **POS collections** for month of April were up by **13.63%**. **90 day solutions**– CN pharmacies have filled or placed on hold to be filled approximately **15,000 prescriptions in a 90 day supply** since the option went into effect in October. So far no significant impact to collections has been noted due to the low participation of 90 day fills. **Dr. Jeff Sanders** will be the interim COP for CNWWH as well as retain program oversight. Transition is effective 04/01/14.
- **Community Health Program– April Report**–In addition to extensive community engagement and outreach to promote healthy living, the program focused on three specific areas,
 - Tobacco/Smoking cessation
 - Promoting physical activities,
 - Promoting healthy Nutrition
- **Cherokee Nation Adult Tobacco Survey** An estimated 29% of Cherokee adults smoke commercial cigarettes. Smoking is by far the leading cause of preventable morbidity and mortality among Cherokees, and Native Americans suffer disproportionately from the chronic diseases caused commercial tobacco use. The preliminary work (IRB approval , contract bidding and selection process) on the **Cherokee Nation Adult Tobacco Survey** has been completed. We will survey approximately 5,000 Cherokee adults to determine tobacco use rates at the

county level to better direct our limited resources in tobacco control. The results of the survey will be shared with tribal leadership, Council members, Healthy living program staff and our coalition partners to offer improved and targeted services to our citizens.

- This year's **School Health Leadership grant** is coming to a close. As part of the program, schools submitted to Cherokee Nation the BMI measurements of all the children at the beginning of the school year and are now submitting end of year measurements. Preliminary analysis shows a **drop in obesity rates of children as much as 10 percentage points**. A final report will be completed this summer.
- **Cherokee Nation WINGS clubs**- the CN community health program organizes WINGS club throughout our tribal jurisdictional service area. The goal of Wings is to promote and support a healthier lifestyle through physical activity, healthy eating and health education. There is no membership fee. Wings are open to all anyone can sign up at any time during the year. Currently CN-WINGS club membership stands at **5,298 Active members**.
- Healthy living staff organized several **walk/runs**. The Will Rogers Wings Run, organized at Claremore had 400 participants. The 5k and fun run was held on the campus of RSU in Claremore, approximately 525 runners/walkers completed the 5k or fun run.
- Healthy living provided a small grant to the Whittier Elementary to purchase archery equipment two years ago. Now the **Whittier School Archery team has qualified to attend Nationals for archery!** 16 students will be headed to Louisville Kentucky to compete in the tournament held May 10th, 11th, and 12th.
- **2nd Annual Cherokee Fit Kids Camp in Vinita**_ June 9-13 OR June 23-27, the camp will focus on
 - Cultural Activities
 - Physical Activity
 - Hands-on Activities
 - Nutritional Education

Community Recreation Center

Total Members: 9,743

Revenue: \$6,445

Total Visits: 11,203

Total Personal Training: 6

Total Group Fitness: 2526

Total Boot camp: 1741

Total Zumba: 405

Total Child Watch: 681

- **Public Health Nursing programs at Claremore Indian Hospital and Hasting Indian Hospital**– A total of **2,826** contacts were made with patients including **126** Home visits.
- **Public Health Nursing**– All PHN sites review the monthly lab summations and follow up to ensure all positive cultures and STIs are treated. Patients & their partners are treated and appointments are made for test of cures in most areas. AMO PHN monitored lab reports for trends on public health issues and coworker illness tracking. RBSHC- PHNs reviewed 115 isolates; followed up on 5 STIs. Most PHN departments send letters and make phone calls regarding delinquent immunizations. AMO sent 162 letters to parents/caregivers of children who are in need of immunizations. Vaccine, disease and potential side effects education given to all patients/parents receiving vaccinations. 3R PHNs saw 58 in in-clinic public health/prevention services: medication planners filled; STI treatments; immunizations; wound care; referrals and care management duties. Hep. B prevention education & Hep B vaccinations were provided to the CNE employees. SHHC, Nowata and Vinita PHNs provided blood pressure screenings and education to the public.
- During April 2014, the PHNs made **539 home visits** to provide services dressing changes/wound care, monitoring vital signs, education, management of medication planners, blood draws, and B12 injections, assessment of home safety/environment, DM self-management and education. PHN staff also performed **41 post-partum follow ups**, and provided **transportation to 348 clients** to our clinics, WIH, CIH and contract facilities.
- **Employee Health**
3Rivers clinic: TB skin tests: 7; respiratory fit: 10; 2 student, 3 new employee and 0 day workers; IC tests: 12; worker incident: 1 falls; needle stick: 0; CPR classes: 3; immunizations: 5
SHHC: 91 chart reviews, 10 employee health contacts documented; 0 fit tested; 0 new employee received infection prevention training; 63 employees received annual infection prevention training; 3 employees refused

vaccine, 3 employees received 5 immunizations; CPR: 2 employees; Reporting employee infection/work restrictions training: 11 employees attended

RSHC: conducted two new employee orientations

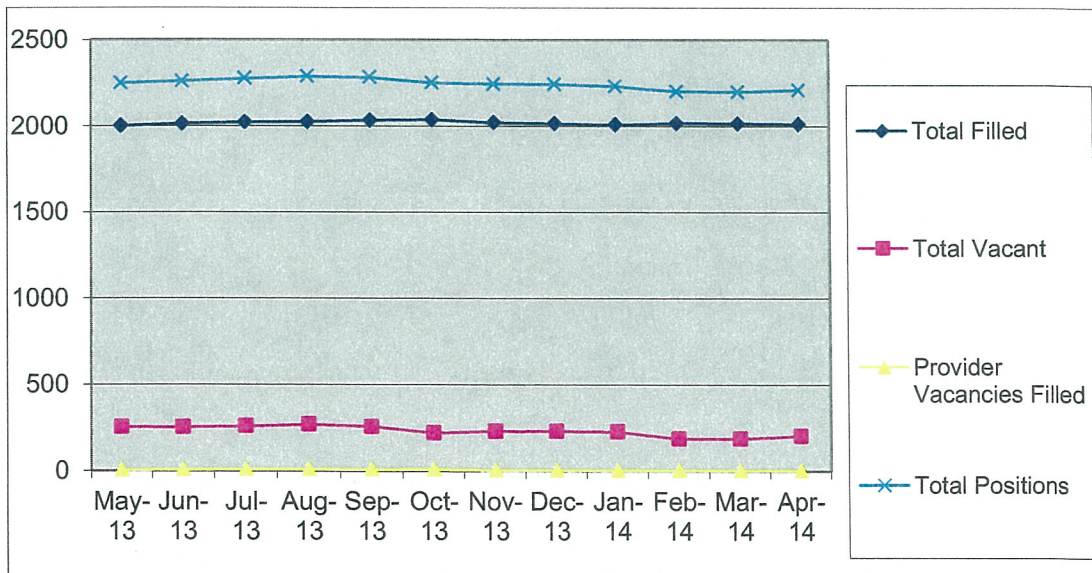
AMO: administered IP tests for new employees and day workers, TB skin tests and tracked titers; ordered 25 titers, gave 3 Hepatitis B; 6 Hepatitis A, 5 MMRs

VINITA: assisted with Fit testing; PPDs and employee vaccinations

• **Immunizations-**

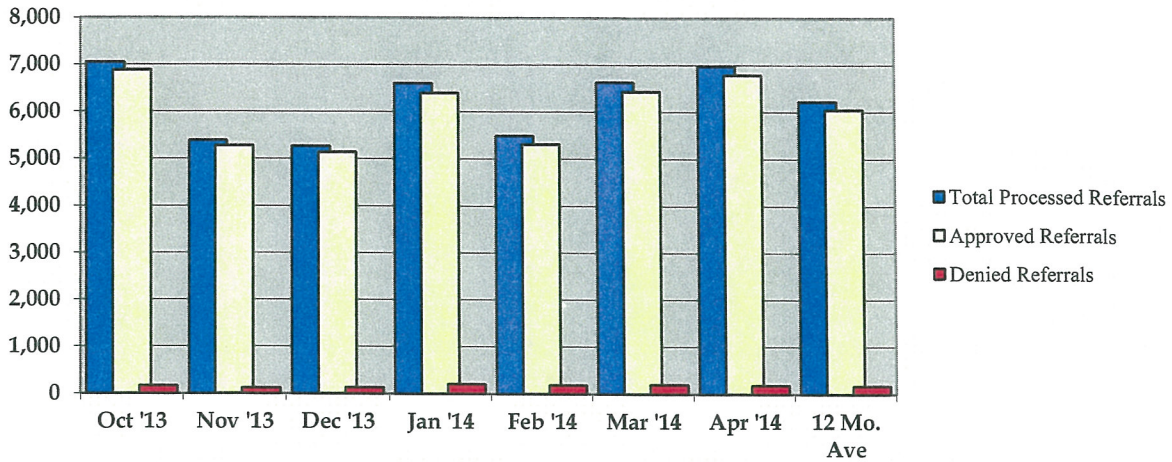
	B'ville	SHHC	TRHC	Now	AMO	RBS	WPM	WWH	Vin	CIH
3-27 mos	50%	100%	91%	88%	93%	88%	89%	82%	79%	81%
2 yr old	75%	100%	89%	100%	97%	92%	92%	89%	94%	86%
Flu 65 +	--%	76.0%	65%	--%	69%	67.9%	70%	69%	67%	65%
Pneumo 65+	81.1%	91%	71%	72.8%	90.8%	85.6%	73.4%	87%	73%	72.5%
Adolescent 13-17 with 1 Td/Tdap, 3 Hep B, 2 MMR & 1 varicella	97%	86%	85%	95%	93%	93%	87%	79%	93%	53%
Adolescent HPV Female 13-17	60%	45%	56%	50%	63%	47%	51%	59%	59%	57%
Adolescent HPV Male 13-17	50%	30%	36%	44%	46%	34%	42%	49%	37%	50%

- **Health Facilities-** Health facilities staff worked diligently and completed 89% of all outstanding work orders, leaving only 16 outstanding work orders. The program staff retrieved / delivered surplus equipment from/to Sam Hider Health Center, Mankiller Health Center, Health Administration, Healthy Living Campus/Behavioral Health, Salina Health Center, Three rivers Health Center, Ga Du Gi Clinic and Surgical Technology Training Center. Biomedical opened 443 Non-Life support PM Orders with 417 being completed. 100% of For- Life Support PM Work Orders, were completed. The program director provided incident report and information on GSA vehicles assigned to Health administrative and Executive Committee.
- **Cherokee Elder Care (CEC) Report-** Cherokee Elder Care (CEC) census for April was **129 participants** with two new enrollments; 64% are Native American. Current staffing includes 60 FTEs and 3 PTEs; 62% are Native American. Marketing and Intake continue to educate within the new zip codes with average enrollment for the year of 3 new participants per month. For the month of April there were 29 referrals with 9 moving forward with paper work for possible enrollment. Choctaw Nation was onsite this month visiting staff regarding the PACE model. CEC social services and dietary department have been instrumental with helping 60 of the participants receive additional groceries each month. CEC has also helped participants receive Farmers Market Cards which will be handed out in May.
- **Staffing Report-** Total number of filled position were **2,208** during the month of April.

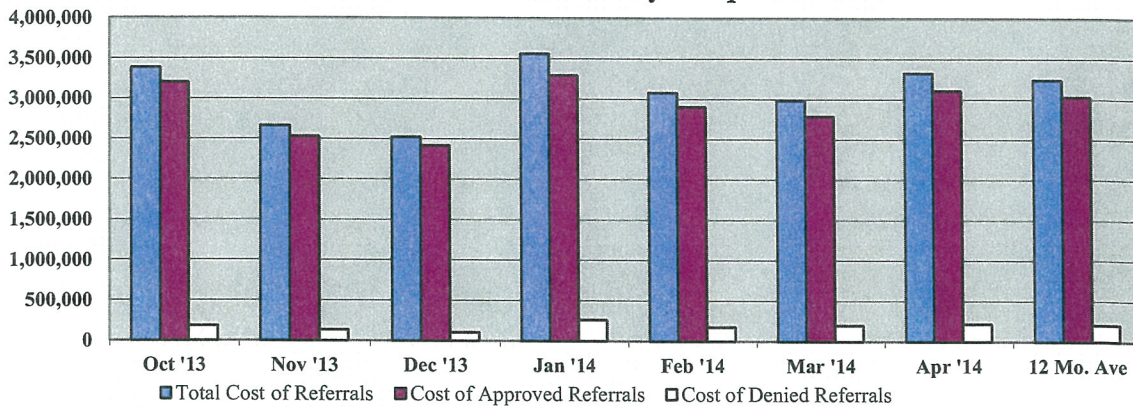


Contract Health Services— During the month of April, CHS program processed 6,973 referrals, of those 6,787 (97.3%) were approved at the cost of \$3, 106,667.

Referrals by Disposition



Cost of Referrals by Disposition



- CHS Special funding initiative update**— The program was established as a result of passage of “Cherokee Nation Corporation Health Dividend Act of 2011 (Cherokee Code Annotated: Title 18, Article 3 § 18) which was amended in November 2011 to increase the amount of the monthly dividend from CNB profits from 30% annually to 35%. The additional 5% of the corporate dividend will be used exclusively to provide services to Cherokee Nation citizens living within the jurisdictional boundaries of the Cherokee Nation. The services covered include, but are not limited to, eyeglasses, dentures, prosthesis, cancer treatments and hearing aids. At present, the process of handling these claims are as follows:
- Most of these referrals are termed “Call In’s”. These are emergent referrals where patient access health care services via an ambulance or an emergency room, bypassing the typical Indian Health Services route. Once we receive the request one of three outcomes are possible the referral can be **approved**, **deferred pending** further medical information or **denied**.
- Referrals are deferred pending further medical information for a few reasons. For example, the medical information on these referrals is minimal due to the emergent nature of the situation.

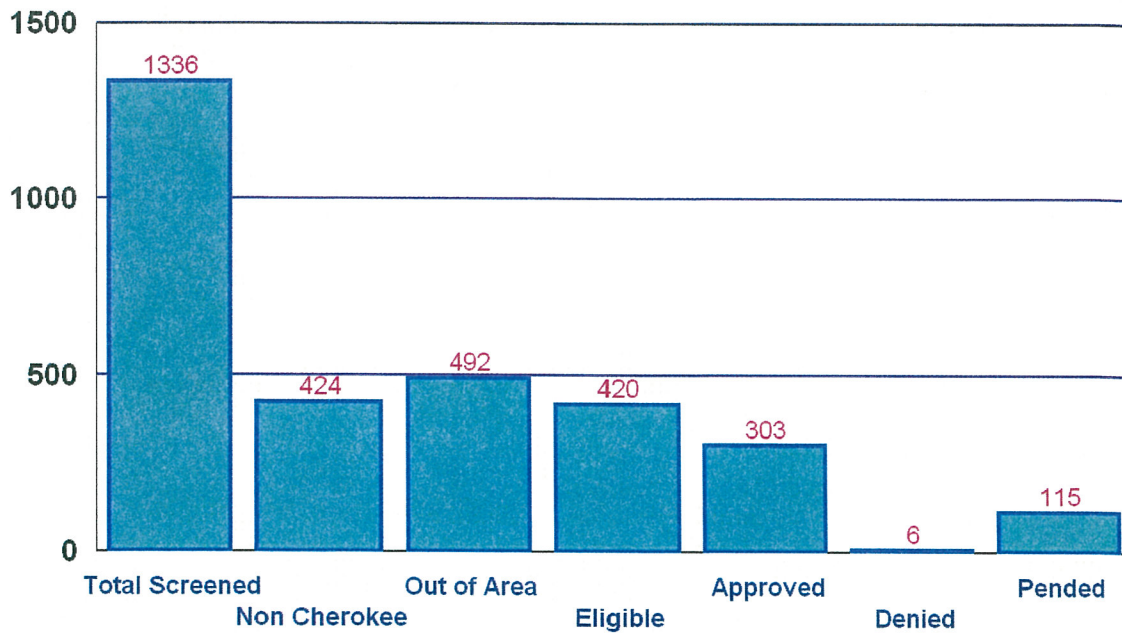
Year to date summary

CIH Review Summary - April 2014						
Eligible	Approved		Pended		Denied	
	#	\$	#	\$	#	\$
424	303	310,246	117	143,580	6	6,200

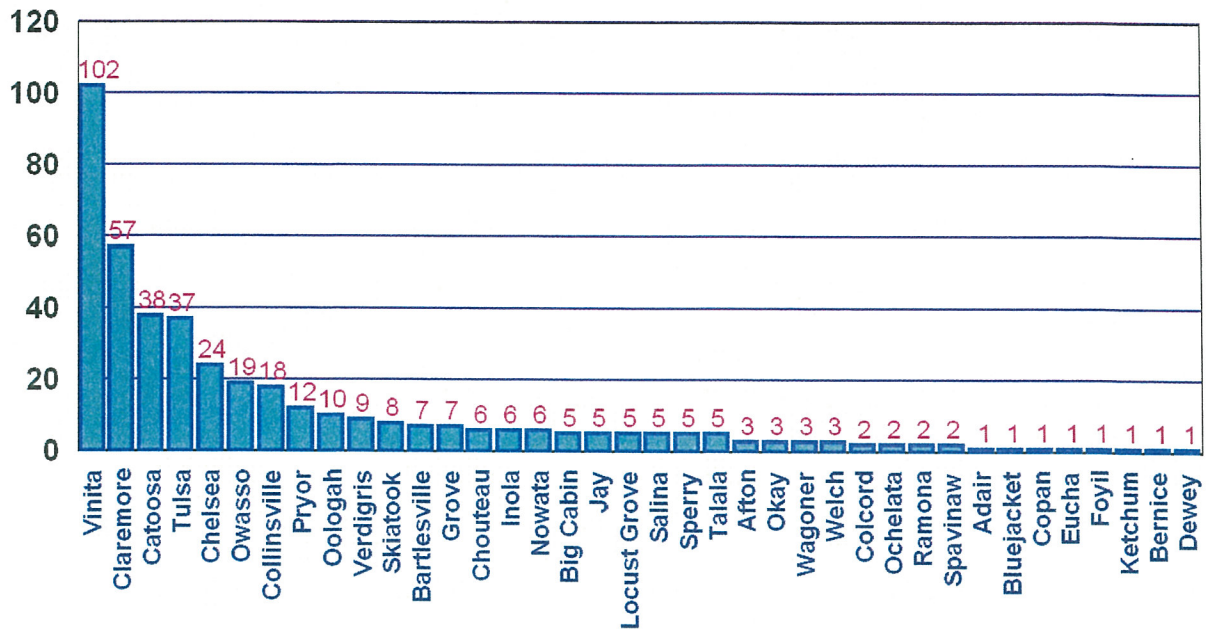
Data for the month of April 2014

1336	Total Screened
424	Eligible
492	Non Cherokee
420	Out of Area
303	Approved
6	Denied
115	Pended

Five % CNHS FUNDS BREAKDOWN-APRIL 2014



Five % CNHS FUNDS DISTRIBUTION BY COMMUNITIES _APRIL 2014



Patient Comments & Compliments

Burkart
47-14

Patient Satisfaction Survey

Patient Experience Survey

- I have a person who I think of as my personal doctor or nurse.
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree
- It is very easy for me to get medical care when I need it.
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree
- Most of the time, when I visit my doctor's office, it is well organized and does not waste my time.
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree
- The information given to me about my health problems is very good.
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree
- I am sure that I can manage and control most of my health problems.
1 I do not have any health problems 2 Not very sure 3 Somewhat sure 4 Very sure
- Overall, the care I receive at Amo Salina Health Center meets my needs.
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree

Comments: I love Dalene Amo Clinic. Its easy to get in and I feel they (receptionist, nurse, doctors) really listen to my. I have private insurance ~~but~~ I choose to go here.

AMO

4-2-14

TERRIE

Patient Satisfaction Survey

Patient Experience Survey

1. I have a person who I think of as my personal doctor or nurse. 1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree

2. It is very easy for me to get medical care when I need it. 1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree

3. Most of the time, when I visit my doctor's office, it is well organized and does not waste my time. 1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree

4. The information given to me about my health problems is very good. 1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree

5. I am sure that I can manage and control most of my health problems. 1 I do not have any health problems 2 Not very sure 3 Somewhat sure 4 Very sure

6. Overall, the care I receive at Amo Salina Health Center meets my needs. 1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree

Comments: I always get the best treatment
I've ever had at this clinic. Keep up the good
work.

AMO

PEDS
4-16-14

Patient Satisfaction Survey

Patient Experience Survey

- 1. I have a person who I think of as my personal doctor or nurse.
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree
- 2. It is very easy for me to get medical care when I need it.
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree
- 3. Most of the time, when I visit my doctor's office, it is well organized and does not waste my time.
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree
- 4. The information given to me about my health problems is very good.
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree
- 5. I am sure that I can manage and control most of my health problems.
1 I do not have any health problems 2 Not very sure 3 Somewhat sure 4 Very sure
- 6. Overall, the care I receive at Arno Salina Health Center meets my needs.
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree

Comments:

Excellent Care

We appreciate it so much!

AMO

4-2-14

Dr Gray

Patient Satisfaction Survey

Patient Experience Survey

- 1. I have a person who I think of as my personal doctor or nurse.
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree
- 2. It is very easy for me to get medical care when I need it.
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree
- 3. Most of the time, when I visit my doctor's office, it is well organized and does not waste my time.
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree
- 4. The information given to me about my health problems is very good.
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree
- 5. I am sure that I can manage and control most of my health problems.
1 I do not have any health problems 2 Not very sure 3 Somewhat sure 4 Very sure
- 6. Overall, the care I receive at Amo Salina Health Center meets my needs.
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree

Comments: I feel I get better care here than anywhere I have
sick now.

AMD

To whomever will listen:

I can't say enough good things about
The Dental Department, their staff, &
their services. It's the first time I've
ever looked forward to a dental appointment.
Anyone who is apprehensive about going
to the dentist can be assured they
are in good hands here. I am one
happy camper ^_^

Thank You!

Candy Stetting