



Nimiipuu Health
of the Nez Perce Tribe

Executive Director's Report
Spring 2022

Mission, Goals & Values

- ❖ Our mission is to provide quality healthcare in a culturally sensitive and confidential setting.
- ❖ Our goal is to offer quality care and services that are culturally responsive, proactive, exceed patients' expectations and are provided in a caring, convenient, cost effective and accessible manner.
- ❖ Our core values are integrity, caring, safety, & excellence.

Executive Director

Ongoing Projects

- ◆ Pharmacy Expansion - Reaching completion
- ◆ Assisted Living Facility
- ◆ NMPH Employee Recruitment - Ongoing
- ◆ Northwest Portland Area Indian Health Board (NPAIHB) Assistance – preparation for AAAHC Review

Executive Director

Ongoing Projects

- ◆ Accreditation Association for Ambulatory Health Care (AAAHC) Survey complete. Currently awaiting survey results.

Assisted Living Facility Timeline

- ❖ June 2019 - Contract was signed with Lizard Rock Designs to develop ALF
- ❖ July - November 2019 - Planning Meetings with Elders, Staff and NPTEC
- ❖ November 2019 – Lizard Rock Issued the Final Schematic Design Report to NMPH – Estimated Project Cost \$2,833,500
- ❖ June 2021 – Determine funding sources options:
 - 1. Fund thru NMPH Fund Balance (Savings)
 - 2. NPT apply for a construction loan
 - 2. ARPA and grant funding (This option was chosen)
- ❖ January 2022 - Design Build RFP was issued
- ❖ June 2022 – Start Construction - Estimated Project Cost \$4,500,000 - Annual Operating Budget \$800,000

Assisted Living Facility

- ◆ When the Pharmacy Expansion is complete, we will begin building an Assisted Living Facility behind the Lapwai Clinic
 - ◆ 12,000 Square Feet
 - ◆ 16 beds
 - ◆ Applied/Received a \$1 Million USDA ARPA Grant & anticipate ARPA to fully fund the facility
 - ◆ Highest mortality rates during COVID-19 were in congregate homes for elders, thus it may be a blessing that we did not have our ALF occupied by our elders during COVID-19

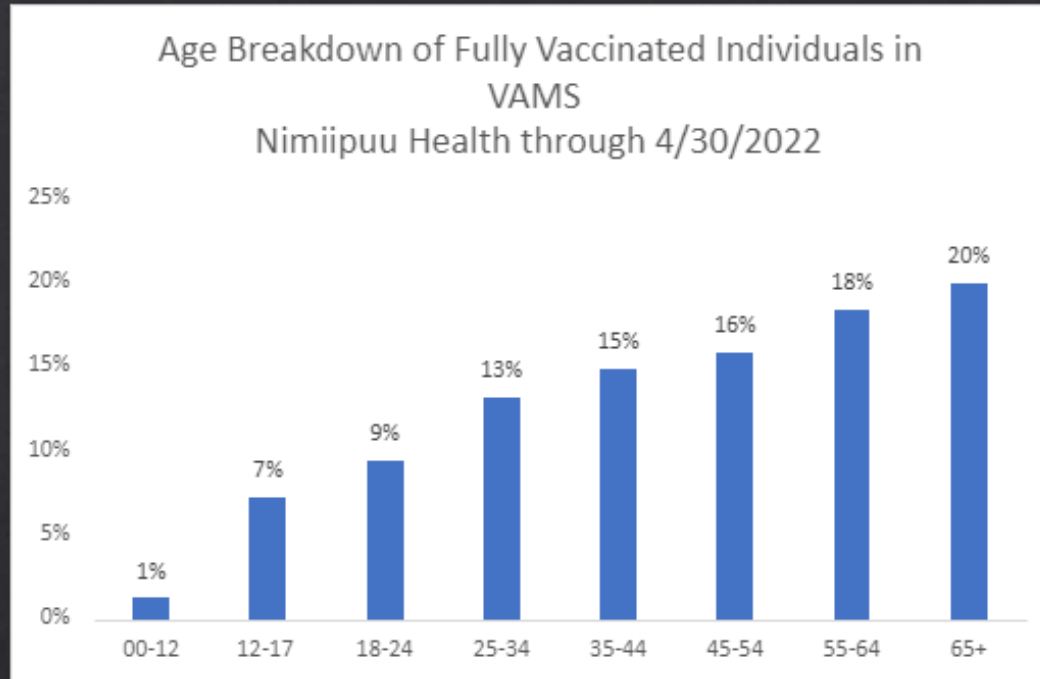
Medical

- ◆ NMPH Verified 967 COVID-19 Vaccines for the NPT Vaccine Incentive Program. Tribal collaboration was paramount in promoting this generous incentive and protecting our communities.
- ◆ Head Start physicals will be on June 8, 2022 to prepare for the school year 2022-2023.
- ◆ Sports physicals will also be offered for our communities this summer.

Medical

◆ New Staff Members

- ◆ Aurora Horstkamp, MD
 - ◆ John Horstkamp, MD
 - ◆ Marissa Verduci, Diabetes Program Coordinator
-
- ◆ Sally Springs, Massage Therapist, has returned and is taking appointments

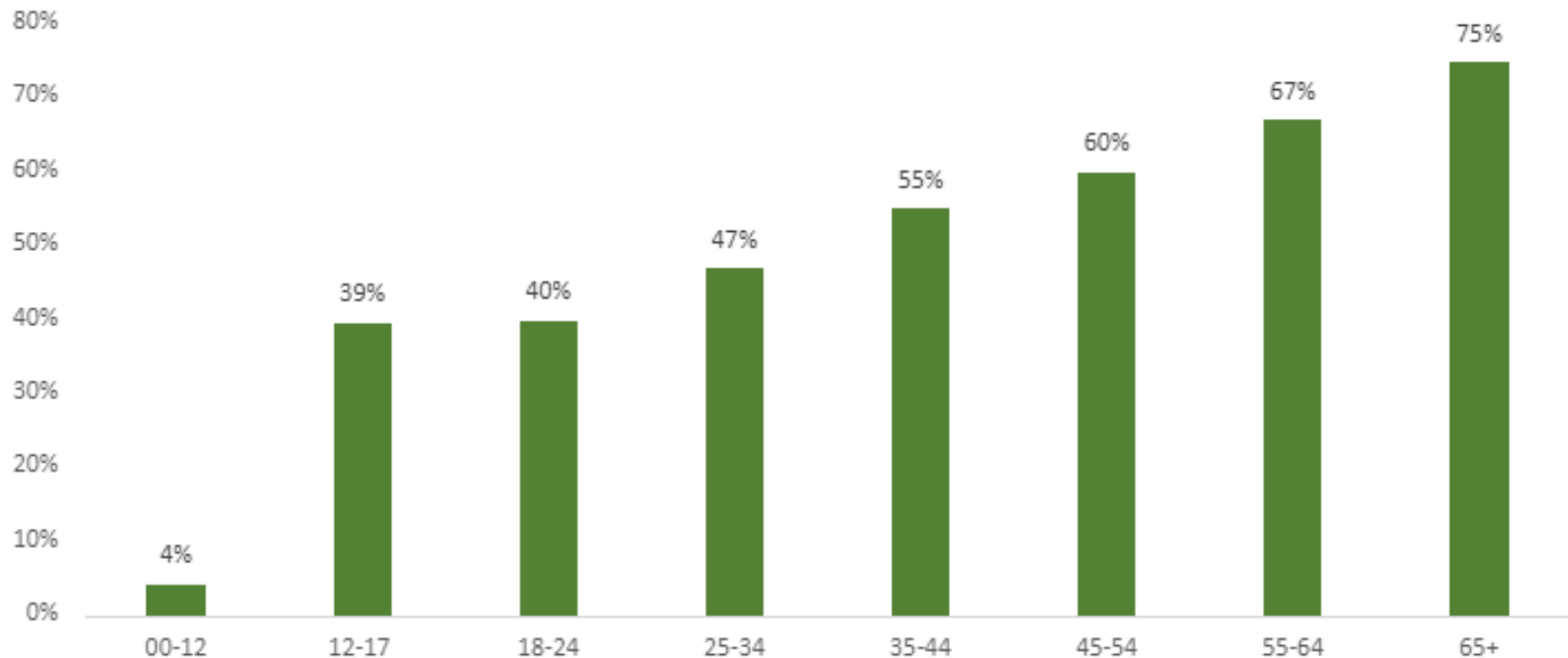


COVID-19 Vaccines

Of the 2453 patients who received COVID-19 Vaccines, 87% (2139) received booster doses with the above-noted age breakdown

Fully Vaccinated NMPH Patients

Percent of Clinic Patients Fully Vaccinated within their Age Group
December 21, 2020 to April 30, 2022



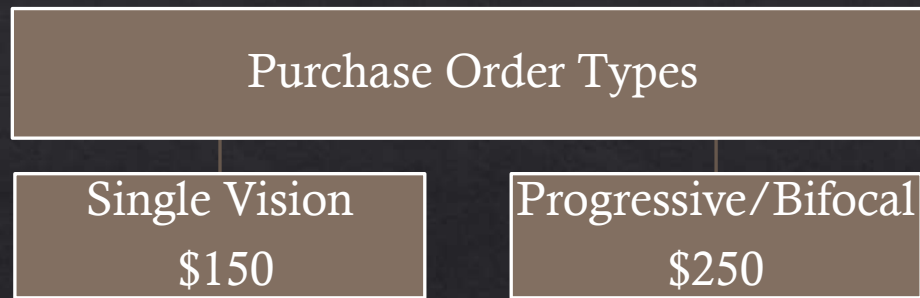
Vaccination by Entity

- ◇ NMPH: 79% staff vaxxed
- ◇ NPT Employees: 75%
- ◇ NPTHA: 78%
- ◇ NPT Enterprises: 42%
- ◇ NPT Enrollment: 30% (1063)
 - ◇ 2356 (66%) no vaccine record



Optometry

- ◇ Purchase Orders for glasses are available once a year depending on funding availability. It covers up to 1 pair of glasses & overage is the patient's responsibility.



Who gets Purchase Orders?

Priority 1- PRC Eligible

- Elders 55+, Diabetics, Students K+

Priority 2

- Everyone Else PRC eligible

Priority1 has been receiving a PO throughout. Priority 2 has been available since 2017.

Optometry

- ◆ **Insurance** – If there are overage costs, patients are to pay up front. Insurance will reimburse the patient, and reimbursement amount varies from patient to patient, depending on their order.



Optometry Team

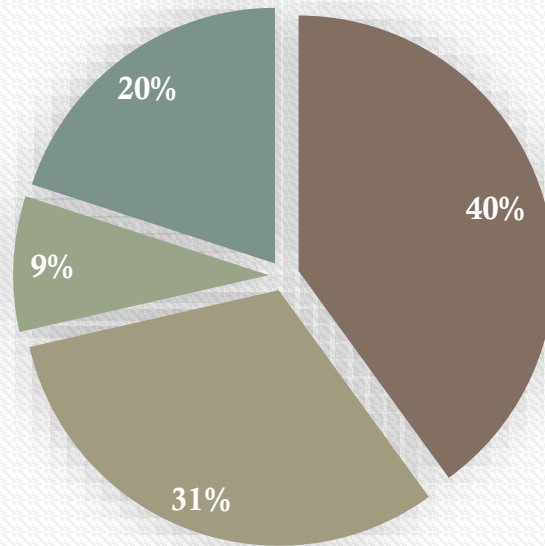
Behavioral Health

- ◆ BH Team assembled to meet school staff and kids Monday April 18, 2022 at 7:45am from recent community tragedy. We are dedicated to the community in providing the best care possible during crises.
- ◆ Committed to supporting Tribal staff members in achieving their educational and career goals. Within the past 4 years we have had great success:
 - ◆ 1- completed Masters of Social Work (MSW) degree and is working on clinical hours
 - ◆ 3- completed clinical hours and are now Licensed Clinical Social Workers (LCSW)
 - ◆ 1- currently attending school, working on their social work degree

Behavioral Health

- ◆ We are expanding our Recovery Program and hope to procure a Recovery Center and eventually Sober Living. Our Recovery Coaches are currently visiting different sites and treatment facilities to collaborate with other tribes.

**Patients that went to Inpatient
between 4/20/20- 9/20/21**



■ Currently in treatment 40% ■ Completed treatment 31%
■ Currently in sober living 9% ■ Denied services 20%

Behavioral Health

- ◆ Grants have allowed us to provide sober activities for our clients including:
 - ◆ Sewing classes
 - ◆ Drumming
 - ◆ Beading Class
 - ◆ Summer Camping
 - ◆ White Water Rafting trip
 - ◆ Plans for more activities this summer

Quality Improvement/Risk Management

- ◆ The 2022 Patient Satisfaction survey for 2022 is available.
 - ◆ You may access the survey online at nimiipuuhealth.org
 - ◆ FaceBook or Instagram @nimiipuuhealth
 - ◆ Hardcopies are available in the NMPH lobbies and at the NMPH booth here at GC

Your feedback is appreciated

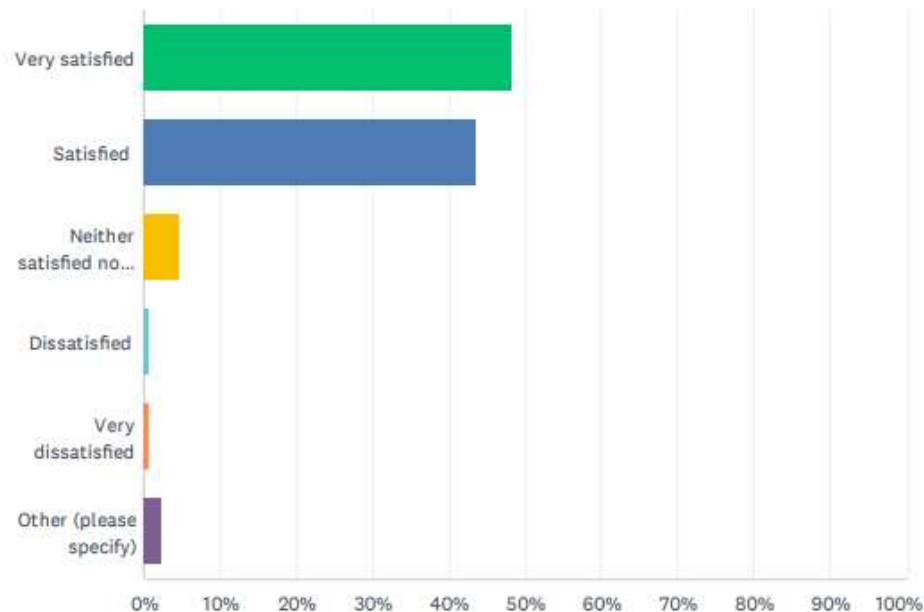
Quality Improvement/Risk Management

◇ 2021 Patient Satisfaction Survey Result

NIMIIPUU HEALTH PATIENT SATISFACTION SURVEY 2021

Q4 How satisfied were you with our check-in process & was the process friendly and courteous?

Answered: 168 Skipped: 0



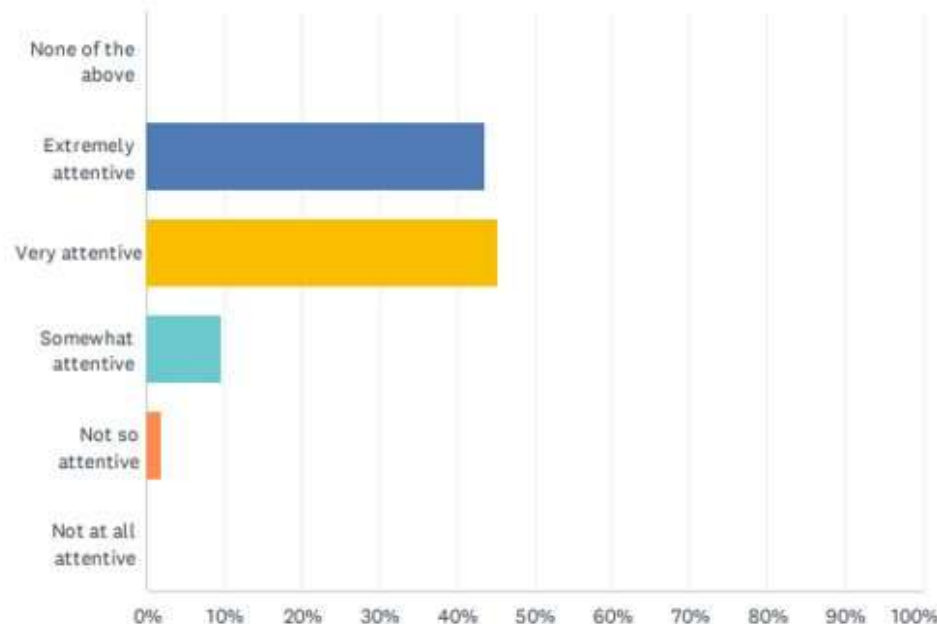
Quality Improvement/Risk Management

◆ 2021 Patient Satisfaction Survey Result

NIMIIPUU HEALTH PATIENT SATISFACTION SURVEY 2021

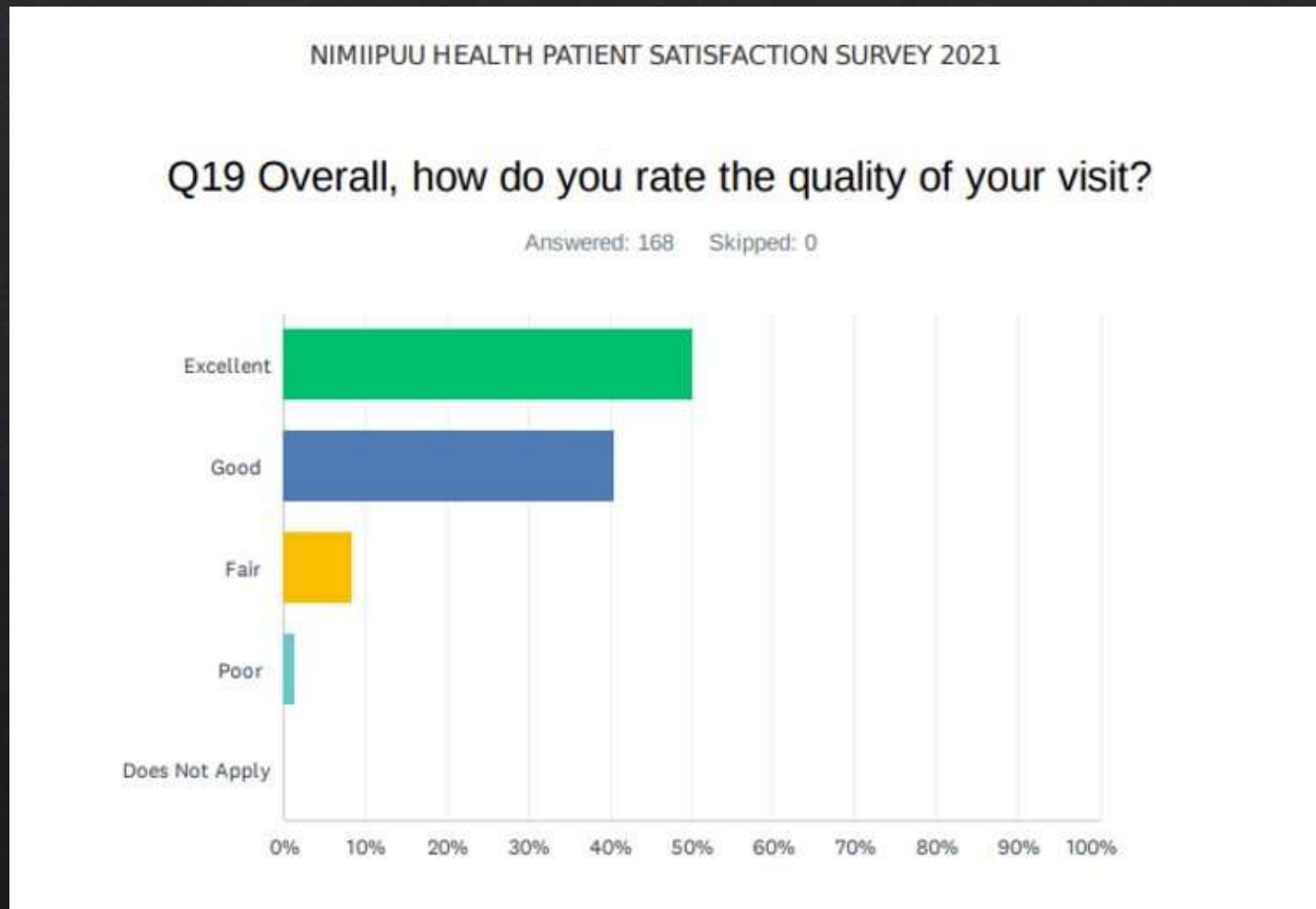
Q9 Was the Provider courtesy to you & did he/she take the time to listen to you?

Answered: 168 Skipped: 0



Quality Improvement/Risk Management

◇ 2021 Patient Satisfaction Survey Result



Patient Advocate



Andrianna Albert

patientadvocate@nimiipuu.org

(208) 621-5009

Purchased/Referred Care

- ◆ When reporting an Emergency Room visit to PRC, please do so within 72 hours (3 days) by contacting PRC or calling the PRC HOTLINE. Provide the patient's name & date of birth, the name of the facility where the care was provided, & the date & purpose of the visit
- ◆ Submit bills to PRC. They can be dropped off at the Lapwai and Kamiah Nimiipuu Health Clinics, faxed to the PRC office at 208- 843-2687, or e-mailed to chereel@nimiipuu.org.
- ◆ **Phone:** (208) 843-2271 **Hotline:** (208) 621-4955
- ◆ **Fax:** (208) 843-2687

Purchased/Referred Care Team



Pam
PRC Supervisor

Pam oversees the daily operations of the PRC Program

Ext.
2836

E-mail
pamr@nimipuu.org



Trina
PRC Referral Specialist

Trina issues purchase order numbers for referral care with outside providers

Ext.
2853

E-mail
trinar@nimipuu.org
-Purchase Order Numbers
-Pre-Authorizations



Celiisa
PRC Technician

Celiisa responds to provider requests for claim status and processes provider refunds

Ext.
2989

E-mail
celiisab@nimipuu.org
-Provider Claim Status
-Provider Refunds



Cheree
PRC Technician

Cheree assists patients with outside provider bills

Ext.
2860

E-mail
chereel@nimipuu.org
-Patient Bills



William
PRC Data Entry Technician

William enters payments to generate checks to outside providers

Ext.
2813

E-mail
williama@nimipuu.org
-Data Entry Payments



Yvonne
PRC Claims Specialist

Yvonne reviews and approves outside provider claims for payment

Ext.
2817

E-mail
yvonne@nimipuu.org
-Outside Provider Claims

Challenges

- ◆ Medicine carries many innate complexities that pose challenges for services and care provided
- ◆ Use of Alternate Resources, with special cases, brings challenges to us as when to use alternate resources to help and not hinder a family having medical needs as an example



Finance

Nimiipuu Health COVID-19 Funding Report

Total COVID-19 Funding Received To Date \$20,435,450

I.H.S COVID-19 Funding & Expenditure Overview

Total COVID-19 I.H.S. Funding \$15,842,259

COVID-19 I.H.S. Expenditures

Purchased & Referred Care Costs \$4,824,337

COVID -19 Testing, Contact Tracing & Monitoring \$2,896,977

Pharmacy Expansion - Drive-up Window Project \$1,741,094

Vaccine Planning Distribution and Tracking \$1,245,580

Mental and Behavioral Health Prevention & Treatment \$1,090,622

Medical Equipment and PPE Supplies \$254,493

Public Health Workforce \$246,836

Information Technology and Telehealth \$170,807

Surge Staffing (Lab Personnel, Pharmacy Runners, etc.) \$127,302

Total Expenditures as of March 31, 2022 \$12,598,048

Unexpended I.H.S. Funds as of March 31, 2022 \$3,244,211

Finance

Nimiipuu Health COVID-19 Grant Funding/Expenditures

COVID-19 Grant Funding/Expenditures

SAMHSA Behavioral Health Grant \$1,438,639

CARES Act Provider Relief Funding \$1,302,186

CARES Act Tribal Idaho State Funding \$1,118,262

CDC Grant Supporting Tribal Public Health Response \$391,682

Idaho DHW Immunization Grant \$161,597

NPAIHB COVID-19 Emergency Response \$63,000

Drug Overdose Prevention Grant Round \$250,000

Idaho DHW Vaccine Grant \$39,278

Drug Overdose Prevention Grant \$20,000

Innovia Foundation Grant \$5,000

WIC Sub-Award Grant \$3,548

Total Other COVID-19 Grant Funding/Expenditures \$4,593,191

Business Office

◆ Benefits Coordinators

- ◆ Eva Higheagle & Artrette Sampson
- ◆ Assist patients with their application process for many alternate resources such as Medicare B & D, Medicaid, Workman's Compensation, Liability Injuries, Disability Determinations, and Social Security.
- ◆ Please do not hesitate to contact the Benefits Coordination Department with all questions regarding Alternate Resources.

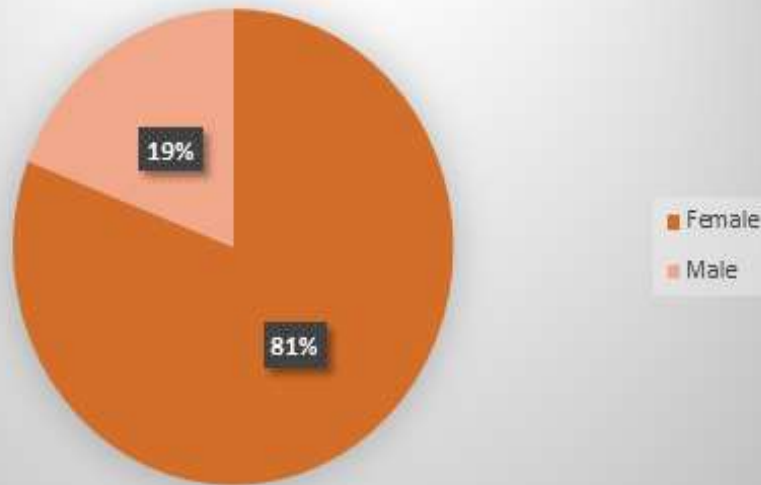
(208) 843-2271 ext. 2818 or 2871

Human Resources

- ◆ Successful in person All-Staff Meeting Mar. 30, 2022
 - ◆ Employee Recognition for years of service for FY20 & FY21
 - ◆ 57 employees recognized
 - ◆ Recognition slideshow with positive comments by supervisors
- ◆ Customer Service Training – Rich Romm, HUB
- ◆ Nezpii Awards – NMPH Employee Association
- ◆ Recognition of Providers Day

Human Resources

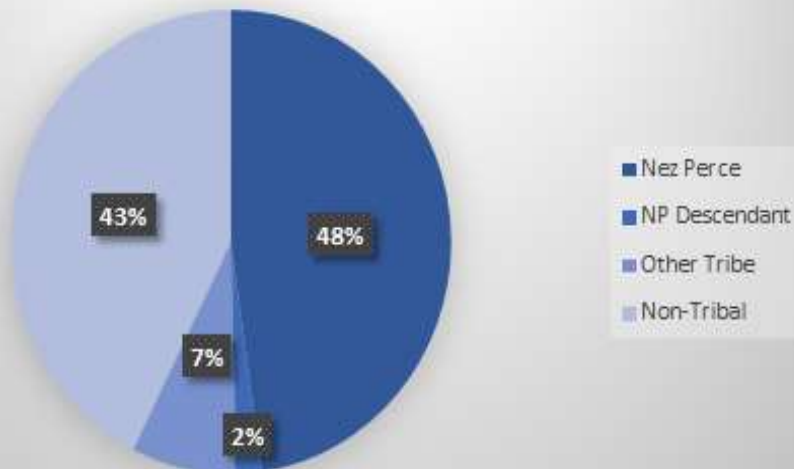
Workforce Breakdown



Active data as of April 21, 2022

Workforce Breakdown
Comparison Breakdown—
Healthcare industry is 76% female
and 24% male

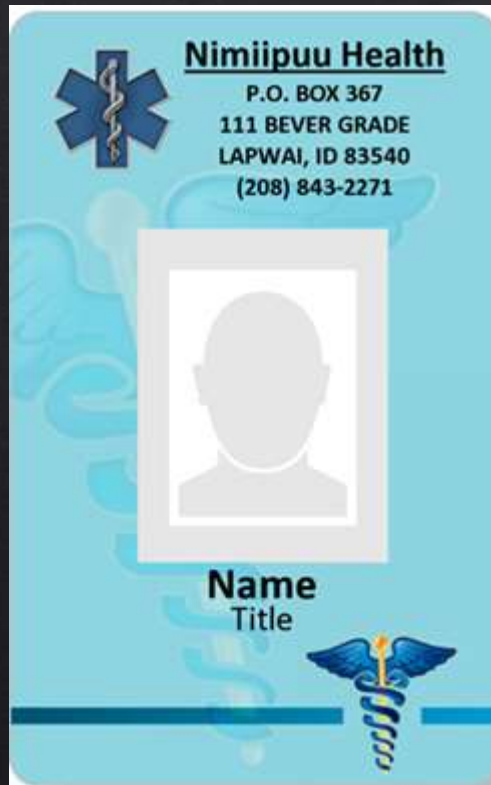
Employee Demographics



Employee Demographics—6 out of 10 employees are enrolled Nez Perce Tribe, Descendants or other Tribes. Maintained the same workforce demographics since Fall 2021.

Human Resources

◆ Final stages of Integration of a new badge system



Old – Front Only



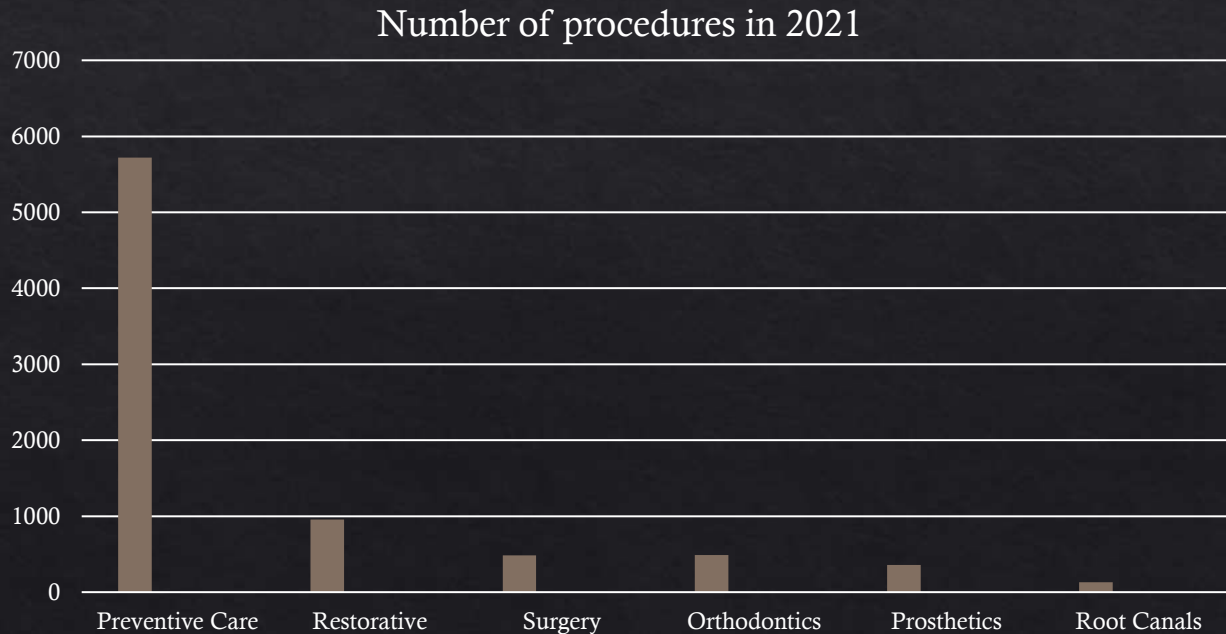
New – Front



New - Back

Dental

- ◆ We offer a wide array of dentistry including exams, cleanings, emergency treatment, periodontal treatment, fillings, root canals, oral surgery, orthodontics, dentures, crowns, partials, and bridges.



Dental

- ◆ Our dental staff proudly serves our patients by prevention and treatment of dental related diseases. Patient education is provided by NMPH dental staff to increase patient awareness about dental diseases and prevention measures that effect your overall health. When necessary, we provide referrals for procedure specific specialty care.

Information Technology

◆ Software System Information:

◆ Intergy Interface Software

◆ A modern Electronic Health Record (EHR) that is utilized throughout NMPH. There may be different workflows depending on what department is utilizing them. Intergy is utilized in every direct patient care department and in non-direct patient care departments, such as Business Office and Purchase Referred Care.

◆ Dentrix – Dental department interface with Intergy

- ◆ Used for dental documentation as we transition from RPMS
- ◆ Currently upgrading to version 11 for improved billing with Intergy
- ◆ Will retain RPMS for historical data

Information Technology

◆ Orchard — *Currently cleaning up initial implementation*

- ◆ Software used to work with lab instruments. The only software company capable of interfacing with our reference labs and all current laboratory instruments. They are also the only software capable of placing a workstation in the Kamiah Clinic lab to allow ordering and results of tests in that space. The major benefit is the ability to interface with Intergrity for laboratory orders, patient information, and return results to the EHR directly.

Community Health

- ◆ The Public Health Nurse (PHN) Department spent much of their time from September through April providing COVID-19 vaccines. We not only administered the vaccine T-W-TH but documented all the vaccines given in the Vaccine Administration Management System and with help from Melissa Berry and Jessica Ford all the vaccines given were documented in the electronic health record.



Community Health Events



Community Health Events



Breast Cancer
Awareness Month



WEAR PINK



Breast Cancer Awareness Month
PINK FRIDAY



Wear PINK!-Fridays in October

Laboratory/X-Ray

- ◆ NEW X-Ray Upgrade!
 - ◆ Gives $\frac{1}{2}$ of the prior radiation dose!
 - ◆ The diagnostic quality has improved
 - ◆ Takes less time for the exams to be completed
 - ◆ The X-ray room has also been remodeled.

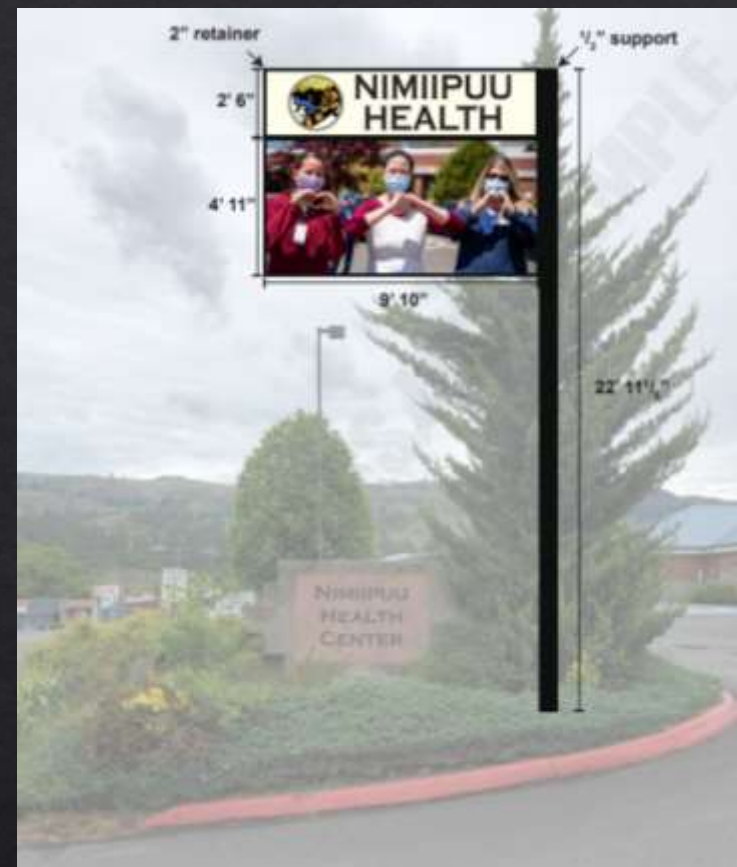


Communications

◆ NMPH Website Development Underway



Communications



- ◆ Outdoor Signage Lapwai & Kamiah
 - ◆ Soon to be installed for improved community communication

Communications

- ◆ Newsletter for elder patients & for those not on social media
- ◆ Will work with Quality Improvement to complete



Facilities & Environmental Services

- ◆ Purchased & finished shelter for Pharmacy Runners
- ◆ Moved Pharmacy pick-up to Main Street for ease of use and less congestion



Facilities & Environmental Services

◆ Managing Pharmacy Expansion Project



Pharmacy Remodel

Anticipated Completion
Date: June 2022

The total square area is 5,713 sq. ft.

- ❖ Optometry: 1,264 sq. ft.
- ❖ Pharmacy: 2,671 sq. ft.
- ❖ Community Health reception: 614 sq. ft.
- ❖ The remaining 1,164 sq. ft. are the common areas such as entryways and hallways.



Pharmacy Remodel

The revised budgeted total for the project is \$3.6M.

To date our spend has been \$2.71M.



Pharmacy Remodel

No CIB businesses submitted winning bids for any aspect of this project.

The General Contractor is Baker Construction. The architectural firm is ALSC Architects. Both companies are out of Spokane. They were selected, in part, because they have experience with health care facilities.



Pharmacy Remodel



Pharmacy Remodel



Pharmacy Remodel



Pharmacy



Thank you again to our Pharmacy TEAM and especially the Pharmacy Runners: Daneta, Steven, and Britnee.

Pharmacy

- ❖ Naloxone training: NMPH Pharmacy staff have trained over 250 Nez Perce Tribal employees and community members since September 2021
- ❖ Over 120 naloxone kits have been provided and have been successfully use 6 times



All-Staff Meeting



All-Staff Meeting



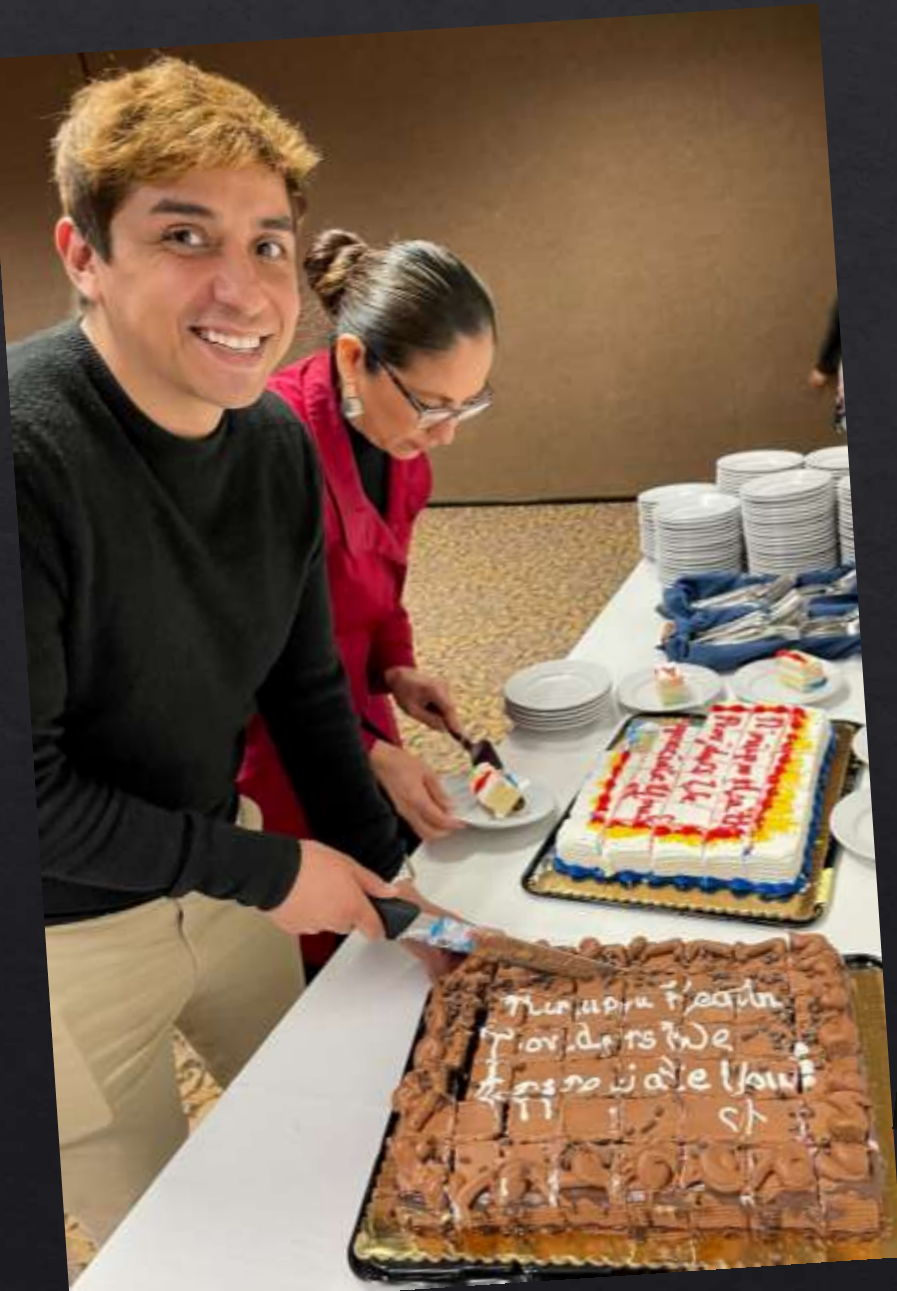
All-Staff Meeting



All-Staff Meeting



All-Staff Meeting



Retiree

**Mary Ivory,
Medical
Technologist
1 year of service –
During COVID-19**



Retiree

John Kelly,
Community Health
RN
2 years of service
in the Kamiah
Community



Retiree

Vesta
Villalobos
46 years, 10
months & 4
days!





Thank you for your time,
consideration, & feedback.

If there are any questions, please contact me at:

208-843-2271 ext. 2943 or robertab@nimiipuu.org

-Roberta Jose-Bisbee, Executive Director