



Cherokee Nation Tribal Council Health Committee Report

Claremore Indian Hospital

Month/Year of the report: February 2013

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Accomplishments:

- **Staffing:** Still recruiting ER Physicians.
- **Visits:** Outpatient visits for January up 1.3% over the same period the previous year.
- **Revenues:** Revenues for FY2013 increased 2.48% over the same period the previous year.

Future Plans / New Initiatives:

- **New Services:**
 - Orthopedic Surgeon has started surgeries at Claremore Regional Hospital.

Workload:

Actual numbers/month

Outpatient visits up	1.3%	21,058
Dental visits down	.01%	869
Admissions up	4.2%	74
Newborns up	5.3%	20
New charts down	12.1%	276
Reactivated Charts up	4.6%	206

These statistics are compared to FY2012 statistics for the same time period. (February)
Occupancy rate for February 2013: 22%

Third Party Collections:

February collections

Medicare:	\$ 277,455.88
Medicaid:	351,484.19
Private Insurance:	<u>519,749.54</u>

\$ 1,148,689.61

Year-to-date collections for FY 2013: \$ 7,086,157.05

Amount billed for February 2013: \$ 2.06 million

Collections are up compared to FY2012 collections for same time period. \$ 171,733.64

Percentage of account receivables pending for claims > 120+ days: 4%

CHS Activities:

February cases

Funded:	529 cases:	\$ 933,862.00
Denials:	97 cases:	\$ 219,142.96
Deferred:	427 cases:	\$ 394,250.00

Files to Committee 1247



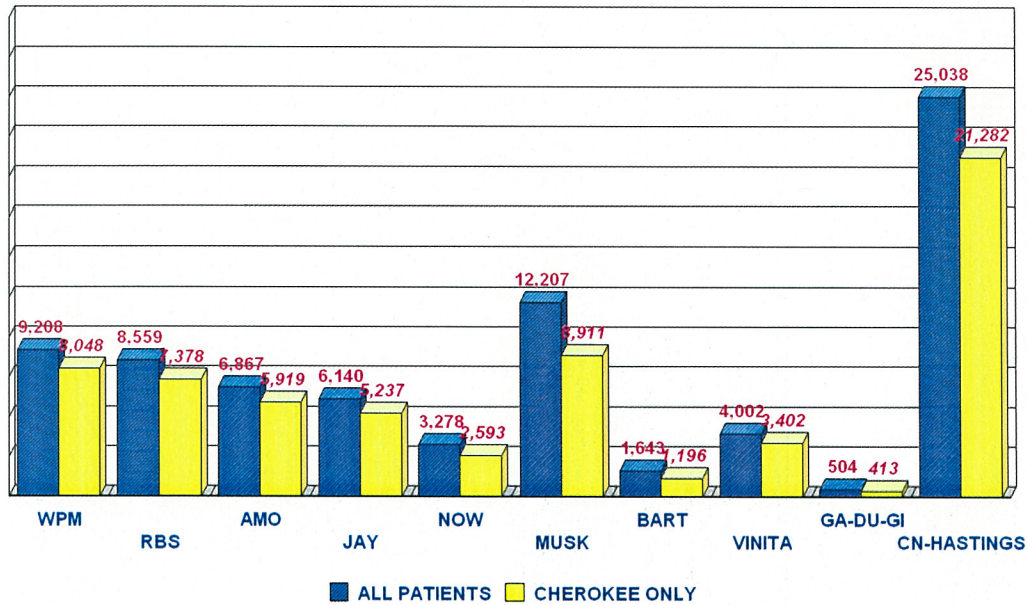
Cherokee Nation Tribal Council Health Committee report

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

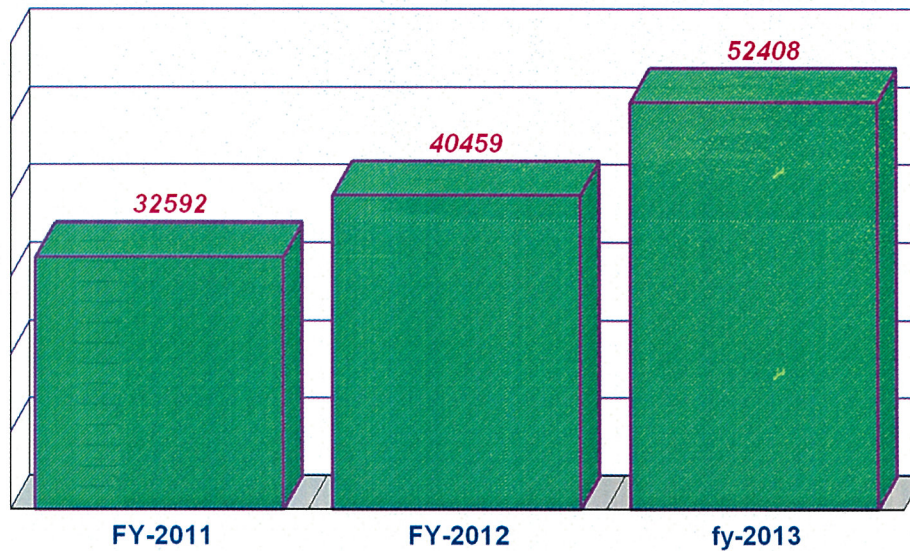
Month/Year of the report: March, 2013
Phone number 453-5557

CHARTS

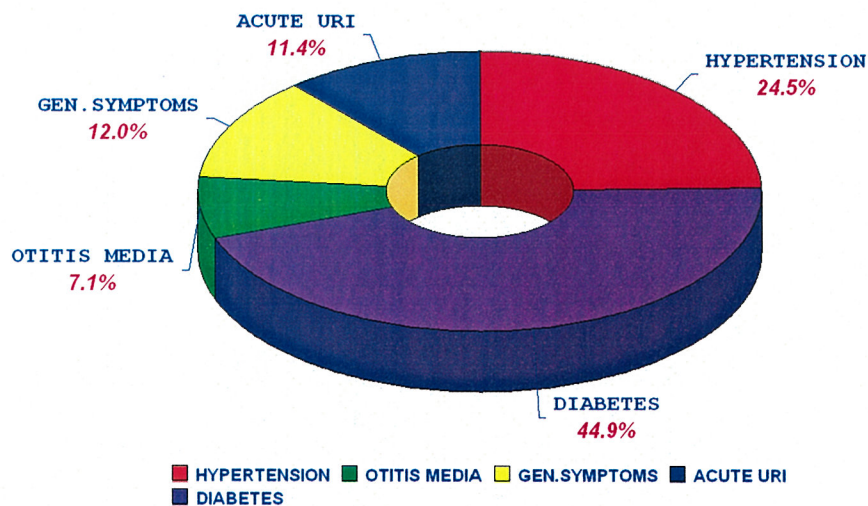
AMBULATORY PATIENTS VISITS BY CLINIC, FEBRUARY 2013



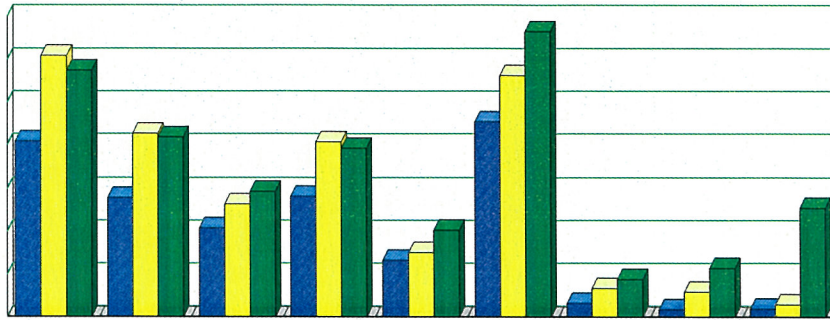
TOTAL AMBULATORY PATIENTS VISITS BY CLINIC, FEBRUARY 2013



TOP FIVE AMBULATORY CARE DIAGNOSIS FOR CNHSG, FEBRUARY 2013

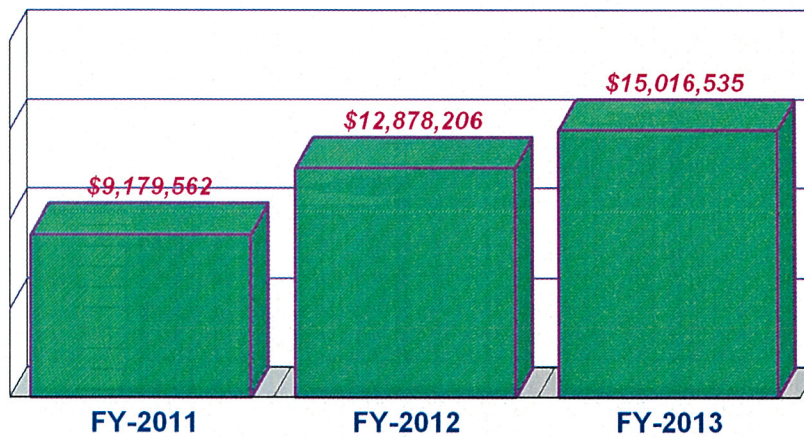


Third Party Revenue By Clinic, FEBRUARY 2013 (YEAR TO-DATE)



	WPM	RBS	JAY	AMO	NOW	MUSK	BART	VINITA	GA-DU-GI
FY-2011	\$2,042,981	\$1,389,871	\$1,038,911	\$1,404,436	\$663,755	\$2,274,970	\$169,043	\$94,393	\$101,202
FY-2012	\$3,041,771	\$2,136,954	\$1,314,919	\$2,031,766	\$755,589	\$2,806,891	\$337,957	\$299,108	\$153,251
FY-2013	\$2,863,970	\$2,092,071	\$1,460,981	\$1,961,122	\$1,013,073	\$3,324,255	\$446,143	\$575,125	\$1,279,795

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 Health Services–February 2013

Redbird Smith Project:

- February 8: Planning Meeting
- February 12: Planning Meeting

Policies and Procedures:

- February 11: Met with QM staff to finalize Health Center Registration Policies and Procedures

Improved Patient Care (IPC-4):

- February 5, 6 & 7: Webinar with TRHC Team and the Nurse Advisor, Rhonda Stanley
- February 26: QILN Webinar, Christie Cooper, WPMC Administrator presented on cycle times

Stilwell Expansion, New BV and New Jay:

- February 4: Planning Meeting

Oklahoma Health Care Authority:

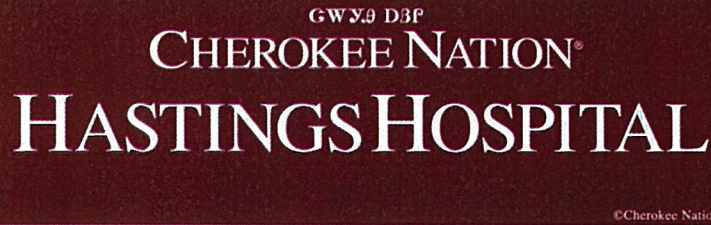
- February 15: Tribal Listening Session

Cherokee Nation Public Health Committee Retreat:

- February 19 & 20

Veteran Affairs MOU with Cherokee Nation Health Services:

- February 28: Initial Project Meeting



Memorandum

To: Connie Davis
cc: Sohail Khan
From: Brian Hail
Date:
Subject: February 2013 Executive Summary for W.W. Hastings Hospital

On February 6, 2013, I participated in an exit briefing with surveyors from the American Society of Health-System Pharmacists at the conclusion of their accreditation survey for our pharmacy residency. The surveyors were very positive about both the residency and our Pharmacy Services and suggested we strongly consider expanding the number of pharmacy residents we accept due to the strength of our program.

To better handle reviews of our billing via Recovery Audit Contractors (RAC), I, along with billing, health information management, and utilization review staff, participated in a webinar, "Proactively Defend Against Recovery Auditor Prepayment Reviews" on February 15, 2013.

On February 15, 2013, I attended the Tribal Listening Session at the Armory Municipal Center in Tahlequah, OK, which was sponsored by Cherokee Nation. This session was for tribal health representatives to provide feedback and insight in regard to Oklahoma's plans surrounding the Affordable Care Act and Medicaid expansion.

At the invitation of Health Nation, I participated in the Cherokee Nation Public Health System Strategic Planning Session on February 19th and 20th.

On February 22, 2013, I traveled to Integris Blackwell Regional Hospital to attend the Oklahoma Hospital Association's Northeast Region CEO Meeting. Items discussed included Medicaid Expansion, CRNA Scope of Practice changes and worker's compensation reform.

Dr. Kuper Upchurch, D.O., was hosted on Monday, February 25, in an effort to recruit him to work in our Emergency Department. Dr. Upchurch is board-certified in emergency medicine.

Office of Health Professional Recruitment & Retention
March 2013 Activity Report

Location	Specialty	Activity
W.W. Hastings Hospital	Emergency Medicine	Letter of intent to Dr. Kuper Upchurch
W.W. Hastings Hospital	Podiatry	
W.W. Hastings Hospital	Family Medicine	Dr. Harp; effective 8/19/2013
W.W. Hastings Hospital	Family Medicine	Dr. Miller; effective 7/1/2013
W.W. Hastings Hospital	Physician Assistant	Mr. Taggart; T/PT effective 4/1/13
W.W. Hastings Hospital	Radiology	Dr. Morelli; effective T/PT 6/2013 to R/FT 7/2014
W.W. Hastings Hospital	Pharmacist	Sarah Watkins; Cherokee Directed Studies 7/2014
W.W. Hastings Hospital	General Surgeon	Dr. Nydick effective for 6/3/2013
W.W. Hastings Hospital	Nurse Midwife	Pending letter of intent to Cheryl Scaff
Vinita Health Center	Family Medicine	Dr. Pearish; effective 11/18/2013
Vinita Health Center	Family Medicine	
Vinita Health Center	Family Medicine	
Vinita Health Center	Dentist	Dr. Henry; Cherokee; 7/1/2013
Vinita Health Center	Pharmacist	Gathering applicant pool
Vinita Health Center	Physical Therapist	Lindsey Schultheiss; Cherokee effective 4/1/2013
Wilma P. Mankiller Health Center	Family Medicine	Dr. Alfonzo Echeverria effective 5/20/2013
Redbird Smith Health Center	Family Medicine	Pending candidate visit
A-Mo Health Center	Family Medicine	Pending interview w/ Dr. Mithlo
A-Mo Health Center	Dentist	Internal Candidate to transfer
Three Rivers Health Center	Family Medicine	Dr. Smith; effective 7/8/2013
Three Rivers Health Center	Nurse Practitioner	Kristin Edwards effective 5/20/2013
Sam Hider Health Center	Family Medicine	Marcia Matthews; effective 6/3/2013
Sam Hider Health Center	Family Medicine	
Behavioral Health	Psychiatrist	Dr. Patton T/PT possibility. Visit 3/11/13

Name	Facility	Location	Compensation
Jack Aldridge, DO	Sam Hider	X	X
Patrice Wagner, MD	Vinita	X	
Rhett Rains, DDS	Salina		
Donald Cohen, MD	Vinita		X

Total Positions: 23
Providers with start dates: 14
Total vacant positions: 9

CN WW Hastings Hospital Dental Health Services Report– Stephen Jones Senior Dental Director–

February 2013 Report:

For the month of 2013 Cherokee Nation Dental Clinics report the following:

- 906 New Patient 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.
- 1025 Emergent Care Patients Seen – These are patients seen for emergency care only.
- 307 Patient were completed – All treatment recommended by the dentist was completed.
- 94 Patients were referred for Dentures or Partials – (Fuel Tax Contact Services)
- 39 Patients were referred for Contracted services we could not provide. (Contract Health Funds)
- 177 Diabetic patients were identified and seen as a priority for Exams.
- 9 Prenatal patients were identified and seen for Exams.
- 173 Head Start screenings – This is part of our prevention services.
- 446 Sealants were placed on children – This is part of our prevention services.
- 601 Children had Fluoride Varnish applied to the teeth at their respective Schools or Headstart programs

Current Projects:

- We continue to analyze our business processes in order to capture more third party revenue to utilize for expanded services to our patients.
- Since the Vinita Dental Clinic has opened, it has seen an increase in patients.
- We have continually worked on the architectural plans for Redbird Dental Clinic in Sallisaw.
- Attending the community meetings has proven to benefit the Native American population. Dental representatives will continue to attend the monthly meetings in effort to address questions and concerns, and provide up-to-date information of services offered.
- We are continuing to move forward to make our Dental Program better and more efficient and competitive to achieve our goal of being “The patient’s first choice not a last choice” for dental services.

Respectfully,

R. Stephen Jones D.D.S.

Senior Dental Director

Cherokee Nation Health Services

Health Program reports–

- **Wilma P. Mankiller Health Center** – Twenty two patients enrolled in the Stilwell DPP program lost a total of 242.7 pounds. A new PHN position filled February 2013. Behavioral Staff conducted Parent Education presentation at local headstart. Staff attended OSHA training. WPMHC PT and Dental Staff participated in Westville School Health Fair. WPMHC Staff attended Violent Patients and Visitors Webinar. Immunizations rates for children 0-27months is 81%. Ideal glycemic control is at 33% of diabetic patients. Cycle time tracking (toe in toe out, including the pharmacy) is 99 minutes. The customer satisfaction rate is 79.5%.
- **A-Mo - Salina Community Clinic** – The clinic has met or exceeded all national GPRA standards. Dental Clinic is functioning at near capacity. Environmental Health did mold test in Dental area for evidence of mold in air quality. Tests should be back week of March 18. If negative, restoration cost should be much less than estimated. Immunizations rates for children 0-27months is 93%. Ideal glycemic control is at 38% of diabetic patients. Cycle time tracking (toe in toe out, including the pharmacy) is only 59 minutes. The customer satisfaction rate is 94%.
- **Redbird Smith Health Center** – Staff continues to work out of the RSHC Annex from the relocation from the main facility. All services are being offered, with the exception of Dental. HPDP continues to work part-time in Sallisaw and part-time in Tahlequah HPDP office. The Nutrition and Radiology Staff have continued to rotate days working in the Muskogee and Stilwell Clinics, we have now added Ultrasound service. Immunizations rates for children 0-27moths is 91%. Ideal glycemic control is at 42% of diabetic patients. Cycle time tracking (toe in toe out, including the pharmacy) is not reported. The customer satisfaction rate is not reported.

- **Sam Hider Jay Clinic** –The clinic staff hosted diabetic shoe clinic, CDIB registration, and diabetes sessions. Immunizations rates for children 0-27months is 100%. Ideal glycemic control for this cycle is 44.5%. Cycle time tracking (toe in toe out, including the pharmacy) was not reported. The customer satisfaction rate is 80%.
- **Three Rivers Health Center** –Quality management program completed a mock survey of the clinic, in preparation for the DNV survey. Immunization rate for children 0-27months is 90%. Ideal glycemic control is at 45% of diabetic patients. Cycle time tracking (toe in toe out, including the pharmacy) is 71minutes. The customer satisfaction rate is 82%.

CN W.W. Hastings Hospital– February report

Announcements

- Collaboration between Dr. Mera, our Infectious Disease specialist, and our Emergency Department providers has begun in an effort to comply with the most recent recommendations from the Centers for Disease Control and Prevention (CDC) in regard to HIV testing. A discussion during our Emergency Services Committee highlighted the benefits of HIV screening (broad-based testing) such as “normal” lifespans for those patients in which HIV is detected early as well as decreased transmission of HIV.

Achievements

- On February 5th and 6th, we hosted two surveyors from the American Society of Health-System Pharmacists (ASHP) during an accreditation survey for our pharmacy residency. They surveyors commented that we have a, “wonderful residency and practice” with “outstanding preceptors” and advised we have no areas of non-compliance.
- During our General Medical Staff meeting on February 13th, we hosted Dr. Jasdeep Dalawari; Dr. Dalawari is an interventional cardiologist with Northeast Oklahoma Heart Center. Our providers were given an overview of his practice and capabilities and afforded an opportunity to ask questions. Michele Been, the Cardiac Transfer Case Manager, was introduced along with Dr. Dalawari and her role was explained to the medical staff.

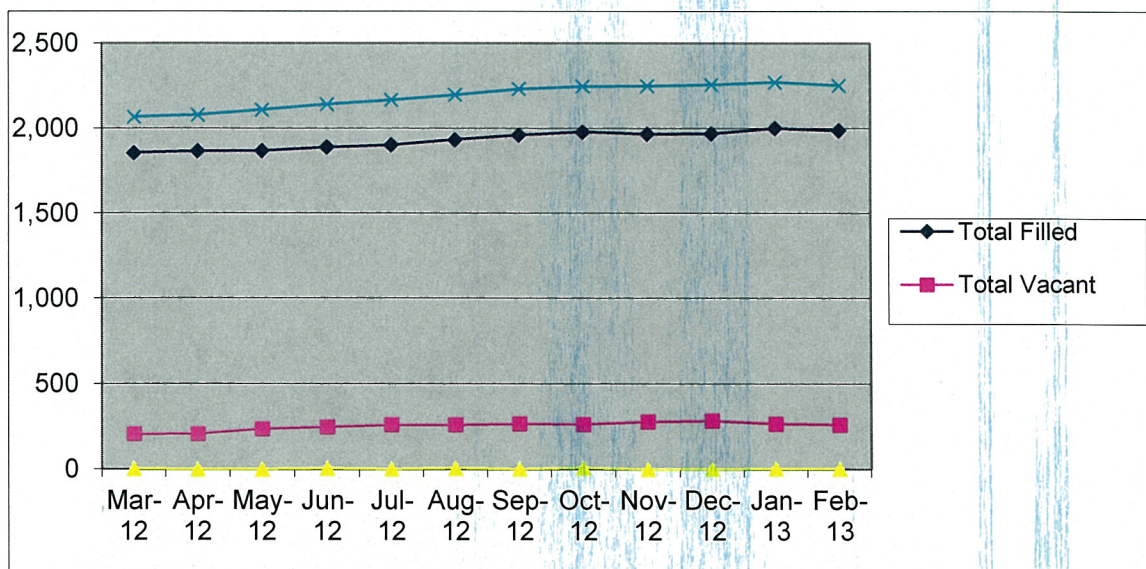
Volume

- The Hastings Emergency Department (ED) and Urgent Care treated 5,109 patients during February and experienced a Left Without Being Seen (LWOBS) rate of 3.4%. This decrease in the number of LWOBS is a significant improvement from January and represents great effort on the part of the ED and Urgent Care staff to improve patient flow processes.
- **Diabetes program**– The new Diabetes Program dietitian in Nowata started work on February 4th. All facilities started point-of-sale (POS) billing for diabetes test supplies on February 19th. The process was tested first at Hastings, then at Salina and Muskogee, before we implemented POS billing for supplies at all facilities. On February 21st, we submitted all documents requested by a CMS contractor for an audit of the Diabetes Self-Management Education (DSME) Program at Redbird Smith Health Center. CMS is conducting random audits of DSME programs accredited by the American Assn. of Diabetes Educators (AADE) to ensure compliance of the accrediting organization (AADE). **103** patients attended the Diabetes Self-Management Education classes in February.
- **Improving Patient Care**- Staff from the Comprehensive Primary Care Initiative collaborative (CPCi) core team, Hastings, TRHC, and WPMHC attended a workshop for participants from the CPCi sites in northeast Oklahoma on February 22nd in Tulsa. One of the main topics was risk stratification of the patient population. CPCi is being funded by Medicare. Its goals are the same as IPC’s—patient-centered, coordinated care to improve quality and contain the rise in health care costs. The CPCi collaborative also includes payors (BC/BS, the Oklahoma Healthcare Authority, and Community Care). CPCi is a 4-year initiative. Training was held on February 5-7th at the Hastings computer lab to train 18 staff from all facilities as super-users in iCare. Super users will conduct hands-on iCare training for new staff and on iCare upgrades at the computer labs at Hastings, Vinita, and Muskogee. RN care managers in particular need to be proficient with iCare in order to manage their panels of patient and ensure follow-up of high-risk patients and patients with chronic conditions.
- **Diabetes Prevention Program (DPP)** – Group 24 completed 4 sessions with 3 participants. Group 23 completed 2 sessions with 1 participant that is to complete classes on March 8. DPP After core meetings were held in Muskogee and Tahlequah. DPP Labs were completed in Salina and Tahlequah. DPP collaborated with Claremore

Hospital to begin a class in March 2013. DPP staff participated in a video shooting for Cherokee Nation regarding our program.

- **Dietary Services** –Reports that they **served 757 clients** during the month of February. The worksite activities included weight management classes, Lipid control classes, food exhibits and cooking demonstrations, creating diet menus for patients, nutritional therapy coverage, Cherokee youth shelter menu review and advice. Food Handler’s training was provided.
- **Breast and Cervical cancer early detection Program** – The program served **289** women served (Clinical Breast Exam, Mammograms, Ultrasound, Pap smear, HPV testing, Colposcopy with biopsy) during the month of January at the cost of **\$29,455**. Community outreach was offered at four sites, **391** participants were reached during these events.
- **Comprehensive Cancer Program (CCC program)** Outreach Coordinator presented at Ft Gibson Public Schools during “**Pink Game**”, a breast cancer awareness and educational event to raise awareness for men and risk factors for **Male Breast Cancer**. 113 participants at one event and 257 at another. Couple of presentations was done to the Vinita Rotary Club and to the CN Vinita Clinic. Two presentations on **Prostate Cancer Awareness** and education were offered, a combined 68 participants. Outreach Coordinator presented at Sequoyah High School during “**Pink Game**”, a **breast cancer awareness** and educational event to raise awareness for men and women. CCC coordinated with school officials to assist with the promotion of this event. Risk factors for cancer and educational topics were presented. The **Tobacco Tour** was presented at Grandview Public Schools located in Cherokee County. The Dangers of commercial use of tobacco is the core component of the Tobacco Tour, 150 students attended. Women’s health presentations were given to two separate groups at the Indian Capital Technology Center by Dr. Gahn and Greg Bilby.
- **Cancer Registry**–The program successfully submitted an abstract which has been accepted by the National Centralized Cancer Registry association annual conference. The registry now has collected data on **6,087** cancer patients.
- **CN Emergency Medical Service**– handled **329 calls**, of those 135 required emergency transport, 119 were transferred. In addition program provided EMS training to 774 participants of those 486 were Native Americans.
- **Behavioral Health Services**– Behavioral Health provided **1,028 patient visits** at the Tahlequah and CIH sites only. Behavioral Health began active participation in the “Charles Head One Fire Against Violence” Task Force.
- Our prevention program staff attended the Community Anti-Drug Coalitions of America (CADCA) annual Leadership Forum in Washington, DC. Our staff gave a presentation on how we have applied what we have learned in drug and alcohol prevention to prevention in other areas such as reproductive health, mental illness, and suicide. The presentation was well received. We joined community members from Tahlequah, Stilwell, and Vinita in visits with staffers from the Oklahoma congressional delegation to discuss the importance of substance abuse and mental health services in northeast Oklahoma. Additionally, June Mayer from Healthy Nation accompanied us on behalf of Healthy Nation’s Community Transformation Grant. CADCA also has received a Community Transformation Grant. June, BH Associate Director Levi Keebler, and BH Director Dr. B J. Boyd were able to meet with the project coordination for CADCA’s grant to discuss collaboration between the two projects on tobacco prevention. Dr. Boyd was also able to speak briefly with SAMSHA Administrator Pam Hyde about the White House’s “Now is the Time” plan for addressing mental health service shortages and with CADCA officials about their organization supporting passage of the Violence Against Women Act, including the provision for giving tribal courts authority over non-Indian offenders.
- **Jack Brown Center**–The JBC currently has 14 residential clients, 10 males and 4 females. Staff offered educational sessions though out tribal jurisdiction.JBC Director met with Infection control nurse.
- **Pharmacy Services**– the program filled 139,748 prescriptions (an increase of 4.27% from last year) @ the cost of \$1, 2236,244. POS collections covered 96% of the prescription costs. Sallisaw Pharmacy- a new pharmacist has started working, CNWWH –we may install a security camera to reduce errors and improve security. **90 day solutions:** Project has been completed and education has been provided to the providers. Brandon has not yet implemented the plan and plans to provide a scripted sheet for everyone to be providing the same information. Anticipate starting date has been pushed back to April. Eligible beneficiary employee clinic patients may now get medications CN carries in formulary from their local CN health site pharmacy. **Vinita pharmacy** – account number has been approved IHS just waiting for activation by the vendor. All med are currently being ordered through Nowata.
- **Healthy Nation Program**– Boomer sooner program made a visit to marble city elementary-talked about importance of fitness/nutrition. Adair County-started new community garden at Dahlongegah (raised beds). Mayes County/Adair County Started Smoking Cessation classes at both clinic sites.

- The program has worked with Gore Public School system on developing a new Wellness Policy for Gore Public School District that states:
 - At least 10 minutes for breakfast and 20 minutes for lunch will be provided from the time students are seated to allow adequate time to eat school meals.
 - Only healthier food options for food beyond the school food services (e.g., all vending machines, school stores during school hours, and food/beverages for celebrations) are allowed.
 - The School District does not use candy or food as a reward or punishment for academic performance or behavior.
 - Elementary students will participate in 150 minutes of Physical Activity per week. Activity will include daily recess, daily physical activity integrated in the school day, and Physical Education time.
- The Recreation center located in Tahlequah now has 10,837 members, total numbers of visits: 10,855.
- **Dietary Services-** Reports that they **served 750 clients** during the month of January 2013. The worksite activities included weight management classes, Lipid control classes, food exhibits and cooking demonstrations, creating diet menus for patients, nutritional therapy coverage, Cherokee youth shelter menu review and advice, SHS menu review and advice.
- **Public Health Nursing**– made **493 home visits** to provide services dressing changes/wound care, monitoring vital signs, education, management of medication planners, blood draws, B12 injections, assessment of home safety/environment, DM self management and education. PHN staff also performed **64 post-partum follow ups**, and provided **transportation to 214 clients** to our clinics, WIH, CIH and contract facilities.
- **Health Facilities-** the program director and his staff Ordered and installed replacement items damaged by water leak in washer at Salina Dental. Prepared suggestions of equipment replacement lists for committee meeting, along with drafting a process flow chart. Added new remote users for Computerized Equipment Management Systems (TMS) and prepared training syllabus for new users. Reviewed and refined equipment data in TMS for Vinita Health Center. Scanned in scale calibration certificates and attached to scale work order in TMS. Met with representative from Patterson Dental to view cabinets at the CNE warehouse for possible use at RSHC. Surplus equipment was delivered and picked up from the following locations: Healthy Living Campus, buildings 1, 2, and 3, Westville WIC, Salina Clinic, Nowata Clinic, Sallisaw, Clinic, Muskogee Clinic, Jay Clinic, Diabetes Program, EMS Program, Talking Leaves job Corp., and Hastings Hospital. Addressed roof leak issue at Jack Brown Center. Continued work on storage buildings at Salina and Muskogee. Reviewed Federal allowable cost materials required as part of financial training. Met with architect regarding building remodels for upcoming staff moves. Investigated water pressure situation at Three Rivers Health Center. Health Services Vehicle Fleet stands at 125 GSA and 14 Tribal, total 139.
- **Cherokee Elder Care (CEC) Report**– **120 participants** were enrolled during February. Intake and Marketing continues to target Muskogee, Braggs and Fort Gibson location. Current staffing includes 56 FTEs and 2 PTEs as well as 3 PRN status employees. We have been able to add additional Registered Nurse for our Nurse Case Management implementation.
- **Staffing Report**– Total number of filled position were **2,000**. Four provider positions were filled during the month.



- **Contract Health Services**– the CHS program processed 5,396 referrals, of those 5,281(97.86%) were approved at the cost of \$2,964,793.
- **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.

CIH Review Summary – February, 2013						
Eligible	Approved		Pended		Denied	
	#	\$	#	\$	#	\$
248	156	218,556	89	124,689	3	4,200

Total Screened	892
Eligible	248
Non Cherokee	415
Out of Area	229
Approved	156
Denied	3
Pended	89

Five % CNHS FUNDS DISTRIBUTION BY COMMUNITIES February 2013

