



Cherokee Nation Tribal Council Health Committee Report

Claremore Indian Hospital

Month/Year of the report: February 2014

George L Valliere 918-342-6200

Email: george.valliere@ihs.gov

Accomplishments:

- **Staffing:** Recruiting Clinical Director, Internal Medicine Physicians and Chief, ER Physicians and Chief. Acting Clinical Director is Dr. Steven Sanders.
- **Visits:** Outpatient visits for February up 0.5% over the same period the previous year.
- **Revenues:** Revenues for FY2014 decreased 12.85% over the same period the previous year.

Future Plans / New Initiatives:

- New Services:
 - Cardiology Bus from OSU Medical Center has started weekly visits.
 - Chiropractic service has begun and accepting referrals and walk-ins. Call Savannah at 918.342.6359 for an appointment.
 - Slab/Foundation for MRI has been poured.

Workload:

Actual numbers/month

Outpatient visits up	0.5%	21,172
Dental visits up	10.24%	958
Admissions down	17.6%	61
Newborns down	15.0%	17
New charts down	6.2%	259
Reactivated Charts up	4.9%	216

These statistics are compared to FY2013 statistics for the same time period. (February)
Occupancy rate for February 2014: 17%

Third Party Collections:

February collections

Medicare:	\$ 263,489.49
Medicaid:	370,926.79
Private Insurance:	433,497.71
V.A.	<u>12,304.05</u>

\$ 1,080,218.04

Year-to-date collections for FY 2014: \$ 6,175,331.62

Amount billed for February 2014: \$ 2.1 million

Collections are down compared to FY2013 collections for same time period. \$ 910,825.43

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

CHS Activities:

February cases

Funded:	374 cases:	\$ 742,965.00
Denials:	117 cases:	\$ 102,250.00
Deferred:	492 cases:	\$ 676,275.00
CIH clinics:	147 cases	

Cherokee Nation

198
62
295

Files to Committee 1130



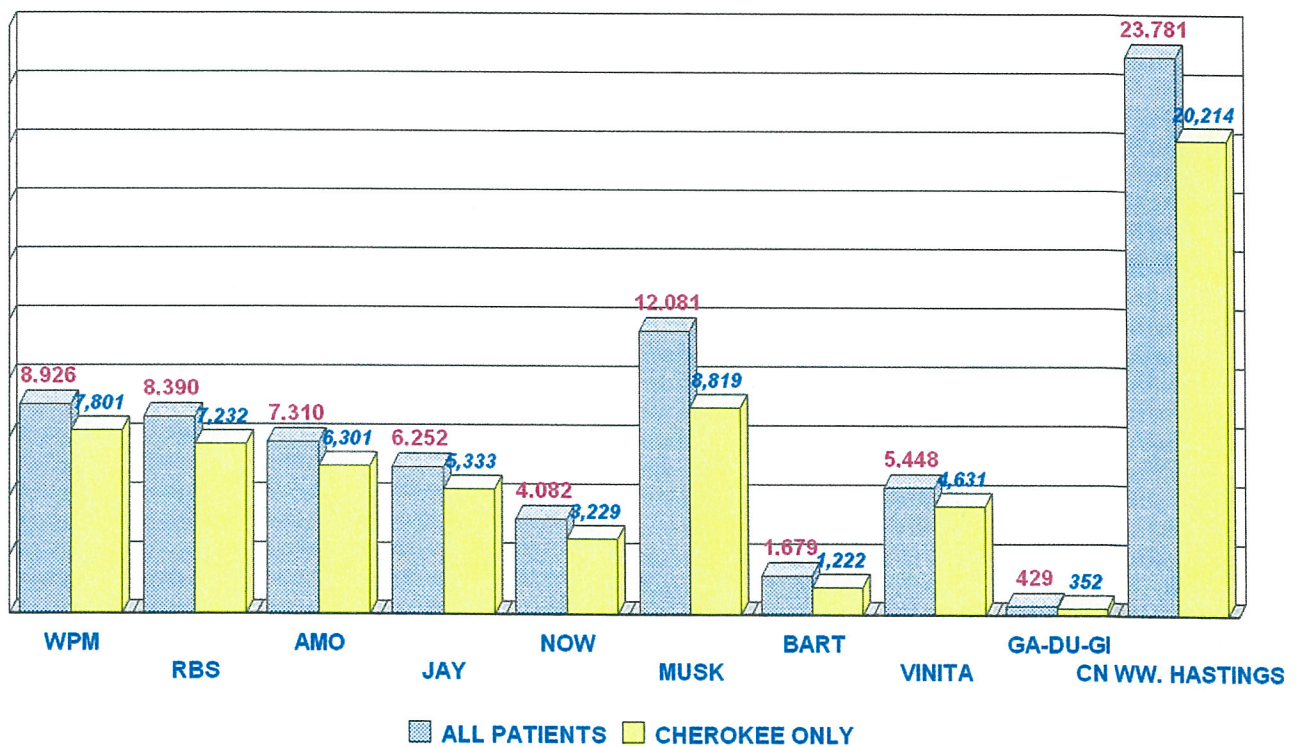
Cherokee Nation Tribal Council Health Committee report

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

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

CHARTS

AMBULATORY PATIENTS VISITS BY CLINIC, FEBRUARY 2014



TOTAL AMBULATORY PATIENTS VISITS -FEBRUARY 2014

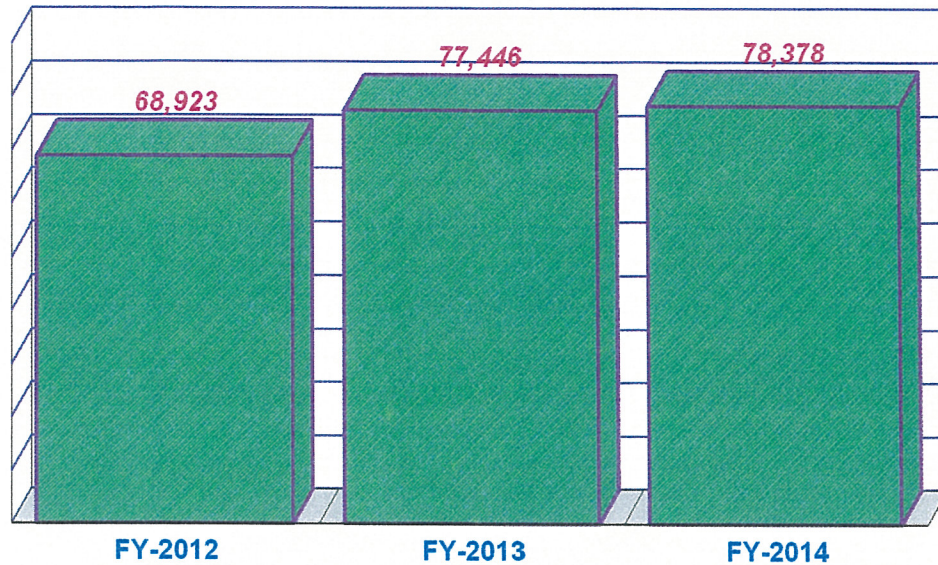
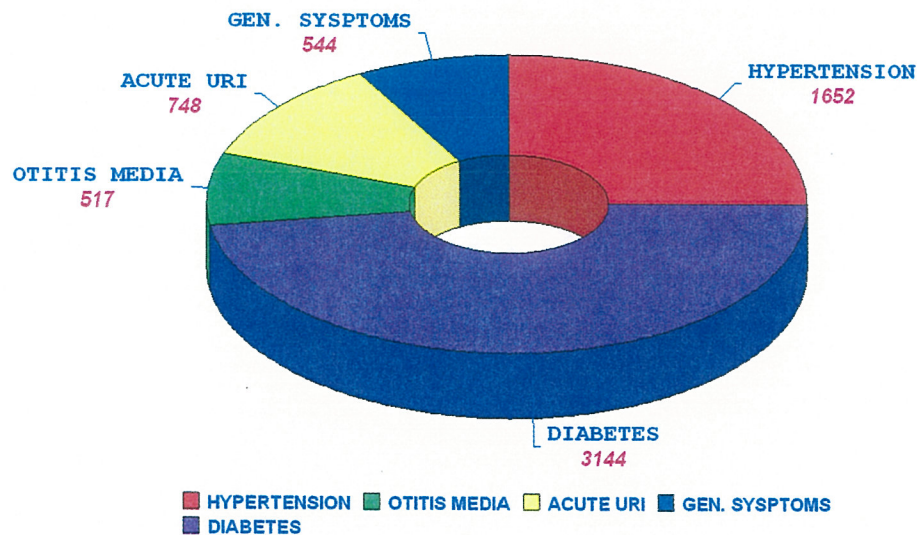
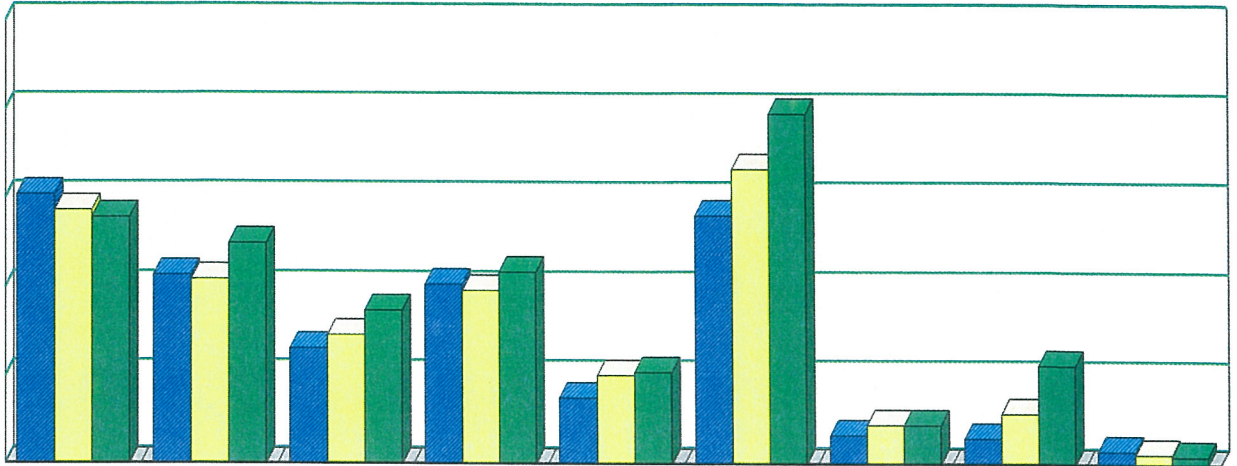


Chart includes Ambulatory visits from clinics and CNWW Hastings Hospital

TOP FIVE AMBULATORY CARE DIAGNOSIS FOR CNHSG, FEBRUARY 2014

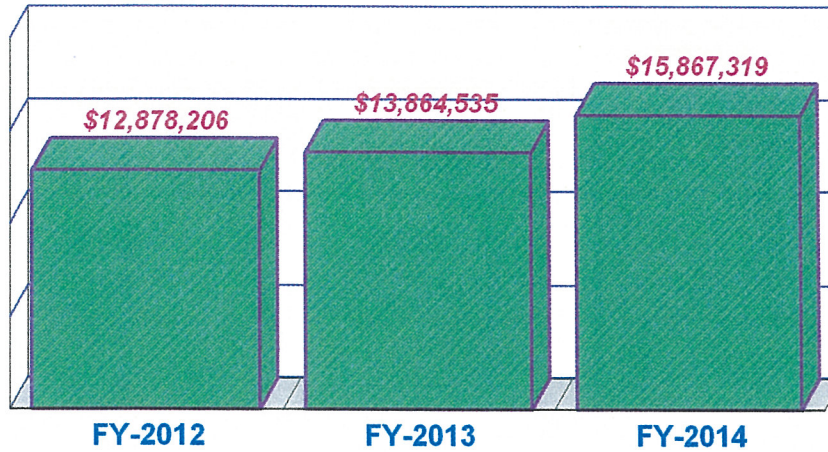


Third Party Revenue By Clinic, FEBRUARY 2014 (YEAR TO-DATE)

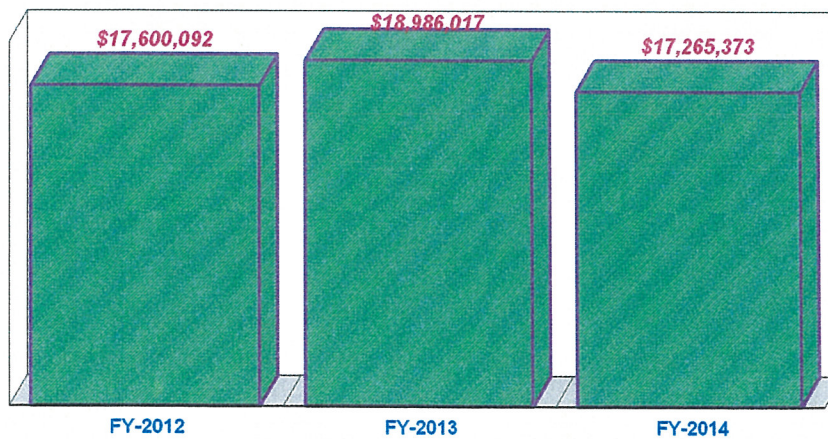


	WPM	RBS	JAY	AMO	NOW	MUSK	BART	VINITA	GA-DU-GI
■ FY-2012	\$3,041,771	\$2,136,954	\$1,314,919	\$2,031,766	\$755,589	\$2,806,891	\$337,957	\$299,108	\$153,251
■ FY-2013	\$2,863,970	\$2,092,071	\$1,460,981	\$1,961,122	\$1,013,073	\$3,324,255	\$446,143	\$575,125	\$127,795
■ FY-2014	\$2,778,076	\$2,485,183	\$1,738,778	\$2,177,504	\$1,045,334	\$3,958,801	\$451,591	\$1,128,452	\$103,600

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–February 2013

AMO Health Center:

- Revenue Comparison Current Year to Date versus Prior Year to Date – Feb 13 to Feb 14 – up \$216,382
- Hosted an Enrollment Fair for Veterans Affairs Health Benefits
- Staff attended the Mayes County Multi-disciplinary Team meeting where they review Child Welfare cases
- Staff have joined a Task Force in Pryor to address issues such as safer and more accessible streets and safe routes to schools
- Staff are providing technical assistance to the Green Country Boys and Girls Club of Mayes County for community events and summer camps
- Staff started a Freedom from Smoking Class at a local business that has recently become a tobacco-free business
- Two Triple P (Power of Positive Parenting) presentations were done in Mayes County.
- 55 new patients registered

Bartlesville Clinic:

- Revenue Comparison Current Year to Date versus Prior Year to Date – Feb 13 to Feb 14 – up \$5,448
- Hosted an Enrollment Fair for Veterans Affairs Health Benefits

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

- Remodel close to completion

Redbird Smith Health Center (RSHC):

- Revenue Comparison Current Year to Date versus Prior Year to Date – Feb 13 to Feb 14 – up \$393,112
- Healthy Living Staff worked with the following schools:
 - Sallisaw Central
 - Gore
 - Vian
 - Liberty
 - Muldrow
- Public Health Nurses conducted First Aide/CPR Training in McKey community
- Go Red Prevention Booth for the American Heart Association – employees passed out 1800 Quit Now badges and cards

Sam Hider Health Center (SHHC):

- Revenue Comparison Current Year to Date versus Prior Year to Date – Feb 13 to Feb 14 – up \$277,797
- Marilyn Browning – February Employee of the Month
- Staff participated in The Farm to You event in Afton
- Public Health Nursing Blood Pressure Screenings
 - Fairland
 - Grove
 - Ketchum
 - Kenwood
 - Oaks
- Pediculosis head checks at Turkey Ford School
- Assessments at NEO Headstart
- Immunization records reviewed at Moseley School

Three Rivers Health Center (TRHC):

- Revenue Comparison Current Year to Date versus Prior Year to Date – Feb 13 to Feb 14 – up \$634,546
- Kicked off Million Hearts Campaign
- Received a Healthy Business Award from Governor Mary Fallon
- Staff participated in Valentines for Vets
- Wellness Challenge was kicked off for staff participation in conjunction with City of Muskogee Foundation
- 110 new patients registered and 162 patients with charts at another Cherokee Nation facility registered

Vinita Health Center:

- Revenue Comparison Current Year to Date versus Prior Year to Date – Feb 13 to Feb 14 – up \$553,328
- Behavioral staff have started a Matrix Group for Chemically Dependent patients
- Wellness Center staff had a walk for the Go Red for Women Campaign – approximately 60 people participated
- Public Health Nursing had a Flu Clinic, provided Blood Pressure Screenings and educated on other immunizations in Welch Public Schools.
- The Radiology Team lead by Krystal Williams received zero deficiencies on their MQSA accreditation for mammography services
- Arrahwanna Leake, Assistant Clinic Administrator was elected to the Vinita Area Chamber of Commerce Board of Directors.
- Immunization Goals:
 - Adult Influenza ages 50-64 Goal 55% - Currently 63.5%
 - Adult Influenza 65+ Goal 75% - Currently 79.5%
 - 19-35 months immunizations Goal 90% - Currently 91%

Will Rogers Health Center:

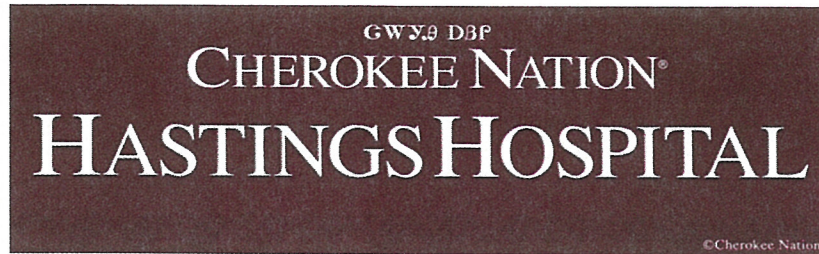
- Revenue Comparison Current Year to Date versus Prior Year to Date – Feb 13 to Feb 14 – up \$32,260
- Hosted an Enrollment Fair for Veterans Affairs Health Benefits

Wilma P. Mankiller Health Center Expansion:

- Groundbreaking Ceremony on February 28
- Art meeting on February 26

Wilma P. Mankiller Health Center:

- 52 patients were referred to the Diabetes Prevention Program.
- ICD-10 preparation training was provided to Medical Providers
- Kathy DeSpain and Mike Winkler, Affordable Care Act Certified Assisters, attended the Community Meeting at Stilwell High School



100 South Bliss Avenue, Tahlequah, OK 74464

Memorandum

To: Connie Davis
From: Brian Hail
Date: March 20, 2014
Subject: January 2014 Executive Summary for W.W. Hastings Hospital

- To assure excellent orthopedic surgical care for our patients, we conducted a meeting with Dr. Deborah McAlister, M.D., on the evening of February 5, 2014. This gave Dr. McAlister and her Physician Assistant, Brandon Snider, an opportunity to discuss operational issues, potential improvements, growth opportunities, and other items that needed to be addressed. The evening meeting was scheduled to accommodate Dr. McAlister's clinical and surgical schedule.
- An Employee Forum was conducted during the night shift on Monday, February 17th at 0100; this was to afford the night shift employees the opportunity to ask questions and provide insight on the new facility being planned for Tahlequah.
- As part of our ongoing project with The Camden Group to improve the viability of our hospital and its expansion, we met with representatives from The Camden Group and Cherokee Nation leadership on Tuesday, February 18, 2014.
- As part of our Cerner electronic health record (EHR) implementation kick-off, I participated in a dinner meeting with Cerner and Cherokee Nation Health Information Technology (HIT) leadership on the evening of February 4, 2014. During this meeting, I met our implementation executive from Cerner, Michael Burk.
- Trying to improve the process of accessing Palladian's resources for patients and providers, I participated in an evening meeting with our medical leadership and Palladian's executives following Medical Executive Committee on Thursday, February 6, 2014.
- Hospital leadership and staff is striving to improve the patient flow and patient experience in Urgent Care, we met on Saturday, February 15, 2014, with our UC providers to discuss scheduling, operational improvements, and gave them an opportunity to share their insights on ways to improve the functioning of the department.

CN W.W. Hastings Hospital– February report

Announcements

- Commander Brandon Taylor, Phar.D., our Director of Pharmacy Services, has accepted a promotion at the Oklahoma City Area Office and has resigned his position at WWH. Mr. Jeff Sanders, the Chief Pharmacist for Cherokee Nation Health Services, will serve as our Interim Director of Pharmacy Services.

Achievements

- Laboratory Services has implemented molecular detection and surveillance technology that will allow our physicians to quickly and proactively identify and treat patients infected with Methicillin-resistant Staphylococcus aureus (MRSA) and other bacteria associated with some of the most dangerous hospital-acquired infections (HAIs). With the purchase and installation of the Cepheid GeneXpert System, we now offer our patients rapid molecular laboratory testing onsite to allow us to get results within one hour instead of waiting up to three days for samples sent to reference laboratories. Besides MRSA, the GeneXpert system can detect Clostridium difficile (C. Diff), a dangerous bacterium that can be difficult to treat, and Group B Streptococcus, a major cause of infant mortality and serious neonatal infections.

- Tracey Allen, a registered nurse in the Emergency Department (ED), has completed her Masters of Science in Nursing (MSN) from Saint Xavier University in Chicago. This program was focused on Clinical Nurse Leadership and qualifies her to take the certification exam, administered by the AACN.

Volume

- The Emergency Department (ED) and Urgent Care treated 5,129 patients during February 2014 and experienced a Left Without Being Seen (LWOBS) rate of 4.5% in the ED and 7% in Urgent Care. In March 2014, new provider schedules are being implemented to assure adequate numbers of providers every day of the week to improve patient flow and reduce LWOBS.
- Transportation Services transported 86 patients during February 2014 and traveled 5,425 miles. We have recently been approved to hire a PRN van driver to fill-in when needed so that we can assure we have two vans available to serve our patients' needs.
- Surgical Services performed 323 procedures during the month of February. Again, during February, Surgical Services achieved 100% compliance with all Surgical Care Improvement Project (SCIP) measures.

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

1063	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.
658	Emergent Care Patients Seen – These are patients seen for emergency care only.
383	Patient were completed – All treatment recommended by the dentist was completed.
47	Patients were referred for Dentures or Partials – (Fuel Tax Contact Services)
48	Patients were referred for Contracted services we could not provide. (Contract Health Funds)
522	Diabetic patients were identified and seen as a priority for Exams.
2	Prenatal patients were identified and seen for Exams.
177	Head Start screenings – This is part of our prevention services.
879	Sealants were placed on children – This is part of our prevention services.
1513	Children had Fluoride Varnish applied to the teeth at their respective Schools or Headstart programs.
	*Our Numbers were slightly less this month due to the bad weather days when the clinics were closed or had very few patients.

Current Projects:

- Continuing to prepare for the reopening of the Redbird Smith Dental Clinic.
- Preparing to start a Hygiene recall system to allow patients 2 cleaning visits per year.
- LOI on two specialists. An Oral Surgeon and a Pediatric Dentist.
- Starting the second phase of customer service and clinic efficiency training.
- Developing policy and processes to implement a new crown program to be utilized at all our Dental Clinics.

Health Professional Recruitment Activity–March 2014 Report

Location	Specialty	Activity
W.W. Hastings Hospital	Emergency Medicine	Dr. Roy Ward 7/2014
W.W. Hastings Hospital	Mid-level – ER	Dustin Oxford; Conversion from Commissioned Officer to CN direct hire effective 5/15/2014
W.W. Hastings Hospital	Mid-level	Pending
W.W. Hastings Hospital	Radiology	Dr. Morelli; declined offer 3/2014
W.W. Hastings Hospital	Dentist - Pediatric	Jemima Poitevein, DDS effective 4/28/2014
W.W. Hastings Hospital	Oral Surgeon	Steven Colm; 6/16/2014
W.W. Hastings Hospital	Physical Therapist	Ryan Doyeto, Cherokee; 7/2014
W.W. Hastings Hospital	Physical Therapist	Amber Ghormley, Pending Letter of Intent for 7/2014
W.W. Hastings Hospital	Pharmacy Resident	Alex Hendrics, Directed Studies Scholar
W.W. Hastings Hospital	Pharmacist	Allison Osborne; Directed Studies
Wilma P. Mankiller	Physician	Dr. Minnie Martin, visit 3/7-9/2014
Three Rivers Health Center	Mid-Level	Tasha Sandersfield, APRN to vacate 4/12/2014 – Kendra Round, APRN effective 4/2014
Three Rivers Health Center	Dentist	Pending candidate interview
Redbird Smith Health Center	Physician	Heather O’Neal to start 4/8/2014
Redbird Smith Health Center	Physician	Matthew Rumsey, IHS Scholar visit 3/20/2014
Vinita Health Center	Family Medicine	Jamie Jacobsen, IHS Scholar pending interview
Vinita Health Center	Family Medicine	Matthew Rumsey, IHS Scholar pending interview
		Diane Miller Hardy, DO Visit 3/27/2014
Vinita Health Center	Dentist	Dr. Lee Shackelford; 4/28/2014
Vinita Health Center	Pharmacist	Jack Pittman effective 4/7/2014
Sam Hider Health Center	Family Medicine	Deirdre McAuley; 7/28/2014
Sam Hider Health Center	Family Medicine	Continuing Search
Sam Hider Health Center	Family Medicine	Vacated by Marcia Matthews
Sam Hider Health Center	Dentist	Dr. Jim Hix; 3/2014
Behavioral Health	Psychiatrist	Jordan Cates; declined offer 3/2014
		Scott Adams; 2015 Resident Pending Visit
		John Mailgren, DO Pending Visit

Total Providers: 259
Total Positions: 24
Providers with start dates: 12
Total vacant positions: 12
Percent Vacant: 4%

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
- Jim Hix, DDS March 2014, Sam Hider Health Center
- Lee Shackelford, DDS April 2014 Vinita Health Center
- Ryan Doyeto, DPT July 2014, W.W. Hastings Hospital
- Deirdre McAuley, MD July 2014, Sam Hider Health Center
- Heather O'Neal, MD April 2014, Redbird Smith Health Center
- Stephen Colm, DDS June 2014, W.W. Hastings Hospital Oral Surgeon
- Jemima Poitevien, DDS April 2014, W.W. Hastings Hospital Pediatric Dentist

Residency Visit—Staff from Health Recruitment provided lunch and a brief presentation to In His Image Residency in Tulsa, OK on March 13th. There are approximately 22 residents in this program associated with St. Johns Hospital and most were in attendance that day. Currently there is one interested resident that will complete in 2015 and we hope to learn of more.

- **Diabetes Program— One hundred and thirty patients** attended the Diabetes Self-Management Education classes in February. Presentations were made in February at staff meetings in Salina and Stilwell about Million Hearts™, a national initiative to prevent a million heart attacks and strokes through blood pressure and cholesterol control, smoking cessation, and aspirin use in appropriate individuals. Each health facility (Bartlesville and Nowata will partner as one facility) will sponsor 2 activities for the SDPI Diabetes for the new grant year that runs from April 1, 2014 and March 31, 2015. Two meetings of the Million Hearts™ Planning Committee were held in February, including one with Gina Olaya and Eli Pumpkin from CNB. CNB will be partnering with us for a November 1st event at the Complex, which will include a sponsored run/walk, bounce house for kids, and other activities that are still in the planning stage. Diabetes Program staff worked throughout February ensuring that diabetes registries for all facilities are up-to-date with patients who had a diabetes visit in 2013. This is being done in preparation for the annual IHS Diabetes Care and Outcomes audit, a requirement for SDPI grantees. An applicant for the vacant Diabetes Program RN Case Manager position at RBSHC was interviewed on February 21st, and we have selected her for the position
- **Improving Patient Care**— A CN Health Research Initiative group is meeting to develop a research project to investigate whether building design changes in the CN clinic remodels and new facilities, that co-locate members of care teams and facilitate their functioning as a team, result in better patient outcomes and satisfaction, and better staff satisfaction. Weekly “Pre-work” webinars for IPC 5 continued throughout February. Staff from the participating sites--Jay, Sallisaw, and Vinita Clinics—continues to work on pre-work assignments before the “official” start of IPC5 after the first Learning Session is held in April. Rhonda Cochran and Teresa Chaudoin sat in with staff at Sallisaw for one of the webinars in February. The Staffing Guidelines Workgroup met twice in February. The purpose of the group is to develop staffing guidelines for Health Services. One of the goals is to develop staffing guidelines that support IPC and CPCi “patient-centered medical home” model of outpatient care by “care teams” for each patient. CPCi webinars and work continued by the 3 CPCi sites—Hastings, Three Rivers, and WPMHC.
- **Diabetes Prevention Program (DPP)** – Completed the Holiday “Just Move It” Challenge with participants and their buddies in Stilwell, Claremore, Sallisaw, Tahlequah, Jay, and Muskogee. Sixty-nine participants joined, with 21 that maintained or lost during the holiday months. Started a new challenge called “Lose 5” with 63 participants for Aftercore. Hosted lab on January 17, 2014 in Tahlequah. Many events for lab and weigh-ins were canceled and rescheduled due to hazardous weather conditions. DPP Newsletter was mailed out January focused on Recruitment for Spring Classes. There were **68 EHR Referrals and 1 Email referral**. Data tech ordered RPMS Labs for 154 participants. *Classes to begin in March with Tahlequah and Muskogee.*

- **Dietary Services** –Reports that they served **549 clients** during the month of January. 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 **325 Indian/Cherokee women** (Clinical Breast Exam, Mammograms, Ultrasound, Pap smear, HPV testing, Colposcopy with or without biopsy) during the month of November at the cost of **\$34,432. Education/Outreach-** Outreach materials were provided to Bartlesville, Jay and Sallisaw clinics. Mobile mammogram day was hosted at RBSHC.
- **Comprehensive Cancer Program (CCC program)** The Comprehensive Cancer Control Plan Project, *Oklahoma Statewide Tribal Alliance for Health (OSTAH)*, met in February to complete the strategic plan. The alliance members worked in small groups to develop goal statements with the identification of four priority goals that will be a particular focus for 2013-2014. The alliance then defined strategic objectives to outline approaches for achieving the goals. The alliance planning group also identified key activities and strategies aimed at accomplishing the objectives and developed a timeline for completion of activities. **The Survivorship/Cancer Support Group** has been moved to Hastings Hospital at the request of members. Survivors felt some changes were needed. One of those changes was to move the group back to Hastings hospital and another was to change the day the survivors met. The main reason for moving back to Hastings is that it will give those in the hospital a chance to go to the survivor group meeting. The Public Health Educator presented to **615 participants** on various cancer prevention topics.
- **Cancer Registry**– the Cherokee Cancer Registry now has a total of **6,549 cases** in the SEER*DMS system. The registrar completed eight cancers abstract independently, which is an accomplishment as it will lead us to independence from relying on contract abstractors. **Top Cancer Sites:** Lung and Bronchus, Breast, Prostate, Kidney and Renal Pelvis.
- **CN Emergency Medical Service**– handled **347 calls**, of those **122** required emergency transport, **112** were transferred. In addition program provided EMS training to **587** participants of those **303** were Native Americans.
- **Behavioral Health Services**– Behavioral Health provided mental health and substance abuse services to **1,082** patients, of those **783** were **unduplicated patients** were served at the Tahlequah and CIH sites, of the patients served **673** were Cherokees.
- **Jack Brown Center**–The JBC currently has **20 residential clients**, 12 males and 08 females. Twelve clients were on waiting list. Staff offered educational sessions though out tribal jurisdiction.
- **Pharmacy Services**– the program filled **147,855** prescriptions (an increase of 5.8% from last year) @ the cost of **\$1,399,942. POS collections** for month of February were up by 29%. **90 day solutions**– CN pharmacies have filled or placed on hold to be filled approximately **13,000 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. **Central Refill Center** – Volume workload has had some days exceeding original design by 20% showing as increased production time for processing orders; the new staffing change will help the site to return to previous efficiency Vinita **pharmacy** – prescription volume has almost doubled since opening and continues to grow.

Healthy Nation Program–February Report

Community Recreation Center

Total Members: 9,427

Revenue: \$7,450

Total Visits: 11,243

Total Personal Training: 6

Child Watch Services: 462

- Sequoyah SWAT (Students Working Against Tobacco) Presentation on Electronic Smoking Devices: Approximately 350 students in attendance. FEB 20 Cancer Survivor Group meeting (support group) ---14 present. Cherokee County Tobacco Control Coalition met on February 10, 2014. There were 11 members present. Tahlequah Public Schools, Keys Schools, Tenkiller School, Grandview School, Cherokee Nation Sequoyah Schools and Woodall Schools have adopted new policies, including vaping products. These policies were passed unanimously by the members of the school boards. Cherokee County Tobacco Control Coalition will again ask Tahlequah city council to include e-cig vaping to be added to current city ordinance on tobacco free facilities on all city owned properties, and city parks.

Public Health Accreditation, Policy and Performance Total Group Fitness: 1746 CNPH is in the final stage of production of CN's Tribal Health Assessment & Tribal health Improvement Plan and Tribal Public Health Strategic Plan. These three documents will be summarized and combined into an informative concise report called the "State of the Cherokee Nation" health report.

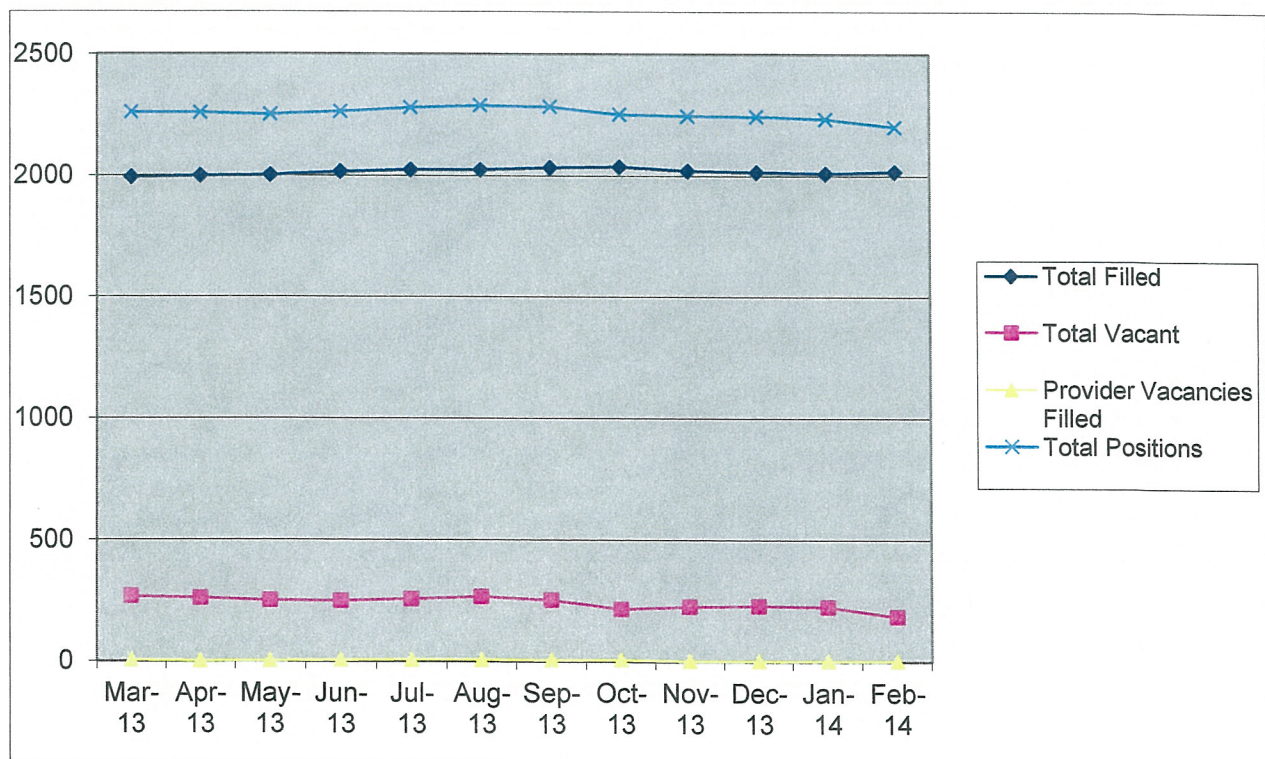
- **Community Transformation Grant-Nowata Schools** Farm to School activities included local beef purchasing and included into school menu. Nowata FFA program planned and coordinated the event and set up a Farm to school/CTG information table. Nowata CAN Coalition partnered with OSU extension program to provide basic garden training to community members.
Cherokee county Safe Routes to School workgroup will be setting up an information and awareness booth that will provide pedestrian and bicycle safety information at two community events in March and April: NSU's Community Cares Expo March 26, 2014 and Tahlequah's Home and Garden Show April 4 & 5, 2014 at Norris Park, Tahlequah. City of Locust Grove passed 24/7 tobacco free parks policy. CTG funds will be used to purchase tobacco free park signage.
In partnership with Cherokee Nation Behavioral Health and Cherokee Nation Child Care Resource Center- On February 3rd & 10th - Triple P Positive Parenting seminars (parenting classes) were conducted at Pryor Early Learning Center with 18 total parent participants.
Collaborating with Lisa West, with Cherokee Nation Environmental Health Programs to provide food handlers license training to farmers participating in the Stilwell Farmers Market.
Collaborating with Rocky Mountain and Cave Springs Schools to develop Farm to School Action plans that will include development of education and awareness materials as well as enhancing school gardens and cafeteria procurement to include local foods on the school menus.
- **Muskogee County**
Cherokee Nation along with Muskogee Wellness, Muskogee City Parks and Recreation will be working with complete streets and the city of Muskogee for the next 6 months implementing ordinances on bike lanes and tobacco free city offices. Cherokee Nation Three Rivers Health Center was one of thirty clinics in the state of Oklahoma to receive Certified Healthy Business certification three years in a row with the award of excellence. Funds from the Cherokee Nation diabetes grant helped fund two archery programs, one complete streets initiative and incentives for the Cherokee Wellness Challenge in Norwood, Woodall, and Hulbert Schools. More than 500 people have entered the Wellness Challenge at Three Rivers Health Center. Whittier Elementary received grant funds for their school to improve physical fitness and used the money to start an archery program. It is in its second year of existence and this year the school entered and won first place in the regional archery competition. More than half of the students on the team are Native American and will be competing at the state competition on March 26th in Oklahoma City.
- **Delaware County**
Fairland Schools recently implemented a 24/7 tobacco free policy and have posted their 24/7 signs on their campus which were provided by Cherokee Nation Healthy Nation. Students in the Vinita School district have become very active with a Healthy Nation sponsored SWAT team. The students are working to have a 24/7 tobacco free school policy passed. They recently passed out "Quit Spit Kits" to faculty, employees, and students, as well as local businesses in Craig County. 1-800 QUIT NOW posters have also been posted throughout Craig County. In February all School Health Leadership Grants applications for 2014-2015 were taken out to all schools in Cherokee Nation Jurisdiction and returned on February 28th.
- GO Red Prevention Booth for American Heart Association awareness month. Passed out (15) 1-800 Quit Now Bags and displayed 1-800 Quit Now cards. Central schools safety/fit committee meeting: discussed amending the current 24/7 policy to include no vapor/E cigarette use. (They are starting to have problems with students using e cigarettes). Gore Schools planting Project: To promote farm to school at Gore: met with the following grades on 2/26/14 during their PE class to make starter plants to keep in each grades classroom.
- *Planting Project will include the following in each grade.*
 - 5th grade girls- 13 carrot plants
 - 4th grade Mrs. Hublers Class- 16 cucumber plants
 - 4th grade Mrs. Sanders- 20 tomato plants
 - 2nd grade classes combined- 42 lettuce plants
 - 1st grade classes combined- 42 spinach plants
- **Public Health Nursing programs at Claremore Indian Hospital and Hasting Indian Hospital**– A total of 1,813 contacts were made with patients including 143 Home visits.

- **Public Health Nursing**—During February 2014, the PHNs made **443 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 **66 post-partum follow ups**, and provided **transportation to 245 clients** to our clinics, WIH, CIH and contract facilities. Employee Health for 3R: 236: 1 Hep B. 8 TB skin tests, 61 respiratory fit test, new charts: 2 students, 3 new employees, 4 day workers, 125 IC tests, 6 worker falls, 6 CPR certified; Jay: 6 with 90 chart reviews, 1 new employee trained, 4 employees received 5 immunizations, 8 employees received CPR training; RSHC: 12, oriented 5 new employees; WPMHC: 9; AMO: IP testing, TB skin tests and titers tracked.

- **Immunizations—**

	B'ville	Jay	TRHC	Now	AMO	RBS	WPM	Tah	Vin	CIH
3-27 mos	100%	100%	93%	100%	92%	90%	91%	87%	80%	78%
2 yr. old	80%	100%	89%	100%	96%	94%	88%	90%	92%	87%
Flu 65 +	85%	79%	61%	73%	69%	67.4%	70%	66.1%	70%**	62%
Pneumonia 65+	81.1%	91.1%	72%	70.2 %	91.1%	85.4%	72.8%	87%	74%	72.5%
Adolescent 13-17 with 1 Td/Tap, 3 Hip B, 2 MMR & 1 varicella	97%	86%	85%	96%	94%	94%	85%	79%	94%	52%
Adolescent HPV Female 13-17	60%	46%	56%	50%	63%	45%	53%	60%	62%	57%
Adolescent HPV Male 13-17	44%	29%	34%	43%	43%	31%	41%	49%	30%	48%

- **Health Facilities**- the Bio-Medical staff re-installed Pan oral X-Ray unit and the Gender 770 Intraoral X-Ray units as a part of the Redbird Smith Remodel Project. Safety Officer inspected Bill Willis #1 Behavioral Health, inspected Vinita, Will Rogers and Bartlesville Health Center. Transferred Medical Records from Redbird Smith Health Center and delivered to Privacy and Compliance Offices. Picked up two pallets of gun locks for Behavioral Health and delivered to Healthy Living campus. Participated in DNV internal audit held at WW Hastings Hospital.
- **Cherokee Elder Care (CEC) Report**— Cherokee Elder Care (CEC) census for February was 130 participants; 55% are Native American. Current staffing includes 55 FTEs and 3 PTEs for 58 totals. Marketing and Intake continue to educate within the new zip codes. From these referrals, 4 participants enrolled to start February 1, 2014, to include Stilwell, Watts, Salina and Kansas zip codes. In February CEC was approached to help pilot a program of delivering a bag of groceries to participants who qualify. We will be able to provide these groceries to 60 of our participants in March. Thanks to our Social Service and Dietary staff. Renovation of the facility has been completed.
- **Staffing Report**— Total number of filled position were **2,015**. One provider position was filled during the month.



- **Contract Health Services**– the CHS program processed **5,490 referrals**, of those **5,344 (97.3%)** were **approved** at the cost of **\$2,874,277**.
- **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.

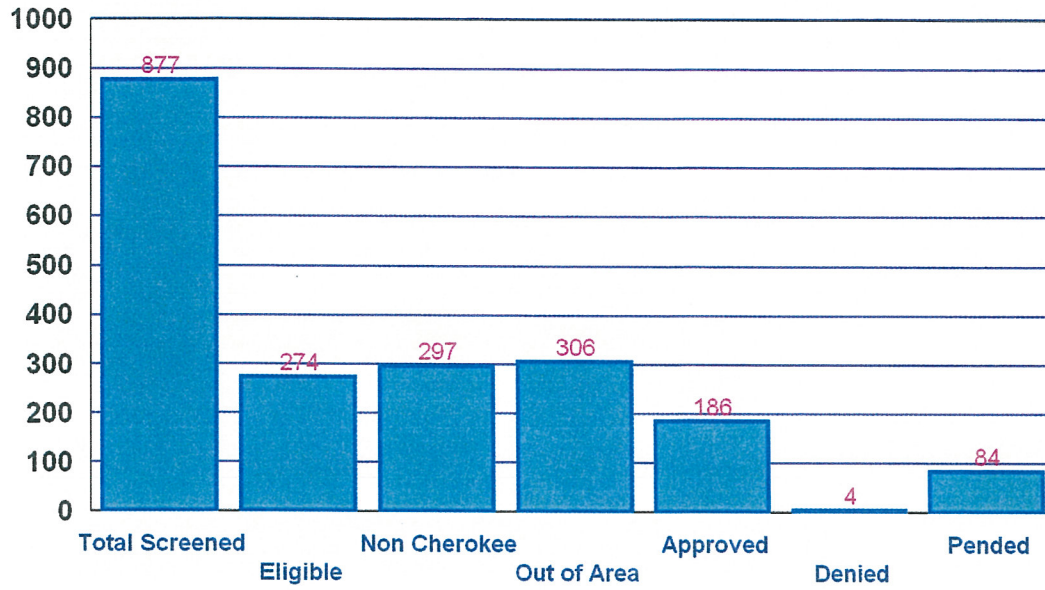
Year to date summary

CIH Review Summary - Feb 2014						
	Approved		Pended		Denied	
Eligible	#	\$	#	\$	#	\$
274	186	192,568	84	138,755	4	4,800

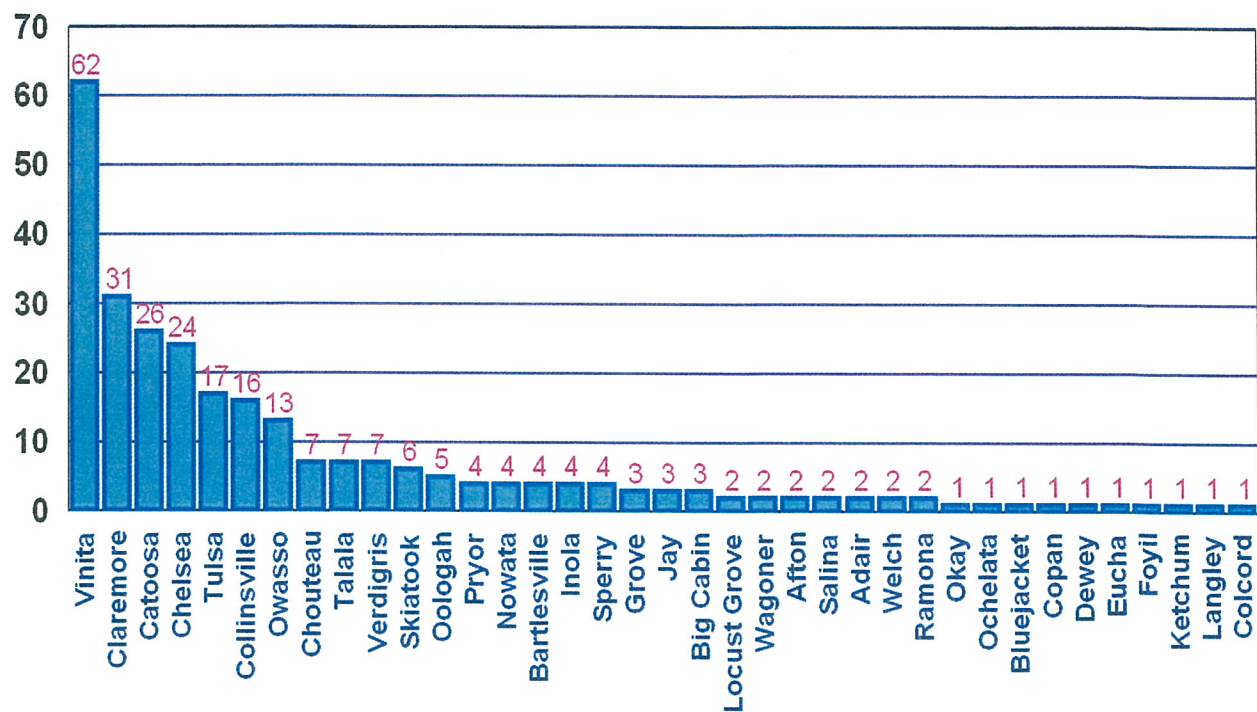
Data for the month of February 2013

877	Total Screened
274	Eligible
297	Non Cherokee
306	Out of Area
186	Approved
4	Denied
84	Pended

Five % CNHS FUNDS BREAKDOWN-FEBRUARY 2014



Five % CNHS FUNDS DISTRIBUTION BY COMMUNITIES_FEBRUARY 2014



Patient Compliments

From: Jenn R [<mailto:loves2golf@yahoo.com>]

Sent: Wednesday, March 05, 2014 2:29 PM

To: Linda Sarren; Connie C. Davis

Subject: Excellent Care from Vinita Clinic

I want to let you know what a positive experience we had at the Vinita IH Clinic. My uncle, James Gardner, had a fall recently. We initially went to the ED at the Indian Hospital in Claremore. Our experience was horrible at the Indian Hospital. Since my uncle is of Medicare age with a secondary insurance source, we will avoid that mistake again.

We were able to make an appointment at the clinic in Vinita two days later, and what a difference! The physician we met with was completely engaged. He spent a considerable amount of time reviewing my uncle's health history and then to investigate possible causes for his fall.

Although Uncle Jim is still experiencing some difficulties, we are definitely receiving appropriate and thoughtful care at the clinic in Vinita.

Today, my uncle presented at the Vinita clinic in the pharmacy. He was confused about his medications and also had some general confusion. The staff in the pharmacy were alert to this confusion and made multiple attempts to contact me out of concern for his safety.

Their quick assessment of the situation and subsequent call to me was so thoughtful and caring--exceptionally patient centered!

I want to commend the entire staff at the Vinita clinic and thank them for their efforts to ensure my uncle was safe and cared for. I'm sorry to say I don't have their names, but the physician from our visit last week and the pharmacy staff were an enormous help to us.

THANK YOU to the entire Vinita clinic and the Cherokee Nation for the care you provided to my uncle in Vinita.

Sincerely,

Jennifer

CN CAC Whitney Keane (Obama Care signup assistance to our patients): "The Husband was American Indian and Ms. Whitney CN-CAC, who is trained to provide help with the Affordable Care Act sign-up, helped the couple in signing up for ACA for only \$15/month premium. His non-native spouse got a Silver QHP for \$86/mo. premium with a \$1000 deductible. I do believe if she would have chosen the **bronze plan** it would have been, **TWO Cents**. They were *so happy because he needs a prosthetic leg and we are hoping that will pay for all or some of it*. They do not live with-in the Cherokee Nation jurisdictional boundary and that is why it was important for him to have coverage!"

Patient Compliments

Cherokee Nation Health Services Contact Form

Date:

Patient Information

Name

Date of Birth

Chart Number

Address

Telephone

Person Making Contact (Information regarding this complaint will only be discussed with the patient unless a written consent is obtained.)

Name

Address

Telephone

Relationship to Patient

Financial Concerns

Language Barrier? Y or N; If yes, was interpreter requested/provided? Y or N

Characteristics of Complaint if Applicable

(Check all that apply)

Scope of Services Friendliness/Customer Services Timeliness Quality of Care

Environment of Care Other: Specify

Department and/or Employee

Billing CHS Dental Lab Pharmacy PHN Registration Medical ER

Nursing Other: Specify Employee Name if Applicable

Summary of Contact

The parking lot looked amazing! All the snow was cleaned up. It made me feel that the Clinic cared about their patients safety.

Thank You, I
job well done.

Action(s) Taken

Reported to

Cynthia Bussard

Date

3-5-14

Type of Contact: Concern

Compliment

Complaint

Request

(Circle all that apply)

Sam Hider Health Center

CNH-ADM-22-DC (11/2013)

Cherokee Nation Health Services
Contact Form

Date:

Patient Information

Name

Date of Birth

Chart Number

Address

Telephone

Person Making Contact (Information regarding this complaint will only be discussed with the patient unless a written consent is obtained.)

Name

Address

Telephone

Relationship to Patient

Financial Concerns

Language Barrier? Y or N; If yes, was interpreter requested/provided? Y or N

Characteristics of Complaint if Applicable

(Check all that apply)

Scope of Services ___ Friendliness/Customer Services ___ Timeliness ___ Quality of Care

Environment of Care ___ Other: Specify

Department and/or Employee

Billing ___ CHS ___ Dental ___ Lab ___ Pharmacy ___ PHN ___ Registration ___ Medical ___ ER

Nursing ___ Other: Specify ___ Employee Name if Applicable

Summary of Contact

The parking lot looked amazing! All the snow was cleaned up. It made me feel that the clinic cared about their patients safety.

Thank you, I
job well done.

Action(s) Taken

Reported to

Cynthia Burgess

Date

3-5-14

Type of Contact: Concern

Compliment

Complaint

Request

(Circle all that apply)

Sam Hider Health Center

CNH-ADM-22-DC (11/2013)

Armo Health Center
Patient Satisfaction Survey

Childs
2-4-14

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 Armo Salina Health Center meets my needs.
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree

Comments:

I could be a commercial for my doctor and Armo Salina Health Center. I get great care and tell everyone I meet how happy I am with my health providers. Thank you!

Dr Ray

Amo Health Center
Patient Satisfaction Survey

2-5-14

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've been a patient here for
about 3 months I have the best &
most truthful and gentle medical
care I've ever received at any
clinic ever. Thank you all so much!

Dr. Gray

Amo Health Center 2-19-14
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 Amo Salina Health Center meets my needs.
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree

Comments: I Get Better Care Here Than Anywhere I
Have Ever Seen A Doctor.

Dr Gray

Amo Health Center 2-19-14
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 Amo Salina Health Center meets my needs.
1 Strongly Disagree 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree

Comments: I Get Better Care Here Than Anywhere I
Have Ever Seen A Doctor.

Haskins
2-12-14

Amo Health Center Patient Satisfaction Survey

Patient Experience Survey

- whoops → ~~1 Strongly Disagree~~ 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree
- ~~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 think this is a good clean environment, and I always get the help I need. The doctors are great, and very helpful and give great information.
@ Thank you Amo Salina Health Center.!!

Saskins
2-12-14

Amo Health Center Patient Satisfaction Survey

Patient Experience Survey

- whoops → ~~1 Strongly Disagree~~ 2 Disagree 3 Neither Disagree or Agree 4 Agree 5 Strongly Agree
- ~~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 think this is a good clean environment, and I always get the help I need. The doctors are great, and very helpful and give great information.
Thank you Amo Salina Health Center.!!

Burkart
2-12-14

Amo Health Center
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 Love coming to the Amo Health
Center Dr. Burkart is very helpful and
understanding.

Burkart
2-12-14

AMO Health Center
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 Love coming to the AMO Health
Center Dr. Burkart is very helpful and
understanding.

Rhonda Cochran

From: Cindy Martin
Sent: Wednesday, February 19, 2014 3:07 PM
To: Rhonda Cochran
Subject: Patient Compliment

Valerie Turner, LPN Pediatric Nursing

From: Jamie Evans
Sent: Wednesday, February 19, 2014 2:58 PM
To: Valerie Turner
Cc: Tom Kincade; Kim Osburn; Alesa O'Neal; Lisa Woodworth; Cindy Martin; Charles Smith
Subject: FW: Valerie-Pediatrics

Way to go Val!!! That's what we like! A nurse that cares, looks and analyzes - and doesn't just do!! Thanks for making TRHC a great place for our pt's children!!

*Jamie Evans, M.D.
Clinic Medical Director
Cherokee Nation Three Rivers Health Center
918-781-6538
1001 S 41st St E
Muskogee, OK 74403*

"People don't care how much you know until they know how much you care." - John C Maxwell

From: [REDACTED]
Sent: Wednesday, February 19, 2014 2:44 PM
To: Jamie Evans
Cc: Tom Kincade
Subject: Valerie-Pediatrics

Hey guys, I just wanted to take a moment to let you know how much I really love of this gal...she probably saved my son's life yesterday and I wanted her bosses to know and her to know that I do not take it for granted....and hopefully she will get this put into her personnel file or get some kind of recognition for what she did.

First of all, she has gone out of her way to accommodate [REDACTED] and I schedule for getting allergy shots..always so nice and friendly...working him in around my crazy schedule and his soccer practice.

Yesterday while waiting to get his shots, I was already kind of frustrated with how the Tulsa Allergy Clinic was being so unorganized about getting your office the instructions/paperwork etc..sent and set up so all of this could get started..I just had to make calls etc and really stay on them to keep it organized...I just never had a peace about any of it... anyway we were talking about that and getting his next round of serum picked up and how all of that worked etc...telling her my concerns, well she goes and gets her instruction sheet for his shots to show me how it all works and she noticed on one column the amount didn't look right to her...so she said let me call them to make sure and to give me some peace of mind...which she did and the amount was not correct..the clinic had made a mistake!

So I called Dr. Purser's office while sitting there and they called me back today..first a nurse..then when Dr. Purser found out at noon, she called me personally. She said this has never happed at the clinic before...its a VERY BIG DEAL...She and their management team are having a meeting just about Seth in the morning and they are making some very important policy/ office/ personnel changes immediately.

Having said all of that, had Valerie not listened to my concerns and went out of her way to show me the instruction sheet for his shots someone else there at the clinic may or may not have noticed the amount was weird to question it...and my son would have paid the consequences! I'm very much grateful to her , her patience, her understanding and her attention to detail! I will forever be grateful to her, words cannot even begin to describe it...Thank you for your time and please let her know how I feel about what she did for my son and our family! Love and appreciate the entire pediatric staff (:

PS We will not be assuming shots again until I hear back from Dr. Purser personally...per her instructions today! Let Valerie know that as well...Thank you!

