

Fall
2023

Nimiipuu Health

GENERAL COUNCIL REPORT



Nimiipuu Health

of the Nez Perce Tribe



tá'c léeheyn Nez Perce Tribal Members and Guests:

On behalf of Nimiipuu Health (NMPH), I would like to welcome and thank you for attending the 2023 Fall General Council. For those that cannot attend in person, our report and PowerPoint presentation are both available on the Nimiipuu Health website. We are currently working on a list of email addresses for current active patients that do not wish to participate via social media. Please sign up for the email option at the back-registration table by the Election Judges and Resolutions Committee. I look forward to sharing meaningful information within our booklet as well as in person during the NMPH Report at the 2023 Fall General Council.

Nimiipuu Health has been very busy since the last General Council in the Spring. We have been diligently working with others to progress The Assisted Living Facility venture. There has been some delay with our funding, design, and water issues.

In coordination with the National Guard, we were able to hold another Innovative Readiness Training (IRT) Event. The National Guard included teams from Minnesota, New Mexico, and Idaho. During this event, 914 patients were seen with 4,446 procedures conducted. The face market value equivalent of this is around \$346,885. We partnered with the Kamiah, Kooskia, and Lapwai Schools. We are working with the State of Idaho to develop follow-up for the non-beneficiaries that were provided assessments as well.

The past few months, we have been working towards a more in depth Memorandum of Agreement with the State of Idaho to expand our usage of the data use agreement between Idaho Department of Health and Welfare (IDHW) and Northwest Portland Area Indian Health Board's (NPAIHB) Northwest Tribal Epidemiology Center. This allows us to collaborate on a better data system to inform Tribes of all American Indian/Alaska Native (AI/AN) registered within the Medicaid and Medicare systems. We have also had no information regarding any of our tribal members, or patients registered within any of the Hospitals throughout the state. During the COVID-19 pandemic we did not have access to data information to track our tribal member patients, or AI/AN patients. Unlike our neighboring Tribes of Washington, Oregon, and Montana, we don't have an AI/AN Health Commission established to have access to data systems within the State or have a tribal liaison assigned to each department in IDHW.

We have one Tribal liaison that has been formally identified with IDHW, his name is Fred Martin. This is the first time Tribes have had our own tribal liaison with the State of Idaho. We have advocated for this position for many years. We hope to make our Tribal Consultation Agreement between the Nez Perce Tribe, Region X of Health & Human Services (HHS), and IDHW stronger for legislation development and discussion to happen before final decisions are made. In hopes that the Nez Perce Tribe is at the forefront of negotiations before Idaho establishes contracts with Managed Care Organizations (MCO) that have zero knowledge and understanding of Tribes. For example, we want to be at the table before Idaho Centers of Medicare & Medicaid has established contracts for MCO's to run the program. We want to ensure we are getting the best coverage of care to assist patients financially and help offset costs for Nimiipuu Health to provide services to individuals that do not qualify for supplemental coverage.

We have been working closely with the Law & Order Executive Officer, to partner with on the transitional housing needed for our patients, their clientele. We are trying to do better by collectively uniting in activities and service delivery. We look forward to continuing the partnership for transitional homes being a priority, expanding on our outpatient activities and events.

We have been working closely with Portland Area Indian Health Service (IHS) on our Funding Agreement, we have a new 2020 IDC rate for this year funding, which has significantly increased from 31.11% (2019) to 42.82%. We have completed our FY2022 audit with no findings. We are still completing the pass throughs for 2020-2022, only because IHS has recommended that all the COVID funds are expended, which we can complete ours because we utilized COVID funds for staff salaries.

Nimiipuu Health will be implementing a new software called IssueTrak. The system will allow patients to submit their patient care complaints online. This allows us to track necessary project management goals of improvement and will also help with evaluation of departments by capturing important information about workflow. From this, we may find that current policies may need to be amended or created for departments. IssueTrak was recommended by our Quality Improvement & Risk Manager, McCoy Oatman. The automation will allow us to track all tasks and evaluate workflows to improve efficiency. We will be able to receive, track, resolve, and report on all repetitive requests, so we can show evidence that the patient concerns are being heard and implemented. We are excited for this opportunity to pull reports of accountability for ourselves.

Nimiipuu Health is currently evaluating software to have an automated system to check in for appointments, verify insurance at the time of appointment, and help us track our Government Performance and Results Act (GPRA). It also has the capability to measure for our clinical care performance for patients with diabetes, cancer screening, immunization records, behavioral health screening, and other prevention measures. The system will allow patients to also check in at the time of their appointment on a device similar to an iPad, tablet, or mobile app on a smart phone. We look forward to implementing this service in the future.

We have budgeted this year for the Kamiah Clinic to be repainted and for new floors to be installed. This project will be completed before the end of FY24.

With a plethora of moving improvements, we look forward to having more expanded services each year. Thank you again for having faith, trust, and confidence with our healthcare services. We have a great staff, and I am very thankful to have the team I work with today.

Thank you for your time and please contact me if you have any questions, concerns, and most importantly solutions.

Kind Regards,



Roberta José-Bisbee
Nimiipuu Health Executive Director
robertab@nimiipuu.org
(208) 843-2271 ext. 2943



Loretta Penney
Nimiipuu Health Executive Assistant
lorettap@nimiipuu.org
(208) 843-2271 ext.2842



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Actions Approved by The Nez Perce Tribal Executive Committee (NPTEC) March 2023 - July 2023



Budget & Finance Sub-Committee

Chairman – Elizabeth Arthur-Attao, Vice Chairman – Ryan Oatman

Members - Shirley J. Allman, Rachel P. Edwards, Mary Jane Miles, Ferris Paisano III, Samuel N. Penney, Ashton Picard

March 2023

FY 2023 Funding for Maintenance & Improvement in amount of \$255,545.00.

NMPH Financials for month ending December 2022

April 2023

NMPH Financials for month of January 2023

Contract Amendment with Great Floors Commercial Sales in the amount of 44,024.83.

June 2023

NMPH Financials for period ending February 28, 2023

IHS FY 2023 Funding Inflation pay cost and program increase \$182,190.00

IDHW Tobacco Control Subgrant \$25,000.00

Amend IDH&W WIC grant – additional \$1,620.00

FY 2020 Indirect Cost Rate of 42.82%

July 2023

NMPH Financials for period ending March 2023

IHS Amend #4 FY2018 Funding Agreement increase \$887,171.00

IHS Amend#4 FY2019 Funding Agreement increase \$689,821.00

IDHW Injury Prevention & Control Research Subgrant Amendment \$10,751.02

August 2023

NMPH Financials for period ending April 30, 2023

Independent Auditor's Report for September 30, 2022

IDH&W Medicaid Administrative Match in an amount of \$75,000.00

September 2023

NMPH Financials for period ending May 31, 2023

NMPH Financials for period ending June 30, 2023

Contract with ABC Roofing in amount \$59,206.00

Amend NMPH 2023 Budget Expenditure Line Items PRC \$4,000,000., Administration \$864,000.,

Facilities \$1,000,000., and Finance \$411,000.

NMPH Financials for period ending July 31, 2023

Human Resources Sub-Committee

Chairman – Ryan Oatman, Vice Chairman –Rachel P. Edwards

Members – Shirley J. Allman, Elizabeth Arthur-Attao, Mary Jane Miles, Ferris Paisano III, Samuel N. Penney, Ashton Picard

March 2023

Professional Service Agreement for Peter Cunningham, Physician Assistant (PA)

April 2023

Appointment and Privileges for Peter Cunningham, Physician Assistant (PA)

May 2023

Maternal, Infant, and Early Childhood Home Visiting (MIECHV) grant proposal

June 2023

Hawaii Pacific University MOU

Miles Robinson, Family Nurse Practitioner (FNP-C) Contract

All-Staff Memorandum Correspondence from NMPH Executive Director

March 2023

Round Robin Community Meetings for Kamiah, Lapwai and Orofino
Authorized Admin Leave (8 hours) for Women's Wellness Day, April 25

April 2023

Reminder of Section 2.13 Dress Code
Authorized Admin Leave (16-Hours) to attend the Spring General Council

May 2023

Authorized admin leave (8 hours) for Tribal Elder's Day, June 30
Authorized admin leave (4hours) for Pride Event, June 28

June 2023

Delegation of authority for June 6-9
Authorized admin leave (4 hours) to attend Talmaks Dinner & Sale, July 8

July 2023

Authorized admin leave (hours) for NMPH Employee Day
Authorize admin leave (4 hours) for Mud Springs Memorials, August 4
Authorize admin leave (4 hours) for Tamkaliks Memorials, July 21

August 2023

Authorize admin leave (8 hours) for Chief Lookingglass Pow-wow memorials, August 18
Infection control reminder to keep our facilities clean, dishes, countertops, tables, etc.
Delegation of authority for August 10-14
Memo regarding all-staff meeting agenda & attendance
Authorize admin leave (16 hours) for Fall 2023 General Council, Sept 28 & 29

Meetings/Trainings

March 2023

Round Robin Community Meetings Lapwai & Orofino

April 2023

Round Robin Community Meeting Kamiah

Active Shooter Training – Select NMPH Management & Safety Committee Members attended mandatory training for the NPTE Employees

August 2023

All-Staff Meeting

New Employee introductions

FML/Workman's Compensation Training: Carm Bohnee & Beverly Childers, Human Resources

Infection Prevention & Control Training: Leslie Smith & Jackienna Hopkins, Community Health

HIPAA Training: Loretta Penney, Administration & Linore Rider, Pharmacy

PRC Training: Pamela Reisdorph, PRC & Sergio Islas, Finance

IceBreaker

Quality Improvement Training: McCoy Oatman, Quality Improvement/Risk Management

Medical

Contact: Lapwai: (208) 843-2271 Kamiah: (208) 935-0733

Department Staff:

R. Kim Hartwig, MD	Saker Medavarapu, PT	Jessica Ford, BS
Miles Robinson, DNP, FNP-C	Rebecca Kelly, RN, BSN	Marissa Verduci, BA
Edward Smith, MD	Deborah VenHuizen, RN	Nikki Davis, PCC
Danae Vu, MD	Becky Jones, RN	Mildred Penney, PCC
Dustin Worth, DO	Deborah Jackson, RN	Gail Jackson, PCC
Aurora Horstkamp, MD	Julie Saunders, RN, BSN	Natasha Weaskus, PCC
John Horstkamp, MD	Gary Payton, RN	Samantha George, PCC
Brenda Sellner, FNP-C	Alishia Davis, RN	Brandy Blackeagle, PCC
Peter Cunningham, PA-C	Melissa Berry, MA-C	Tina Holt, Contact Tracer
Brad Capawana, DPM	Noel Zierlein, NA-C	July Woodward, BA
Chad Lewis, PMHNP	Rhonda Blegen, NA-C	Ciahna Oatman
Sally Springs, MT	Deborah Everett, NA-C	Kikeya Sobotta
		Lucy Bohnee

Program Purpose/Overview:

The Medical Department strives to provide quality healthcare in a culturally sensitive and confidential environment. Our Nimiipuu people deserve the highest quality of healthcare, and our Medical Department endeavors to provide this.

What We Do/Current Projects:

- Continue development of our Comprehensive Memory Program. Maintained by our memory program manager, Jessica Ford.
- Continued to stay up to date with updated clinical guidelines, such as the new asthma guidelines that recommend anyone with asthma, of any severity, utilize an inhaled steroid.
- Continued Special Diabetes Program for Indians (SDPI) work. Developing a Comprehensive Weight Loss Program for diabetes prevention. Improved weight equipment at the Fitness Center at NMPH, Lapwai HS weight room and future facility in Kamiah. Community program development for cultural activities such as hunting, powwow and root digging fitness programs to help our people get ready for our cultural activities.
- IRT Project: Service 914 patients, conducted 4,446 procedures for a Fair-Market-Value of \$346,885 in 3 full days of service in our region.
- Multi-Disciplinary Team collaborations. Focus on helping our most vulnerable children but must consider preventative measures to reduce and assist families with trauma.
- Assisted Living Facility project begun. Water issue is delaying progress, but solutions are being explored.
- Work-force development with Kay Kidder, Nez Perce Tribal Career Center, and Bob Sobotta, LCSC, for NMPH staff.

Planned Activities/Future Projects

- IRT 2024: Looking to expand services and service population for 2024.
- Exploration of a Treatment/Sober Living facility for Tribal members.
- Begin discussions for possible Medication-Assisted Treatment (MAT) services at NMPH.
- Exploration to digitalize our patient check in process with insurance verification and other front desk duties.

Accomplishments:

- New staff hired to assist with our major projects, numerous.
- Upgraded in office medical equipment for improved patient care (otoscopes, BP cuffs, etc.).
- Safety improvement for vaccine administration by separating adult and pediatric vaccines.
- Striving to provide personalized and quality care with each and every encounter.

2023 IRT Numbers

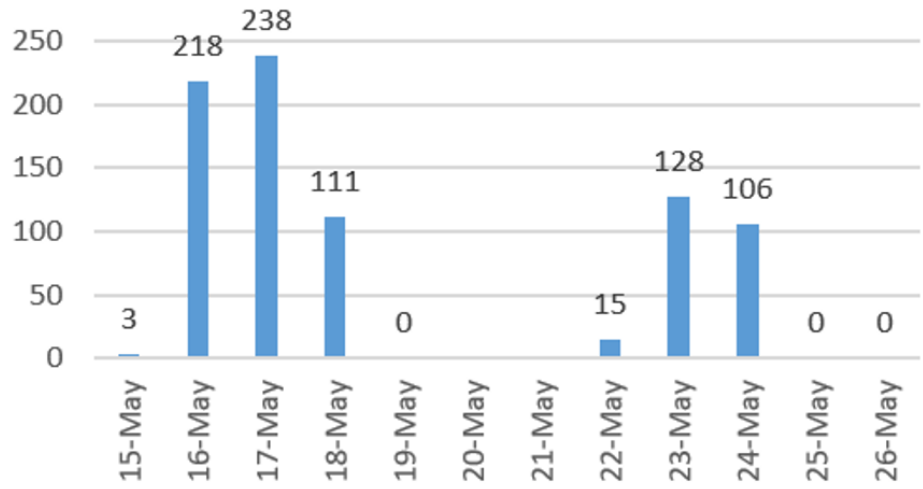
Summary to Date

Patients Seen 914

Procedures 4,446

FMV of Services \$346,885

Patients by Day



Updated: 23 May 2023

POC: Captain Saint

Medical IRT Event with National Guard & Diabetes Coordination Event Photos



Optometry

Contact: Optometry Direct Line: (208) 621-4965

Department Staff:

Dr. Ileen Huh, O.D., Supervising Optometrist
Lydia Munoz, Optician/Ophthalmic Technician
Daniel Vantrease, Optician/Ophthalmic Technician
Rudi Knapik, Optician/Ophthalmic Technician

Program Purpose/Overview:

Our goal is to enhance and preserve the gift of vision for Nimiipuu by providing accessible, safe, and high-quality eye care service, optical service, and patient education.

What we do/Current Projects:

Services Provided:

- Comprehensive eye exam for all ages (including young children under school age)
- Eye disease management, not limited to cataracts, glaucoma, macular degeneration, dry eyes, uveitis, amblyopia, strabismus, and other binocular vision issues
- Glasses ordering, fitting, adjusting and repairs
 - Over 250 frames on display in house and continuously being updated

Urgent/Walk-In eye exams, not limited to:

- Red/Painful eye
- Sudden vision change
- Foreign Body
- Flashes/Floaters
- Trauma

Planned Activities/Future Projects:

- Training newly hired employees
- Referral site observations for new hires within the next 12 months

Accomplishments and activities:

- Short wait time for exam appointments, as of mid-August, appointments are being made 1-2 weeks out. (compared to up to 2-3months waits in the past)
- Daniel Vantrease completed 90-day probationary period successfully in end of June
- Rudi Knapik was hired for Optician/Ophthalmic Technician position in early July and is currently in her 90-day probationary period.
- Deanna Estrada assisted the Optometry department as temporary employee from December of 2022 to August 2023 during multiple vacancies and training of newly hired Optician/Ophthalmic Technicians.
- Addition of exam room flags for visual communication among the employees during clinic hours.

Future Goals

1. Obtaining equipment such as a retinal camera, anterior segment camera for more comprehensive and convenient eye care at Nimiipuu Health and reduce the need for outside referrals.
2. Giving employees the opportunity to earn their certification and expand their knowledge in the medical field so that we may best serve Nimiipuu Health patients.
3. Long term (5 year) – stronger pediatric population outreach for earlier refractive error detection and future generation ocular health care, beginning with re-participation in Head Start vision screening and starting school screening.

Information Technology

Contact: (208) 843-2271 ext.3225

Department Staff:

James Penney, IT Manager

Nick Keller, System Administrator

Amanda Calkins, Clinical Applications Coordinator

Program Purpose/Overview:

The Information Technology department is a high-performance team providing technology support that advances efficiency, communication, and patient care in alignment with the Nimiipuu Health mission statement.

What We Do/Current Projects:

At Nimiipuu Health, we are committed to keeping our technology up to date. Our team provides reliable support for various technologies such as audio/visual, computers, multimedia, voice, video, web-based applications, and services throughout our organization.

Planned Activities/Future Projects

We are planning to transition to a new phone system to replace our current setup. This change can bring significant benefits to NMPH. With the new phone system, which will seamlessly integrate with Microsoft Teams, we can expect cost savings, enhanced communication features, and streamlined operations. This modern solution will help us serve our patients effectively and efficiently, improving overall clinic performance.

We have scheduled planned upgrades to modernize our internal systems by transitioning to the latest software solutions. These upgrades will significantly enhance our operational efficiency and ensure that our technology infrastructure remains up to date, supporting our continued commitment to excellence.

Accomplishments:

We've recently introduced a new Help Desk System to replace our previous one. This updated system is more modern and comes with the latest capabilities, providing better support and service when compared to our old system.

During the clinic floor replacement and renovation project, we successfully transformed our office space. Kudos to our skilled flooring and painting crews for their outstanding work. Special thanks to our dedicated maintenance manager for coordinating this project, particularly for ensuring the installation of safe ESD (Electrostatic Discharge) floors in our IT office. Moreover, we have upgraded to ergonomic stand-up desks, enhancing both our workspace functionality and employee well-being.

Community Health

Contact: Community Health Direct Line: (208) 843-9375 Kamiah (208) 935-0733

Department Staff:

Leslie Smith, Lead Public Health Nurse (PHN)
Jackienna Hopkins, PHN
Alishia Davis, Maternal Child Health Nurse (MCH), RN
Tami Wolfe, PHN (Kamiah)
Susie Ellenwood, Reception (As Needed)
Julie Keller, Registered Dietician (RDN)
Valerie Albert, Nutrition Aide
Crissy Garcia, School Health Specialist

Larry Greene, Transportation Aide
Mike Delorme, Transportation Aide – (As Needed)
Richard Arthur, Transportation Aide (Kamiah)
Emilie Guzman, Community Health Representative (CHR)
(Vacant), CHR
(Vacant), CHR (Kamiah)
(Vacant) Employee Health, PHN

Program Purpose/Overview:

The purpose of the Community Health Department is to provide disease prevention and health maintenance activities and education to support the Nez Perce Tribal Community. Our department provides nursing assessments and case management, assistance with medication management, vaccines, transportation, education concerning diet, exercise, diabetes, WIC services, car seat education and installation, smoking cessation, asthma education, sexual health and healthy relationships, pre-natal, postpartum education and lactation education. We also provide infection control and employee health for the Lapwai and Kamiah clinics.

Accomplishments:

Emilie Guzman received her CNA license. Jackienna Hopkins RN and Leslie Smith were interviewed by the Lewiston Tribune in May concerning Community Health Nursing. Alishia Davis worked with Lynn Craig to apply for the Tribal Maternal, Infant and Early Childhood Home Visiting Expansion Grant, she also applied for and had an interview for a Family Spirit Fellowship (native specific MCH visiting program). Tami Wolfe and Alishia Davis received Car Seat Tech Certifications. Jessica Ford, CHR and Emilie Guzman, CHR presented a roundtable discussion during “Idaho’s First Hispanic/American Indian Conference” in Twin Falls. We had LCSC Nursing Students 24 hours for a Community Nursing rotation and an LHS summer student intern who planned a Disability Month Awareness Walk.

Activities:

The PHN Department continued to provide COVID vaccines and documented all vaccines in VAMS (Vaccine Management System), we continue to provide the COVID Vaccine booster M and F on request (you must have the first 2 vaccines to get this booster). The Community Health Department held the Women’s Wellness Conference in April. Car seat education and installation can be provided on a regular basis with an appointment in Kamiah and Lapwai. CHD manages a Durable Medical Equipment Program and CHR Emilie Guzman manages the Dietary Supplement and Incontinence Supply Program through Soundview Medical. Mileage Walking Club continues to meet weekly and at times to be announced in Kamiah. The Mobile Food Pantry is held monthly and Elder Food Box Program with application is delivered monthly. CHR Jessica Ford participated in planning and participated in the MMIP walk. We held a PRIDE Event in June with participation from the surrounding communities. Kamiah Youth Healthy Living Camp was held in July, great job CHD staff and volunteers. Libre starts, management and diabetes education. NPTHA Home Fair booth on BP and home monitoring. Kamiah CHD participation in Kamiah Cultural Fair. Nutrition and Car Seat education provided at the 2023 IRT event.

Grants:

We have been awarded the Department of Health and Welfare Subgrant -Tobacco Prevention and Control the School Health Specialist Crissy Garcia manages the goals of the grant. They have a program called Diapers and Wipes, which offers free diapers and wipes as incentive for pregnant, post-partum and other people living in the home to complete the smoking cessation program and test nicotine free. Crissy Garcia received tobacco cessation funding through NPAIHB to become a CATCH My Breath trainer. Julie Keller manages the WIC grant.

Challenges:

We have advertised for a PHN position to perform Employee Health, Infection Control, tracking communicable diseases and many other duties. We are also advertising for Lapwai Receptionist and Lapwai CHR.

Future Goals:

We will be planning upcoming flu and COVID mass vaccination clinics, and our regular Community Health clinics for fall and winter 2023. Kamiah Transportation Aide, Richard Arthur will take ISU CHW course. Tribe wide Fall 2023 fitness challenge. Breast Cancer Awareness activities. Collaboration with the Memory Care program for upcoming event in November. Kamiah NPTHA Block Party Kamiah staff booth on back to school readiness (vaccines, lice, cold and flu season). Men's Wellness Conference 2024.

Community Health Event Photos:

Healthy Living Youth Camp (Kamiah), Lapwai PRIDE Event, Roundtable Presentation, Mileage Club, Women's Wellness, & Crissy Garcia with her HERO Award for Outstanding Agency Car Seat Checks



Laboratory/X-ray

Contact: (208) 843-2271 ext. 2823

Department Staff:

Brenda Gillispie, Supervisor, ext.2823
 Consuelo Cruz, Medical Technologist
 Michelle Bennett, Medical Laboratory Scientist
 Laurel Foster, Phlebotomist/Laboratory Technician
 Lori Drury, Radiological Technologist



Program Purpose/Overview

To perform diagnostic laboratory and radiology testing of the highest quality in a caring and compassionate setting and being mindful of using all the available resources for the benefit of our patients.

What we are doing now: Current/Future Projects:

- Laboratory started testing patients using the ImmTox 270 drug analyzer on March 28th. The ImmTox 270 is our new drug analyzer that tests the standard drugs of abuse which includes fentanyl, tramadol, and buprenorphine. We have tested 56 patients since March 28th.
- The direct interface with our reference laboratory, Pathologists Regional Laboratory (PRL), has been a huge success. PRL is at St. Joseph’s Regional Medical Center in Lewiston. The turnaround time is 24 hours or less for most tests.

Accomplishments:

- Laboratory continues to receive 100 % on all proficiency testing. Proficiency testing is an accreditation requirement. Unknown test samples are tested and graded. This ensures the equipment is working adequately and staff competencies are acceptable.
- Laboratory and Radiology department numbers:

	March	April	May	June	July	Total
Lab Patients	434	472	409	352	412	2079
X-ray Patients/ Exams	74/88	72/82	63/68	81/96	62/75	352/409
COVID-19 Tests	92	102	74	44	79	391

Planned scheduled activities:

- Maintain laboratory accreditation through quality policies and procedures, as well as continued monitoring and quality assurance of all patient related activities.

Purchased/Referred Care

Contact: (208) 843-2271 Appointment Hotline: (208) 621-4955 Fax: (208) 843-2687
 Email: prc@nimiipuu.org

Department Staff:

- Pam Reisdorph, PRC Supervisor - Ext. 2836
- Trina Rogers, PRC Claims Specialist
- Cheree LeCornu, PRC Technician
- Celiisa Booker, PRC Technician
- William Antell, PRC Data Entry Technician
- (Vacant) - PRC Referral Specialist

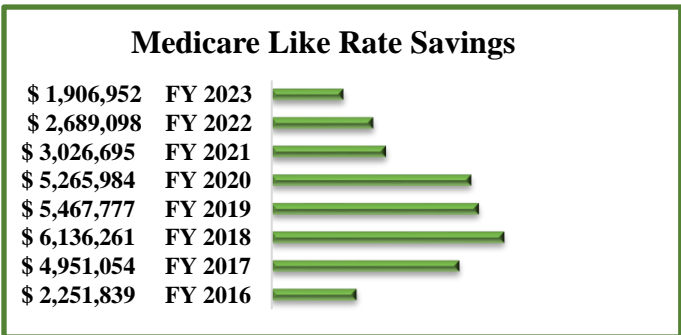
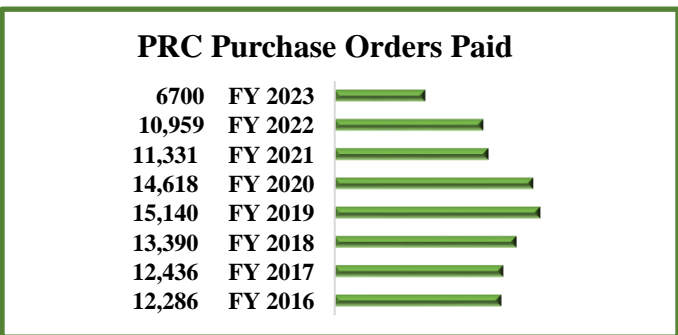
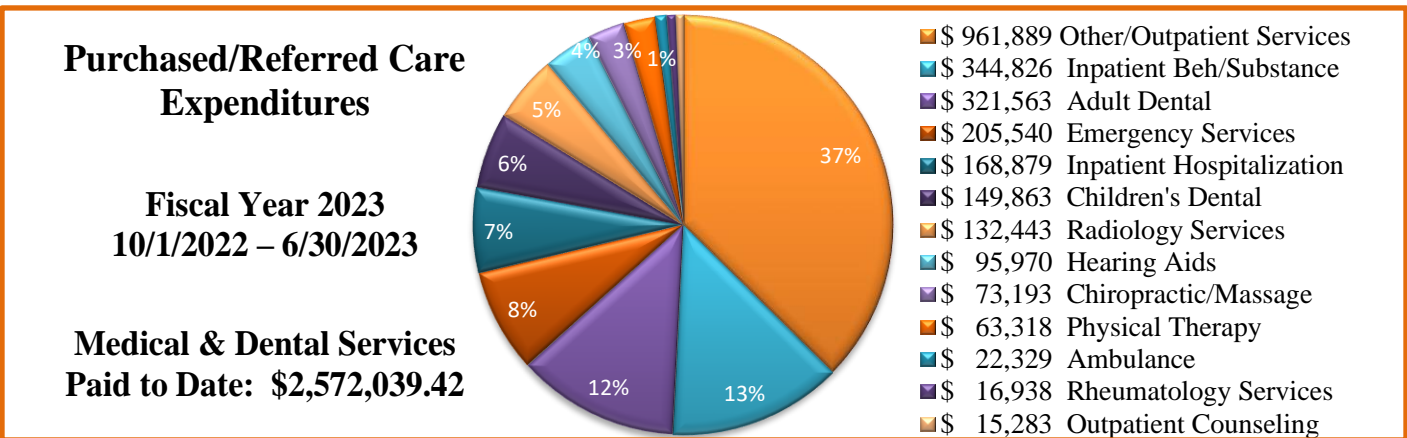
Program Purpose/Overview:

The Nimiipuu Health Purchased/Referred Care (PRC) program provides funding for medical and dental services not available at the Nimiipuu Health Clinics. When services are not available at the Nimiipuu Health Clinics the patient’s primary care provider at Nimiipuu Health will initiate a referral to a private outside physician or facility. **Please remember to:**

- Notify the PRC office of all appointments to ensure a purchase order number is issued and provided to the outside provider or facility
- Notify the PRC office within 72 hours of receiving emergency care
- Bring all medical bills to the PRC office as soon as received. Bills can be emailed to PRC@nimiipuu.org, faxed to 208-843-2687 or dropped off at the Nimiipuu Health Clinics
- Review insurance explanation of benefits (EOBs) from private insurance carefully and respond to any request for additional information, such as incident/accident forms. PRC cannot pay until the primary insurance has paid

PRC Announcement – Fall semester College Students:

Before leaving the PRC Delivery Area for college this fall remember to contact a Patient Care Coordinator (PCC) at the Nimiipuu Health Clinics to update your patient chart and verify your student status. The update and student verification must be provided to continue your PRC eligibility while away at school.



Quality Improvement/ Risk Management

Contact: (208) 843-2271

Department Staff:

McCoy Oatman, Quality Improvement / Risk Manager, mccoyo@nimiipuu.org or ext.2857

Vacant, Patient Advocate - patientadvocate@nimiipuu.org, ext.2973 or Direct: (208) 621-5009

Program Purpose/Overview:

The mission of the QI/Risk Program is to ensure the provision of quality healthcare in a culturally sensitive and confidential manner.

All services having a direct or indirect impact on the quality of patient care and safety are reviewed by the QI/Risk Program. The goal of the QI/Risk Program is to help staff develop an understanding of how risk management, infection prevention, peer review and other essential clinical and administrative programs are related to Quality Improvement (QI). QI/Risk Management Collaborates with various internal and external stakeholders to improve member experience, satisfaction, and sustainable outcomes.

What We Do/Current Projects:

- Hand Hygiene Project
- LGBTQ2S+ Project
- Diabetes SGLT2 Study
- Communications Education/Outreach Study
- Employee Satisfaction Study
- 2023 Patient Satisfaction Survey
- Issuetrak Software

Planned Activities/Future Projects

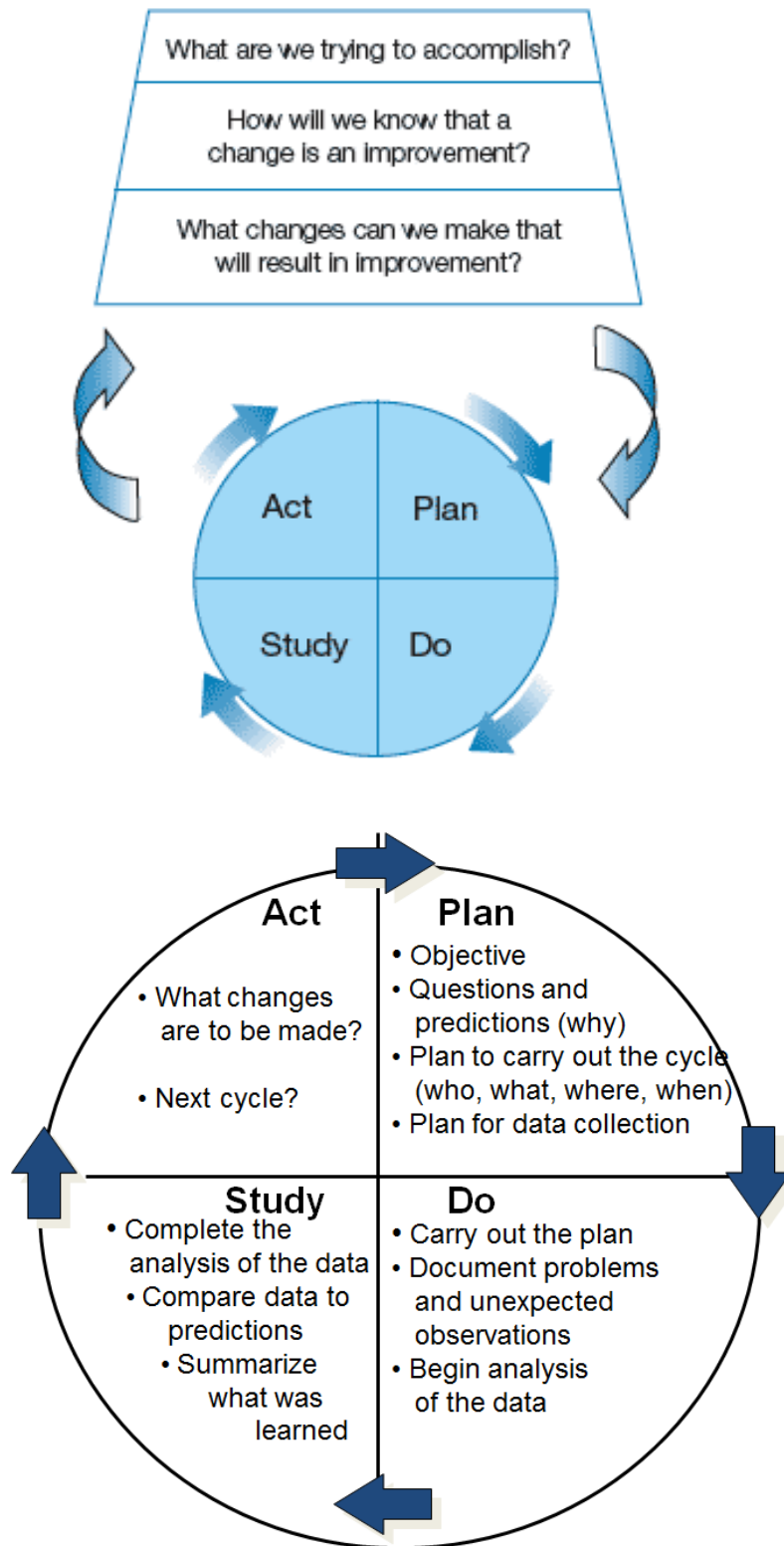
- Presentation to new employees during orientation
- All staff training on Risk Management/Reporting Adverse Incidents
- Yearly Training for members of the QI Committee
- Yearly Training for members of the Governing Body
- Administer the Incident/Patient Comment Process
- Worked with all departments on developing Quality Improvement studies/projects
- Review the Incident/Patient Comment process and make any needed policy changes

Accomplishments:

- The QI Manager continues to work implementing the new Patient Comment and Incident reporting software, Issuetrak. Issuetrak will be the new portal for patients and staff to submit Patient Comments and Incident Reports. Each issue and/or comment will be tracked from entry to closure. We can still use the paper copy for submitting but it will now be submitted online for tracking purposes and data collection. A policy is currently in development and we will go live once the policy is approved by the management team.
- We would like to thank Andrianna Albert for her service as the Patient Advocate, she has moved on to another tribal entity. We wish her the best in her new role. We are currently recruiting for the position of Patient Advocate and hope to announce the new team member at a future date.

A Quality Improvement Training session was recently conducted at a Nimiipuu Health all-staff meeting. A hands-on activity was the main focus of this training so that staff could get a real time experience using a quality improvement Model, (PDSA) Plan-Do-Study-Act.

Quality Improvement Model



Human Resources

Contact: Direct line: (208) 621-4950 E-mail: hr@nimiipuu.org

Department Staff:

Carmalita Bohnee, HR Manager
Beverly Childers, HR Specialist
Evelyn Bohnee, HR Technician
(Vacant), HR Generalist

Program Purpose/Overview:

The Human Resources Office (HRO) is committed to identifying and responding to Nimiipuu Health's changing needs. We facilitate greater productivity and effectiveness by fostering an environment that values diversity, employee development, and honest feedback. Through sound policies and practices, we balance the needs of employees and the needs of Nimiipuu Health (NMPH) while ensuring compliance with all applicable tribal and employment laws and serving as knowledgeable resources and advisors to administration and staff.

What We Do/Current Projects:

- Recruitment & Retention
- Preceptorship/Volunteers/Interns
- Employee Benefits—Open Enrollment
- Employee Training
- Employee Relations

Planned Activities/Future Projects:

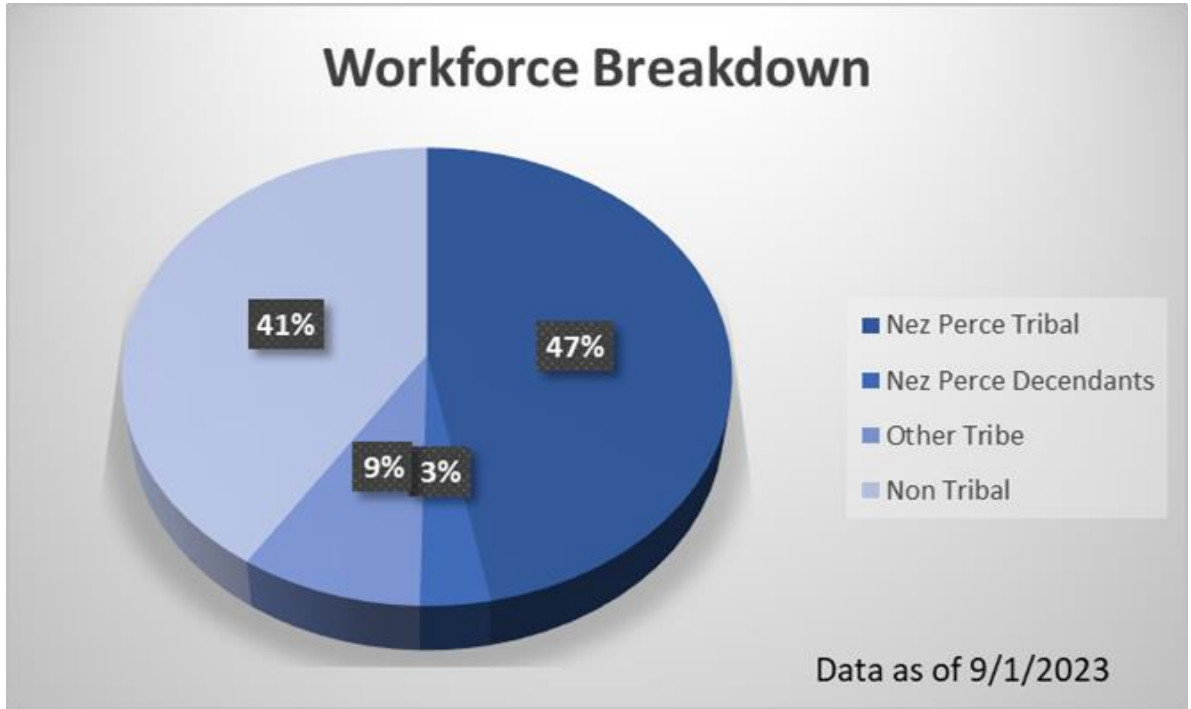
- Employee Benefits—Self-Funded
- Employee Retention
- Employee Education & Mandatory Training
- Employee Recognition

Accomplishments

- **Positions filled:** Optician/Optomety Technician (2), Behavioral Health Addictions Counselor, Memory Program Coordinator, Environmental Services Technician (2), Fitness Center Monitor, General Laborer, Community Health Transportation Aide (Kamiah) (2)
- Employee Benefits renewal FY24
 - Implementation of Employee Navigator
 - HUB weekly/monthly meetings
- Provider Contract Renewals
- Preceptorships & Clinicals for students
- Job Fairs & Career Fairs
- Required Employee Trainings
 - CPR (year-round)
 - Safety Training
 - IT Training
 - Managing a Multi-Generational Workforce
 - Workers' Compensation
 - Family Medical Leave
 - HIPAA Compliance
 - Quality Improvement/ Risk Management
- Employee Recognition for FY23 set for December 2023



Human Resources Graphs



Business Office/Medical Records/Benefits Coordination

Contact: (208) 843-2271 Fax: (208) 843-2658

Department Staff:

Tina L. Bullock, Business Office Manager
Eva Higheagle, Lead Billing/Account Receivable Specialist II
Ruth Corbett-Munoz, Certified Coder II
Cecilia Bohnee, Certified Coder II
Aaron Nicholai, Coder I
Wilma Williams, Billing Technician I

Jolanda Villalobos, Billing Technician I
Camielle Chapman, Billing Technician I
Jessica Redheart, Medical Records Technician II
Jeanette Jackson, Medical Records Technician I
Artrette Sampson, Benefits Coordinator
Mark Souza, Benefits Coordinator

Business Office - Program Purpose/Overview:

Business Office is responsible for coding all patient visits from patient care departments. Preparing claims, reconciling billing by overseeing outstanding balances and assessing unpaid claims. Expedite the billing process to ensure timely payment, research denials and resubmit claims as needed, conduct billing audits and runs aging reports.

Medical Records - Program Purpose/Overview:

The NMPH Medical Records Department is in the process of archiving all paper health records to National Archives & Records Administration (NARA). Currently, any documents received in paper format are scanned into each individual patient Electronic Health Record.

Benefits Coordination – Program Purpose/Overview

To assist NMPH patients in applying for Medical Benefits/Insurance and alternate resource applications (Medicare, Medicaid, Your Health Idaho, Washington Medicaid, etc.). The revenue from alternate resources allows Nimiipuu Health to offer more Direct Care services and saves Purchased and Referred Care dollars to pay additional outside patient costs. Medicaid Unwinding occurred nationally, and many patients lost their Medicaid coverage. If your Medicaid coverage has terminated and you believe you still qualify, please contact our Benefits Coordination office for application assistance

What We Do/Current Projects:

- Assist with Annual NMPH Financial Audit
- Monthly meetings with Tribes of Idaho, Idaho Medicaid, and Northwest Portland Area Indian Health
- Weekly meetings with Provider One, Washington Medicaid
- Weekly meetings with Billing and Benefits Coordination staff to assure they are educated and informed of all processes and goals
- Code patient care visits
- Work closely with patient care providers on documentation clarifications
- Bill third party visits to appropriate payers
- Enter payments into Accounts Receivable
- Investigate denied claims
- Track outstanding balances and investigate non-payments
- Assist patients with applications to Medicare and Medicaid
- Work with PRC and Finance on Medicare Premium Payback Program
- Assure patient records are accurately scanned into EHR
- Archival project

Planned Activities/Future Projects:

- Move Benefits Coordinators closer to patient care area
- Coder I working to become a Coder II (Certified)
- Requested staff to take certification classes at LCSC
- Medicare Part B & D Open Enrollment patient application assistance
- Closing out Fiscal Year 2023

- Benefits Coordinator developing a Nursing Home Placement Quality Improvement project
- Benefits Coordinator developing a Birth Certificate Quality Improvement project

Accomplishments:

- Completed work to make third party payers electronic for more accurate and faster billing and paying
- Third Party Billing Revenue is reported by the NMPH Finance Department
- Attended the 2023 IHS Partnership Conference. Brought back information regarding Medical Records archival deadlines, information on which reports assist clinics in determining the health of our communities and where to focus our efforts in healthcare, the upcoming IHS Electronic Health record roll-out that is focusing on prevention of disease and illness and other topics. This is an excellent conference for many departments.
- Coder II taking classes on Risk Management in documentation
- Coder II taking classes on Billing Laws
- Resolved obstacles with claims that require corrections on payer portal websites

Medicare Enrollment Periods

Annual Enrollment Period (AEP) October 15-December 7

Also known as Medicare fall open enrollment, this is the time to switch your current Medicare plan to a Medicare Advantage plan or join a Part D prescription drug plan. Changes may go into effect January 1.

General Enrollment Period (GEP) January 1-March 31

This is for enrolling in a Medicare plan in you missed your Initial Enrollment Period. The GEP is for Medicare Part A & Part B. Coverage starts July 1 and you may suffer late enrollment penalties for delaying enrollment.

Special Enrollment Period (SEP)

This is available due to special circumstances and absolves you of late enrollment penalties such as moving to a new area, your Medicare Advantage plan becomes unavailable through Medicare, or you lost the employer coverage that you delayed Medicare enrollment for.

Contact Artrette or Mark in Benefits Coordination if you have any questions: (208) 843-2271 ext. 2871 or 2818 | artrettes@nimiipuu.org or marks@nimiipuu.org

Dental

Contact: Dental Direct Line: (208) 621-4945 Fax: (208) 843-9408 Kamiah: (208) 935-0733

Department Staff:

JoAnna Hendren, Registered Dental Hygienist (RDH), Supervisor
David Eichler, Doctor of Medicine in Dentistry (DMD)
Jesse Guzman, Doctor of Dental Surgery (DDS)
Michelle McGorky, Doctor of Dental Surgery (DDS)
Jeffrey Lathen, Registered Dental Hygienist (RDH)
Christie Lussoro, Dental Coder/Biller
Julianne Big Man, Dental Receptionist
Tina Roy, Expanded Function Dental Assistant (EFDA) (Kamiah)
Mellissa Wilson, Expanded Function Dental Assistant (EFDA) (Kamiah)
Suzanne McAtty, Expanded Function Dental Assistant (EFDA)
Ariel King, Expanded Function Dental Assistant (EFDA)
Jamie LeFavour, Expanded Function Dental Assistant (EFDA)
Rachael Brewer, Expanded Function Dental Assistant (EFDA)
Raquel Broncheau, Dental Assistant (DA)

Program Purpose/Overview:

Nimiipuu Health Dental offers a wide array of dentistry including exams, cleanings, emergency treatment, periodontal treatment, fillings, root canals, oral surgery, orthodontics, dentures, crowns, partials, and bridges.

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

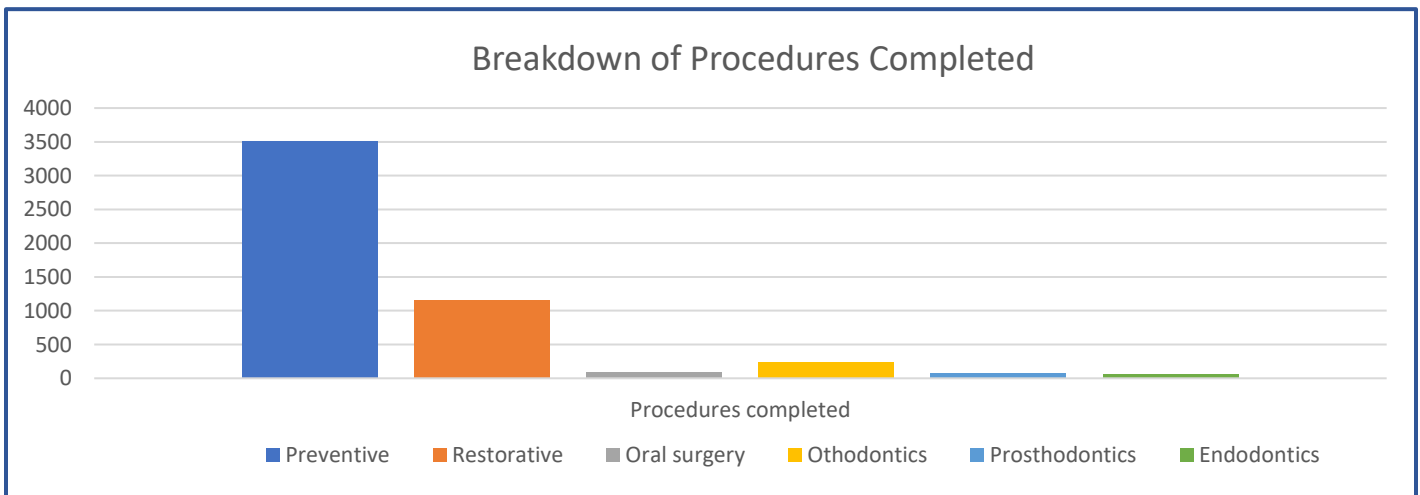
NMPH Dental follows best practices as outlined by the CDC and OSHA in order to safely meet the dental needs of our patients.

What We Do/Current Projects:

Other than providing quality dentistry, the dental department is active in the community. We attend health and job fairs. We complete fluoride applications, screenings, and oral health education in the local schools. Dental staff aided the National Guard with their mission to provide dental services in our local schools.

Accomplishments:

The Lapwai and Kamiah Dental clinics combined for a total of 2433 visits. There were 467 visits that were not kept and were recorded as DNKA (did not keep appointment). 569 treatment plans were completed from March '23 to August '23



Behavioral Health

Contact: Behavioral Health Direct Line: (208) 843-7244 Fax: (208) 843-7394

Department Staff:

Karen Hendren, Licensed Clinical Social Worker (LCSW) – Behavioral Health Director
Toni Eneas – Administrative Assistant
Tonia Aripa, Licensed Clinical Social Worker (LCSW) – Co-Occurring Clinician
Heather Foster, Licensed Clinical Social Worker (LCSW) – Co-Occurring Clinician
Sabrina Wakefield, Licensed Clinical Social Worker (LCSW) – Co-Occurring Clinician
Tammy Everson, Licensed Clinical Social Worker (LCSW) – Co-Occurring Clinician
Dora Axtell, Licensed Master Social Worker (LMSW) – Clinician
Alex “Tei” Tall Bull – Recovery Coach (Kamiah)
Sasheena Williams – Recovery Coach
Kiara Garcia, Licensed Master Social Worker (LMSW) – Co-Occurring Clinician
Jonna Robb – Drug & Alcohol Counselor
Kristy Kuehfuss, PhD – Contracted Psychologist

Program Purpose/Overview:

The mission of the Behavioral Health Department is to promote mental wellness in Nimiipuu Health patients by providing evidence based, confidential, and culturally sensitive treatment within a well-designed, comprehensive behavioral health system.

Current Projects:

- Currently recruiting for an additional Recovery Coach utilizing grant funds
- Participating in State Opioid Strategic Planning Committee
- Continuing to develop more robust Substance Use Disorder curriculum
- Hired new Drug and Alcohol Counselor
- Collaborating w/Treatment Center to determine viability of a local Tribal Detox/Treatment center
- Continuing to build rapport with other Tribal entities to better serve community members
- Narcan Training within all Tribal departments

Attended & Planned Activities:

- 2023 Summer Recovery Events past and future
 - National Tribal Opioid Summit, Tribal Canoe Journey, White Water Rafting, Yellowstone work trip, Camas Bake, Recovery Day, BH Open House, Recovery Dinner (Kamiah), Huckleberry Gathering, Root Digging

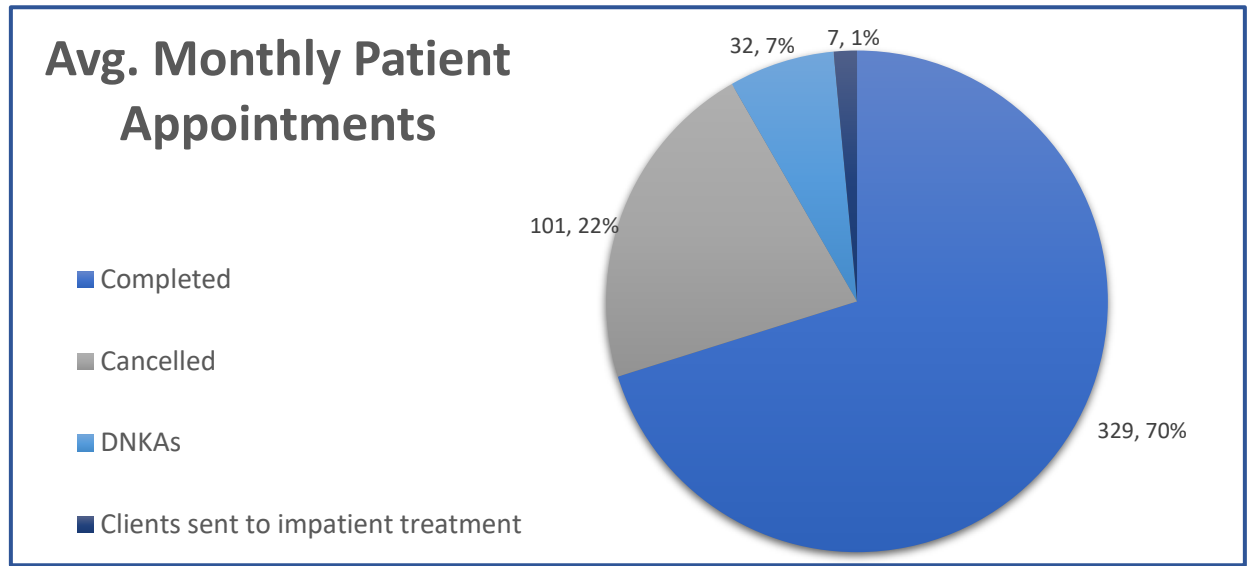
Accomplishments:

- Ongoing collaboration with new treatment centers and established close contacts
- Completion of several trainings
- Drug and Alcohol Referrals down 10% this quarter
- Changed the intake process, which has cut down on DNKA’s

Challenges:

- Lack of resources for Severe Persistent Mental Illness
- Lack of transitional housing for Tribal members returning from inpatient treatment & Lack of detox centers

Behavioral Health Average Monthly Patient Appointments



Recovery & Behavioral Health Event Photos



Facilities

Contact: (208) 843-2271 ext.2828

Department Staff:

Jim Stitt, Facilities Manager, jstitt@nimiipuu.org, ext. 2828
Mark Broncheau, Maintenance Technician
Daniel Lawyer, Maintenance Technician
Nelson Sampson, Temporary Maintenance Technician
Austin Broncheau, Temporary Maintenance Technician
Jerry McCain, Custodian (Kamiah)
Delia Minkey, Lead Environmental Services Technician (EVS)
Steve Guzman, Environmental Services Technician (EVS)
Carol Ellenwood, Environmental Services Technician (EVS)
Cynthia Charles, Environmental Services Technician (EVS)
Tamara Padilla, Environmental Services Technician (EVS)
Alyssa Guzman, On-Call Environmental Services Technician (EVS)

Program Purpose/Overview:

Our staff strives to maintain the integrity and cleanliness of our clinics in Lapwai and Kamiah to present our communities with safe and hygienic healthcare facilities

What We Do/Current Projects:

- Continuing repainting the interior walls of the clinic at Lapwai
- Working on the plan for the Assisted Living Facility in Lapwai
- Working with the City of Lapwai to find solutions to the water shortage

Planned Activities/Future Projects:

- Plan to install a door between Phlebotomy and the X-ray department
- Planning to replace the flooring in the Kamiah Clinic
- Planning to repaint the interior of the Kamiah Clinic
- Will be soliciting bids for work on our roof drainage system
- Will be making repairs to our membrane roof when the weather permits

Accomplishments:

- Replaced GSA fleet with Enterprise fleet
- New sign in Pharmacy Drive Through

Partnerships:

- Enterprise Fleet
- Kenaston Corporation
- USDA Rural Development



Pharmacy

Contact: Pharmacy Refill Line: (208) 621-4963 Fax: (208) 843-2119

Department Staff:

Tyler Cowart, Chief Pharmacist, 1 year
Christina Hammond, Clinical/Staff Pharmacist, 10 years
Kimberly Merrill, Staff Pharmacist, 2 years
Natasha Stamper, Staff Pharmacist, 6 years
Rita Jamison, Staff Pharmacist, 23 years
Jennifer Leonard, Staff Pharmacist, 9 months
Linore Rider, Certified Pharmacy Technician, 9 years
Jennifer MacMenamin, Certified Pharmacy Technician, 7 years (Kamiah)
Ann White, Pharmacy Technician, 4 years
Amber Porter, Certified Pharmacy Technician, 2 years
Sadie Smith, Certified Pharmacy Technician, 1 year
Elizabeth Murillo, Pharmacy Technician, 9 years
Fianna Hayes, Certified Pharmacy Technician, 6 months

Program Purpose/Overview:

Our purpose and function is to provide pharmaceutical services to Nez Perce Tribal members, descendants, and members of other tribes. We meet the needs of individuals by maintaining a robust stock of medication within a fiscally responsible limit.

What We Do/Current Projects:

- Fill prescriptions and request refills as needed
- Review each medication for accuracy and safety
- Contact providers for dose changes, medication changes and patient requests as needed
- Fill weekly med sets for patients at the provider's request or the patient's request
- Order medications, vaccines and supplies to have medications readily available
- Counsel patients on new medications, medication changes, and patient questions
- Adjust doses for warfarin, a blood-thinning agent, based on INR lab values
- Maintain medication list for the providers based on what a patient is currently taking
- Workup patients for providers to offer insight on compliance and potential dose issues
- Serve as gatekeepers to controlled substances
- Earn revenue for the clinic by maximizing third party billing
- Operate a patient assistance program which allows our budget to stretch further
- Order supplies and stock crash carts in the clinic
- Guide care for treatment of hepatitis

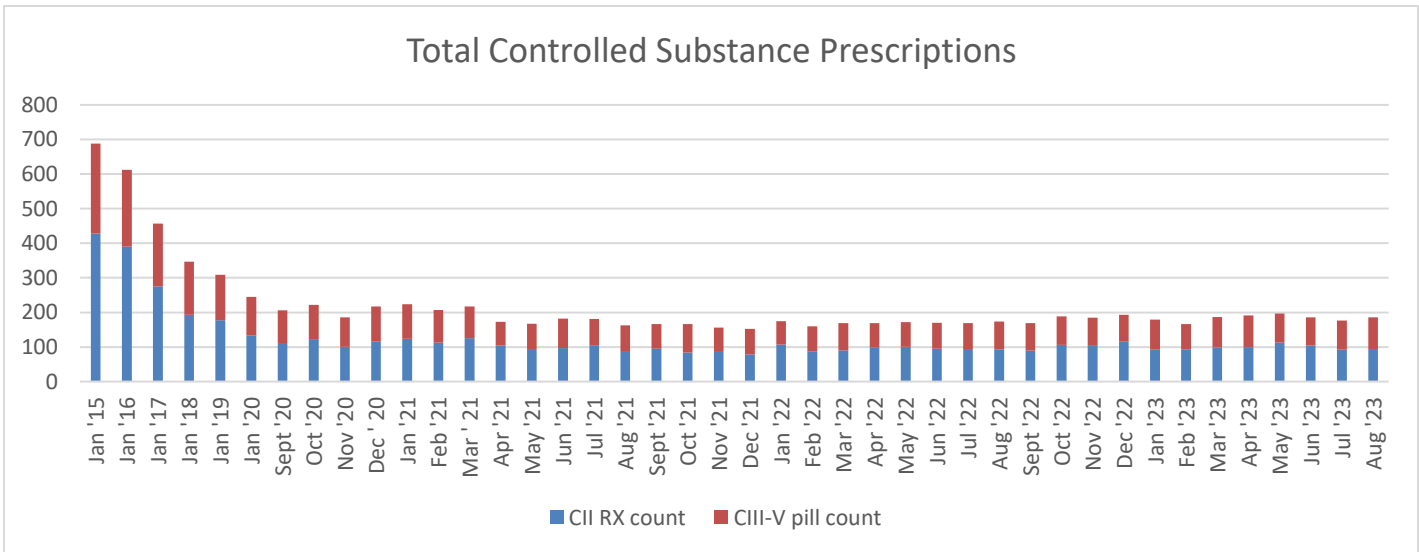
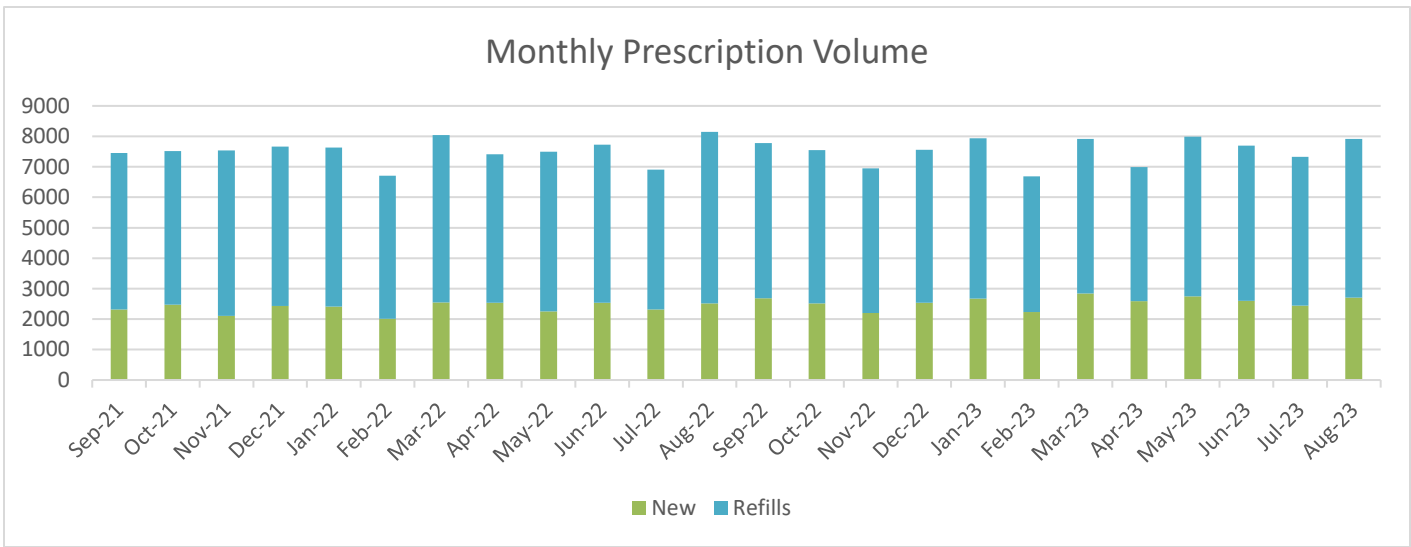
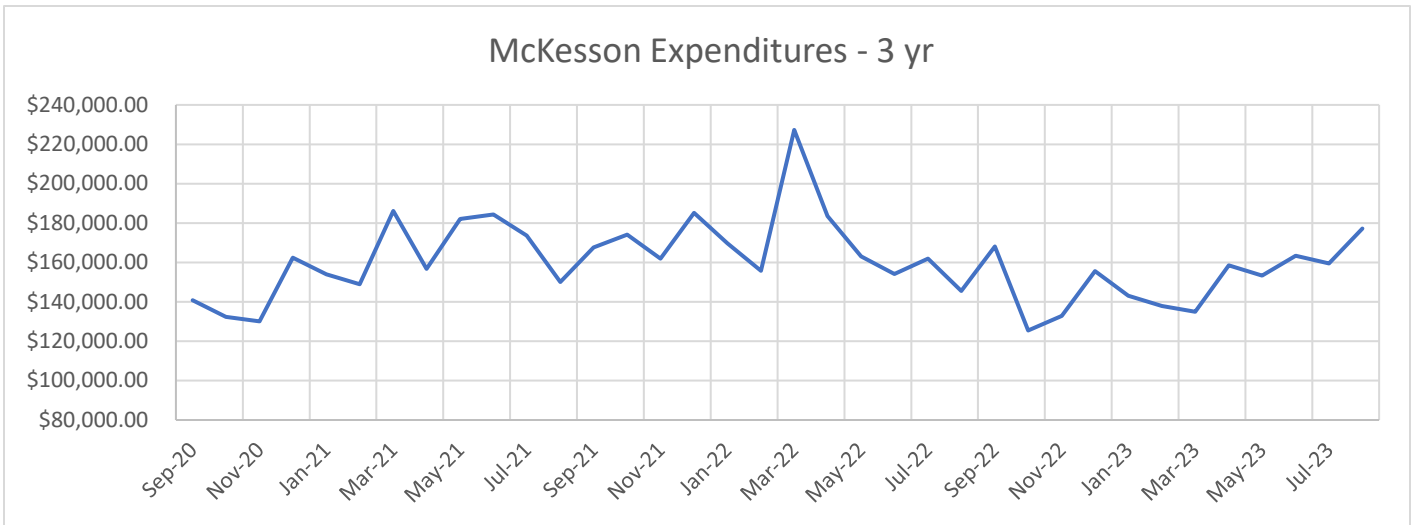
Planned Activities/Future Projects

- We will be involved in the upcoming assisted living facility's pharmaceutical services
- A clinical pharmacist will work with providers to assist with care of chronic diseases
- Require all technicians to become board certified

Accomplishments:

- Filled 45,027 prescriptions for 2,195 patients
- Generated ~ \$2,800,000 of third-party revenue

Pharmacy Graphs



Communications

Contact: Communications Direct Line: (208) 621-4964

Department Staff:

Cara Wilson, Communications Program Manager

E-mail: caraw@nimiipuu.org

Work Cell: (208)791-4286



Stay Connected! Find us on [Instagram](#), [Facebook](#), [LinkedIn](#), and [YouTube](#) by searching Nimiipuu Health or check out our website at nimiipuuhealth.org

Program Purpose/Overview:

To provide culturally sensitive, accurate information to the correct audiences to promote quality healthcare.

Vision: To empower the community to take control of their health with a wealth of knowledge and educational tools provided.

What We Do:

We strive to inform the community of all updates that may affect those who frequent our facilities using various types of media such as print, online, social media, our website, flyers, in-house email, in-house publication specifically in our bathrooms, digital outdoor signage, and radio to name a few. We also utilize the NPT online newsletter, and mass email for notifications. We share new employees and transfer introductions, time changes, closures (both known and immediate/unknown), information on departments and what they offer. We celebrate our staff for their accomplishments such as passing clinical tests, gaining certifications, and positive feedback from the community. We spread awareness of observed important healthcare days/months. We inform the community of NMPH events as well as share other events from the tribe and tribal programs or anything that could benefit the community members' health and wellbeing.

Current Projects:

- Information out for current and upcoming events for Suicide Prevention Awareness Month, Recovery Month, Car seat Safety, Baby Safety Month
- Coordination of special events for employees and/or community, and active participation and media coverage for NMPH events as well as select community events
- Active participation in several NMPH and NPT Committees to include the Safety Committee, ALF Planning Committee, Employee Association/Scholarship Committee, etc.
- Active participation and advocate for fitness classes and the NMPH Mileage Club. SPIN instructor, holding classes at the Lapwai Fitness Center.

Future Projects

- NMPH Newsletter development – Cost to send is a barrier
- More cohesive NMPH informational pamphlets/handouts needed in future
- IRT 2024, bigger, better, smoother, more information out to the community, prior

Accomplishments:

- Kamiah outdoor sign up- NMPH events & hours, community events, employee milestones/celebrations
- Meet the Team Tuesday–Social Media Campaign to help the community better know NMPH Employees
- Surveys sent out in collaboration with departments: Employee Satisfaction, Patient Satisfaction, etc.
- IRT Event- Coordination of Cultural presentations for National Guard in collaboration with Nimiipuu Protecting the Environments, Thomas Gregory (Tatlo), and the Chief Joseph Foundation

Finance

Contact: (208) 843-2271 Fax: (208) 843-2102

Department Staff:

Sergio Islas, MBA, Financial Management Officer (FMO)
Sonya Pablo, Accountant
Shelley Simpson, Purchasing Specialist

Program Purpose/Overview:

The Finance Department at Nimiipuu Health Clinic Is responsible for managing and reporting on the financial and accounting affairs of the Clinic. This includes organizing and preparing appropriate accounts, as well as providing financial information to management and stakeholders, such as grant funders.

What We Do:

The Nimiipuu Health Finance Department plays a critical role in ensuring effective management and operations of the Clinic through the provision of timely and accurate financial information. Our finance staff manages and reports on grants received by the Clinic, in addition to making payments, processing incoming payments, and administering payroll. We also prepare annual departmental budgets and monthly financial reports to track financial performance and identify areas for improvement. Our grants management and reporting works closely with program staff to ensure compliance with grant requirements and deadlines. We also establish financial controls to prevent errors, fraud, and theft.

Accomplishments:

A clean audit with no findings for the last seven years (2015-2022). Passed FY2022 Financial Audit with BlueBird CPAs. Have processed approximately 120 Direct Contract Support Cost applications for assistance related to medical charges and travel/lodging to appointments/procedures for Nez Perce Tribal members. Currently working on completing projects from the 2019 Backlog of Essential Maintenance and Repairs (BEMAR), working on the construction of the Assisted Living Facility (ALF), and preparing for upcoming construction projects identified in the 2022 BEMAR from Indian Health Service.



Sergio Islas, Shelley Simpson, & Sonya Pablo

Nimiipuu Health Budget Summary (July, 2023)				
Revenue/Funding	Annual Budget	Year to Date	Remaining	YTD % Budget
Federal Funding Agreement	\$ 13,500,000	\$ 11,674,704	\$ 1,825,296	86%
Third Party Collections	5,500,000	9,879,086	(4,379,086)	180%
Miscellaneous Revenue	15,000	7,353	7,647	49%
Orthodontic Revenue	25,000		25,000	0%
Ophthalmology Revenue	25,000	37,301	(12,301)	149%
Interest Revenue	10,000	363,120	(353,120)	3631%
Indirect Revenue	60,000	37,448	22,552	62%
Direct Contract Support Cost	50,000	-	50,000	0%
Prior Year Retained Earnings	4,032,000	-	4,032,000	0%
Total available funding	\$ 23,217,000	\$ 21,999,011	\$ 1,217,989	95%
Expenditures				
Administration - Lapwai	\$ 802,000	\$ 640,244	\$ 161,756	80%
Administration - Kamiah	57,000	33,420	23,580	59%
Behavioral Health	1,112,000	899,803	212,197	81%
Benefits Coordination	152,000	122,411	29,589	81%
Business Office	583,000	480,549	102,451	82%
Community Health - Lapwai	376,000	315,179	60,821	84%
Community Health - Kamiah	143,000	114,662	28,338	80%
COVID-19 Response	250,000	111,802	138,198	45%
Dental Lapwai & Kamiah	2,171,000	1,717,482	453,518	79%
Direct Contract Support Cost	50,000	21,431	28,569	43%
Facilities - Lapwai & Kamiah	1,058,500	901,216	157,284	85%
Finance	381,000	332,876	48,124	87%
Human Resources	469,000	289,745	179,255	62%
Integrated Health	250,000	117,954	132,046	47%
Information Technology	517,000	380,383	136,617	74%
Laboratory	1,003,500	689,396	314,104	69%
Maternal Child Health	176,500	98,646	77,854	56%
Medical - Lapwai	3,551,000	2,589,024	961,976	73%
Medical - Kamiah	615,000	508,444	106,556	83%
Medical Records	122,000	96,291	25,709	79%
Nutrition	124,000	97,723	26,277	79%
Optometry	632,000	483,392	148,608	76%
Pharmacy	3,750,000	2,800,694	949,306	75%
Public Health	486,500	243,941	242,559	50%
Purchased & Referred Care	4,200,000	3,002,656	1,197,345	71%
Quality Improvement	185,000	129,853	55,147	70%
Total Expenditures	\$ 23,217,000	\$ 17,219,215	\$ 5,997,785	74%