



Cherokee Nation Tribal Council Health Committee Report

Claremore Indian Hospital

Month/Year of the report: January 2013

George L Valliere 918-342-6200

Email: george.valliere@ihs.gov

Accomplishments:

- **Staffing:** Still recruiting ER Physicians.
- **Visits:** Outpatient visits for January up 7.4% over the same period the previous year.
- **Revenues:** Revenues for FY2013 increased 5.62% over the same period the previous year.

Future Plans / New Initiatives:

- New Services:
 - Orthopedic Surgeon to start surgeries at Claremore Regional Hospital

Workload:

Actual numbers/month

Outpatient visits up	7.4%	24,017
Dental visits down	9.0%	921
Admissions up	5.3%	79
Newborns down	8.7%	25
New charts up	2.5%	373
Reactivated Charts up	52.0%	332

These statistics are compared to FY2012 statistics for the same time period. (January)

Occupancy rate for January 2013: 16%

Third Party Collections:



January collections

Medicare: \$ 257,808.24
Medicaid: 542,759.48
Private Insurance: 553,320.29

\$ 1,353,888.01

Year-to-date collections for FY 2013: \$ 5,937,467.44

Amount billed for January 2013: \$ 2.7 million

Collections are up compared to FY2012 collections for same time period. \$ 333,823.44

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

CHS Activities:



January cases

Funded: 505 cases: \$ 1,199,650.00
Denials: 73 cases: \$ 244,920.00
Deferred: 305 cases: \$ 251,865.00

Files to Committee 1037





CLAREMORE INDIAN HOSPITAL
Cherokee Nation Tribal Employee Visits
with Blue Cross/Blue Shield "KEU"

	<i>FY-11</i>	<i>FY-12</i>	<i>TOTAL</i>
Number of Patients	124	123	247
Number of Visits	1097	1126	2223
Estimated Lost Revenue	\$ 299,481.00	\$ 307,398.00	\$ 606,879.00

The lost revenue was calculated by the current Medicare AIR of \$273.00.



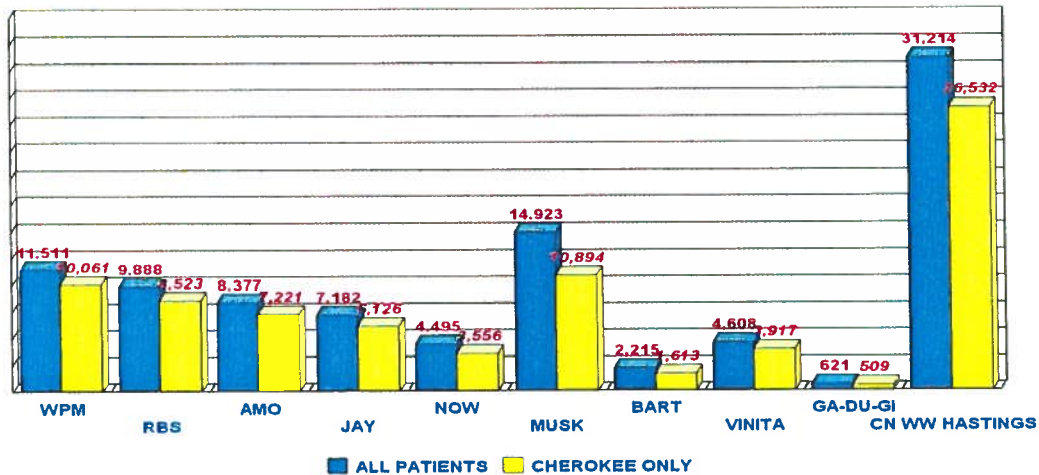
Cherokee Nation Tribal Council Health Committee report

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

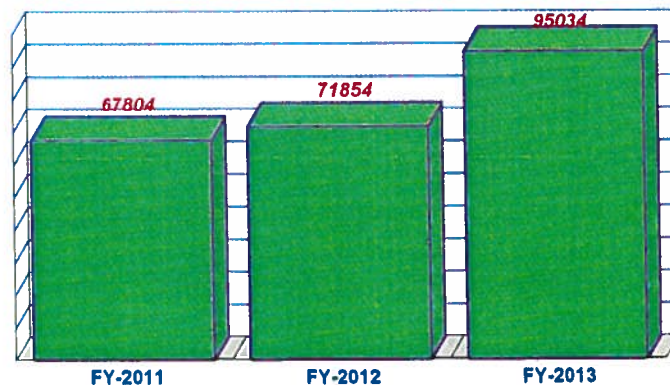
Month/Year of the report: February, 2013
Phone number 453-5557

CHARTS

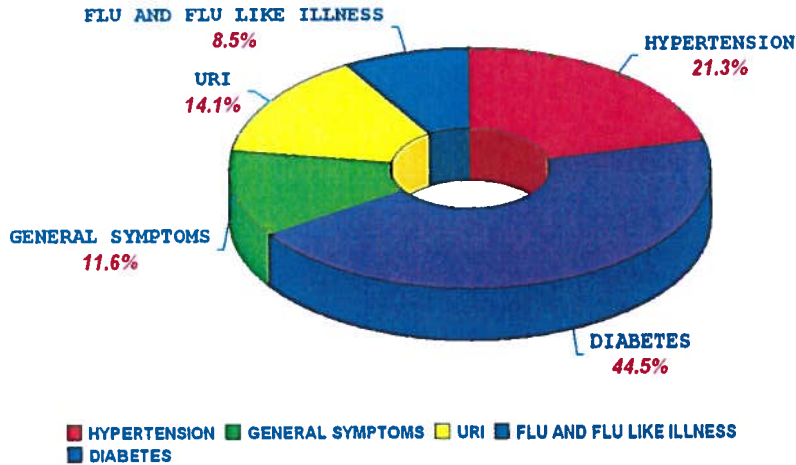
AMBULATORY PATIENTS VISITS BY CLINIC, JANUARY 2013



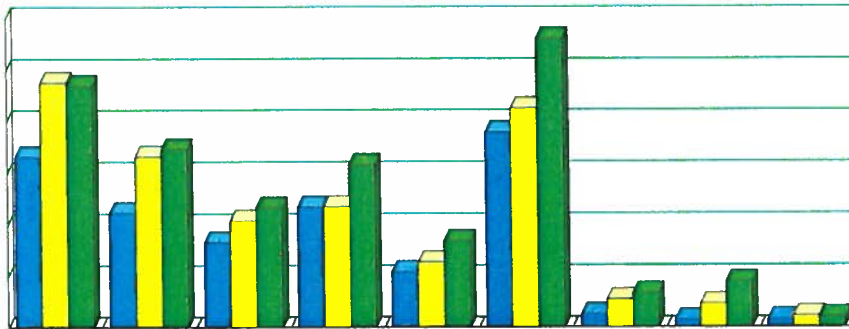
TOTAL AMBULATORY PATIENTS VISITS BY CLINIC, JANUARY 2013



TOP FIVE AMBULATORY CARE DIAGNOSIS FOR CNHSG, JANUARY 2013

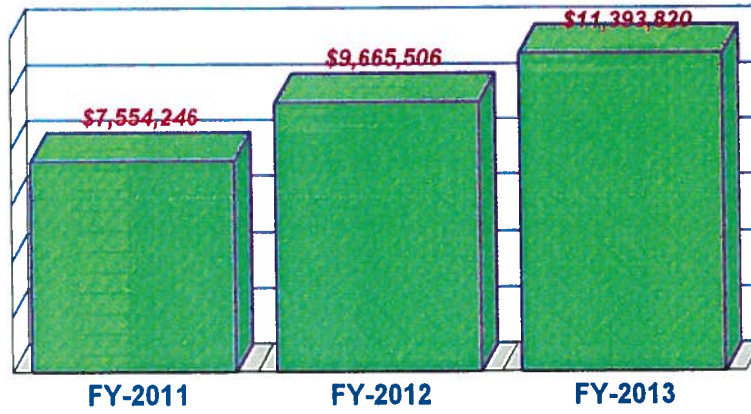


Third Party Revenue By Clinic, JANUARY 2013 (YEAR TO-DATE)

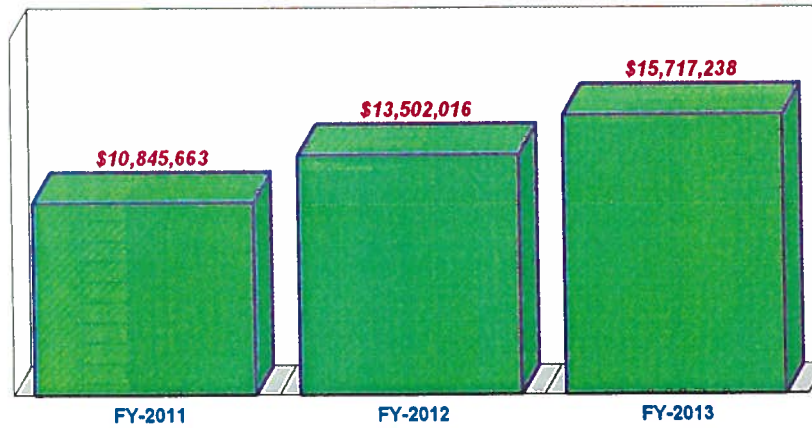


	WPM	RBS	JAY	AMO	NOW	MUSK	BART	VINITA	GA-DU-GI
FY-2011	\$1,664,289	\$1,121,582	\$833,379	\$1,178,282	\$552,410	\$1,899,089	\$134,396	\$82,484	\$88,335
FY-2012	\$2,384,522	\$1,662,930	\$1,045,698	\$1,178,281	\$640,314	\$2,127,460	\$277,288	\$235,773	\$113,240
FY-2013	\$2,354,747	\$1,728,073	\$1,173,183	\$1,587,270	\$852,359	\$2,805,199	\$337,671	\$447,632	\$107,686

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—January 2012

Redbird Smith Project:

- January 4: Visited current facility with Infection Control Nurse, Jean Davis
- January 8: Planning Meeting
- January 15: Planning Meeting
- January 22: Planning Meeting
- January 29: Planning Meeting

Three Rivers Health Center

- January 14: Met with Nurses in the morning and with Clinic Administration in the afternoon on Charge Master

AMO Health Center

- January 8: Met with Clinic Administrator and Tribal IT to discuss and resolve long-term phone issues

Policies and Procedures

- January 10: Met with committee working on Environmental and Safety Policies

Improved Patient Care (IPC-4)

- January 15: Webinar

Diagnostic & Statistical Manual of Mental Disorder-V (DSM-V)

- January 18: Attended one-day training in Tulsa. The new manual will be coming out in May 2013 and will radically change the way Behavioral Health Professionals will diagnose individuals.

Quality Management

- January 24 & January 31: Webinar on Root Cause Analyses: This is a way to gain cooperation from senior leaders, managers, physicians, and frontline staff in incident investigations.

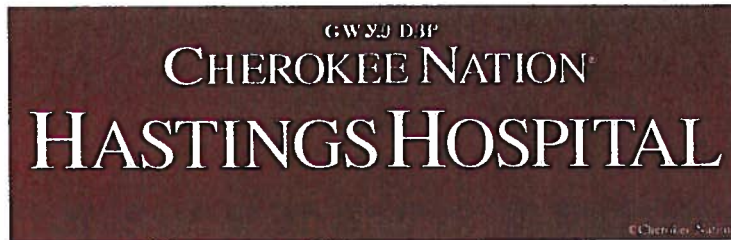
Office of Health Professional Recruitment & Retention—

- The total number of active leads for the Recruitment office is 20 .Nine providers are being processed and added to the PRN (T/PT) list. The Recruitment office is working on a plan to submit to Health Administration for the addition of staff in FY14, for recruiting efforts and to accommodate additional providers being added due to expansion of services and facilities.
- Currently the Recruitment office is still not fully staffed. A plan for additional staff was submitted last year and approved for FY13. The plan calls for the addition of two staff, and to date only one position has been filled. The position of Special Assistant is still vacant. The requisition for this position was submitted to Human Resources on November 5, 2012 and since that time members of the layoff panel were referred for the position and interviewed. It was determined that none are a fit for the recruitment office, and memos were submitted stating this. This office has since been asked two additional times to re-submit the memos for possible approval by Human Resources leadership. As of the date of this report, the position still has not been announced for internal candidates to apply.
- Health Administration and the Director of Recruitment met with Cherokee Nation Businesses leadership to discuss how the two can work together in filling provider vacancies with Cherokee Nation Health Services. Initial steps are being taken to form a working relationship between the two groups.
- The National Health Service Corp (NHSC) Region 6 representative along with the Office of Primary Care and Oklahoma State Department of Health came for a site visit of W.W. Hastings and to see how they can support recruitment efforts. Dr. Matthew Misner, a Pediatrician at W.W. Hastings, was able to meet with this team that helped facilitate his return Cherokee Nation.

January 2013 Activity Report

Location	Specialty	Activity
W.W. Hastings Hospital	Oral Surgeon	Dr. Cullens effective 2/25/2013
W.W. Hastings Hospital	Emergency Medicine	
W.W. Hastings Hospital	Emergency Medicine	Dr. Hoel to vacate 4/30/2013
W.W. Hastings Hospital	Emergency Medicine	Dr. Digiovanna presented w/ letter of intent
W.W. Hastings Hospital	Urgent Care	Dr. Bushyhead; effective 2/11/2013
W.W. Hastings Hospital	Family Medicine	Dr. Harp; IHS Cherokee; effective 8/2013
W.W. Hastings Hospital	Physician Assistant	Mr. Taggert; T/PT to R/FT possibility
W.W. Hastings Hospital	Psychiatrist	Dr. Redcorn is coordinating efforts with recruitment
W.W. Hastings Hospital	Radiology	Dr. Morelli; presented w/ letter of intent for 7/2014
W.W. Hastings Hospital	Pharmacist	Sarah Watkins; Cherokee Directed Studies 7/2014
W.W. Hastings Hospital	General Surgeon	Dr. Nydick effective for 6/4/2013
W.W. Hastings Hospital	Nurse Midwife	2 candidates interviewing
Vinita Health Center	Family Medicine	Dr. Pearish; presented w/ letter of intent 11/2014
Vinita Health Center	Family Medicine	Dr. Carey; Site visit/interview 2/13/2013
Vinita Health Center	Family Medicine	Dr. Wagner; Site visit/ interview 1/30/2013
Vinita Health Center	Pediatrician	Dr. Willis; tentative start date 3/4/2013
Vinita Health Center	Dentist	Pending direction from Dr. Jones
Vinita Health Center	Pharmacist	Position available mid-year (approx. June)
Vinita Health Center	Physical Therapist	Lindsey Schultheiss; Cherokee visit 1/23/2013
Wilma P. Mankiller Health Center	Family Medicine	Dr. Echeverria site visit/interview 2/7/2013
Redbird Smith Health Center	Family Medicine	Due to space limitations, postponing search
A-Mo Health Center	Family Medicine	Pending Exec. Dir. Facilitation of contract
A-Mo Health Center	Dentist	Dr. Rains; pending preliminary documents
Three Rivers Health Center	Family Medicine	Dr. Smith, Cherokee IHS interviewed 1/17; Dr. Wagner to interview 1/23.
Three Rivers Health Center	Nurse Practitioner	Kendra Round; Pending Boards and Preliminary
Three Rivers Health Center	Nurse Practitioner	Kristin Edwards effective 3/4/2013
Sam Hider Health Center	Mid-Level	Terrina Brashears, Cherokee; effective 3/11/2013
Sam Hider Health Center	Family Medicine	Dr. Aldridge pending letter of intent
Sam Hider Health Center	Family Medicine	Dr. Warren to vacate 2/28/13

Total Positions: 29
Providers with start dates: 10
Total vacant positions: 19



100 South Bliss Avenue, Tahlequah, OK 74464
918-458-3100

Memorandum

Memorandum

To: Connie Davis
cc: Sohail Kahn
From: Brian Hail
Date: February 15, 2013
Subject: December 2012 Executive Summary for W.W. Hastings Hospital

- At approximately 0030 on January 1, 2013, our diesel fuel tank began to leak diesel fuel requiring a response from Tahlequah Fire Department and Sooner Emergency Response. After shutting off the diesel fuel and stopping the leak, we began operations to contain and minimize the leak using onsite resources (e.g., sand, cat litter, etc.) and notified Cherokee Nation Environmental Services. Sooner Emergency Response arrived at approximately 0300 and began clean-up operations. Testing will be performed on the topsoil surrounding the fuel tank and subsequent clean-up may be required. The leak was due to a failed sensor that permitted approximately 260 gallons of fuel to be pumped out of the system and onto our grounds. A prompt response from Security, Facilities Management and our Fire Department prevented any injury and minimized the damage sustained.
- On January 2, 2013, I attended the swearing-in ceremony for our newest Cherokee Nation Supreme Court Justice, Angela Jones.
- As part of our ongoing effort to collaborate with Mobility Plus, we held a meeting on January 17th with Todd Gourd and Rusty Jones from Mobility Plus to discuss sleep disorder studies and referral patterns for BiPAP and CPAP devices. Stakeholders from Hastings that participated in the meeting included Richard Smith and Malcolm Montgomery.
- To support the efforts of our Community Campus Coalition, I met with Joe Schnetzer to discuss opportunities for training providers at Hastings and collaborating with the Coalition to develop Tahlequah as a destination of choice for students engaged in clinical rotations; the idea being that if students train in Tahlequah and develop a favorable opinion, they will be more prone to work in our area upon completion of training.
- On January 18, 2013, I attended the Cherokee Nation Passport course, "Workplace Violence Prevention".
- On January 21, 2013, I met with Arthur Hulbert, State Representative for District 14 in Oklahoma, in regard to physical therapy needs and operational efficiency. Mr. Hulbert is President and CEO of Access 2Healthcare Solutions, Inc., and may be able to provide consulting services for our efforts to increase service and decrease costs associated with providing our patients with physical therapy.
- In an effort to coordinate emergency medical services for the community and provide optimal medical care for patients, we conducted a meeting at Hastings on January 23, 2013, with representatives from both ambulance services and hospitals.

- As part of ongoing recruitment efforts, Dr. Berry Winn, M.D., was hosted on January 23, 2013, in hopes of staffing the Urgent Care with providers dedicated to that department.
- Representatives from Mobility Plus met with our providers on January 25, 2013, to discuss In Home Testing (IHT) for patients in need of sleep disorder testing. Further discussions will be conducted once clinical and reimbursement questions are answered.

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

January 2013 Report:

- For the month of January 2013 Cherokee Nation Dental Clinics report the following:
- 1108 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.
- 1191 Emergent Care Patients Seen – These are patients seen for emergency care only.
- 407 Patient were completed – All treatment recommended by the dentist was completed.
- 91 Patients were referred for Dentures or Partials – (Fuel Tax Contact Services)
- 61 Patients were referred for Contracted services we could not provide. (Contract Health Funds)
- 221 Diabetic patients were identified and seen as a priority for Exams.
- 683 Sealants were placed on children – This is part of our prevention services.
- 654 Children had Fluoride Varnish applied to the teeth at their respective Schools or Headstart programs

Current Projects:

- Analyzing our business processes to capture more third party revenue to utilize for expanded services to our patients.
- Our Headstart Fluoride and Sealant programs have started a new quarter. We are currently assessing the 14 county areas to better coordinate our services for all Native American children.
- Attending the Community meetings to answer questions and to become more visible so we can educate our Native American population as to services and access availability to Dental Clinics in their respective areas.
- Vinita Dental Clinic is open and continuing to see an increased number of patient interest in services. We are working on increasing access to patients as our appointments are limited due to the small staff at this time.
- 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** – The clinic is adding a new PHN. Immunizations rates for children 0-27months is 85%. Ideal glycemic control is at 34% of diabetic patients. Cycle time tracking (toe in toe out, including the pharmacy) is 86 minutes. The customer satisfaction rate is 76%.
- **A-Mo - Salina Community Clinic** – The clinic has met or exceeded all national GPRA standards. Immunizations rates for children 0-27months is 93%. Ideal glycemic control is at 40% of diabetic patients. Cycle time tracking (toe in toe out, including the pharmacy) is only 55 minutes. The customer satisfaction rate is 95%.
- **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. A new Pharmacist has been added. With the addition of a new trailer the clinic is now offering the Ultrasound services. Staff was trained on use of ICD-10. Immunizations rates for children 0-27moths is 89%. Ideal glycemic control is at 41% 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, diabetes sessions, and flu clinics. Immunizations rates for children 0-27months is 100%. Ideal glycemic control for this cycle is 45%. Cycle time tracking (toe in toe out, including the pharmacy) is 83 minutes. The customer satisfaction rate is 87%.
- **Three Rivers Health Center** –Health providers and nursing staff attended the ChargeMaster training offered by the coding department. Selections have been for two mid-level providers. The clinic hosted a consumer group meeting. Immunization rate for children 0-27months is 87%. Ideal glycemic control is at 43% of diabetic patients. Cycle time tracking (toe in toe out, including the pharmacy) is 66 minutes. The customer satisfaction rate is 72%.

CN W.W. Hastings Hospital– January report

Announcements

- Phyllis Clay assumed the role of Director of Surgical Services after the departure of Barbara Asher from the position. Phyllis brings a wealth of surgical experience at Hastings and has served as the clinical coordinator for Surgical Services.
- Krysten Knight has assumed the role as interim Director of Medical-Surgical with the departure of Tami Wampler. Krysten has served as the clinical coordinator for Med-Surg for several years and will assure a smooth continuation of the improvements being made in that inpatient unit.

Achievements

- On January 9, 2013, the Urgent Care opened adjacent to the Emergency Department and began seeing patients with non-urgent and urgent needs.
- In collaboration with Tahlequah City Hospital, we began providing our community with interventional cardiology coverage seven days a week and around the clock. A Cardiac Transfer Case Manager has been added to our staff via Cherokee Health Partners to facilitate care for cardiology patients.

Volume

- The Hastings Emergency Department and Urgent Care treated 5,730 patients in January and experienced a Left Without Being Seen (LWOBS) rate of 7.4%. The increase in volume is mostly attributable to the consolidation of patients from Adult Walk-in and Fast Track being seen by Urgent Care. Additionally, the increase in volume was also due to increased numbers of patients seen with influenza-like illness.
- Surgical Services performed 314 procedures during January 2013 and achieved 100% success with all Surgical Care Improvement Project (SCIP) measures during the month. We also met our efficiency goals in regard to room turnover for both major and minor cases during January.
- **Diabetes program**– Eighty eight patients attended the Diabetes Self-Management Education classes in December. The Diabetes Program arranged for Randy Gibson to do a video on January 16th of Dr. Melissa Adams, Chief of Podiatry at Hastings, which will be used for training of new nursing staff in how to perform and document a complete diabetic foot exam. Webinar training was held on Jan. 10th for staff at Salina who will be involved in the Home Blood Pressure Monitoring telehealth project. The Diabetes Program Director attended the weekly spread team meeting at Jay to discuss how to keep diabetes patients current on standards of care in view of loss of Drs. Totani and Warren. It was decided that the Diabetes RN Program Manager will conduct “DM yearly clinic” for Dr. Totani and Warren’s patients to keep them up to date until the physician openings are filled.
- **Planned Care**- Staff from TRHC, WPMHC, and Hastings met on January 25th for the CPCi webinar. CPCi is the Comprehensive Primary Care Initiative collaborative that is being funded by Medicare. Its goals are patient-centered, coordinated care to improve quality and contain the rise in health care costs. CPCi is a 4-year initiative. IPC 4 webinars were held on January 8th and 22nd and attended by staff from the three IPC 4 sites: Nowata, Muskogee, and Bartlesville.
- **Diabetes Prevention Program (DPP)** – Continued class with 1 person from G23 Tahlequah group. Started a new class with 3 people for G24 Tahlequah group. Completed Just Do It Holiday Challenge with 82 participants. Quarterly newsletter completed. Aftercore meetings in Stilwell and Muskogee. Collaborating with Claremore Indian Hospital to begin a class in Claremore.
- **Cancer Program** – The program served 186 women served (Clinical Breast Exam, Mammograms, Ultrasound, Pap smear, HPV testing, Colposcopy with biopsy) during the month of January at the cost of \$25,104. Community outreach was offered at two sites, 60 participants were reached during these events.
- **Comprehensive Cancer Program (CCC program)** Outreach Coordinator presented at the Food Distribution center in Dewey, on the risk factors for cancer in men. A program table was also set up. 22 participants registered at this event. Two presentations were given at the Indian Capital Technology Center in Tahlequah, cervical cancer and the risk factors were the topic. 33 participants were in attendance. The Tobacco Tour was

presented on the dangers of tobacco abuse in Sallisaw public schools, a Sequoyah County school, with 230 students present. The Tobacco Tour was also presented in Mulberry Arkansas, with 287 students present. Mulberry Public Schools are close to the Oklahoma border and school officials requested the Tobacco Tour. A program table was set up in the Jay Clinic and 27 participants registered for information on male breast cancer. The Comprehensive Cancer Coalition meeting was held on January 31st at the Indian Health Care Resource Center in Tulsa. Forty professionals in attendance represented the State Department of Health, Turning Point Coalition, Cherokee County Tobacco Coalition, American Cancer Society, University of Oklahoma Health Science Division, and Cherokee Nation Health clinics. Dr. Gahn, Healthy Nation Surveillance Coordinator, presented on data Presentation of Addressing the CCC Evaluation through Statistics and Data Analysis. Coalition members then assembled into their new workgroups to work on addressing reducing cancer risk factors in CN TJSA. New workgroups are: Evaluation, Media, Disparities, Prevention and Early Detection, Tobacco, Treatment and Care, Quality of Life/Survivorship

- **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 5952 cancer patients.
- **CN Emergency Medical Service**– handled **386 calls**, of those 160 required emergency transport, 129 were transferred. In addition program provided EMS training to 750 participants of those 465 were Native Americans.
- **Behavioral Health Services**– Behavioral Health provided **2,143 patient visits** at the Tahlequah and CIH sites only. This month we completed training for school-based social workers for Project Connect, in which they learned to do motivational interviewing (an evidence based method for helping people develop the motivation to change unhealthy behaviors such as substance abuse) and received cultural training on working with Native American students.

Oklahoma DHS will provide school-based social workers for public schools provided that the school district will cover 50% of the salary. Through our NIAAA-funded alcohol prevention grant, three schools (Vinita, Pryor, and Locust Grove) the matching funds needed to obtain these social workers in exchange for them acting as student “coaches” for Project Connect. Their duties will include screening all students in their respective high schools for alcohol and drug abuse through routine short one-on-one conversations and helping those in need get a referral for treatment. They will also be available to any students who wish to get a referral at any time throughout the school year. Their training was provided by our own Behavioral Health staff, public health staff from the University of Florida, and by Dr. Thad Leffingwell of the Oklahoma State University psychology department. The matching funds are provided to the schools through the University of Florida, who is our partner in the NIAAA grant. In addition to the benefits to area schools and students, this also demonstrates our capacity to work with major universities to develop programs that help the schools and communities within the Cherokee Nation TJSA address the problems faced by our youth.

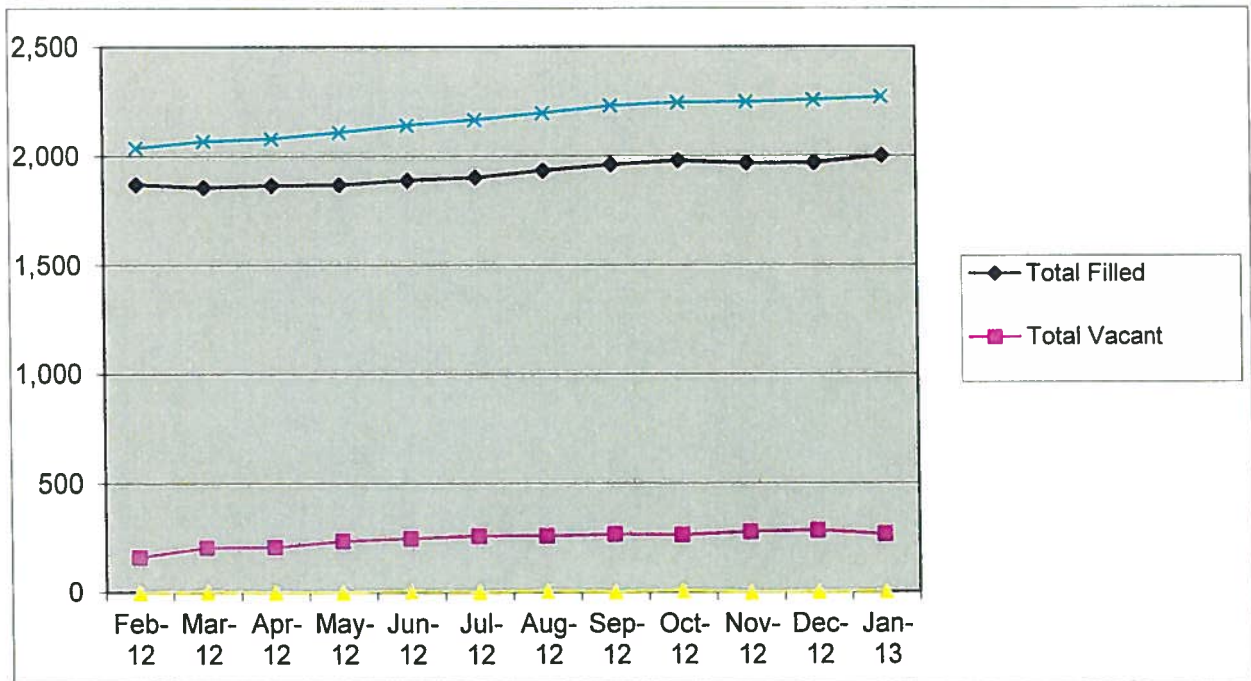
- **Jack Brown Center**–The JBC currently has 18 residential clients, 11 males and 7 females. Staff offered educational sessions though out tribal jurisdiction.JBC Director met with Infection control nurse.
- **Pharmacy Services**– the program filled 158,196 prescriptions (a increase of 15% from last year) @ the cost of \$1,869,485. POS collections covered 74% 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. 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.
- **Healthy Nation Program**– Smoking Cessation class offered at Hard Rock Hotel and Casino beginning February 12, 2013 from 3:00 – 5:00. All Cherokee County schools, Peggs, Shady Grove, and Chouteau-Maize Schools have passed 24/7 tobacco free policies. All eleven school districts in Delaware county have passed 24/7 tobacco free policies. Principal Chief School Health Leadership Grants have been delivered to schools. There are 5 new community/school gardens starting:

- City of Jay
- Stilwell School
- Whittier School
- Nowata Can Coalition
- Tahlequah Best Coalition

- **The Recreation center located in Tahlequah now has 10,067 members, total numbers of visits: 14,276.**
- **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 **590 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 **19 post partum follow ups**, and provided **transportation to 114 clients** to our clinics, WIH, CIH and contract facilities.
- **Health Facilities**- the program director and his staff completed customizing mobile building at Redbird Smith Health Center. Removed four trailer loads of surplus equipment from Redbird Smith Health Center, and delivered two desks and exam tables. Transported Ultrasound Machine from Three Rivers Health Center to Redbird Smith Health Center Initiated power quality study to determine cause of intermittent network router failures at Health Facilities office. Prepared Inventory Sheets for RSHC for medical equipment re-use .Participated in RSHC medical equipment survey for re-use after remodel. Began planning for capital equipment replacement for all clinics. Reviewed calibration certificates on scales used at clinics. Picked up surplus equipment from Sam Hider, AMO, Wilma P. Mankiller Health Centers, and from Healthy Living Campus. Completed construction on pharmacy project at Salina, Got final quotes and ordered cabinets for AMO pharmacy. Ordered robotic pharmacy equipment for AMO and Sam Hider Health Centers. Relocated desks for Health Privacy and Compliance offices. Completed sidewalk repairs at AMO Health Center. Completed soffit repair at Wilma P. Mankiller Health Center. Completed automatic door installation at Bartlesville. Complied usage reports for 125 vehicle GSA, and 14 Tribal vehicles used by Health Services. GSA will exchange 19 of those vehicles this year, no word on when exchanges will occur.
- **Cherokee Elder Care (CEC) Report**– The New Year kicked off with enrollment of 121 participants. Intake and Marketing will start working more in the Muskogee, Braggs and Fort Gibson location. We are also starting the application process to expand our current zip codes to include the Adair county region. Current staffing includes 50 FTEs and 2 PTEs as well as 3 PRN status employees. We will also be adding additional nursing staff and physical therapy assistant in the near future.
- **Staffing Report**– Total number of filled position were 2,000. Four provider positions were filled during the month.



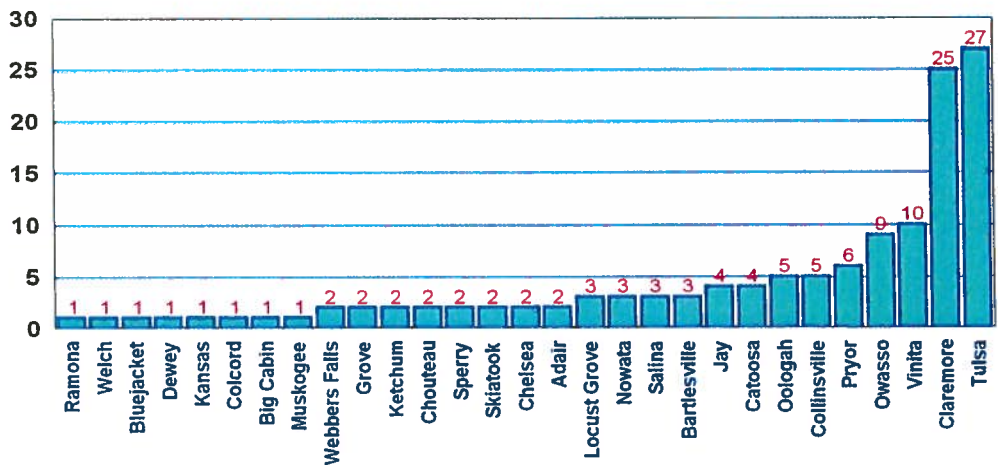
- **Contract Health Services**– the CHS program processed, 6,258 referrals, of those 6,071(97.017%) were approved at the cost of \$3,158,242.
- **CHS Special funding initiative update**– The program was established as a result of passage of “Cherokee Nation Corporation Health Dividend Act of 2011 (Cherokee 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 – Jan, 2013						
Eligible	Approved		Pended		Denied	
	#	\$	#	\$	#	\$
130	91	108,250	37	74,560	2	450

Five % CNHS FUNDS DISTRIBUTION BY COMMUNITIES January 2013



Patients Compliments:

Sent: Thursday, February 14, 2013 3:53 PM

To: Allison Snider; Amy Christie; Andrew Easky; Belinda Garvin; Bryan Young; Carissa McMurtrey; Carrie Terry; Denise Goss; Jamie Evans; Janie Mendenhall; Jason Shelor; Jennifer C. Bebo; Johnson Thorne; Julie Smith; Juliet Burk; Kellie Fehison; Kim Osburn; Kim Roach; Lisa Hanna; Lisa Woodworth; Ramona McLemore; Rhonda Brown; Rhonda Cochran; Ira Hayes; Steve Scott; Teresa Gann; Traci Haworth

Subject: Compliment

Importance: High

Good Afternoon!

I had a patient call me to report that she appreciates the excellent customer service she receives here at TRHC. She said that things promptly move through, staff is friendly, nice and helpful when she presents to the clinic. She also said that she is not a person that would normally call and brag like this but she said that she recently was in the clinic, had 2 appointments in 2 different departments and went to pharmacy and was in and out of the clinic in an hour and 10 minutes.

Thank you all for you and your staff's dedication to our patients! I certainly appreciate their service.

Thank you for your involvement in improving the patient care we deliver!

Cindy J. Martin, Assistant Clinic Administrator

Three Rivers Health Center
1001 South 41st Street East
Muskogee, OK 74403
Phone 918-781-6519
Mobile 918-316-7773