



# Cherokee Nation Tribal Council Health Committee Report

Claremore Indian Hospital

Month/Year of the report: April 2012

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## Accomplishments:

- **Staffing:** Still recruiting ER physicians and Internists.
- **Visits:** Outpatient visits for April increased 10.1% over the same period the previous year.
- **Revenues:** Revenues for FY2012 increased 25.34% over the same period the previous year.

## Future Plans / New Initiatives:

- New Services:
  - Renovating and upgrading OB Surgery suite to increase available OR time.

## Workload:

### Actual numbers/month

Outpatient visits up	10.1%	21,933
Admissions down	13.3%	65
Newborns down	23.1%	10
New charts up	8.8%	321
Reactivated Charts down	30.7%	183

These statistics are compared to FY2011 statistics for the same time period. (April)

Occupancy rate for April 2012: 17%

**Third Party Collections:**

April collections

Medicare: \$ 216,760.08  
Medicaid: 431,944.87  
Private Insurance: 446,420.28

\$ 1,095,125.23

Year-to-date collections for FY 2012: \$ 9,084,130.49

Amount billed for April 2012: \$ 1.95 million

Collections are up compared to FY2011 collections for same time period. \$ 1,836,565.87

Percentage of account receivables pending for claims > 120+ days: 9%

**CHS Activities:**

April cases

Funded: 410 cases: \$ 841,815.00  
Denials: 464 cases: \$ 464,428.00  
Deferred: 164 cases: \$ 528,335.36

Files to Committee 1105



## Cherokee Nation Tribal Council Health Committee report

Report by: Connie Davis, Executive Director Health Services  
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Month/Year of the report: May, 2012  
Phone number 453-5557

### **I. Notable Program Accomplishments:**

- **Wilma P. Mankiller Health Center** – Accepted as IHS IPC QILN (Quality and Innovations Learning Network) Site. The customer satisfaction rate is 76%. Immunizations rates for children 0-27moths is 87%. Ideal glycemic control is at 41.6% of diabetic patients. Cycle time tracking (toe in toe out, including the pharmacy) is 68 minutes.
- **A-Mo - Salina Community Clinic** – Pharmacy remodel, storage building construction will start on May 24. Behavioral Health clinician has started a multi disciplinary support group. The customer satisfaction rate is 96%. Immunizations rates for children 0-27moths is 94%. Ideal glycemic control is at 43% of diabetic patients. Cycle time tracking (toe in toe out, including the pharmacy) is only 57 minutes.
- **Redbird Smith Health Center** – Thomas Logan BHS supervisor started at the clinic. The customer satisfaction rate is 90%. Immunizations rates for children 0-27moths is 86%. Ideal glycemic control is at 42% of diabetic patients. Cycle time tracking (toe in toe out, including the pharmacy) is 77 minutes.
- **Sam Hider Jay Clinic** - clinic staff hosted prenatal classes, annual diabetes clinics, diabetic shoe clinic, and smoking cessation classes. The customer satisfaction rate is 85%. Immunizations rates for children 0-27moths is 100%. Ideal glycemic control is at 45% of diabetic patients. Cycle time tracking (toe in toe out, including the pharmacy) is 78 minutes.
- **Three Rivers Health Center** – Dr. Tom Kincaid will be recognized in July for receiving the Cherokee Nation merit ward. Dental clinic is in the process of filling 10 dental assistant positions for the expansion of the dental department. The customer satisfaction rate is 75%. Immunization rate for children 0-27moths is 87%. Ideal glycemic control is at 48% of diabetic patients.
- **Will Rogers Health Center** – The Public Health Educator presented a workshop to the Nowata Boys and Girls Club on Cherokee history and Culture. Clinic medical director and nurse case managers attended mid America diabetes training at Wichita State University. The customer satisfaction rate is 58%. Immunizations rates for children 0-27moths is 80%. Ideal glycemic control is at 52% of diabetic patients. Cycle time tracking (toe in toe out, including the pharmacy) is 85 minutes.
- **Vinita Clinic** – The clinic administrator Setup a booth and provided information on the new clinic at Councilman Dick Lay's Community meeting on the 20th. He also attended the University of Oklahoma recruitment fair in Tulsa, and met several applicants interested in the positions at Vinita. In addition he attended a recruitment meeting with two physicians in Catoosa. The Vinita Clinic teamed up with the Grand Lake Lions Club to host a 5k run across Grand Dam in Langley. There were over 500 registration packets completed for the first annual run. Several members of the Clinic Staff ran, walked or worked the event. The customer satisfaction rate is 96.7%. Immunizations rates for children 0-27moths is 100%. Ideal glycemic control is at 61.4% of diabetic patients. Cycle time tracking (toe in toe out, excluding the pharmacy) is 43 minutes.
- **CN W.W. Hastings Hospital**– Mr. Brian Hail has joined the Cherokee Nation Health Services leadership team as the new Chief Executive Officer for W. W. Hastings Hospital as of May 21, 2012. Progress has been made on our sidewalks for our new Physical Therapy building, and awnings over the circle drive out in front of the hospital. Pharmacy had processed 41,039 outpatient and discharge prescriptions this month. Long term goals include expanding IDMS pharmacy services within the hospital, and establish training program with CNHS for pharmacists to expand clinical services. 7 new employees' complete orientation this month.
- **Vinita clinic construction project update**– the project continues to make progress. The dry wall is almost complete on the first floor and a majority is complete on the second floor. Exterior window frames and windows are being installed. They continue to pour concrete for the parking lot and pharmacy drive through areas.

- **Diabetes program**– arranged the Diabetes Self-Management Education classes 129 patients attended the event. Coordinated a meeting on March 15<sup>th</sup> with Dr. Joan O’Connell, University of Colorado, regarding the AHRQ/IHS Improving Health Care Delivery Data Project. The purpose of the project is “to develop a data infrastructure to conduct analyses of health status, service utilization, and treatment costs for American Indians and Alaska Natives with diabetes or heart disease.” The project has been reviewed and approved by the Cherokee Nation IRB.
- **Cancer Program** – 109 mammograms, 86 paps and 135 clinical breast exams were provided during the month. Comprehensive Cancer Control staff provided outreach/education throughout Cherokee Nation on Skin cancer, colorectal cancer, kidney cancer, blood borne cancers, and Tobacco, Diet and cancer risk.
- **Diabetes Prevention Program (DPP)** – DPP Group 20 at Redbird Health Clinic completed sessions 4-7. At the end of April, 13 patients lost a total of 94.6 pounds. With the support persons that attend, a total of 134.2 pounds were lost DPP. Spring Into Motion continued with 77 participants. It is a 6 week challenge to encourage weight loss through physical activity and ended April 28, 2012. Final weigh-ins to be held in May. The Coordinating Center sent our semi-annual reports and Cherokee Nation DPP leads the country in retention and having the most current participants.
- **WIC program**– served 7,270 clients and spent \$456,143 on these services. The program also promotes Breastfeeding and has served 188 clients during March.
- **Public health nursing**– made 483 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 158 clients to our clinics, WIH, CIH and contract facilities.
- **CN Emergency Medical Service**– handled 353 calls, of those 140 required emergency transport, 120 were transferred. In addition program provided EMS training to 750 participants of those 379 were Native Americans.

**Dental Services**– Cindy Tuder and Kati Newby came on board at Amo-Salina Dental, in addition 4 new dental assistants came on board at Three Rivers Dental. A total of 5,436 clients were served during the month of April. Visits by site–AMOHC -539, RSHC -542, SHCC -805, TRHC -1,281, WPMHC -1,057, and WWH 1,212. The Denture program has served 341 clients during April.

- **Jack Brown Center**– currently has 24 residential clients and an additional 08 clients on the waiting list. Staff offered educational sessions though out tribal jurisdiction.
- **Dietary Services**- Reports that they served 609 clients during the month. Their 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.
- **Contract Health Services**– the CHS program processed 4,727 referrals, of those 4,536(96%) were approved at the cost of \$1,744,143.
- **Pharmacy Services**– the program filled 135,776 prescriptions (an increase of 15.5% from last year) @ the cost of \$10.36/per Rx, which is 18.46% less than last year’s cost.
- **Healthy Nation Program**– There are 5,405 active WINGS program members. Tobacco Free Living Program offered services at 14 schools located within our jurisdiction. In addition the program is working with 15 schools to promote and improve physical activity, increase fruit and vegetable consumption. The Recreation center located in Tahlequah now has 7,959 members. The Cherokee Nation continues to take positive steps towards preparing to apply for accreditation through the Public Health Accreditation Board (PHAB) and is the first Tribal Nation to initiate the process of applying for accreditation. In addition to reviewing the materials gathered and submitted during the PHAB beta test and determining if any changes need to be made and taking steps toward completing the prerequisites required prior to application, the Cherokee Nation is working with national partners to develop materials to assist other Tribal Nations in preparing for application.
- **Cherokee Elder Care (CEC)** – March enrollment was 98 with an average daily attendance of 45 participants. Cherokee Elder Care Intake and Marketing Staff are expecting to see our 100<sup>th</sup> participant by summer. Staffing increased to 41 FTE’s and 5 PTE’s; as Lori Medina LCSW has joined our team in our efforts to address the needs of our participants in regards to Behavioral Health.
- **Staffing Summary**– Health services currently has 1,866 employees, of these 283 are Providers(127 PRN’s)
- **Health Facilities**– The staff completed 264 facilities work orders, including remodel of x-ray room at Redbird Smith Health Center. Salina Health Center property staff set up the new Surgical Tech School at the Southgate Location. Moved Contract Health offices to new location. Removed all surplus equipment at Three

Rivers Health Center, Behavioral Health Healthy Living Center and Male Seminary buildings. Biomed assisted vendor in installation of new x-ray system at Redbird Smith Health Center.

- **Cherokee Health Professional Recruitment Initiative:** During Fiscal Year 2012 the recruitment office made contact with **112 health professionals (66 physicians/mid-levels, 37 pharmacists, 7 dentists, and 2 physical therapist)** of those **60** were offered positions (**6 were Cherokee**) in our system, and **36** providers were successfully hired (**5 were Cherokee**). It is worth noting there were **ten declinations** from Native American physicians, and of those **six declinations** were Cherokee. These physicians opted to accept employment with other health systems. Currently we employ **225 health professionals** and have a total of **22 vacancies** within Cherokee Nation Health Services (CNHS) a total of **247 positions**. Jim Sanders, DO is a Cherokee physician started 4/16/12 at Jay clinic.

## II. Announcements:

### A brief introduction of Brian Hail, the CEO of CNWW Hastings Hospital:

After graduation from Roland High School, Hail attended the University of Arkansas at Fort Smith where he attained his Associate Degree in Nursing. First working in the intensive care unit of Saint Edward Mercy Medical Center in Fort Smith, Hail soon began working at Saint Francis Hospital's Trauma Emergency Center in Tulsa, OK. After moving to Tahlequah, he began his career in the Emergency Department at Tahlequah City Hospital and later worked in the ED at W.W. Hastings Hospital as well. In September 2003, a joint effort by Cherokee Nation and Tahlequah City Hospital resulted in the placement of an air ambulance by EagleMed in Tahlequah and Hail was one of the first crewmembers for the flight service and continues to serve as flight crew in Tahlequah. To support his role with the air ambulance, Brian attained his Emergency Medical Technician certification through Cherokee Nation EMS and recently attained specialty flight certification as a CFRN.

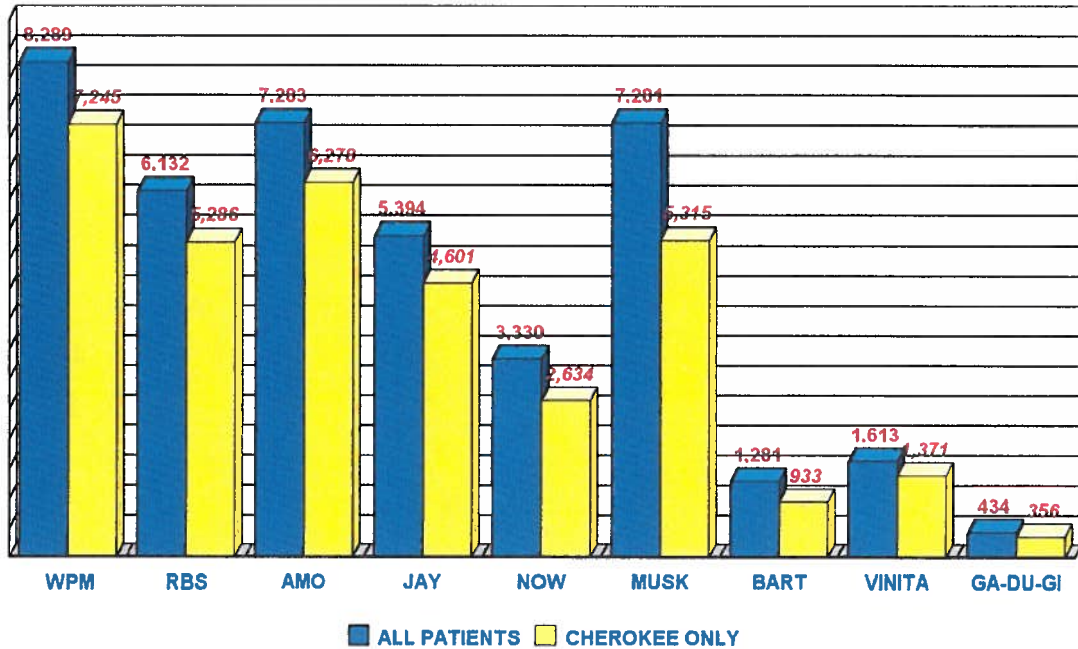
In September 2004, Hail began his career in hospital administration when he became the Director of Tahlequah City Hospital's new Emergency Department. With implementation of patient satisfaction surveys for the ED, decreasing the number of patients that leave without being seen by a physician, advancement to Level III status for trauma care, and recruitment of new emergency physicians, the improvements in the ED led to new challenges. In response to the new roles, Hail earned a Bachelor of Science in Nursing from Southwest Oklahoma State University and a Masters in Business Administration from Northeastern State University.

Beginning in 2006, he assumed responsibility for operations of Surgical Services which included the operating rooms, cardiac catheterization laboratory and outpatient surgery. Some of the accomplishments in the Assistant Vice President of Emergency and Surgical Services role included modernization of the Central Sterile department, growth in surgical volume requiring the addition of two new operating suites, implementation of a Rapid Response Team and designation as a Primary Stroke Center. Recognized for both clinical and financial performance, he was awarded Department Director of the Year in 2008.

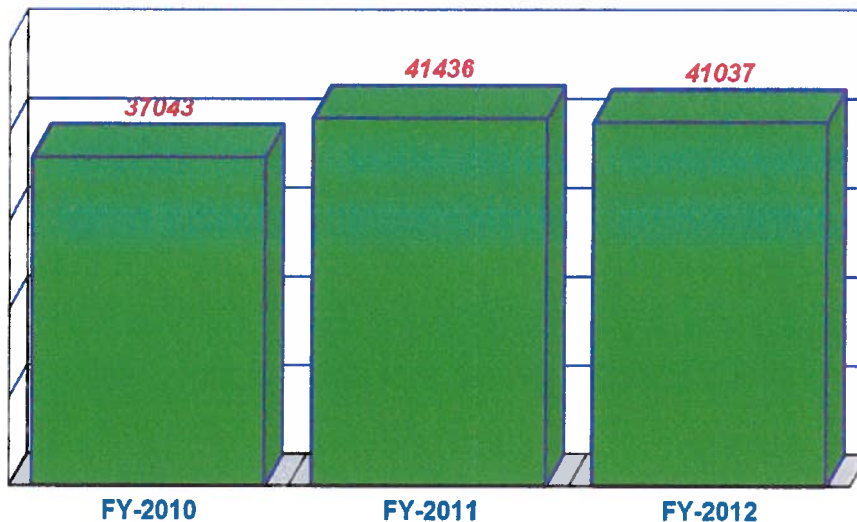
Brian's wife, Toni, is an instructor at Northeastern State University; their three children, Justin, Colten and Braelyn attend school in Tahlequah and Keys. Justin attends NSU where he is pursuing a degree in logistics and supply chain management; Colten is a senior at Keys High School and will be starting in the fall at Fort Lewis College in Colorado where he has been recruited to play football. Their daughter, Braelyn, attends school at Tahlequah Middle School and is a percussionist in the TMS band.

## CHARTS

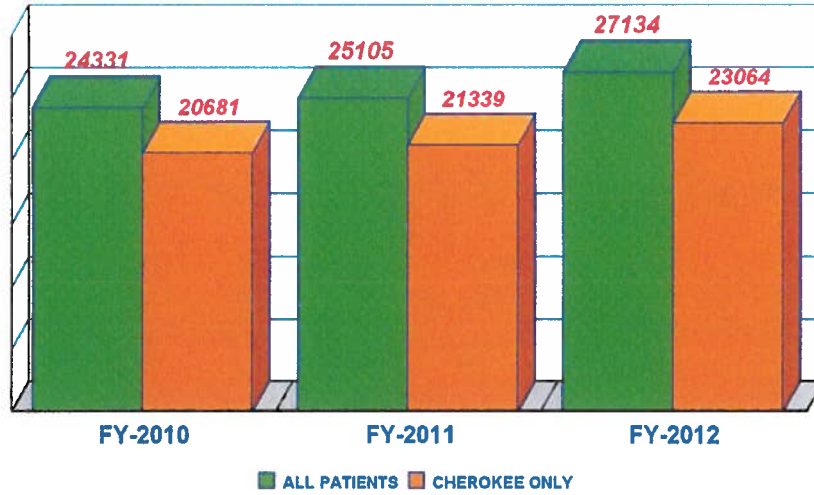
### AMBULATORY PATIENTS VISITS BY CLINIC, APRIL 2012



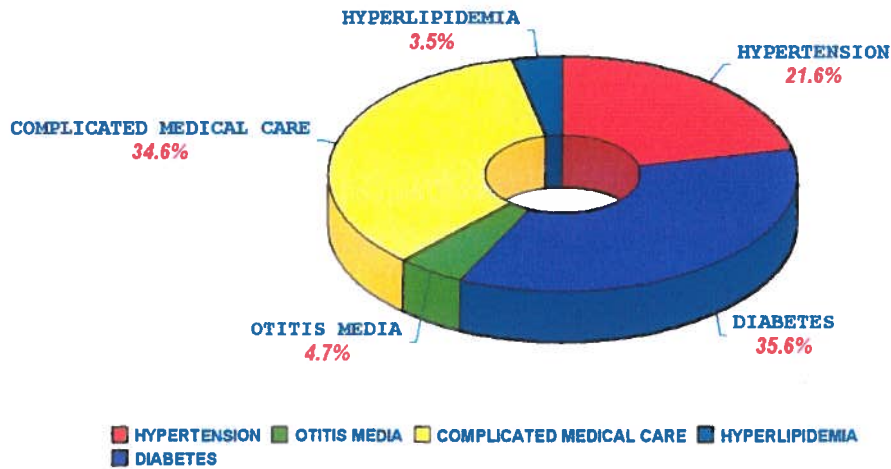
### TOTAL AMBULATORY PATIENTS VISITS BY CLINIC, APRIL 2012



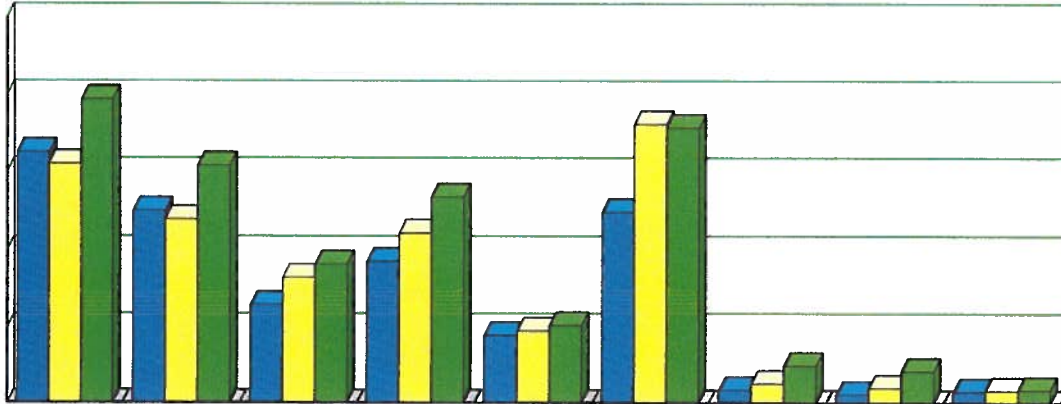
## AMBULATORY PATIENTS VISITS CN-HASTINGS HOSPITAL, APRIL 2012



## TOP FIVE AMBULATORY CARE DIAGNOSIS FOR CNHSG, APRIL 2012

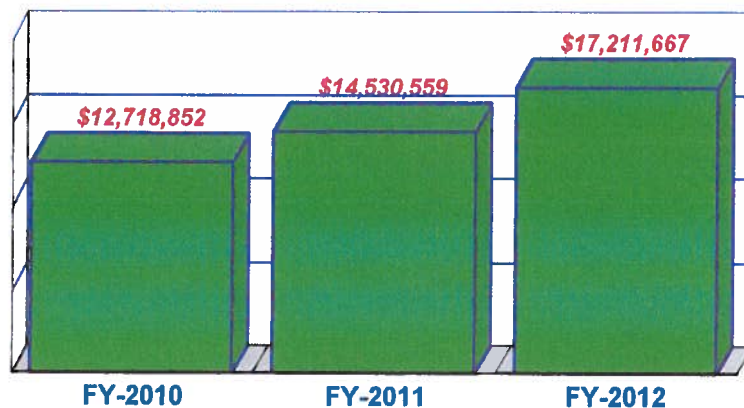


## Third Party Revenue By Clinic, APRIL 2012 (YEAR TO-DATE)



	WPM	RBS	JAY	AMO	NOW	MUSK	BART	VINITA	GA-DU-GI
<b>FY2010</b>	\$3,258,710	\$2,499,476	\$1,289,577	\$1,846,758	\$889,790	\$2,474,526	\$180,652	\$124,997	\$154,366
<b>FY-2011</b>	\$3,100,352	\$2,386,824	\$1,633,499	\$2,207,236	\$949,533	\$3,622,820	\$256,707	\$203,267	\$170,321
<b>FY-2012</b>	\$3,946,337	\$3,086,449	\$1,815,433	\$2,676,921	\$1,019,403	\$3,567,412	\$494,636	\$422,749	\$182,327

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





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

