

**COMMITTEE MEMBERS PRESENT:**

Gladys Bolton	Rose Bremner	Victoria Nelson
Maria Westervelt	Donna Woods	Tina Retasket

**COMMITTEE MEMBERS ABSENT:**

Divona Christiansen

**OTHERS PRESENT:**

Judy Muschamp, Health Director  
Marci Garrett, Admin/QI Coordinator  
Wendi Schamp, Administration Assistant  
Rhonda Attridge, CHS Tech 1

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**APPROVAL OF 08/02/10 AGENDA**

Judy Muschamp asked to remove the Tribal Council Resolution to Change A & D to Behavioral Health. Marci was to present that at the last meeting and it has already been presented to Tribal Council and was accepted. Rose Bremner made a Motion to remove the Tribal Council Resolution item from the Agenda. Tina Retasket seconded the Motion. The Health Committee voted and passed by consensus to remove the Tribal Council Resolution item from the Agenda.

**APPROVAL OF 07/12/10 MINUTES**

There was one correction on page two. There were question marks that needed information placed; it should be “external peer review”. Wendi will make the change. Tina Retasket made a motion to approve the 07/12/10 minutes with the correction. Maria Westervelt seconded the motion. The Health Committee voted and passed by consensus to accept the 07/12/10 Health Committee Minutes with the correction.

**QUARTERLY REPORT – Marci Garrett**

Marci is excited about this report because even though IHS is experienced and their data tells us we should expect to decrease our production for two years, we have actually increased from our 2008 numbers before EHR was implemented; so we are moving in the right direction.

Marci asked if anyone had questions.

- Maria Westervelt asked, “What is to be done with all the no shows?”
  - Judy stated that we have a policy in place for Optometry and Dental and it is pretty stringent but medical we have a little trouble denying people medical visits so we just keep trying to work with them to get them to show.
- Maria asked, “What are the strict rules for the Optometry and the Dental?”
  - Judy replied that Dental and Optometry are the same and if you miss two appointments in a year you are denied services for two years. Marci added that everyone has the right to appeal the denial of service and then we allow them to make an appointment Tuesday through Friday and they have to call the day before to confirm the appointment. We try to set them up for success.
  - Tina added that we get pretty good service, we get calls from Kristi and Sara reminding us that we have an appointment.

- Judy stated that a 9.5% no show rate is pretty high, it's probably one of the lowest in the IHS system, but we are trying to run the clinic as a business and it is a little high. We'd like to see a rate no higher than 3-4%.
- Rose Bremner asked if there is a higher no show rate for follow-up visits.
  - Marci stated, "No, we do send them letters if they have chronically missed appointments with their no shows and let them know we are a resource that others benefit from and encourage them to keep their appointments."

Marci stated that we (Siletz) have just been able to access a new report for Patient Accounts and for the first time in many years we have been able to reconcile our Clinic Bank Statement with our activity in RPMS. Patient Account staff is doing a great job, we are changing things.

- Rose Bremner asked if they have hired a Business Manager.
  - Judy stated that they have made a recommendation and are awaiting final approval from the General Manager.

In Pharmacy 3<sup>rd</sup> Party reimbursement was up 52%. Marci stated she hasn't been able to research the reason, but it is up and that is good. A couple things have changed, Pharmacy staff are much more active in taking care of errors because point of sale bills automatically when they fill the prescription and they get rejects and Pharmacy is taking the initiative to follow-up with why was it rejected. They are also doing a lot of "prior authorizations" before they are being rejected.

- Judy asked which month was it that they broke their record for most prescriptions filled?
  - Marci stated it was June.

In the Contract Health Denial chart, something that is new is that about \$200,000 of the \$330,259 was denied because of "Alternative Resources" and that is a huge improvement.

- Judy wondered if that was good because people have an alternative resource.
  - Marci stated, "Yes, because it is not for "not calling in", it used to be because they did not call in within 72 hours of an emergency or before their appointment."
  - Judy stated that is could be because they were screened and should have had an alternate resource if they had followed up with applying because CHS denies services if someone is deemed eligible for alternative resources (like OHP) and doesn't follow through with the application process.
- Rose Bremner asked if Tracy was doing well down there in her position?
  - Marci stated that she is doing a good job.
  - Judy added that OHP drew another batch of names on July 21 and she received approximately 33 applications. Tracy helped 15 of those complete their application.
  - Marci stated that last year we used the applicants address for the reservation list, but this year we used our address, so we know when someone receives an application and that had helped a lot. We can now pressure them to complete the application process and help them apply for that alternative resource. By doing this it brings resources to the clinic and saves CHS money.
- Tina Retasket stated that on this chart there is one denial for an ambulance; Tina wondered if that is because someone just didn't call in or why would be deny payment for an ambulance?
  - Marci and Judy believe it is because they did not call in the emergency.
  - Wendi consulted with Rhonda Attridge in CHS and she stated that the denial could be because of a "not called in emergency", but that could have been appealed and reversed. A more likely reason is that the hospital did not know the

patient had Medicaid and billed CHS and CHS denied asking the hospital to bill Medicaid OR it was from someone outside the service area.

- Judy added that we have been tracking CHS closely and at the beginning of July 2010 we had 26 weeks left for the year and have 37 weeks of funding left. With that cushion, at the last Gatekeepers Meeting we went through 2009 and 2010 deferred services list and approved approximately 18 cases and the end of July report is even better than this report. Judy added that we don't want to get too loose with the priority list and then have more catastrophic; we are trying to be conservative but we want to spend down to close to our dollar amount without going over.
  - Tina Retasket added that it is really nice not waiting until the end of the year because people can schedule their services without having to rush to get it completed.

Tina Retasket asked if we have seen an increase in non-tribal patients.

- Judy stated that she has accepted about 18 new non-tribal patients.
- Tina asked if any patients have been turned away.
- Judy responded that she turned one away because the person wanted pain management and we are not accepting new patients with that demand.
- Marci added that we also get OHP patients assigned to us that do not go through the letter writing process. Marci continued that we have implemented the short application form suggested by the Health Committee so there is no letter necessary just the application.

Rose Bremner wondered about the OHP patients, do they get all of the services offered at the clinic, including Optometry.

- Judy and Marci stated that it is not Dental and OHP only pays for Optometry with certain health issues.

Gladys Bolton asked if Norma Jimenez was still the Community Health Advocate in Salem.

- Judy stated, "No, it is Cecilia Tolentino".

Marci stated in the QI area we have the current projects: we are cleaning up the EHR Coding Cue; which is ongoing. Medical Staff Utilization, Patient Accounts production, Immunizations took a down turn and we are going to get those back up, Women's Health Tracking is in the background, GPRA statistics has not been started, but we plan to start the study, Dental increase blood pressure checks; which they have increased.

Donna Woods wondered why there are so many transports from the Salem Area Office to Grand Ronde for Dental services. Judy stated that it is closer than bringing them here to Siletz.

- Donna Woods wondered what is going on at Chemawa. Judy stated she doesn't know what is going on with Chemawa. Judy has a call into Ann Arnett about a couple of issues, Ann took over the Behavioral Health Department; she is the acting CEO because Rosaline Cho has been detailed to headquarters. Judy believes that they should be begging for patients because there are no students at this time.
- Donna stated that that is a lot of people to transport. Judy stated they do "group" transport when they go to Grand Ronde or here to Siletz. Judy added that Chemawa doesn't do things like Bridges, crowns, dentures, partials, etc. They just do basic dental care.
- Tina wondered if there is a quarterly meeting out there soon. Judy hasn't heard of one.

- Marci stated that Dr. Francis is working our chairs a lot. She will have 3 – 4 chairs going on at the same time. Judy stated that Dr. Winkle will be back around August 16, 2010, he is on Family Medical Leave.

## **HEALTH DIRECTOR REPORT – Judy Muschamp**

### **STAFFING:**

- Dr. Francis has submitted her resignation; her last day will be September 29, 2010. We will be advertising for a Dentist
- We have selected a candidate for the Business Office Manager, but no final decision has been made by the General Manager.
- A & D Counselor position was interviewed last week and the committee made a recommendation and we have not heard if that has been accepted.
- A & D Director position has been advertised, but only received one applicant so it has been re-advertised and will remain open for a month. This is in anticipation of Janet Wicklund retiring.

The Tobacco program is requesting approval from Tribal Council to conduct a brief survey at the Pow Wow. The survey is four simple questions: 1) Do you Smoke (yes or no), 2) Would you be happy with a smoke free Pow Wow (yes or no), 3) Have you ever been bothered by smoke at a Pow Wow (yes or no), 4) If you smoke, would you use a designated smoking area if there was one (yes or no). She wants to do this survey this year with the anticipation of promoting a smoke-free Pow Wow and we'd like the Health Committees recommendation to Tribal Council that the survey be approved.

- Tina Retasket made a Motion to recommend to Tribal Council that the smoking survey be approved. Rose Bremner seconded the Motion. The Motion was voted upon and passed by consensus to recommend to Tribal Council that the smoking survey be approved.
- Tina Retasket asked where the survey will be conducted. Judy stated that there will be surveys at the first aid tent, registration table, vendors, and the audience.

Judy passed around a job description that has been sent to Tribal Council. Judy would like the Health Committees recommendation to Tribal Council that this job description be accepted. This job would be a new job in the Business Office, it is an entry level position with no chance to advance to a higher pay. Traditionally the CHS department had operated with a WEX position and an Elders WEX position that has kept their head above the water. We now have several additional duties given to both the CHS department and Patient Accounts and we feel we need a stabilized clerical position in there to help. Some of the new duties include the administration of the out-of-the-area benefits, alternative health care program, end-of-the-year 1099's, W9 for vendors, positive pay instituted by the Accounting Department, filing and retrieving vendor information from files, metering mail, pharmacy cards, etc. These are the reasons we would like to add this job to the Business Office.

- Tina Retasket wondered if this person is going to take the mail to and from the post office, if so, aren't they going to have to have a driver's license? Judy stated that they take it downstairs and meter their own mail and Wendi takes it to the Post Office.

Judy stated that the SSP Program is looking for funding to fund one more OJT (on-the-job training) slot, Becky Williams has indicated that are pretty sure they can get that funding. If they can do that Judy would just need to modify the budget to fund ½ of the position for the remainder of the year and then she does have the position added in the 2011 budget request.

- Tina Retasket made a Motion to recommend approval of the position. Rose Bremner seconded that Motion. The Health Committee voted and passed by consensus to recommend to Tribal Council to accept the new position for the Business Office.

Judy has submitted a resolution to Tribal Council requesting authority for the Tribal Council Chairman to negotiate and execute and otherwise provide for the administration of an agreement with Indian Health Service for the 2011-2013 multi-year IHS Self-Governance Funding Agreement. Our current budget ends December 31, 2010, we need to begin negotiation process and get our funding secured for the next three years.

- Tina Retasket mad a Motion to recommend approval to Tribal Council the resolution giving the Tribal Council Chairman authority to negotiate the 2011-2013 multi-year IHS Self-Governance Funding Agreement. Rose Bremner seconded the Motion. The Health Committee voted and passed by consensus to recommend approval to Tribal Council the resolution giving the Tribal Council Chairman authority to negotiate the 2011-2013 multi-year IHS Self-Governance Funding Agreement.

Some of the activities we will be doing in preparations for negotiation is all of the new provisions that are eligible to tribes under the healthcare reform or the Indian Health Care Improvement Act, Brenda set up a committee to work with Judy to review all of those provisions and decide which we want to include in our new funding agreement. The committee is Judy, Sharon Edenfield and Cat Tufts.

Judy handed out a flyer from the Portland Area IHS for an Open House, they have relocated from the Federal Building because that building was being remodeled and IHS decided that there are far too many restrictions in the Federal Building restricting visitations and since IHS is always having tribal visitors and people from outside the Federal Government they decided to move permanently. Judy will be attending the Open House and if anyone wants to attend, they are welcome to join her for the visit.

#### CHS REPORT (ending July 29, 2010)

- Weeks left in the year: 22
- Weeks of funding left: 34
- Current Spending Rate: \$46,633.41 per week
- Medicare-Like-Rates Savings this month: \$122,515.75
- This is the first new quarter for the out-of-the-area benefits and they gave out numbers through July 29, 2010. They gave out 27 Medical authorizations, 74 Dental authorizations, 41 Vision authorizations and 0 for Hearing for the first time ever.
  - Tina Retasket asked if we track any balance not used so it goes back into the pool for later allocations. Judy stated, "Yes, they give out the maximum authorized, but many don't use the full amount and that remaining balance returns to the funding balance for future distribution.
- We have allocated \$120,000 for Pharmacy this year and as always if in the last quarter we are not spending that amount, we will move some that funding over for redistribution of services.

Judy has been assigned to be a member of the Elders Complex Work Group. Lindy Taylor and Sharon Mason are also representing the Health Department. April Bender, Bonnie Peterson and Becky Williams and Housing are also in the work group. What Judy knows about this group is that we are trying to come up with what services that are billable services. She believes that they would like to set aside one of the residence for someone who can provide services to the other residents and that would offset their rental cost. We are identifying services that programs can provide that can be billable services.

- Rose Bremner stated that at the last Elder's Meeting they were told that it was up to the Elders and that they were going to control the units and they would be responsible for the maintaining of the units.

- Tina Retasket replied that no where would the Tribe turn over responsibility of this unit to the Elders.
- Rose continued that April Bender was supposed to get back with the Elders.
- Tina stated that the use of the new Elder's complex is for Elder's who need a little bit of assistance, but who do not need assistance from a full-time facility care (example: help with BP checks, or to make sure they get their medications timely).

The Clinic is doing the first aid tent at the Pow Wow again this year and the sign up sheet is going around for staff. Last year we did have a little issue last year with some providers were taking on more than a little first aid, we are trying to rein that in.

- Tina asked if the Fire Department has been called to be on-call. Judy did not know, that is the Pow Wow committee's responsibility.

The next quarterly Tribal/State meeting is August 17, 2010 in Warm Springs. Judy will be attending.

We are currently in negotiations with the Forest County Potawatame Tribe back east. They run their own self-funded insurance plan and they are offering services to re-price CHS claims for Medicare-like-rates and they are offering to do it at \$7 per claim. Right now we pay 15% of any savings. (Example: last month we paid \$3,600 to the company for re-pricing our Medicare-like-rate claims and through this Potawatame Tribe we would have paid about \$400). A big potential savings in CHS. Cat Tufts has had the contract for a while, we are waiting for her to complete the contract.

We have some big news, the Siletz Tribe will be hosting the January 2011 Quarterly North West Area Indian Health Board (Nwaihb) Meeting. This will be the third week in January up at the Casino. We will bring them over to Siletz for a tour of the new Clinic and a dinner that Tuesday evening.

- Tina Retasket stated she is going to try and get the Casino to shuttle some folks over here because not everyone wants to drive down to Siletz.
- Judy thought that after Pow Wow we could put together a work group to start the planning. Judy would like Tina to be a part of the group as well as Wendi Schamp, Sharon Mason, and Lindy Taylor.
- Tina added that Bud Lane has committed his group to do a dance that night at the Dance House.
- Tina stated she would put a budget together for Tribal Council to approve.

The Annual Consumer Conference is September 20-23, 2010 in South Dakota. Judy usually doesn't go but we leave our shares with the National Indian Health Board as membership.

Marci talked about a little about GPRA (Government Performance Results Act) and we have certain measures that clinical program try to meet. Those targets have been increased this year by about 3%, basically hardly anyone within the Portland area and IHS wide are meeting GPRA targets this year. We had a Health Directors meeting on July 12, 2010 and Mary Brickell, the IT Specialist came and did a presentation on how sites might improve their numbers. Judy has handed out to staff some of the recommendations from Mary and hopefully we will increase our GPRA data.

Doni Wilder gave her report at the Quarterly Health Board Meeting and she did announce that she will be retiring before the end of this year. There will be a committee put together and Judy

is hoping that Tina is available to be part of the committee. Judy stated that she received a lot of good information from the Quarterly Health Board meeting a couple of the items that jumped out to her was the Indian Healthcare Improvement Act and the Meaningful Use which is a new term to encourage providers to use EHR (Electronic Health Records) and CMS just came out with regulations on meaningful use. The National Indian Health Board received a \$15 million grant to assist tribes comply with the CMS regulations which means you not only have to be using it, but you have to be using it in a meaningful way. (Example: 80% of your prescription refills must be transmitted electronically, internal and external). Siletz is further along than most. For the next 3-4 years there will be incentives from Medicare/Medicaid and some funding is available from the National Indian Health Board to help pay for our CAC (Clinical Applications Coordinator), Judy has information turned in to them for that possible funding assistance.

The Veteran's report stated that they are working on updating their MOU (memorandum of understanding) with IHS to enable Veterans to pay IHS or Tribal Clinics who see native Veterans in their clinics.

- Tina stated that her only issue is the same issues of allowing the Tribes to use the DA (delivery area) contract to buy their medicines to mail them out and we can't do that right now because of the CHS area. Tina is hoping to get approval to use our own dollars but buy under the DA and mail out from here to all members. Right now our agreement says we are limited to our CHSDA (contract health service delivery area).
  - Judy stated that she received an e-mail from the Grand Ronde Pharmacist which stated they do mail out to any tribal member in the country without a license and without modifying their agreement. She believes they can do that by using their own funding to purchase their meds, but purchase them under their prime vendor contract.
  - Tina stated that is what she would like to see that happen.

## **EXECUTIVE SESSION**

Rose Bremner made a motion to go into Executive Session. Maria Westervelt seconded the Motion. The Health Committee voted and passed by consensus to go into Executive Session.

### **CHS Appeal:**

Amount on appeal: \$\$1,841.50

Date of Service: 3/21/10

Denial #: 101-PSTZ-285

The Health Committee discussed the appeal in Executive Session.

Tina Retasket made a Motion to uphold the denial of payment for this CHS appeal. Maria Westervelt seconded the Motion. The Health Committee voted and passed by consensus to uphold the denial of payment for this CHS appeal.

The committee believes it is very important for Gatekeepers to have a log of their calls.

## **COMMITTEE/COMMUNITY CONCERNS**

- Rose Bremner stated that Laura told her someone called Gatekeepers and did not get a call back for about an hour or more this past weekend. The person went over to Laura house to find out what she should do and Laura called Gatekeepers and received a call back. The girl was having a reaction to her medication and needed assistance on what to do for herself.
  - Marci will find out who was on Gatekeepers and discuss this issue.

- Rose Bremner also stated that when she was coming into the clinic the other day there was a lady smoking by the front doors. Rose didn't want to say anything because there were no signs. The lady then put her cigarette out in the bark dust. Rose told Kristi at the front desk and Kristi stated it was not her job to enforce the policy.
  - Marci will ask Tasha to get those up soon.
- Tina asked if Lindy and Sharon have started doing their visits yet, it would be really helpful to do newborn visits as well. ICW has a ton of quilts that they give out to their kids in care, but it might be possible to get some of their blankets and give them to the newborn children and connect with the family.
- Tina also stated that she loves the new sign.
- Tina asked what the plan is to become a provider for the Veterans. Judy stated that they currently have a 3-year contract with the Lincoln County Veteran's Clinic in Newport and once that is up the contract will be out for bid. Tina stated that she has had contact with a couple of Veterans who say they cannot get in as a patient at the facility. The facility is not taking on new patients. Tina wonders if there is a way to push that issue with the Veterans to be a provider for those not able to be seen at the Newport facility.
- Donna Woods stated her concern is that in case of a fire, there are no ramps for someone to get down safely. (wheelchair patients)
  - Marci stated that we are getting something for the stairwells, but we haven't received it at this time. We are planning a big fire drill in this month.
  - Tina stated that Dave Edwards stated he would like to be a part of a drill.
  - Judy commented that Dave Edwards resigned.

**NEXT MEETING:** September 13, 2010  
Siletz Clinic 2<sup>nd</sup> Floor Conference Room

#### **MEETING ADJOURNMENT**

Maria Westervelt made a Motion to adjourn the Health Committee Meeting. Rose Bremner seconded the motion. The committee voted and passed by consensus to adjourn the Health Committee Meeting.

Meeting adjourned at 2:39 p.m.

Submitted by Wendi Schamp