

Agency Priorities Update

Western Oregon Service Unit – 2nd Qtr FY19

Our Mission: To raise the physical, mental, social and spiritual health of American Indians and Alaska Natives to the highest level.

Chemawa's Purpose Statement: To provide a legacy of wellness as a trusted provider of choice.

Greetings All: I am pleased to share with you the FY19 second quarter update on our work at the Western Oregon Service Unit.

IHS Strategic Goals

To ensure that comprehensive, culturally appropriate personal and public health services are available and accessible to American Indians and Alaska Natives.

Chemawa is committed to recruiting and retaining quality staff. We are excited to welcome our new Dental Assistant, Tania Halligan, member of the Confederated Tribes of Siletz. Tania comes to us with extensive experience and excitement for our dental team. I am proud to say that our dental program is fully-staffed and access to dental services is at an all-time high. Chief Optometrist, Dr. Don Asay, reported this quarter that his program reached a milestone in that all Chemawa students received screenings and of those all priority 1-3 have been seen. In addition, 83% of all students have received a full optometry exam at this point in the school year. This team demonstrates efficiency and excellence representative of this strategic goal.

The WOSU Behavioral Health program continues to impress me with their commitment to the Chemawa students. With the support of Steven Whitehorn and Skye Bass from the IHS Division of Behavioral Health, along with Kristi Woodard, Portland Area Behavioral Health Consultant, culturally based group therapy has remained a consistent service provided to students needing support. In collaboration with nursing Tracy Nelson, Patient Advocate, LT Rachel Taylor, Risk Management Officer and LT Livingston, DON also added to services by offering group education on personal wellness and mindful awareness. This doesn't go without acknowledging our BH staff that demonstrates the highest degree of excel-

lence. Thank you CDR Woodard, LCDR Hartis, Leann, Adam, Jess, Denise and Cheryl.

To strengthen IHS program management operations.

Business operations are the backbone to services at WOSU. Business Office Manager, Judi Adams along with her strong department work hard behind the scenes assuring that all revenue opportunities are accessible. Judi's attention to detail has resulted in consistent increases in annual collections. Improvements in debt management have shown aging reports to be less than 2%. The efforts of this team allow us to provide the most we can to our community. Thank you Judi, Sandy, Joseph, Kylee, Kaye and Priscilla.

Currently WOSU is in final design of our Pharmacy and Lab renovation. This will expand both departments allowing for additional staff to support our medical home model. This project is expected to begin in the Summer of 2019. Our team continues to better facilitate and coordinate staff training and department training plans to optimize the most efficient use of time and plan for future improvement efforts. Marge Horn-Sampson, Executive Administrative Assistant, has developed a central share drive that all staff can locate necessary forms, step-by-step instructions and tracking tools. This has ensured that WOSU successfully meets all training and evaluation deadlines, allowing staff to plan and promote time management to not interfere with direct patient care. Investing in our staff knowledge, competency and skills is our greatest resource and best pathway to care excellence for our patients.

To promote excellence and quality through innovation of the Indian health system into an optimally performing organization.

Chemawa continues to set the bar high with quality and innovations. Hav-

ing completed two prior Ami waves of multiple projects, departments are actively running independent Ami projects and reporting on them monthly to leadership. Pharmacy currently has four improvement projects ongoing to include point of sale, medication safety, antibiotic stewardship and improving the department's monthly reporting tool. Additionally the laboratory has completed Ami projects to include laboratory monthly spending and most recently lab turnaround times by category of test. The learning that is being shared amongst the management team and their department staff has been huge. The understanding of data and processes has increased communication and efficiency within these workgroups. Utilizing this approach to improvement further supports a "just culture" workplace where the entire team is part of the solution.

The WOSU Executive team continues to utilize a Quality Management approach that emphasizes a focus on sustainability as key to achieving health care excellence. One of WOSU's primary improvement projects has been the Access Committee. This team has brought innovation to a new level. Recent tests of change that have resulted in implementation include a 120-day primary care schedule in which patients are provided a follow-up appointment by the care team at the end of the visit. This has reduced the demand

of scheduling at the front desk and significantly increased continuity of care to greater than 82%. In addition, same-day access has increased and no-show rates have remained low. The willingness of this team to test something new, retest something differently and stay committed to improving is a model to this strategic goal.

At Chemawa, we strive for balance between Quality in Patient Care and Employee Wellness. With simple redesign and increased communication, WOSU will continue to provide opportunity for sustainable improvements that will positively impact the Chemawa community. **Every patient and employee is a vital asset of our sustainability model!**

What WE do matters ... Commitment to quality and improvement allows us to focus on what is important – **the patient!**

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Siletz Tribal Court Filing Fee/Copy Charge (Effective July 1, 2018)

Adoption	\$100
Appeal, Filing Notice of	\$50
Audio Record (tape)	\$5
Copies, Standard	\$.25 per page
Certified Copy	\$5 +\$.25 per page
Certified Copy, Guardianship Letter	\$5 +\$.25 per page
Civil Action	
Less than \$10,000	\$100
\$10,000 – \$49,999	\$200
\$50,000 – \$1,000,000	\$400
\$1,000,000 or more	\$800
Contempt of Court	\$1,000
Dissolution	
Petitioner, Petition	\$200
Respondent, Response	\$200
Co-Petition	\$200
Election Challenge	\$25
Electronically Stored Case Documents (hard copy)	\$3/each request
Emancipation	\$100
Guardianship, Individual Petition	\$50
Mailing Costs	Actual Cost
Marriage Application	\$100
Marriage Solemnization	\$50
Name Change	\$50
Small Claims, Enforce Judgment Under \$2,500	
Petitioner	\$25
Small Claims, Enforce Judgment Over \$2,500	
Petitioner	\$50
Vehicle Repossession	
Petitioner	\$75

For more information about the Siletz Tribal language program, visit siletzlanguage.org.

Siletz Community Health Clinic



We'll do everything possible to not only provide you with quality health care, but also to involve you in decisions about your health, and participate with you in developing and maintaining a healthy lifestyle for the future.



Monday - Friday 8am-5pm

Siletz Community Health Clinic offers comprehensive health care to ALL residents of Lincoln County. We accept Private Insurance, Medicare & Medicaid

Call the Clinic for more information
541-444-1030
200 Gwee-Shut Rd • Siletz, OR 97380