

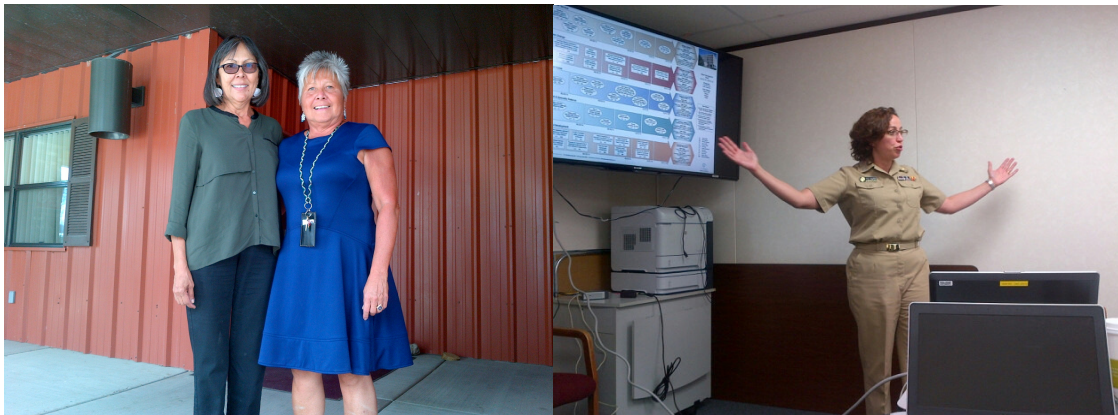
Phoenix Area Quarterly Accomplishment Report

Elko Service Unit

The following highlights Fourth Quarter Accomplishments for the Elko Service Unit (ESU), Indian Health Service (IHS), from July 1, 2014 to September 30, 2014:

To Renew and Strengthen Our Partnerships with Tribes

- Debby Lucas, Program Director for Northeastern Nevada Regional Hospital Behavioral Health, provided information for a local tribal member to attend a training workshop on August 15-16 in Reno, Nevada. The Family-To-Family Teacher Training is to train on assisting local families to be emotional guides when there are family crisis situations. There will be another upcoming training in the next month or two which will include more tribal members.
- The monthly Elko Service Unit Management Team (SUMT) meetings were held featuring a presentation by CAPT Michael Weahkee, Chief Executive Officer at Phoenix Indian Medical Center (PIMC), on current services provided and budget. The Phoenix Area Planner, Pam Conley, presented three Specialty Clinic Options for Nevada to the tribal audience. The Eastern Nevada Tribes requested a fourth option be developed reflecting only the Eastern Elko Service Unit Tribes.



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To Reform the IHS

- The IHS Headquarters Division of Behavioral Health has awarded the Elko Service Unit \$71,695 in funding for a pilot project to support behavioral health integration (BHI) – specifically, evidence-based depression care – in our Patient Centered Medical Home.
- The late Dr. Susan Patchin, Psychologist, and Cheryl Atine, Alcohol Counselor, attended the 11th Annual Phoenix Area Behavioral Health Training in Phoenix, Arizona during the week of July 21. The purpose of the training was to provide behavioral health staff an opportunity to collaborate and network with other behavioral health providers. The training provided current best practice approaches in diagnostic and assessment skills.

To Improve the Quality of and Access to Care

- On July 1, 2014, the Summer Safety Health Fair and HCV screening kick-off was held at the Clinic. There were over 80 community members attending the fair. Topics included bicycle, motorcycle, animal, water and fire safety, crime prevention, drug/alcohol information, and Purchased/Referred Care (PRC) education. Services were provided such as fluoride applications, STD screenings, diabetes screening, skin cancer screening, and fingerprinting. Tribal Police, PACE Coalition, HEAR, Wal-Mart Vision, the Family Resource Center, the Diabetes Center, and several other booths were available.



- A new Cisco Phone system has been installed. This will improve our provision of patient care by directing callers quicker and providing additional computer ports in Pharmacy. The system will activate a Pharmacy signature pad and the Pharmacy Refill Line will now become operational.
- The ESU Behavioral Health Department conducted Talking Circles on August 14, 15, and 18, 2014. This was in response to the tragic loss of a local community member to help family and friends cope with the loss.
- On July 17, 2014, ESU received confirmation that the Accreditation Association for Ambulatory Health Care (AAAHC) has granted accreditation and accredited ESU as a

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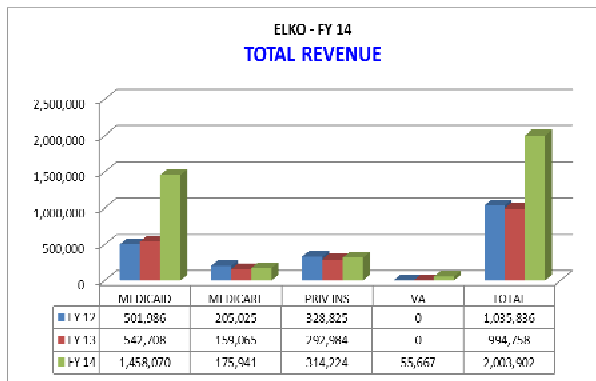
Medical Home. This was based on the June 3-5, 2014 survey demonstrating that the ESU met the accreditation standards. The accreditation term expires on July 12, 2017.

- On July 30, 2014, CAPT Michael Welch and CAPT Michael Jensen, Phoenix Area Office of Environmental Health and Engineering (OEHE), met with the Elko Band Council. The Tribe is exploring the leasing of a facility to the ESU and wanted to discuss options. This partnership will potentially provide additional space for OEHE as well as ESU specialty services and administration staff.



To Make all our Work Accountable, Transparent, Fair and Inclusive

- ESU exceeded the Fiscal Year (FY) 2014 third party collection goal of \$1,019,757 by \$984,145 or by 97%. The increased revenue will fund a redesign of the patient registration and reception area to promote the patient centered medical home.



Submitted by: Cathy Welchert, Chief Executive Officer