Yellowhawk Tribal Health Center’s Public Health Accreditation Efforts

Tribal Accreditation Learning Community
December 8, 2017

Carrie Sampson, Quality Director/Interim Community Health Director
Courtney Stover, Public Health Accreditation Coordinator
Confederated Tribes of the Umatilla Indian Reservation (CTUIR)

• The Confederated Tribes of the Umatilla Indian Reservation is a union of three tribes: Cayuse, Umatilla, and Walla Walla.

• The CTUIR has 2,965 tribal members.
  – Nearly half of those tribal members live on or near the Umatilla Reservation.
  – The Umatilla Reservation is also home to another 300 Indians who are members of other Tribes
  – 30% of our membership is composed of children under age 18
  – 15% are elders over age 55

• The Umatilla Indian Reservation is about 172,000 acres (273 square miles)
Yellowhawk Tribal Health Center

User Population of 3,244
- Medical/Primary Care
- Pharmacy
- Laboratory/X-ray
- Dental

- Community Health
- Alcohol and Drug Counseling
- Mental Health Counseling
- Prevention

AAAHC
ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.

PATIENT CENTERED
PRIMARY CARE HOME

Yellowhawk Tribal Health Center

12/14/2017
Our Vision
Our Tribal Community achieves optimal health through a culture of wellness.

Our Mission
Empower our Tribal Community with opportunities to learn and experience healthy lifestyles.
Opening March 13, 2018
Yellowhawk Community Wellness Department

- Public Health Nursing
- Community Health Representatives
- Diabetes Education
- Health Promotion/Health Education
  - Community Gardening Program
  - Health Coaching
  - Fitness classes
  - Health Education Events
  - Cooking Classes
- WIC
- Maternal Child Health Home Visiting Program
- Transportation
- Live Wise, Live Strong – Chronic Disease Self Management

35th Annual Fun Run
# 2017-2019 Yellowhawk Strategic Plan Summary

<table>
<thead>
<tr>
<th>MISSION</th>
<th>Our Tribal Community achieves optimal health through a culture of wellness.</th>
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<tbody>
<tr>
<td>VISION</td>
<td>Empower our Tribal Community with opportunities to learn and experience healthy lifestyles.</td>
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<tr>
<td>CORE VALUES</td>
<td>Tamanwit, Balance, Compassion, Integrity, Equity, Respect, Excellence</td>
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<table>
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<tr>
<th>PRIORITIES</th>
<th>Integration</th>
<th>Workforce Development</th>
<th>Community Engagement</th>
<th>Quality</th>
<th>Transition</th>
<th>Healthy Community</th>
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<td>STRATEGIES</td>
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<td>Integration of all health care programs and services to solidify a medical home model that will incorporate preventative health care focus on evidence based care.</td>
<td>Create a culturally competent, highly engaged and sustainable workforce by utilizing surveys, community input, personal stories, training, and benchmarking.</td>
<td>Strengthen partnerships within the Tribal community and with our external partners to promote and enhance healthy lifestyles and proactive choices for the overall health of our community.</td>
<td>Deliver excellent and efficient quality care to improve the overall health of our Tribal Community.</td>
<td>Develop a plan to assist with the move to the new clinic in 2017, to make the transition as seamless as possible for patients, staff, and the Community.</td>
<td>Nurture the development of health, safety, and well-being of all Confederated Tribes of the Umatilla Indian Reservation Community members by enhancing opportunities for healthy living, health education, and health promotion guided by cultural values.</td>
<td>Focus on a platform of sustaining all healthcare delivery services within the infrastructure for current and future generations.</td>
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Building on a Strategic Plan through Annual Work Planning

Yellowhawk Tribal Health Center
2017 Annual Work Plan

1. Integration:
Integration of all direct care patient programs and services to create a patient-centered medical home model that incorporates preventative and community health services to improve health outcomes.

Objective 1.1
The Medical, Community Health, Behavioral Health and Dental programs will have a shared understanding of integration by establishing roles, responsibilities & linkages.
Year 1 (2017):
• Define and establish timely collaborative care meetings (Q2)
• Organizational meeting structure will be assessed, priorities identified, and schedule established (Q1)
• Define Yellowhawk basic core concepts (Q1)
• Departmental roles and responsibilities for the delivery of care will be defined by the end of (Q2)

Objective 1.2
Patient centered care teams will be developed to consist of a medical provider, nursing support staff, annual health examine, public health nurse, and community health representative roles, responsibilities and time commitments will be defined.
Year 1 (2017):
• Establish routine huddles (team meeting) for all care teams minimum once per week (Q2)
• Develop a policy for implementing patient information sharing agreements that comply with Federal Law (Q2, Q1)
• Begin basic core concepts implementation (Q2)

Objective 1.3
The Business Office, with departmental leaders, will evaluate services to ensure program quality, sustainability and growth.
Year 1 (2017):
• Define workload for quality and patient outcomes (Q3)
• Identify appropriate coding and billing guidelines (Q3)
• Establish policies and procedures/standing orders that optimize billing, coordination of care and sustainability (Q4)

Objective 1.4
Teams will develop collaborative processes to meet clinical measures and outcomes (i.e. OPRA, NW Healthy Heart, Zero Suicide).

2018 Annual Work Plan

1. Integration:
Integration of all direct care patient programs and services to create a patient-centered medical home model that incorporates preventative and community health services to improve health outcomes.

Objective 1
The Medical, Community Health, Behavioral Health and Dental programs will have a shared understanding of integration by establishing roles, responsibilities & linkages.
Year 2 (2018):
1. Develop action plan to identify steps that address gaps and barriers to attain a desired level of collaboration/integration of care (Q2)

Objective 2
Teams will develop collaborative processes to meet clinical measures and outcomes (i.e. OPRA, NW Healthy Heart, Zero Suicide).
Year 2 (2018):
1. All clinical departments will collaborate on the clinical objectives:
   • Dental services – will measure the number of fasting and clients who meet OPRA goal (Q2)
   • Childhood immunizations – each department will review list of children due for recall in Q4 and assess with engaging in OPRA goals (Q2)
   • Physiological screening – each department will assess with screening, documenting, and referring (Q3, Q2)
   • Childhood obesity – develop organizational education strategy that defines childhood obesity (Q2)
   • Childhood obesity – Identify referral options for nutrition counseling and/or health coaching (Q2)
   • Collaborate with Co-Uses WA Health Start to achieve alignment with age-based milestones which include: lead screening, vision screening, dental exams, up-to-date immunizations, hearing/auditory screening, physical exam, and Ages and Stages (Q2)
   • Multi-departmental OPRA team (PC, CH, D) and BHI will provide training to staff and track OPRA measure on a quarterly basis, addressing training and reporting gaps proactively in order to meet or exceed standards on an annual basis (Q2 and ongoing)
Performance Management System

- [www.actionstrategy.org](http://www.actionstrategy.org)
- Tracking tool for the Strategic Plan
- Currently used by Executive Management Team
The Public Health Associate Program (PHAP) is a competitive, two-year, paid training program with the CDC.

- **January 2017**: Applied to be a host site
- **August 2017**: Notified of acceptance
- **October 2017**: Associate starts
Planning for Accreditation

Public Health Accreditation
Yellowhawk Tribal Health Center
Project Lead: Courtney Stover

- Created Gantt Chart using Excel to guide our work throughout the accreditation process
- Continuously being updated with progress and ideas for future activities

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<th>TASK DESCRIPTION</th>
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Rallying for Accreditation

Accreditation Team

- Identified key players per domain
- Domain-specific meetings
- Planning ongoing team meetings

Stakeholders

- Presentations to Health Commission and Board of Trustees
- Meetings with community partners and collaborators
- Plan for staff engagement
- Plan for community engagement
Next Steps

Current priority is to address gaps in readiness checklist:

- Community Health Improvement Plan
- Adapting plans to be specific to public health activities
Most recent success...

11/30/2017

Kay Bender, RN, PhD, FAAN
President and Chief Executive Officer
Public Health Accreditation Board
1600 Duke St. Suite 200
Alexandria, VA, 22314

Dear Dr. Bender,

This letter certifies that the Tribal Health Commission of the Confederated Tribes of the Umatilla Indian Reservation (CTUIR) has reviewed and approved Yellowhawk Tribal Health Center's intent to obtain public health accreditation through the Public Health Accreditation Board.

As the governing board of Yellowhawk Tribal Health Center, the CTUIR Tribal Health Commission is committed to ensuring that Yellowhawk fulfills its mission of empowering our Tribal community with opportunities to learn and experience healthy lifestyles. The CTUIR Tribal Health Commission recognizes that through the public health accreditation process, Yellowhawk's current performance will be assessed against a set of nationally recognized, practice-focused and evidence-based standards. Through that assessment, policies, processes and programs that work to improve services and ensure the quality of services provided to the public in a cost-effective manner may be introduced or revised.

Sincerely,

Sharon Ganta
Health Commission Chair
Confederated Tribes of the Umatilla Indian Reservation

12/14/2017
Questions?

Carrie Sampson
Quality Director/ Interim Community Health Director
carriesampson@yellowhawk.org

Courtney Stover
Public Health Accreditation Coordinator
courtneystover@yellowhawk.org

You can also visit our website: www.yellowhawk.org