



Cherokee Nation Tribal Council Health Committee Report

Claremore Indian Hospital

Month/Year of the report: August 2019

George L Valliere 918-342-6434

Email: george.valliere@ihs.gov

Accomplishments:

- **Staffing:** Announcements still out for General Surgeon, 2 midwives and OB/GYN.
- **Visits:** Outpatient visits for August up 2.0% over the same period the previous year.
- **Revenues:** Revenues for FY2019 increased 19.5% over the same period the previous year.

Future Plans / New Initiatives:

- New Services:
 - Orthopedic patients continue to be sent to Tulsa at The Orthopedic Center.
 - ER opened on August 26, 2019. New space is working well. Patients asked to check-in and register for Emergency Room in back of hospital just inside back door.

Workload:

	<u>Actual numbers/month</u>		<u>CN</u>
Outpatient visits up	2.0%	28,454	12,183/ (6376 patients)
Dental visits down	17.4%	839	551
Admissions down	22.4%	59	28
Newborns up	3.2%	32	20
New charts		452	
Reactivated Charts		165	

These statistics are compared to FY2018 statistics for the same time period. (August)
Occupancy rate for August 2019: 18.0%

Third Party Collections:

August collections

Medicare:	\$ 720,664.34
Medicaid:	893,055.46
Private Insurance:	969,125.29
V.A.	<u>53,640.29</u>
	\$ 2,636,485.38

Year-to-date collections for FY 2019: \$ 28,639,460.69

Amount billed for August 2019: \$ 6.7 million

Collections are up compared to FY2018 collections for same time period. \$ 4,688,021.04

Percentage of account receivables pending for claims > 120+ days: 8%

PRC Activities:

August cases

		<u>CN Patients</u>
Funded:	334 cases: \$ 1,135,480.00	176
Denials:	401 cases: \$ 1,217,017.00	142
Deferred:	411 cases: \$ 260,755.00	178
CIH clinics:	19	
Ortho	31	

Files to Committee 1196



Health Committee Report

October, 2019



Highlights

Dr. Jorge Mera was presented the Outstanding Service Award from the National Indian Health Board. This award honors an individual or organization whose work has made an impact in American Indian/Alaska Native healthcare. The award was presented during the National Indian Health Board Annual Heroes in Health Awards Gala at the Pechanga Resort and Casino in Temecula, California on September 18th.

"We would like to take a moment and say a HUGE thank you, for all of you that had a part in taking care of our sweet mother. While we understand that some may say that's their "job", but that isn't so, these people went the extra mile and then some. Each and every person that we encountered had absolute genuine compassion for our mom and her care. That is certainly not something that you encounter everyday and sure not all in one location. Your staff here worked as a well-oiled machine. For this we are extremely grateful. Your staff here are top of the line hands down, and we appreciate you all."

-Patient compliment regarding care provided at
Wilma P. Mankiller Health Center

Health Committee Report



440 surgical procedures were performed at Hastings Hospital



676 total patients received Dietary Services



86 babies were delivered at Hastings Hospital for the month of August



601 clients were served by the CN-EMS program



133 Cherokee/Native women served by Breast & Cervical Cancer screening program



5,636 total race participants for the 2019 Wings runs



6,035 patients were seen at the ED/Urgent Care the Hastings Hospital



292 work orders were completed by Health Facilities

Health Committee Report

Provider Recruitment

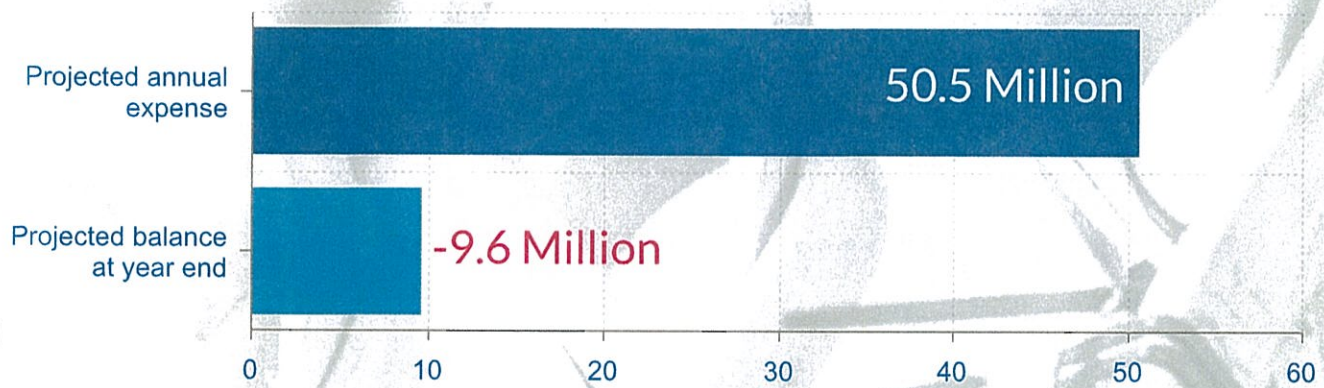
CNHS Provider
Vacancy Rate

6.5%

IHS Provider
Vacancy Rate
Benchmark

25%

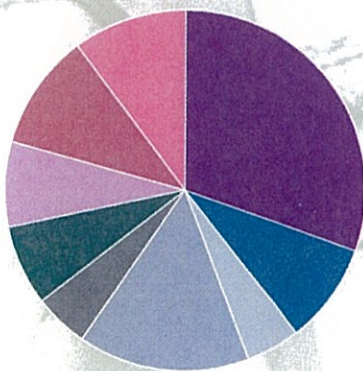
Contract Health



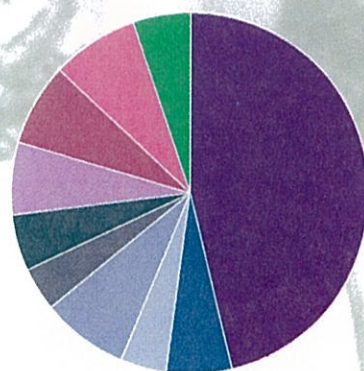
Referral Approval Rate

97.1%

Monthly Visits by Location



YTD CHS Spend by Location

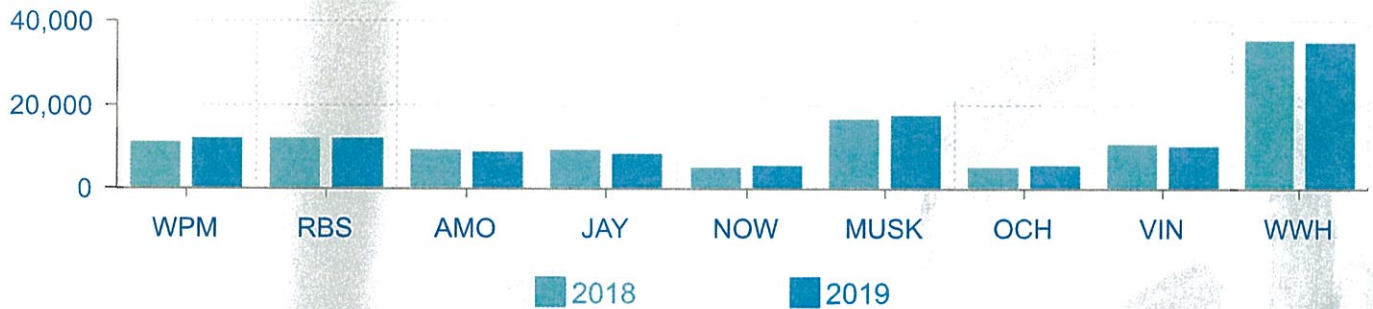


WWH	30.4%	VIN	9.0%
OCH	4.8%	TRHC	15.3%
NOW	4.9%	JAY	7.2%
AMO	7.7%	RBS	10.5%
WPM	10.2%		

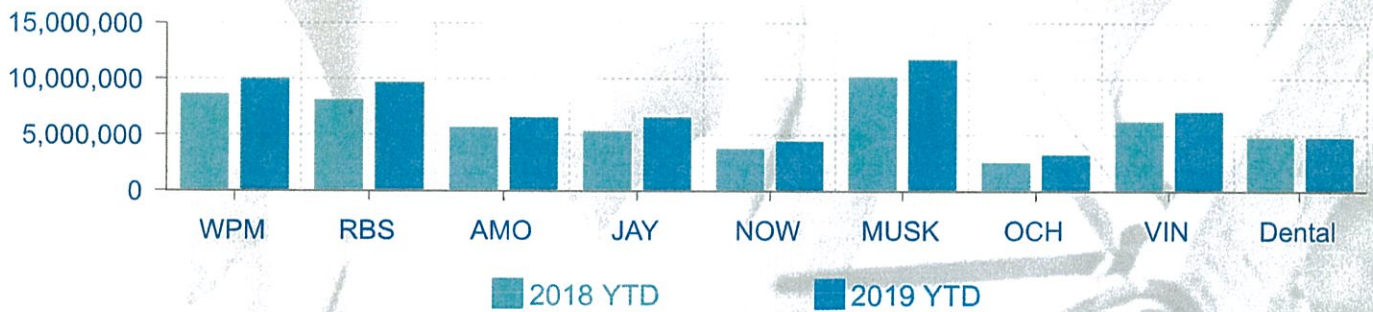
WWH	46.2%	VIN	5.9%
OCH	4.1%	TRHC	7.8%
NOW	3.9%	JAY	5.0%
AMO	6.5%	RBS	7.4%
WPM	7.8%	CIH	5.2%

Patient Visits and Revenue

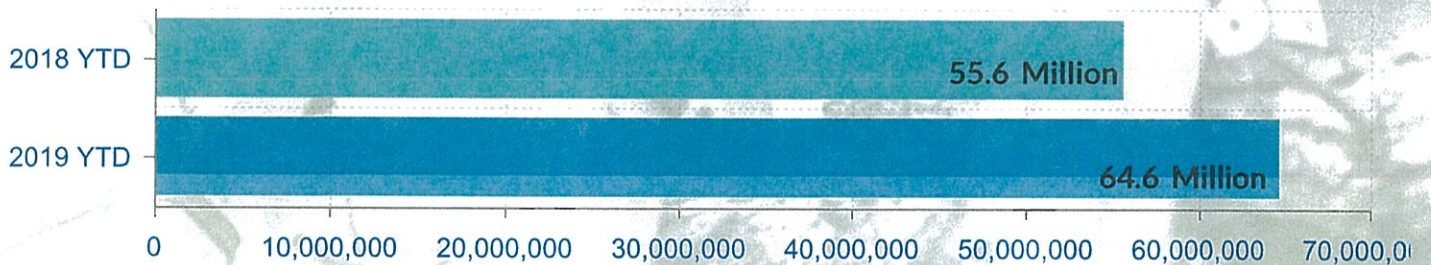
Ambulatory Care Visits: Monthly



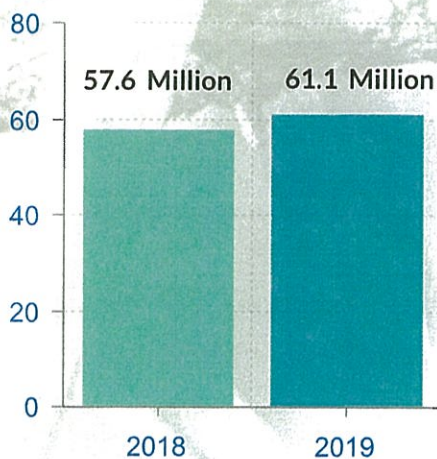
Ambulatory Care 3rd Party Revenue: Year to Date



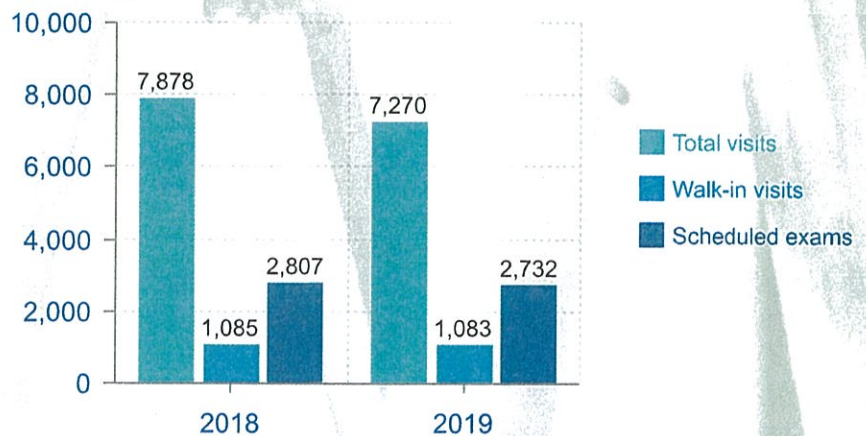
Health Center and Dental Combined Revenue: Year to Date



WWH 3rd Party Revenue Year to Date

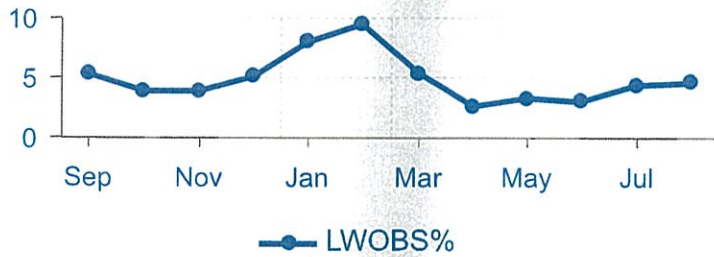


Dental Services: Monthly



Health Committee Service Summary

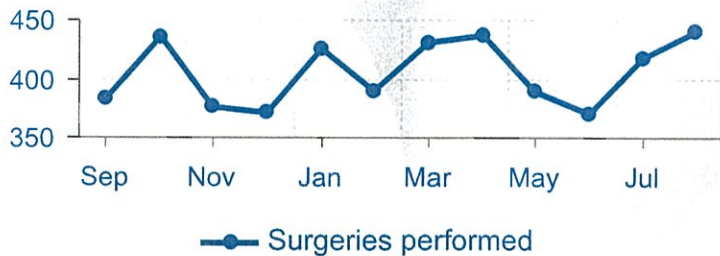
ED/UC Left without being seen



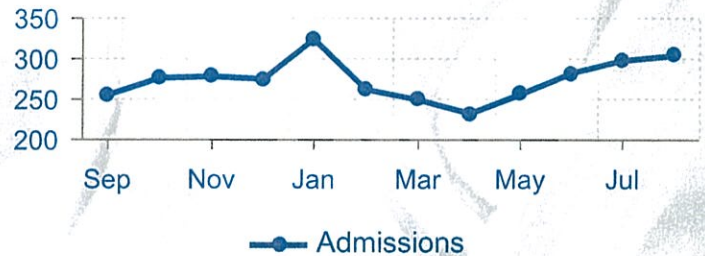
ED/UC service delivered



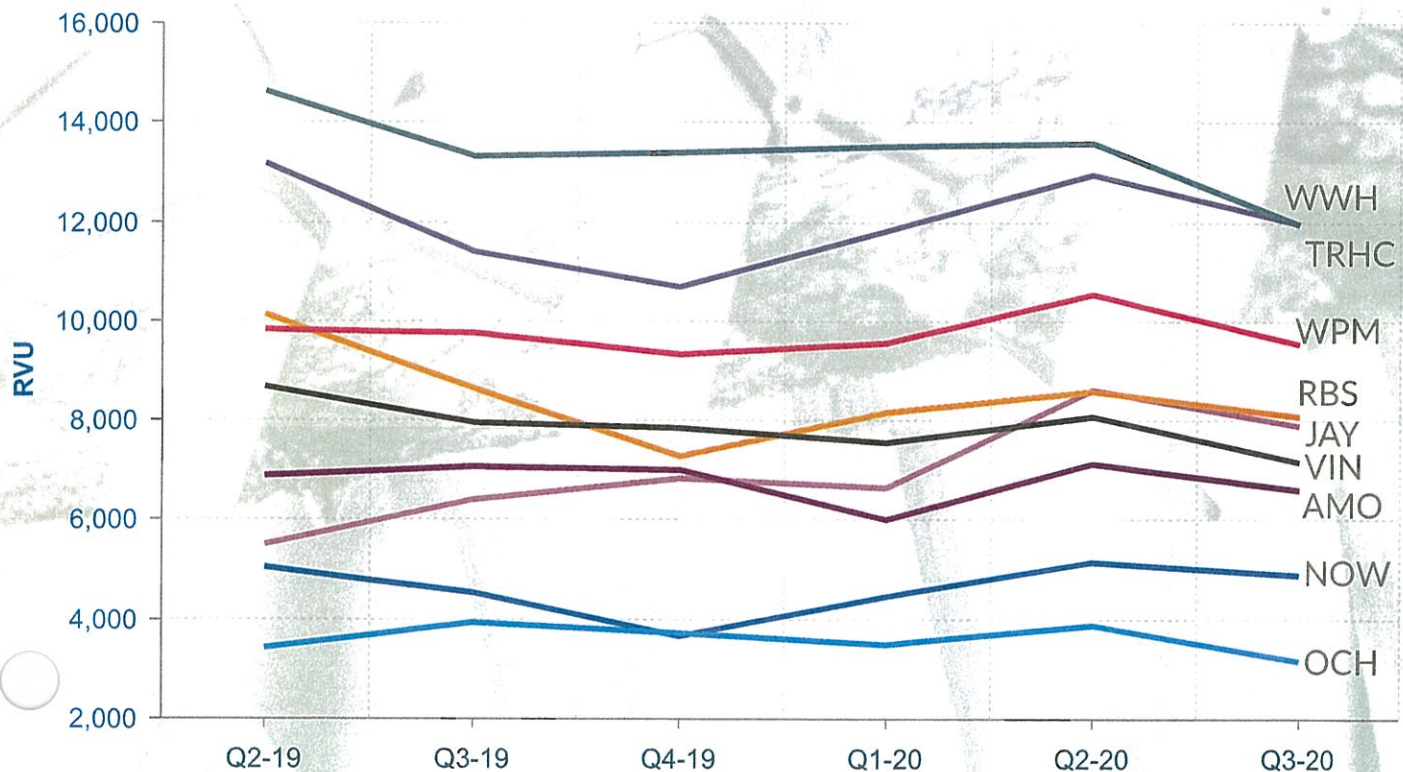
WWH General Surgery



WWH Inpatient Care

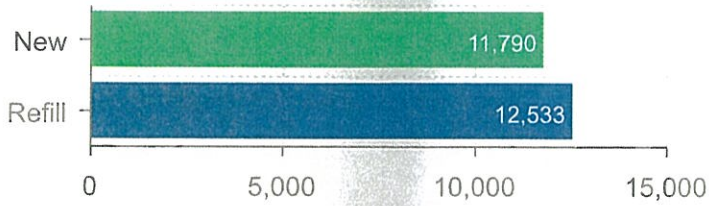


Service Delivered by Quarter

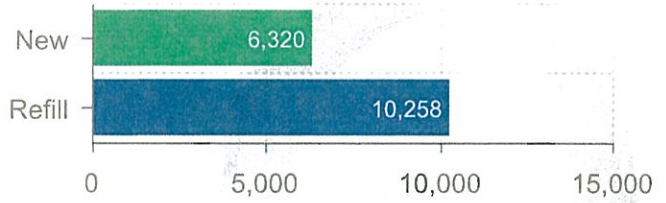


Prescriptions Filled by Site

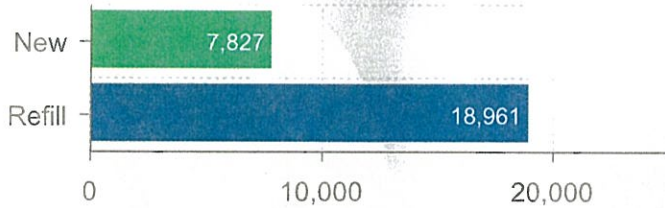
WWH Main



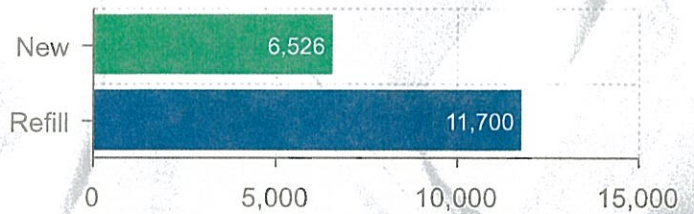
Stilwell



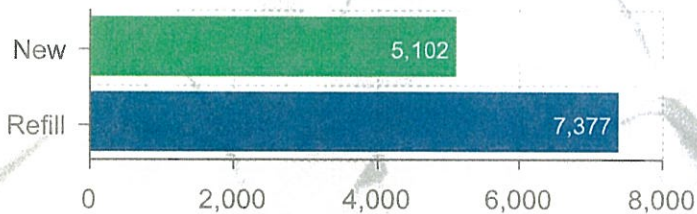
Muskogee



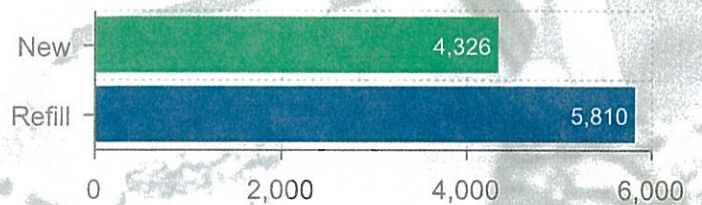
Sallisaw



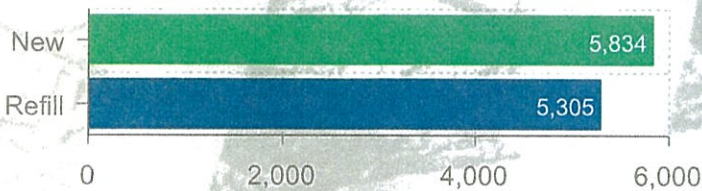
Vinita



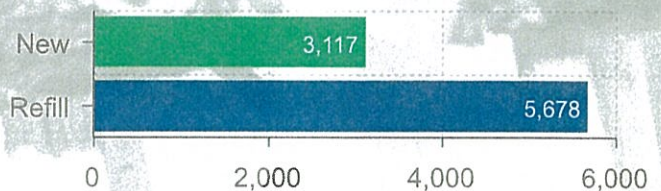
Salina



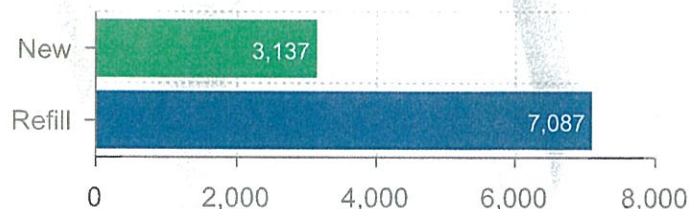
Jay



Ochelata



Nowata





Health Committee Report

October, 2019



Highlights

Dr. Jorge Mera was presented the Outstanding Service Award from the National Indian Health Board. This award honors an individual or organization whose work has made an impact in American Indian/Alaska Native healthcare. The award was presented during the National Indian Health Board Annual Heroes in Health Awards Gala at the Pechanga Resort and Casino in Temecula, California on September 18th.

"We would like to take a moment and say a HUGE thank you, for all of you that had a part in taking care of our sweet mother. While we understand that some may say that's their "job", but that isn't so, these people went the extra mile and then some. Each and every person that we encountered had absolute genuine compassion for our mom and her care. That is certainly not something that you encounter everyday and sure not all in one location. Your staff here worked as a well-oiled machine. For this we are extremely grateful. Your staff here are top of the line hands down, and we appreciate you all."

-Patient compliment regarding care provided at
Wilma P. Mankiller Health Center

Health Committee Report



440 surgical procedures were performed at Hastings Hospital



676 total patients received Dietary Services



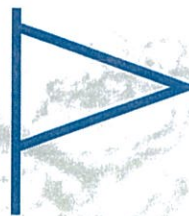
86 babies were delivered at Hastings Hospital for the month of August



601 clients were served by the CN-EMS program



133 Cherokee/Native women served by Breast & Cervical Cancer screening program



5,636 total race participants for the 2019 Wings runs



6,035 patients were seen at the ED/Urgent Care the Hastings Hospital

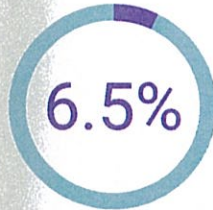


292 work orders were completed by Health Facilities

Health Committee Report

Provider Recruitment

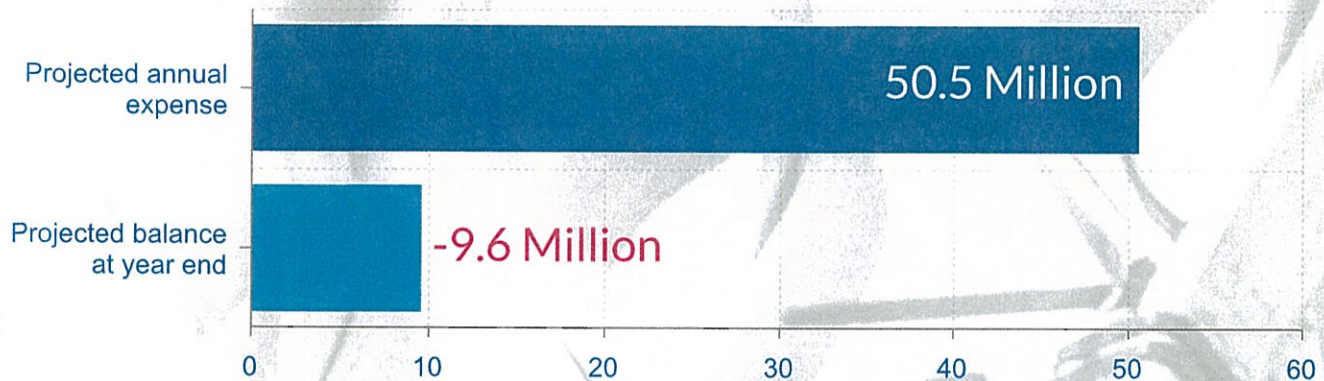
CNHS Provider
Vacancy Rate



IHS Provider
Vacancy Rate
Benchmark



Contract Health

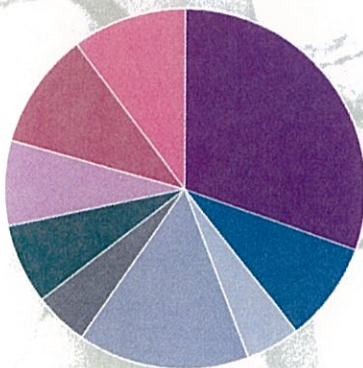


97.1%

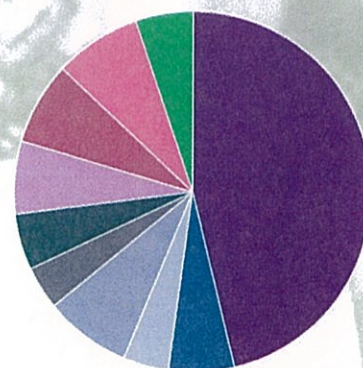
Referral Approval Rate



Monthly Visits by Location



YTD CHS Spend by Location

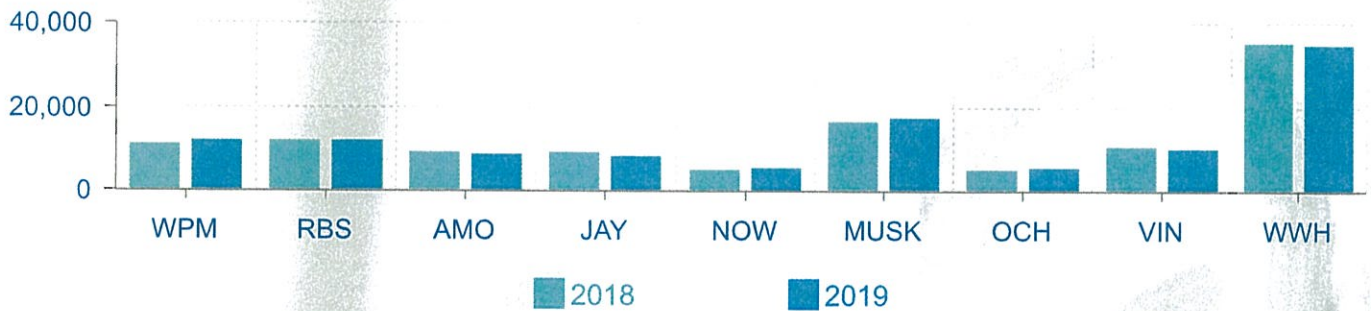


WWH	30.4%	VIN	9.0%
OCH	4.8%	TRHC	15.3%
NOW	4.9%	JAY	7.2%
AMO	7.7%	RBS	10.5%
WPM	10.2%		

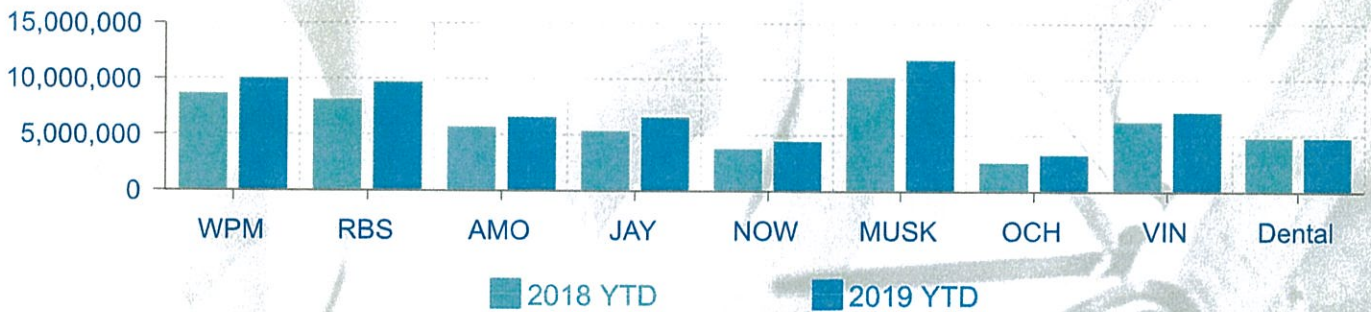
WWH	46.2%	VIN	5.9%
OCH	4.1%	TRHC	7.8%
NOW	3.9%	JAY	5.0%
AMO	6.5%	RBS	7.4%
WPM	7.8%	CIH	5.2%

Patient Visits and Revenue

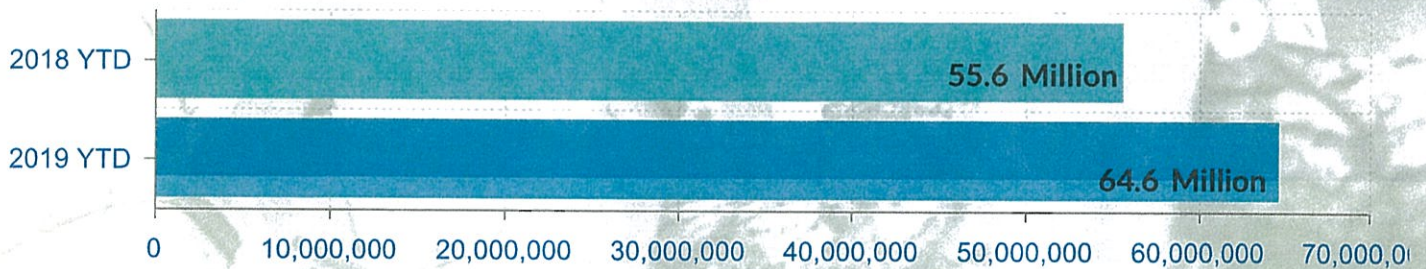
Ambulatory Care Visits: Monthly



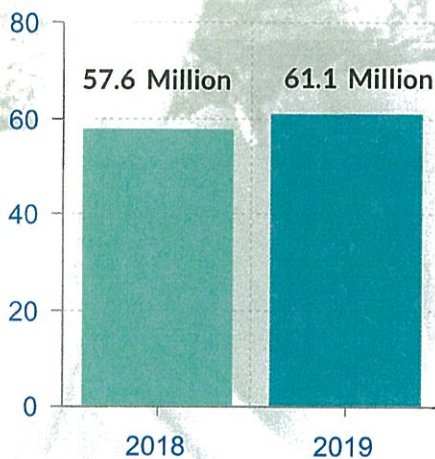
Ambulatory Care 3rd Party Revenue: Year to Date



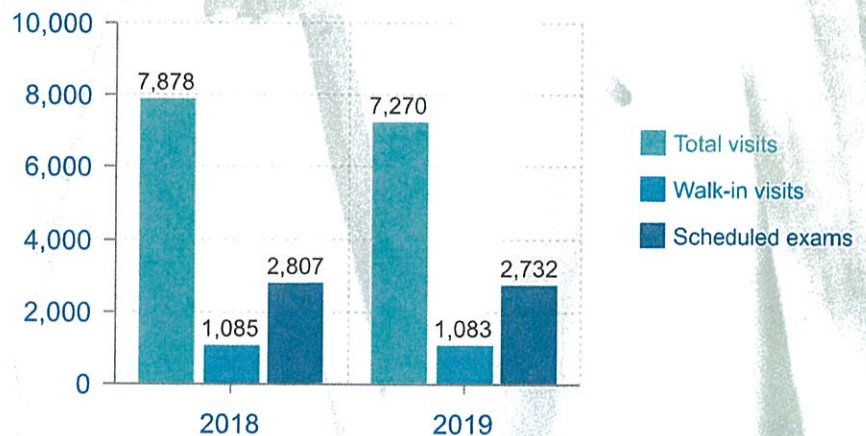
Health Center and Dental Combined Revenue: Year to Date



WWH 3rd Party Revenue Year to Date

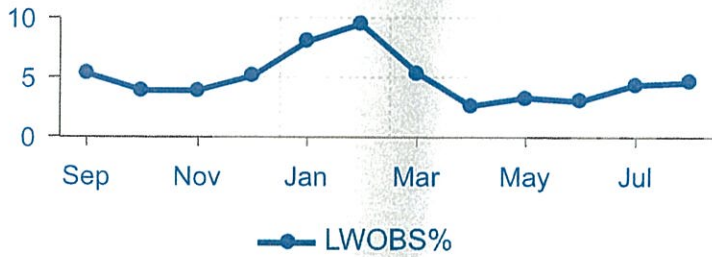


Dental Services: Monthly



Health Committee Service Summary

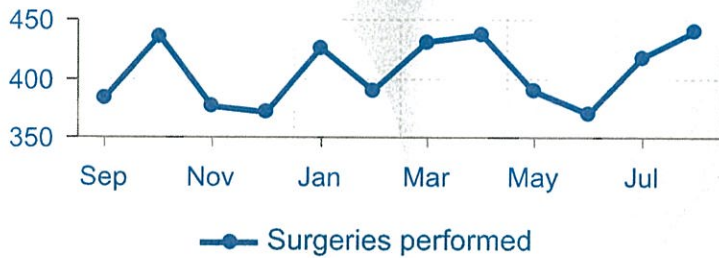
ED/UC Left without being seen



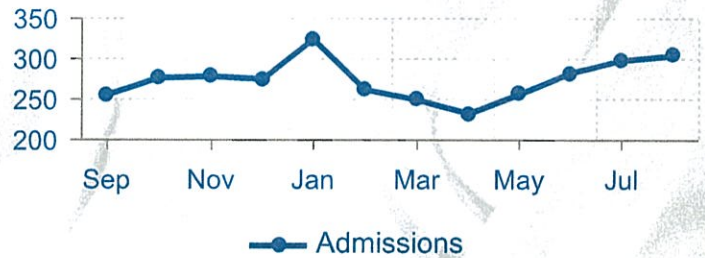
ED/UC service delivered



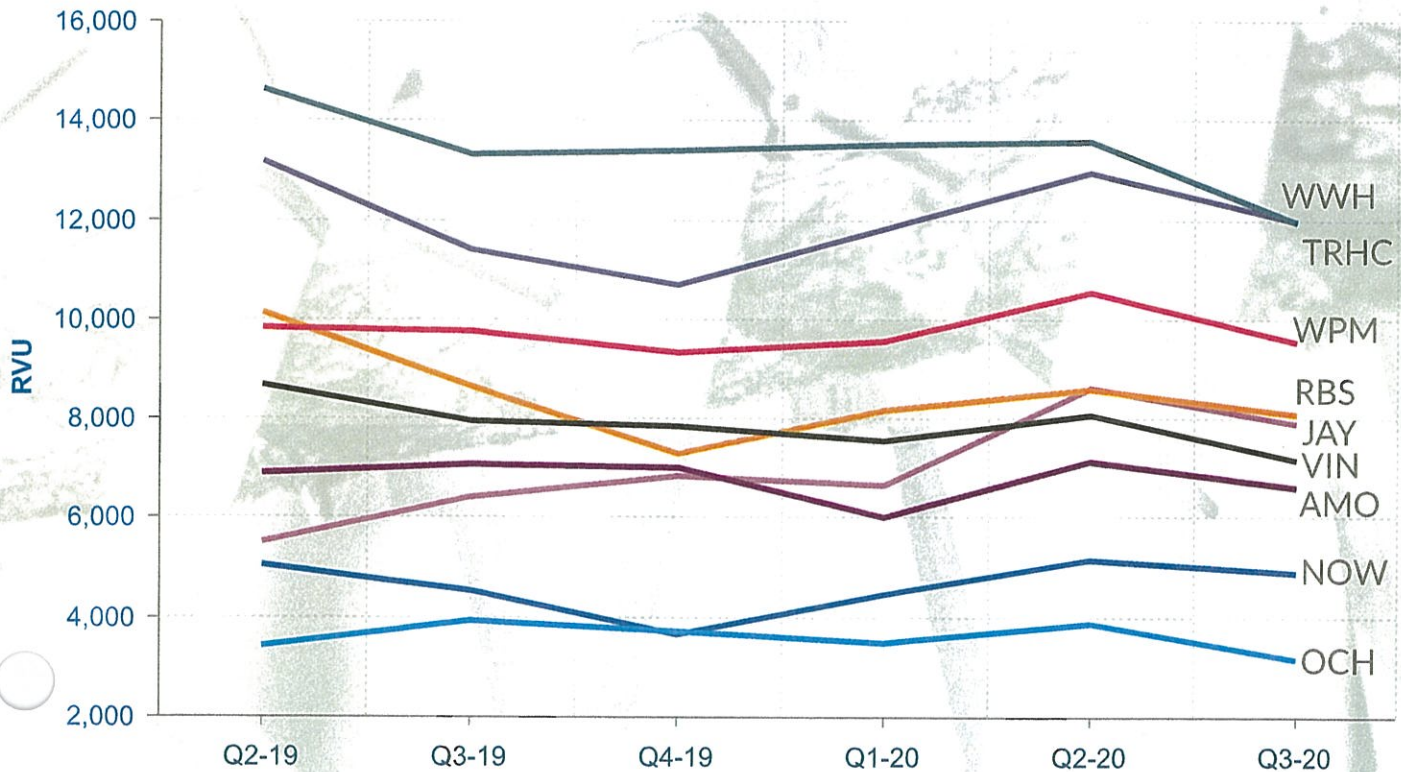
WWH General Surgery



WWH Inpatient Care

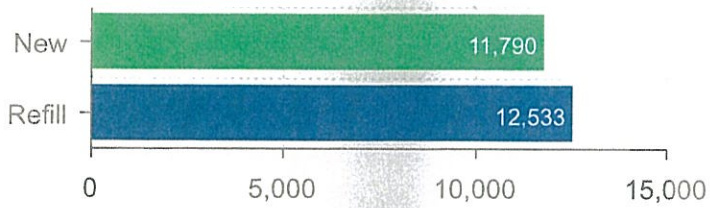


Service Delivered by Quarter

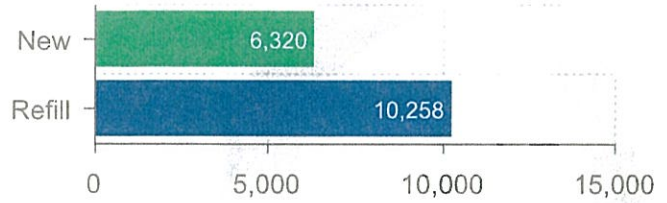


Prescriptions Filled by Site

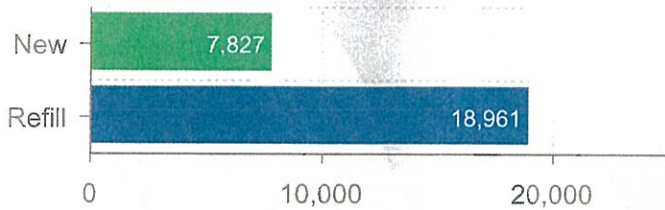
WWH Main



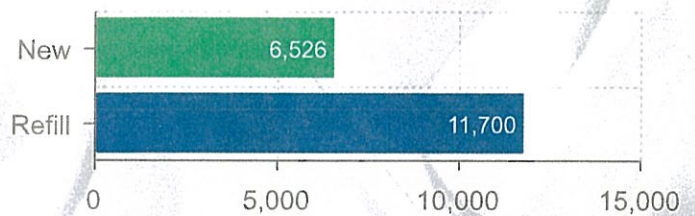
Stilwell



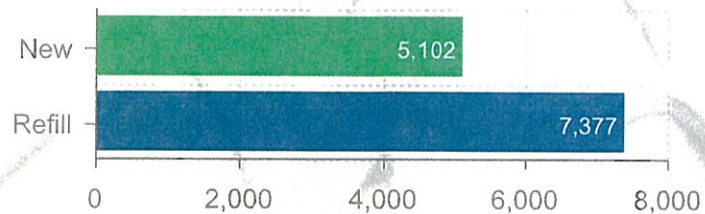
Muskogee



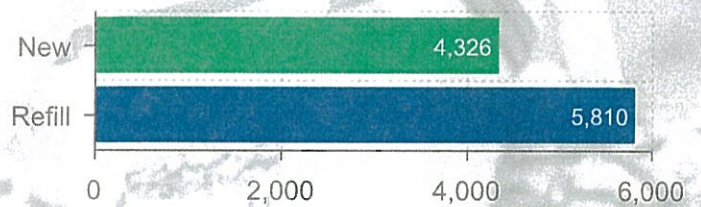
Sallisaw



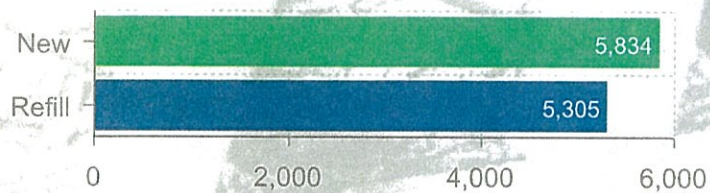
Vinita



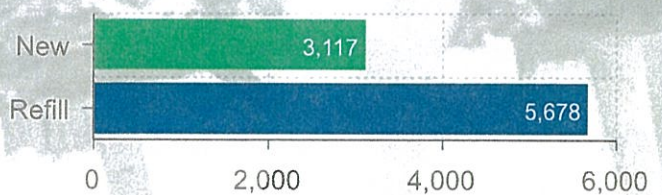
Salina



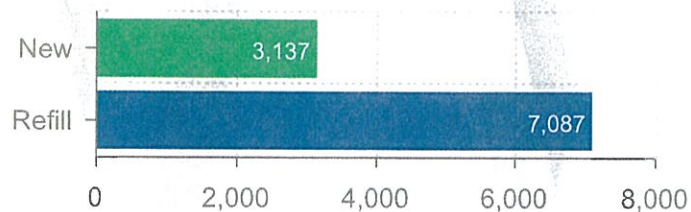
Jay



Ochelata



Nowata





CHEROKEE NATION HOME HEALTH SERVICES, INC.
1630 NORTH CEDAR AVENUE
TAHLEQUAH, OK 74464
1-888-281-6910
APRIL MOORE, RN ADMINISTRATOR
MATTHEW RUCKER, CFO

Cherokee Nation Council report and program update

Home Health Services:

Census: 221 (as of 9/24/2019)

Native Americans served (7/01/2019–09/24/2019): 215

Hospice:

Census: 24 (as of 9/24/2019)

Native Americans served (7/01/2019–09/24/2019): 62

Outreach/Advantage Program:

Census: 757 (as of 9/24/2019)

Employment:

Total all employees: 179 (59 fulltime)

Native American: 106 (86 Cherokee)

Recent events:

- * Elder Summit (Tahlequah & Claremore)
- * Cherokee National Holiday (sponsored the Elder fun day)
- * Medical Executive Luncheon
- * Cherokee Nation Nutrition Centers (provide home care information)
- * Hospice Memorial Service
- * Accreditation workshop

Future events:

- * Proclamation signing declaring November as National Hospice and Home Health care month within the Cherokee Nation (Scheduled for 11/06/2019 at 10am).
- * Sallisaw and Jay clinic health fairs
- * Veterans resource fair
- * Thanksgiving and Christmas patient/family sponsorship

Update on under/non-funded patients