

**KARUK TRIBE**  
**HEALTH BOARD MEETING AGENDA**  
Thursday, January 8, 2015 3 PM, Yreka, CA

**A) CALL MEETING TO ORDER – PRAYER - ROLL CALL**

**AA) HEALTH MISSION STATEMENT**

The mission of the Karuk Tribal Health Program is to provide quality healthcare for Native Americans, and other people living in the communities we serve as resources allow. Our purpose is to appropriately assess or reassess conditions of illness, disease, or pain, provide culturally appropriate educational, preventative, and therapeutic services in an environment of continuous quality improvement.

**CH) APPROVAL OF THE AGENDA**

**EE) APPROVAL OF THE MINUTES** (*December 4, 2014*)

**F) GUESTS** (*Ten Minutes Each*)

- 1.

**H) OLD BUSINESS** (*Five Minutes Each*)

- 1.

**I) DIRECTOR REPORTS** (*Ten Minutes Each*)

1. Patricia White, RPMS Site Manager (written report)
2. Eric Cutright, IT Director (written report)
3. Rondi Johnson, Deputy Director (written report)
4. April Attebury, Interim Director of Children and Family Services
5. Lessie Aubrey, Executive Director of Health & Human Services
6. Vacant, Director of Community Outreach

**II) REQUESTS** (*Five Minutes Each*)

- 1.

**K) INFORMATIONAL** (*Five Minutes Each*)

- 1.

**M) CLOSED SESSION** (*Five Minutes Each*)

1. CHS (dinner break)
2. Laura Olivas
3. Vickie Simmons
4. Barbara Snider
5. Tribal Council Members

**N) SET DATE FOR NEXT MEETING (Thursday, February 12, 2015 at 3 PM in Happy Camp CA.)**

**OO) ADJOURN**

**Karuk Tribe – Health Board Meeting  
December 4, 2014 – Meeting Minutes**

**Meeting called to order at 3pm, by Robert Super, Vice-Chairman**

**Present:**

Robert Super, Vice-Chairman  
Joseph “Jody” Waddell, Secretary / Treasurer  
Elsa Goodwin, Member at Large  
Sonny Davis, Member at Large  
Bud Johnson, Member at Large  
Renee Stauffer, Member at Large  
Josh Saxon, Member at Large  
Arch Super, Member at Large

**Absent:**

Russell “Buster” Attebery, Chairman (travel/excused)

**Prayer was done by Sonny Davis and the Mission Statement was read by Arch Super.**

**Agenda:**

Arch Super moved and Josh Saxon seconded to approve the agenda with changes, 7 haa, 0 puuhara, 0 pupitihara.

**Minutes of November 6, 2014:**

Josh Saxon moved and Jody Waddell seconded to table the minutes to closed session, 6 haa, 0 puuhara, 1 pupitihara (Elsa Goodwin)

**Guests:**

**1.) Lester Alford, TANF Director:**

Lester is present to seek approval of 15-M-001 for cultural monitor work at the Administration Office for wiring of the RV Park modular.

Laura noted that there is a standard format for contracts. The MOU is internal and there isn't a standard template. Josh recommends developing one. There is not an internal inter-agreement template either and this is becoming more frequent, so a template for ease of use may need developed.

Arch Super moved and Elsa Goodwin seconded to approve MOU 15-M-001 between the Karuk Tribe and Karuk TANF Program, 7 haa, 0 puuhara, 0 pupitihara.

Lisa Hillman is present to obtain signatures for a TANF contract. The Council noted that all contractors, volunteers or employees that will be under the Tribe or contracted with working with youth, must have background checks.

**2.) Patricia Hobbs, LCSW:**

Patricia is present to seek approval of a psychiatric contract modification (1) to contract 14-C-017 between the Health Program and Native American Mental Health Services Corp.

Native American out of Redding provides a provider one day per month and there is telehealth at Happy Camp and Orleans.

Renee asked how comfortable the patients feel about seeing a provider on telehealth. Patricia noted that the patients have done well and oddly enough the service is personable.

Pat noted that there are several changes in MediCal billing this year, which the health program has not broken even. However, this is anticipated to stabilize.

Elsa asked why this is done as a modification. Laura noted that this can be done by a modification if the rate is the same and tasks are the same, then the modification options is less staff time and same services.

The telehealth is in the medical clinics and she provided thanks to Happy Camp Clinic for making this concept work in the smaller communities.

Renee asked how the Orleans Clinic users receive this concept. Patricia noted that this works well in Orleans as well; however she noted that rural clinics may have a hard time because there is a different rhythm to seeing patients.

Elsa Goodwin moved and Renee Stauffer seconded to approve modification (1) to 14-C-017 between the Karuk Tribe and Native American Mental Health Services Corp: Thomas Andrews MD., 7 haa, 0 puuhara, 0 pupitihara.

**3.) Laura Olivas, Bookkeeper:**

Laura Olivas is present to seek approval of resolution 14-R-121 accepting funding from PSA Area on Aging 2. It is an additional \$2,700 and will need formal approval. Laura noted that the resolution has been drafted to incorporate additional funding throughout the year.

Elsa inquired about the date on the letter and it indicating it was received in September and the funding draw down was October. This was noted that it wouldn't be an additional amount allowable unless approved by the Council, which is this resolution.

Josh asked about an open resolution and accepting additional funding without additional tasks. Laura noted that resolutions can be approved accepting additional money.

Arch Super moved and Bud Johnson seconded to approve resolution 14-R-121, 7 haa, 0 puuhara, 0 pupitihara.

**4.) Laura Mayton, CFO:**

Laura is present to seek approval from the Tribal Council to determine who will be attending the CSC Meeting, December 18<sup>th</sup> in Sacramento, CA.

Laura explained that two years ago there was a claim sent to Indian Health Services for over 2million dollars. IHS has determined to offer a substantially lower amount.

Laura noted that both Jody and Buster were going to ask Mark LeBeau of CRIHB to attend the meeting as well.

Laura provided an overview of the calculation and years of correspondence with Indian Health Services so she's fairly confident that the meeting would be beneficial to enter into negotiations. Any settlement will need approved by the Council prior to accepting.

**Director Reports:**

**1.) Annie Smith, Director of Community Outreach:**

Annie is not present. Report provided.

Elsa Goodwin moved and Arch Super seconded to approve Annie's report, 7 haa, 0 puuhara, 0 pupitihara.

**2.) Rondi Johnson, Deputy Director:**

Rondi is on travel status. Josh asked questions regarding Rondi's report. Josh asked about the November 12 meeting minutes; Don was told by Council to see all walk-ins. Dr. Vasquez addressed the Council and noted that he provided a directive to see all patients even the walk-ins. He noted that he had to make sure operations were stabilized. Dr. Vasquez believed that it wasn't unreasonable for this Directive. The Council agreed with Dr. Vasquez and reiterated that seeing patients is the best course of action.

Josh then suggested that a reference to an employee on leave and it not include such specific information in the staff meeting minutes, moving forward.

Coverage for kids grant was received and that was an additional funding source from HRSA to allow a staff member, Debbie Bickford to continue working.

Jody Waddell moved and Sonny Davis seconded to approve Rondi's report, 7 haa, 0 puuhara, 0 pupitihara.

**3.) Patti White, RPMS Site Manger:**

Patti is present to review her report. She noted that BMW went live and is working well with the users. This is a new patient registration and scheduling package. The VISTA imaging is being installed and they will continue to have employee trained on using it.

Arch Super moved and Sonny Davis seconded to approve Patricia's report, 7 haa, 0 puuhara, 0 pupitihara.

**4.) Eric Cutright, IT Director:**

Eric is present to review his report. He has three action items for this evening.

His first item is an amendment (1) to 13-C-074 with Native Link. It is to construct a tower in Orleans.

Josh Saxon moved and Renee Stauffer seconded to approve amendment (1) to contract 13-C-074, 7 haa, 0 puuhara, 0 pupitihara.

Elsa then asked about the cell phone report. It was clarified that the Council has tablets with an additional account number than their cell numbers.

Eric then presented contract 15-C-018 with Native Link which will bring fiber optic cable to the Orleans building and be a hub for the link.

Josh Saxon moved and Elsa Goodwin seconded to approve contract 15-C-018, 7 haa, 0 puuhara, 0 pupitihara.

He then sought approval of procurement. It is for that is needed for the IT department and programs.

Arch Super moved and Elsa Goodwin seconded to approve procurement and pay Native Link for equipment, 7 haa, 0 puuhara, 0 pupitihara.

He then updated the Council on the Acme Computer wiring for the Happy Camp project. The Council would like to not have any other late or after the fact approvals, such as the monitor services for the HC wiring project.

Arch Super moved and Josh Saxon seconded to approve Eric's report, 7 haa, 0 puuhara, 0 pupitihara.

Josh thanked Eric for his hard work.

**5.) April Attebury, Children and Family Services:**

Tabled to closed session.

April then would like to seek approval of agreement 15-A-018 between the Karuk Tribe and CILS. It is representation for ICWA cases.

There was discussion regarding the TERO fees. April explained that it was included in the agreement. There was discussion on when CILS is being used and how to access the services i.e. in a low staffing level.

Josh Saxon moved and Bud Johnson seconded to approve agreement 15-A-018, 7 haa, 0 puuhara, 0 pupitihara.

The group discussed further options to fill the ICWA Committee.

Arch wants out announcements on the Tribes Facebook page and the group agrees that maybe that site could be used more frequently to recruit for Committees.

**6.) Lessie Aubrey, EDHHS:**

No report, on leave.

**Closed Session:**

Elsa Goodwin moved and Jody Waddell seconded to approve the health financial report, 5 haa, 0 puuhara, 2 pupitihara (Arch/Josh).

Consensus: for a letter to be sent to the provider regarding peer review. Council will draft and staff to ensure compliance with reporting back.

Arch Super moved and Josh Saxon seconded to approve agreement 15-A-014, 015, 016, 6 haa, 0 puuhara, 1 pupitihara (Elsa Goodwin).

Josh Saxon moved and Arch Super seconded to approve the position description with changes, 6 haa, 0 puuhara, 1 pupitihara (Elsa Goodwin). The Council also noted that they would like to see the billers certified since they went to training.

**April Attebury, Children & Family Services Interim Director:**

Elsa inquired about the transporter position and the lack of backfilling the vacancy. April noted that the program developed policies and procedures and a protocol for transporting services, which the health program didn't want to use. Robert believes that April and Pat should attend the ED meetings because it may help with the miscommunication between the programs. Elsa provided the meeting date as December 23<sup>rd</sup> at 8:15am in Happy Camp.

Arch Super moved and Elsa Goodwin seconded to approve April's report, 7 haa, 0 puuhara, 0 pupitihara.

Josh Saxon moved and Arch Super seconded to waive policy and offer the position to #CW and allow the four week vacation during negotiations after 6 months, 6 haa, 1 puuhara (Elsa Goodwin), 0 pupitihara.

Josh Saxon moved and Sonny Davis seconded to add internet for Renee Stauffer's home, 6 haa, 0 puuhara, 1 pupitihara (Renee Stauffer).

Consensus: Council would like more notice on the youth clinics or volunteers so that backgrounds can be done and accepted prior to the events.

Josh Saxon moved and Jody Waddell seconded to provide insurance coverage for youth event, 7 haa, 0 puuhara, 0 pupitihara.

Elsa Goodwin moved and Arch Super seconded to issue Sonny, Renee, and Robert VISA cards, 5 haa, 0 puuhara, 2 pupitihara (Sonny/Renee)

Josh Saxon moved and Sonny Davis seconded to seat Jody Waddell and Arch Super as CRIHB Delegates and Renee Stauffer as an alternate, 4 haa, 0 puuhara, 2 pupitihara (Jody Waddell and Arch Super). Elsa absent for the vote.

Arch Super moved and Elsa Goodwin seconded to approve \$600 for HC and \$300 for Orleans for Elders Holiday, 6 haa, 0 puuhara, 0 pupitihara (Jody absent for vote).

Arch Super moved and Jody Waddell seconded to go forward with the Health CEO screening as already completed, 5 haa, 0 puuhara, 2 pupitihara (Elsa Goodwin / Josh Saxon).

Minutes of November 6<sup>th</sup>, 2014: Clarification on attendance was clarified.

Bud Johnson moved and Jody Waddell seconded to approve the minutes of November 6<sup>th</sup>, 2014, 5 haa, 0 puuhara, 2 pupitihara (Renee Stauffer & Elsa Goodwin)

Consensus: for Barbara to make meeting in progress signs to reduce interruptions. Send previous contract templates to move into planning phases for meetings.

Bud Johnson moved and Jody Waddell seconded to allow gaming lunch on 12/3/2014, 6 haa, 0 puuhara, 0 pupitihara (Arch absent for vote).

**Next Meeting Date: January 8, 2015 at 3pm in Yreka, CA.**

Bud Johnson moved and Jody Waddell seconded to adjourn at 7:59 6 haa, 0 puuhara, 0 pupitihara.

**Respectfully Submitted,**

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**Robert Super, Vice-Chairman**

**Recording Secretary, Barbara Snider**



**RPMS**  
**Karuk Tribal Health and Human Services**  
**Program**  
**Health Board Meeting-Orleans**  
**January 8, 2015**  
**Patricia White, RPMS Site Manager**



**Action Items:**

No Action items this month.

**Workload reports**

Attached is the November 2014 "Operations Summaries" including Tribal Statistics. During November there were 1545 visits at all locations. This is a decrease of 497 visits from October 2014 numbers. We were down in all clinic types (Dental, Medical, and Child and Family Services). After looking at the schedule for November it seems to be due to 3 providers (two dental, one medical) having annual leave plus three days clinics were closed for holidays.

778 of these visits were for Native American Patients (51%). See chart at the end of the operations summary.

**Meeting / Conference Calls and other Activities December 2014**

- 12/02 – Dentrix Webinar (Version 8.0.1)
- 12/03 – AAAHC workgroup
- 12/04 – Health Board Meeting/Orleans
- 12/05 – Annual Employee Christmas Party-Blue Lake
- 12/11 – Uniform Data Systems (UDS) Report Training- Sacramento, CA
- 12/18 – VistA Imaging users group meeting
- 12/18 – EHR Imaging Webinar
- 12/18 – RPMS/EHR Office Hours Web call
- 12/23 to 12/26 – Annual Leave
- 12/29 – EHR Patch 13 Pre-deployment meeting webinar

**Projects in process**

- **VistA Imaging-** April Spence and Tracy Burcell have scanners set up at their workstations. April will scan patient registration document for Happy Camp. Tracy Burcell will scan referral documents. This will help with the workflow for Happy Camp's front desk and medical records areas.
- **EHR Patch 13 Upgrade-**
  - On January 10, 2015 we are scheduled for the upgrade to our system. This is a huge project and undertaking for us. The install will take 6-8 hours to complete. Emmanuel Yennyemb, CAC Mentor, IHS CAO will facilitate the install.
  - On 12/29 we had a pre-deployment conference call with Emmanuel and Gary Mosier from IHS to go over the details of the install.

- Prior to the install we will need to upgrade the BMW, Patient Management Application to version 2.5. This is the new program that we installed in early December for patient registration and scheduling. Dale and I plan to do the install after hours on Monday January 5th.
- Amy and I went over the clinical checklist on 12/29 and submitted to IHS that day.

**Travel/training:**

**Uniform Data Systems (UDS)- December 11, 2014, Sacramento, CA**

Eileen Tiraterra and I traveled to Sacramento for the annual UDS Report Training. The training was sponsored by California Primary Care Association (CPCA) and conducted by Suzanna Fredrick of John Snow Inc. (JSI). The training this year covered the guidelines for the report, changes for 2014, proposed changes for 2015, and step-by-step instructions for completing the UDS tables.

There are 12 separate tables to be completed that cover:

- Service Area-Where our patients reside
- Patient Profile-age, gender, ethnicity, and other patient characteristics
- Staffing-Utilization and Tenure
- Clinical Data-Quality of Care, Health Outcomes, and disparities
- Financial-Costs and Revenue

Changes for this year's report include reporting the number of persons living in public housing. This includes patients living in Tribal Housing. Also there are changes in the quality measures that we now have to report on. Although we do not do pre-natal care, we must report on the women we have referred to pre-natal care and the birth outcomes, including the birth weights. Some measures have been combined in to one measure such as tobacco use and cessation.

Eileen will be a great help to the completion of this report. She has a great knowledge of our Third Party Billing and AR revenues that are needed. I have done this report each year since 2005 with the exception of 2009 with little assistance. I look forward to working with Eileen on the report this year.

The report is due by February 15, 2015. The RPMS has a built in package that will provide much of the demographic information needed for the report. I am in contact with IHS to make sure we are upgraded for this years' report.

I appreciate that we can go to these types of trainings. This helps us do a better job for the Karuk Tribe and helps accurately report on our program.

**Budget:** At the time of this writing I am under budget for the current fiscal year.

<b>Program</b>	<b>RPMS</b>
<b>Budget Code</b>	<b>3000-75</b>
<b>Program Year</b>	<b>2014-2015</b>
<b>Appropriation</b>	<b>\$235,336.60</b>
<b>Expenses to Date</b>	<b>28,667.11</b>
<b>Balance</b>	<b>206,649.60</b>
<b>Percent used</b>	<b>12.19%</b>

Respectfully Submitted,

Patricia C White, RPMS Site Manager

OPERATIONS SUMMARY FOR KARUK TRB HP Service Unit  
FOR NOV 2014  
Prepared for January 8, 2015 Health Board Meeting  
Yreka, CA

(Note: In parentheses following each statistic is the percent increase or decrease from the same time period in the previous year. '\*\*' indicates no data is present for one of the two time periods.)

**PATIENT REGISTRATION**

There are 18,741 (+3.8) living patients registered at this SU. This number does not represent the 'Active User Population' which is found elsewhere in PCC Reports. There were 43 (-20.4) new patients, 0 (\*\*) births, and 1 (-66.7) death(s) during this period. Data is based on the Patient Registration File.

**THIRD PARTY ELIGIBILITY**

There were 2,822 (+0.4) patients enrolled in Medicare Part A and 2,704 (+0.6) patients enrolled in Part B at the end of this time period.

There were 101 (+7.4) patients enrolled in Medicare Part D.

There were also 6,859 (+6.8) patients enrolled in Medicaid and 5,963 (+6.7) patients with an active private insurance policy as of that date.

**CONTRACT HEALTH SERVICES**

Total CHS expenditures (obligations adjusted by payments) for this period were 51,546.56 (-1.6). The number and dollar amount of authorizations by type were:

57 - DENTAL	8	5761
64 - NON-HOSPITAL SERVICE	952	45785.56

**DIRECT INPATIENT**

[NO DIRECT INPATIENT DATA TO REPORT]

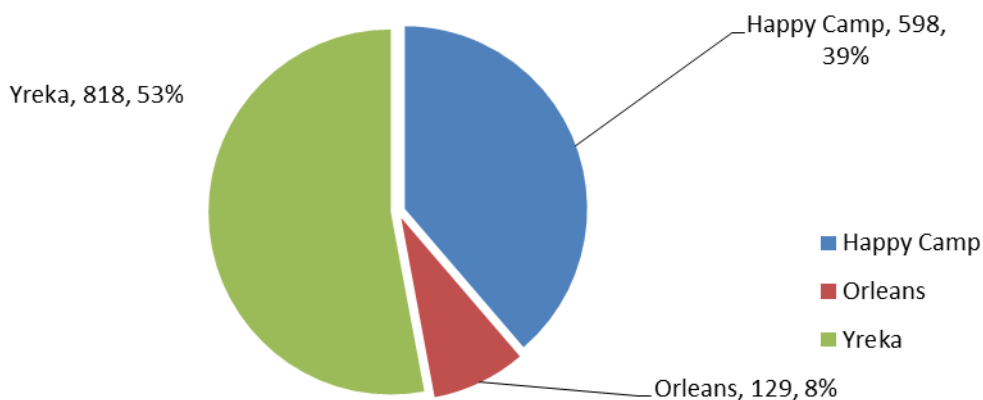
**AMBULATORY CARE VISITS**

There were a total of 1,545 ambulatory visits (-2.2) during the period for all visit types except CHS.

They are broken down below by Type, Location, Service Category, Clinic, Provider Discipline and leading Diagnoses. These do not equate to 'official' APC Visits which are identified in other PCC Reports.

By Type:		
TRIBE-638 PROGRAM	1,545	(-2.2)
By Location:		
YREKA	818	(-7.8)
KARUK COMMUNITY HEALTH CLINIC	598	(+0.5)
ORLEANS	129	(+31.6)

## Visits by Location November 2014



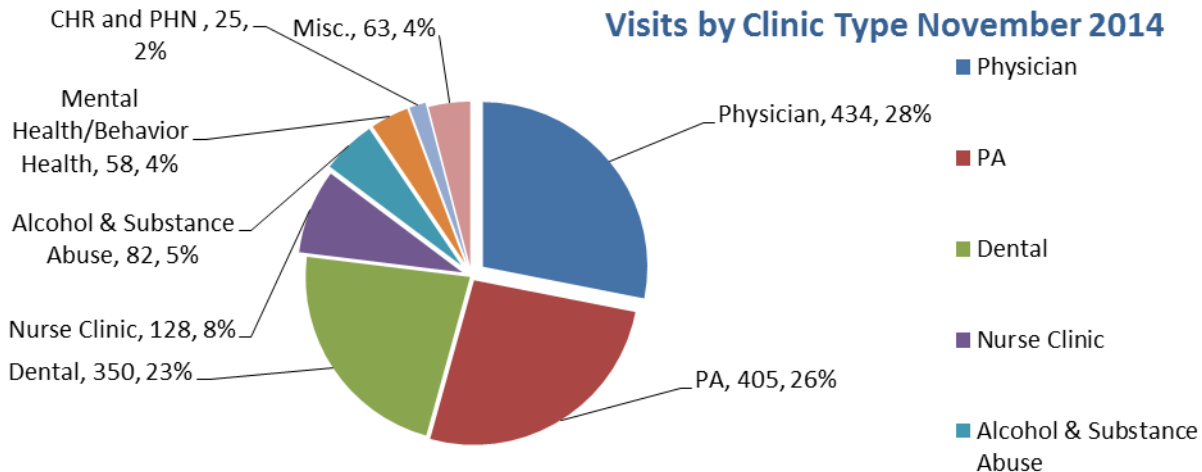
**By Service Category:**

AMBULATORY	1,531	(+0.1)
TELECOMMUNICATIONS	14	(-72.5)

**By Clinic Type:**

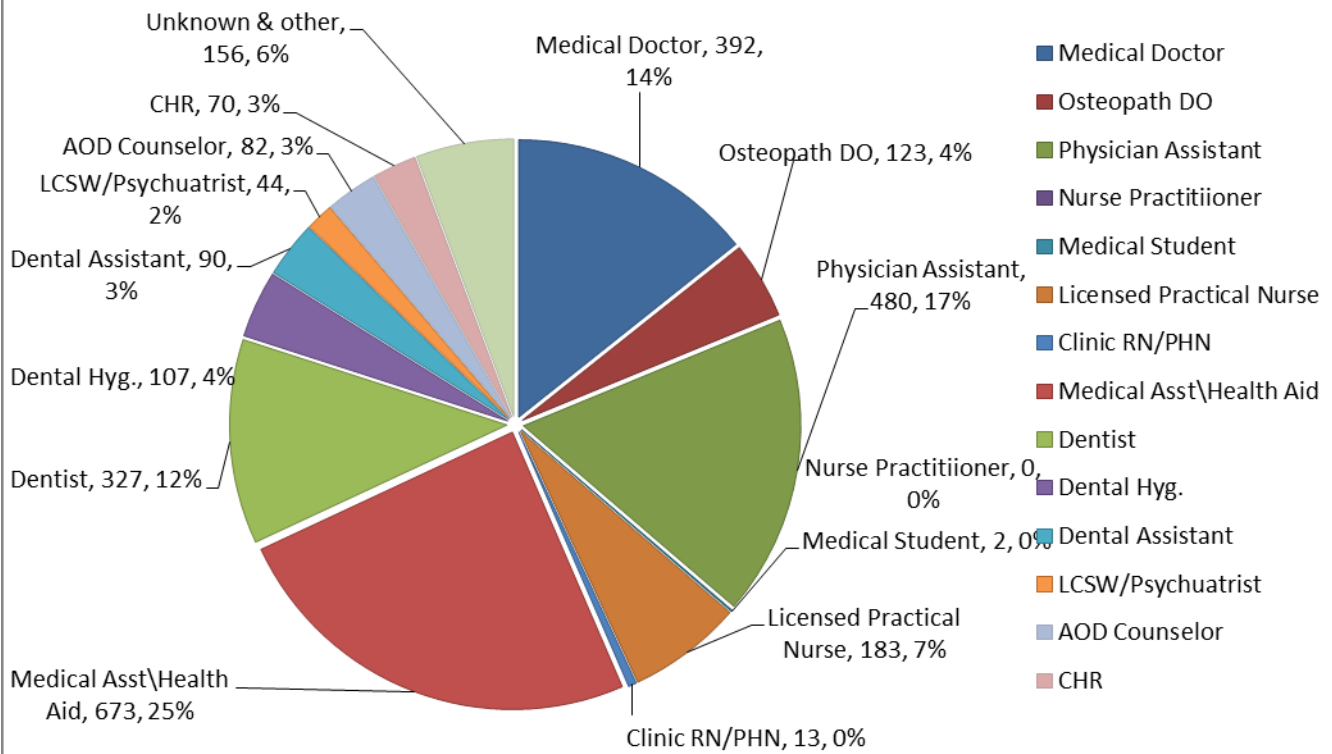
PHYSICIAN	434	(-20.5)
PHYSICIAN ASSISTANT	405	(+326.3)
DENTAL	350	(-36.4)
NURSE CLINIC	128	(+48.8)
ALCOHOL AND SUBSTANCE	82	(+0.0)
MENTAL HEALTH	58	(+38.1)
TRANSPORT	52	(-5.5)
CHR	19	(+137.5)
TELEMEDICINE	7	(**)
PHN CLINIC VISIT	6	(+500.0)
CHART REV/REC MOD	1	(**)
HOME VISIT	1	(**)
TELEBEHAVIORAL HEALTH	1	(**)
TELEPHONE CALL	1	(-91.7)

## Visits by Clinic Type November 2014



By Provider Type (Primary and Secondary Providers):		
HEALTH AIDE	480	(-12.2)
PHYSICIAN ASSISTANT	480	(+228.8)
MD	392	(-32.2)
DENTIST	327	(-41.6)
MEDICAL ASSISTANT	193	(+19.1)
LICENSED PRACTICAL NURSE	183	(+61.9)
OSTEOPATHIC MEDICINE	123	(**)
UNKNOWN	121	(+3,933.3)
DENTAL HYGIENIST	107	(-4.5)
DENTAL ASSISTANT	90	(+8,900.0)
ALCOHOLISM/SUB ABUSE COUNSELOR	82	(+0.0)
COMMUNITY HEALTH REP	70	(+11.1)
LICENSED CLINICAL SOCIAL WORK	44	(+12.8)
HEALTH RECORDS	35	(+600.0)
PUBLIC HEALTH NURSE	7	(+75.0)
CLINIC RN	6	(-45.5)
MEDICAL STUDENT	2	(**)

**Visits by Provider Type (primary and secondary) November 2014**



The ten leading purposes of ambulatory visits by individual ICD Code are listed below. Both primary and secondary diagnoses are included in the counts.

By ICD Diagnosis		
1).	DENTAL EXAMINATION	338 (-37.9)
2).	VACCIN FOR INFLUENZA	177 (+42.7)
3).	HYPERTENSION NOS	99 (+15.1)
4).	OTHER SPECIFD COUNSELING	79 (+16.2)
5).	HYPERLIPIDEMIA NEC/NOS	55 (+34.1)
6).	LUMBAGO	52 (-8.8)
7).	HEALTH EXAM-GROUP SURVEY	47 (+113.6)
8).	DMII WO CMP NT ST UNCNR	46 (-22.0)
9).	TOBACCO USE DISORDER	44 (-10.2)
10).	THERAPEUTIC DRUG MONITOR	41 (-4.7)

#### CHART REVIEWS

There were 723 (-30.7) chart reviews performed during this time period.

#### INJURIES

There were 62 visits for injuries (-10.1) reported during this period. Of these, 10 were new injuries (-16.7). The five leading causes were:

1).	FALL FROM SLIPPING NEC	2 (**)
2).	ACC POISON-OPIATES NEC	1 (**)
3).	HORNET/WASP/BEE STING	1 (**)
4).	ANIMAL BITE NEC	1 (**)
5).	ASSAULT NOS	1 (**)

#### EMERGENCY ROOM

[NO EMERGENCY ROOM VISITS TO REPORT]

#### DENTAL

There were 300 patients (-29.4) seen for Dental Care. They accounted for 350 visits (-36.4). The seven leading service categories were:

1).	FIRST VISIT OF FISCAL YEAR	170 (-30.9)
2).	PATIENT REVISIT	134 (-52.7)
3).	HYPERTENSION SCREENING	100 (-48.2)
4).	PREVENTIVE PLAN AND INSTRUCTION	96 (-5.9)
5).	INTRAORAL - PERIAPICAL FIRST RADIOG	88 (-19.3)
6).	TOPICAL APPLICATION OF FLUORIDE VAR	73 (-2.7)
7).	LOCAL ANESTHESIA IN CONJUNCTION WIT	69 (-46.9)

#### IN-HOSPITAL VISITS

[NO IN-HOSPITAL VISITS TO REPORT]

#### PHARMACY

There were 1,321 new prescriptions (-1.6) and 0 refills (\*\*) during this period.

RUN TIME (H.M.S): 0.2.19

\*\*\*\*\*

KTHHSP Tribal Statistics for Nov 2014

	Registered Indian Patients Nov 2014	Indian Patients Receiving Services Nov 2014	APC Visits by Indian Patients Nov 2014
Karuk	2086	376	467
Descendants residing in CA	1893	188	203
All other Tribes	2186	108	108
Total	6165	672	778

## Eric Cutright Health Board Report

January 2, 2015

### Expenditure/ Progress Chart – IT Dept Indirect Budget For the 2014 Fiscal Year

Program	Code	Total Budget	Expensed to date	Balance	% Expended
IT Systems	1020-15	\$313,183.26	\$318,543.50	-\$5,360.24	101.71%
Term Dates	Total Months	Month # for report period	# Months Remaining	% Completed.	Extension Option Y/N
10/1/2013 to 9/30/2014	12	12	0	100%	N
<b>Comments:</b>					
This is the final budget for the IT indirect costs for the 2014 Fiscal Year					

### Expenditure/ Progress Chart – IT Dept Indirect Budget December 31, 2014

Program	Code	Total Budget	Expensed to date	Balance	% Expended
IT Systems	1020-15	\$336,073.60	\$69,641.56	\$266,432.04	20.72%
Term Dates	Total Months	Month # for report period	# Months Remaining	% Completed.	Extension Option Y/N
10/1/2014 to 9/30/2015	12	3	9	25%	N
<b>Comments:</b>					
This is the budget to maintain the IT Department and the IT resources spread throughout tribal offices. The majority of the budget goes to salaries for the IT personnel paid out of the indirect.					

#### Other IT Department Activities:

- The wiring project for the new Happy Camp TANF office is complete. TANF may move in whenever they are ready.

#### Project Title: Happy Camp Server Room Equipment Failure and Repair

##### Deliverables:

##### Task One – Replace Redundant Battery Backup Systems

- Both existing battery backup systems have partially failed.
- New equipment has been identified that will meet the power standards
- Because all IT services in Happy Camp will be shut down when the new equipment is installed, proposals are being solicited to install the equipment on a weekend.



- The procurement for the battery systems is under compliance and fiscal review. The purchase will be presented to council as soon as the review is complete.

**Task Two – Replace Data Storage System in Happy Camp IT Room**

- The data storage system in the IT server room in Happy Camp is getting close to its natural end of life. The system is still partly under warranty, and over the last several months an average of 2 parts per month have been swapped out via warranty. This indicates that a larger failure may occur soon.
- The council approved the purchase of a new storage system at the council meeting on December 18. The new system has been ordered, and testing will begin once the system arrives.

**Project Title: Orleans Broadband Project**

**Expenditure/ Progress Chart – USDA Community Connect Grant**

Program	Code	Total Budget	Expensed to date	Balance	% Expended
USDA RUS	2061-00	\$1,141,870.00	\$422,478.33	\$719,391.67	37.00%
Term Dates	Total Months	Month # for report period	# Months Remaining	% Completed.	Extension Option Y/N
10/24/2011-10/24/2017	72	38	34	51.38%	N
Progress Report Due Date	Completed?	Date Completed.	Fiscal Report Due Date	Completed?	Date Completed.
03/31/2015	No		10/17/2017	No	
<b>Comments:</b>					
This grant is to fund the construction broadband infrastructure to the community of Orleans.					

**Construction Progress:**

- The “make-ready” work to prepare the Verizon utility poles near Orleans has been completed by HP Communications. The work is still under review by Verizon engineers, who are required to respond by January 23, 2015.
- The foundation for the communications tower has been subcontracted out to a local contractor, and the excavation is complete. As soon as the county can inspect the rebar, the concrete foundation will be poured.
- All construction must be complete and the network fully functional by October 24, 2015, else the Karuk Tribe cannot meet the requirements of the USDA RUS grant agreement.

**Pending Action Items for this project:**

- Wireless Installation contract – This contract scope of work is under development

#### Reimbursement Requests:

- On October 6 the Karuk Tribe received the first reimbursement from RUS for this grant for an amount of \$113,040.00
- The second reimbursement request for \$152,492.90 was received by RUS on December 12. RUS says processing of the request has begun.
- The third reimbursement request is being drafted for submission later in January.

#### Permitting Services:

- All government permits in hand as of December, 2013.
- The Cal-Trans encroachment permit for the project has expired. An extension has been requested.

#### Continued federal oversight by USDA Rural Utilities Service (RUS):

- A progress report is due to RUS on this project by March 31, 2015.

### **Project Title:** Klamath River Rural Broadband Initiative (KRRBI)

#### Deliverables:

#### Project Management Services:

- 4<sup>th</sup> quarter report due January 10, 2015.

#### Engineering Services:

- Fiber engineering preliminary work in progress. Current stage is determining best route south of Orick on the coast for fiber interconnection
- Wireless engineering primarily consists of distribution for the town of Orick. Orick site visit complete, engineering is under way.

#### Environmental Review:

- National Environmental Protection Act (NEPA):
  - Because both state and federal environmental compliance is required on this project, to save costs, a joint environmental document will be prepared that meets the standards of both NEPA and CEQA.
- California Environmental Quality Act (CEQA):
  - The funding agency, the California Public Utilities Commission (CPUC) is responsible for CEQA compliance on this project. The CPUC has requested that \$675,173 be diverted from the project funds and allocated for CEQA purposes. This amount was not budgeted in the project, and the CPUC will not specify what services will come out of this money. Because this is completely unacceptable, I have appealed this request to Commissioner Sandoval, one of the 5 commissioners of the CPUC. A conference call to discuss the CASF budget is scheduled for January 7.

#### Permitting Services:

- Required Federal permits:
  - USDA Forest Service Special Use Permit – Application submitted
  - National Park Service Special Use Permit – Application submitted

- US Army Core of Engineers Klamath River Crossing Consultation – May not be necessary
- BIA is acting as the federal lead agency for NEPA compliance
- Required State Permits:
  - CalTrans Encroachment Permit – Application waiting on fiber engineering
  - CEQA State of California Environmental Report – Waiting on environmental assessment
  - California State Parks Special Use Permit – waiting on fiber engineering
  - California State Lands Commission Easement – waiting on fiber engineering
  - California Dept Fish and Wildlife Endangered Species Impact Report – Waiting on fiber and wireless engineering
- Cultural Resources Reports:
  - SHPO Cultural Resources Approval – Waiting on cultural survey
  - Yurok THPO Cultural Resources Approval - Waiting on cultural survey
  - Karuk THPO Cultural Resources Approval - Waiting on cultural survey
- Required County Permits:
  - Humboldt County Special permit for tower construction – Waiting on wireless engineering
  - Humboldt County Building permit for tower construction – Waiting on wireless engineering
  - Humboldt County MOA for Right-of-Way Amendment – Waiting on fiber engineering
  - Humboldt County Encroachment Permit for County Roads – Waiting on fiber engineering
- Required Tribal Permits:
  - Karuk Resource Advisory Board Approval – Waiting on fiber and wireless engineering
  - Yurok Tribe Transportation Encroachment Permit – Waiting on fiber engineering
- Other Required Permits:
  - Right-of-Way Easements with Independent Landowners – Waiting on fiber engineering

**Expenditure/ Progress Chart – KRRBI – California Advanced Services Fund (CASF)**

Program	Code	Total Budget	Expensed to date	Balance	% Expended
KRRBI - CASF	6661-00	\$6,602,422.00	\$70,307.00	\$6,532,115.00	0.01%
Term Dates	Total Months	Month # for report period	# Months Remaining	% Completed.	Extension Option Y/N
10/17/2013-10/17/2015	24	14	10	54.16%	Y
Progress Report Due Date	Completed?	Date Completed.	Fiscal Report Due	Completed?	Date Completed.
01/10/2015	No		At 25% Expended	No	

**Comments:**

This grant expands on the Orleans Broadband Project and partners with the Yurok Tribe to provide internet service to several unserved and under-served communities in Northern Humboldt County.

**Report Attachments:**

- Cell phone usage report and grand total report for September-October 2014 billing period
- Procurement for Avast Anti-virus one year subscription renewal





18323 Bothell Everett Hwy.  
Suite 345  
Bothell, WA 98012

12-17-2014

## Quote

Quote #	QUO-24143-H5S4	Customer:	
Effective	till	Karuk Tribe	
Payment Terms		PO Box 1016 - Happy Camp	
Quoted by:		CA, 96039	
Tim Potts			
TimP@rainnetworks.com			

### Shipping Information

Shipping Method:	Requested Delivery Date:
Ship To:	Bill To:
	Karuk Tribe
	PO Box 1159
	Happy Camp, CA 96039
	djosephson@karuk.us

### Details

Product ID	#   Product Description	Unit Price	Sub Total
AEPSP1YR	360 ea.   avast! Endpoint Protection Suite Plus, 1 year Renewal, MSRP: \$18.89	\$10.79	\$3,884.40
<b>Total</b>			<b>\$3,884.40</b>

### Agreement

By signing below, you are authorizing Rain Networks to issue an invoice for the items included in the above quote, plus sales taxes if applicable, and pay the invoice by the terms mutually agreed upon. (Note: Shipping costs are subject to change.)

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name (Please Print)

\_\_\_\_\_  
Title

\_\_\_\_\_  
Purchase Order #

Phone #	(425) 893-9800	Fax #	(425) 671-0060	Web Site	<a href="http://www.rainnetworks.com">http://www.rainnetworks.com</a>
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## Dale Josephson

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**From:** Tim Potts <TimP@rainnetworks.com>  
**Sent:** Wednesday, December 17, 2014 3:26 PM  
**To:** Dale Josephson  
**Cc:** Nathan Ware  
**Subject:** Avast Renewal quote  
**Attachments:** KTAVAST1217143YR.pdf; KTAVAST1217141YR.pdf

Dale,

Nathan forwarded me your info and quote request. I have attached the 1 and 2 year (with the third year free option) renewal quotes. Please let me know if you have any questions.

**Tim Potts**  
Senior Account Executive  
Rain Networks  
[timp@rainnetworks.com](mailto:timp@rainnetworks.com)  
O: 425.893.9800 X 102



Mid Valley IT  
 3220 West Monte Vista Ave. #298  
 Turlock, CA 9580  
 v: 800-931-2043 f: 877-834-1320

# QUOTE

Number MVQQ1373  
 Date Dec 22, 2014

Sold To
<b>Karuk Tribe</b> Dale Josephson 64236 Second Ave. Happy Camp, CA 96039  <b>Phone</b> 530-493-1600 X-2050 <b>Fax</b>

Ship To
<b>Karuk Tribe</b> Dale Josephson 64236 Second Ave. Happy Camp, CA 96039  <b>Phone</b> 530-493-1600 X-2050 <b>Fax</b>

Salesperson	P.O. Number	Ship Via	Terms
tleach			

Line	Qty	Description	Unit Price	Ext. Price
1	360	avast! Endpoint Protection Suite Plus, 1 Year	\$11.34	\$4,082.40

<b>SubTotal</b>	\$4,082.40
<b>Tax</b>	\$0.00
<b>Shipping</b>	\$0.00
<b>Total</b>	<b>\$4,082.40</b>

I approve this quotation and authorize Mid Valley IT to order these products on my behalf.  
 On orders of more than \$1,000 all hardware and software must be prepaid prior to ordering.

Authorized Signer: \_\_\_\_\_ Date: \_\_\_\_\_





Inland Tech Support  
 77 Wares Bridge Road  
 Churchview VA, 23032  
 909-260-4052

Invoice No. Quote

**INVOICE**

**Customer**

Name Karuk Tribe  
 Address POBOX 1016  
 City Happy Camp State CA ZIP 96039  
 Phone \_\_\_\_\_

**Misc**

Date 12/9/2014  
 Order No. 20140412  
 Rep \_\_\_\_\_  
 FOB \_\_\_\_\_

Qty	Description	Unit Price	TOTAL
1	Avast EndPoint Protection Suite Plus 1 yr renewal and upgrade. 360 seats	\$4,699.00	\$ <del>4,699.00</del>
1	Avast Endpoint Protection Suite Plus renewal buy 2yr get 3rd free 360 seats Special until the end of the year.  Avast has a special that if you order buy the end of the year you can get the third year free if you purchase two years. That's \$6.86 per seat per year.  please note that our new address is differnet from the purchase order.	\$7,399.00	\$ 7,399.00
SubTotal			\$ 12,098.00
Shipping			
TOTAL			\$ 12,098.00

**Payment** Other

Comments \_\_\_\_\_  
 Name \_\_\_\_\_  
 CC # \_\_\_\_\_  
 Expires \_\_\_\_\_

Tax Rate(s) \_\_\_\_\_

TOTAL \$ 12,098.00

Office Use Only

*Inland Tech support is not responsible for software or hardware outside the scope of work performed.  
 Any software or hardware installed is subject to the manufacturers warranty only.*

Thank You for choosing Inland Tech Support

# DEPARTMENT OF QUALITY MANAGEMENT

Karuk Tribal Health Board Meeting

January 8, 2015

Rondi Johnson

December Report



**\*\*\*I'M ON TRAVEL @ IHS BUDGET CONF\*\*\***

**ACTION ITEMS: NONE**

## **DECEMBER ACTIVITIES:**

AAAHC Workgroup Meeting Dec 3<sup>rd</sup>, Interviews in Yreka Clinic Dec 8<sup>th</sup>, ACQI Meeting Dec 10<sup>th</sup>, HC Clinic Ofc Meeting Dec 11<sup>th</sup>,

## **NOVEMBER TRAININGS/CONFERENCES & WEBINARS:**

AAAHC Conf December 4<sup>th</sup> – 7<sup>th</sup>,

## **ACQI COMMITTEE MEETING:**

The December 10, 2014, ACQI meeting agenda, performance improvement projects, reports are attached.

## **BUDGETS:**

See below. Budget through 12/31/14. At this time I'm under budget.

<b>Program</b>	<b>CQI</b>
<b>Budget Code</b>	300002
<b>Program Year</b>	2014-2015
<b>Expenses to Date</b>	\$31,486.41
<b>Balance</b>	\$211,773.90
<b>Percent Used</b>	13%
<b>Period Usage</b>	3 month

Respectfully Submitted,  
Rondi Johnson  
Deputy Director of Health & Human Services

**Karuk Tribal Health & Human Services  
Program  
ACQI Committee Meeting/Conference Call  
KCHC Teleconference Room  
December 10, 2014  
9:00 am-10:00 am**



1. Call Meeting to Order – Rondi Johnson
2. Roll Call/Sign In – Debbie Bickford
3. Approve Agenda – Rondi Johnson
4. Approve Minutes of Nov 12, 2014 – Rondi Johnson
5. Performance Improvement Reports Due
  - 5.1 HC/OR Eligibility Report – Debbie Bickford
  - 5.2 Yreka Eligibility Report – Sharon Denz
  - 5.3 HC CHDP Callback – Tracy Burcell
  - 5.4 Diabetes – Annie Smith – tabled
6. GPRA Reports
  - 6.1 Improve Childhood Immunization Rates – Vickie Simmons
7. New Business
  - 7.1 Complaints/Incidents/Suggestions –Rondi Johnson
8. Old Business
  - 8.1 KCHC Medical Records Audit – Jennifer Jones
9. Next Meeting January 14, 2015 at 9:00 am
10. Adjourn

# Karuk Tribe



**Karuk Tribal Health & Human Services Program  
ACQI Committee Meeting/Conference Call  
KCHC Teleconference Room  
December 10, 2014**

## Minutes

1. The meeting was called to order by Vickie Simmons at 9:00 am.

### **2. Attendance:**

Happy Camp: Vickie Simmons, Debbie Bickford, Dr. Vasquez, Chelsea Chambers, Mina Tanaka, Rondi Johnson and Vickie Walden

Yreka: Amy Coapman, Annie Smith, Dr. Milton

Orleans: none

3. Motion was made by Dr. Vasquez and seconded by Vickie Walden to approve the agenda.

4. Motion made by Annie Smith and seconded by Dr. Vasquez to approve the Minutes of November 12, 2014. Z A request during the meeting was to strike the comment from GPRA Reports: ~~Patti will check to see if hysterectomies can be eliminated.~~

### **5. Performance improvement Reports Due:**

5.1. HC/OR Eligibility Report (Debbie Bickford) See written report; busy with interviews, phone calls, and community events.

5.2. Yreka Eligibility Report (Sharon Denz – absent) – see written report

5.3. HC CHDP Call back (Tracy Burcell-absent) given by Chelsea – see written report

- Report for HC only. This is a system to contact clients and remind them with letters if they missed an appointment. When we are fully staffed, we are able to pick up clients but we are now short staffed again, so this is not possible.
- CHDP – there is no penalty for missing exams, however, children cannot attend Head Start without physicals.

5.4 Diabetes (Annie) - TABLED

### **6. GPRA Reports (Vickie Simmons – see attached report)**

- See # 6 on page 2. We have increased by 2.3% and still have the rest of December to continue to improve.
- Dr. Vasquez commented that both he and Chelsea have been promoting immunizations. They have met the 2% goal since reducing the goal to 1%.
- Vickie shared story about a guardian who was resistant to immunizations and shared on social media regarding an article stating “Dear Parents, You are being lied to...” She commented that immunizations are horrible; but the article was “pro” vaccines. Meanwhile, the guardian brought in the child for one immunization. One victory. We’ll take it!

- Annie commented they only have a video cassette player in the lobby. Debbie reminded them that the Covered Ca kiosk is a dvd player, could alternate with the Cov Ca dvd already in there. Just have to make sure it is turned on every day.

**7. New Business –**

- 7.1. Complaints / Incidents/ Suggestions (Rondi Johnson) – Doing well, no complaints, only incidents are multiple cuts in the kitchen.

**8. Old Business**

- 8.1. KCHC Medical Records Audit (Jennifer Jones) – TABLED

Next meeting is Wed, Jan. 14, 2014 at 9:00 am. Motion to adjourn the meeting was made by Chelsea and seconded by Annie.

# Karuk Tribe



**Karuk Tribal Health & Human Services Program  
ACQI Committee Meeting/Conference Call  
KCHC Teleconference Room  
November 12, 2014**

## Minutes

1. The meeting was called to order by Vickie Simmons at 9:00 am.

### **2. Attendance:**

Happy Camp: Vickie Simmons, Dr. Brassea, Debbie Bickford, Dr. Vasquez, Patti White, Chelsea Chambers, Suzanna Hardenburger, and Mina Tanaka

Yreka: Michael Lynch

Orleans: Babbie Peterson and Chuck Colas

3. Motion was made by Patti White and seconded by Chelsea Chambers to approve the agenda, with exception to table report by Carrie Davis.

4. Motion made by Patti White and seconded by Chelsea Chambers to approve the Minutes of October 8, 2014.

### **5. Performance improvement Reports Due:**

5.1. KCHC Medical Records Audit (Carrie Davis) – TABLED

5.2. Orleans Medical Records Audit (Babbie Peterson) – see written report

5.3. Yreka Medical Records Audit (Char Deala – report given by Mike Lynch)

- Injections NA because no injections given that day.
- Volume – input not entered correctly
- Sometimes the computer doesn't allow entry if there has been an error.
- Sometimes order is late in the day and the provider forgets to verify. Patti to correct? Sheila usually catches, but is out on leave right now.
- Chelsea commented that cannot do a standing order.

5.4 EHR Reminders (Mike Lynch)

- Do we need new baselines for future performance? Currently 21-29 and 30-64
- Page 2 graph is the same data in two different views. Vickie asked how data is measured? All patients with a reminder – 5% of those patients
- Must be on schedule in order to document

6. GPRA Reports (Vickie Simmons – see attached report)

6.1. Pap Smear, looks like won't reach the 2% increase by year end.

- Measured every three years (age 30 to 64); every five years if accompanied by an HPV test.

- Patti will check to see if hysterectomies can be eliminated. Vickie told not to make changes ?? Chelsea commented that MA's could move from notes. We need all hands on deck!

**7. New Business**

7.1. TABLED

**8. Old Business**

8.1. HIV / Aids (Chris Rotin/Mike Lynch)

- Don was told by Council that MUST see all walk-ins. Busy seeing patients.

**9. Next meeting is Wed, Dec 10, 2014 at 9:00 am.**

**10. Motion to adjourn the meeting by Mike Lynch, seconded by Patti White.**





**Debbie Bickford**  
 Outreach and Enrollment Coordinator  
 (530) 493-1600, ext. 2105  
[dbickford@karuk.us](mailto:dbickford@karuk.us)

Covered California Applications  
 Monthly Report

Month	MediCal	Cov Ca	Total
October	5	1	6
November	3	7	10
December	4	2	6
		<b>Total</b>	22

Month	Medicare	Misc. (over phone/renewal etc)	Other Total
October	1	6	7
November	3	6	9
December	1	2	3
		<b>Total</b>	19

These totals do not reflect the second and third unannounced follow through / clarification visits and phone calls.

**Quarterly Outreach Events**

Oct. 27	Completed CEC Exam	Webinar
Oct. 28	COS (Weed Campus)	Assist Students in Student Center
Oct. 30-31	Stuff Billing Envelopes	Cov Ca Information
Nov. 5	Hand deliver flyers for Nov. 19 event	Orleans
Nov. 7	Hand deliver flyers for Nov. 18 event	Happy Camp
Nov. 10	Hand deliver flyers/posters for Nov. 21	Yreka Town Meeting
Nov. 12	Employee Block	Parry's Market Only
Nov. 14	Mailed invitations to Town Hall Meeting	Yreka
Nov. 18	Cov Ca event with HICAP, Sr. Nutrition	HC
Nov. 19	Cov Ca event Sr. Nutrition	Orleans
Nov. 21	Cov Ca event with CRIHB, Sr. Nutrition	Yreka
Nov. 26	Applied Labels for billing envelopes	Announcing Open Enrollment
Dec. 2	COS (Weed Campus)	Assist students with applications

Activity  
Progress Report 3<sup>rd</sup> Quarter  
July, August, September 2014

Title Eligibility Report

Purpose : To provide good service to all clients.

Problems: No problems for 3<sup>rd</sup> quarter.

Data : Clients for 3<sup>rd</sup> quarter processed for Medi-Cal

Findings: Total applicants for 3<sup>rd</sup> quarter are (7)

JULY 2014 (3) clients

(3) Clients not eligible for Medi-Cal

AUGUST 2014 (2) clients

(2) Clients not eligible for Medi-Cal

September 2014 (2) clients

(1) client eligible for Medi-Cal

(1) client was not eligible for Medi-Cal

Sharon Denz

Eligibility Worker for Yreka

12/04/2014

**KARUK TRIBAL HEALTH PROGRAM**  
**Performance Improvement Activity**  
**Progress report**  
**December 10th, 2014 Report**

**PURPOSE/Problem:**

1. Identify areas for improving the follow-up on CHDP's for patient's ages 0-18 years:
2. Objective is to make sure children are receiving their immunizations and CHDP's on time.

**Objective/GOALS:**

1. To establish a follow-up system that will help track patients who need CHDP's.
2. Data will be collected by keeping copies of completed CHDP's and entering into a system that will show when patients are due for their next CHDP.
3. This data will be collected on a continuous basis.

**DATA:**

Our first quarter report made for this project showed that we had 89 patients with 14 delinquencies.  
Our second quarter report made for this project showed that we had 89 patients with 10 delinquencies.  
Our third quarter report made for this project showed that we had 89 patients with 9 delinquencies  
Our fourth quarter report made for this project showed we had 99 patients with 8 delinquencies.  
Our Fifth report showed we had 107 patients with 7 delinquencies.  
This quarter's report shows us currently with 123 patients with 15 delinquencies.

All patients that are delinquent have been sent letters requesting parent's to make appointments, most of our delinquencies are patients that are chronically delinquent with parents that are non-compliant.

I believe that our records will indicate that we are constantly tracking our CHDP's and that each month our delinquencies are going down, which indicates that this system is working.

**Corrective Action:**

A follow up folder has been created for completed CHDP's so we have a continuous tracking system Of pending patients due for their immunizations and CHDP's, and that appointments are being made in a timely manner.

**RE-Measure:**

The tickler file and Excel spreadsheet that has been created for follow up on CHDP's is helping to keep track of patients who have moved, who have registered as new patients and who are delinquent/no show patients. This system has the capability of allowing us to easily update data on a daily basis and stay on top of getting all CHDP patients scheduled with letters being sent to remind parents that their child is due for their CHDP.

**Additional Corrective Action:**

We have found that we have not had to correct our new implementation of the Tickler System/Data Entry sheets because they are allowing us to stay on top of knowing when patients are due for their next CHDP's, before this system was implemented we were falling behind in getting patients appointments made in a timely manner.

Tracy Burcell

# KARUK TRIBAL HEALTH AND HUMAN SERVICES PROGRAM

2014

## Create an Immunization Recall System

### I. Purpose of the Study

The purpose of this study is to create an immunization recall system so that our childhood immunization rates for two year olds will increase by 1% over the baseline rate reported in 2014 on the 2013 UDS Report.

### II. Identification of the Performance Goal

The baseline rate for immunizations is 51.4%. This low rate must be increased because it is important that children receive the appropriate vaccinations at an early age in order to prevent death and disability from transmissible and infectious childhood diseases. Low immunization rates can result in deadly epidemics that affect both the children who are patients of our clinics as well as children in the communities where our clinics are located.

In 2014 we considered an increase of 1% per year to be reasonable **and** achievable.

### III. Description of the Data

The baseline data for this performance improvement project was taken from the 2013 UDS Report. This information came from results for both Native American and Non-Native American, two year old children. HRSA now requires the same immunizations as GPRA.

UDS: 4DTaP, 3IPV, 1MMR, 3Hib, 3HepB, 1VZV, 4PCV

DTaP – Protects against diphtheria, tetanus, and pertussis (whooping cough)

IPV – Protects against polio

MMR – Protects against measles, mumps and rubella

Hib – Protects against *Haemophilus influenzae* type b.

HepB – Protects against Hepatitis B

VZV – Protects against chickenpox

PCV – Protects against pneumococcal disease

HRSA and GPRA will require that children be properly immunized by their 3<sup>rd</sup> year.

### IV. Evidence of Data Collection

We are able to pull quarterly results from RPMS' UDS section so, in the future, we will be able to monitor improvement on a continuous basis.

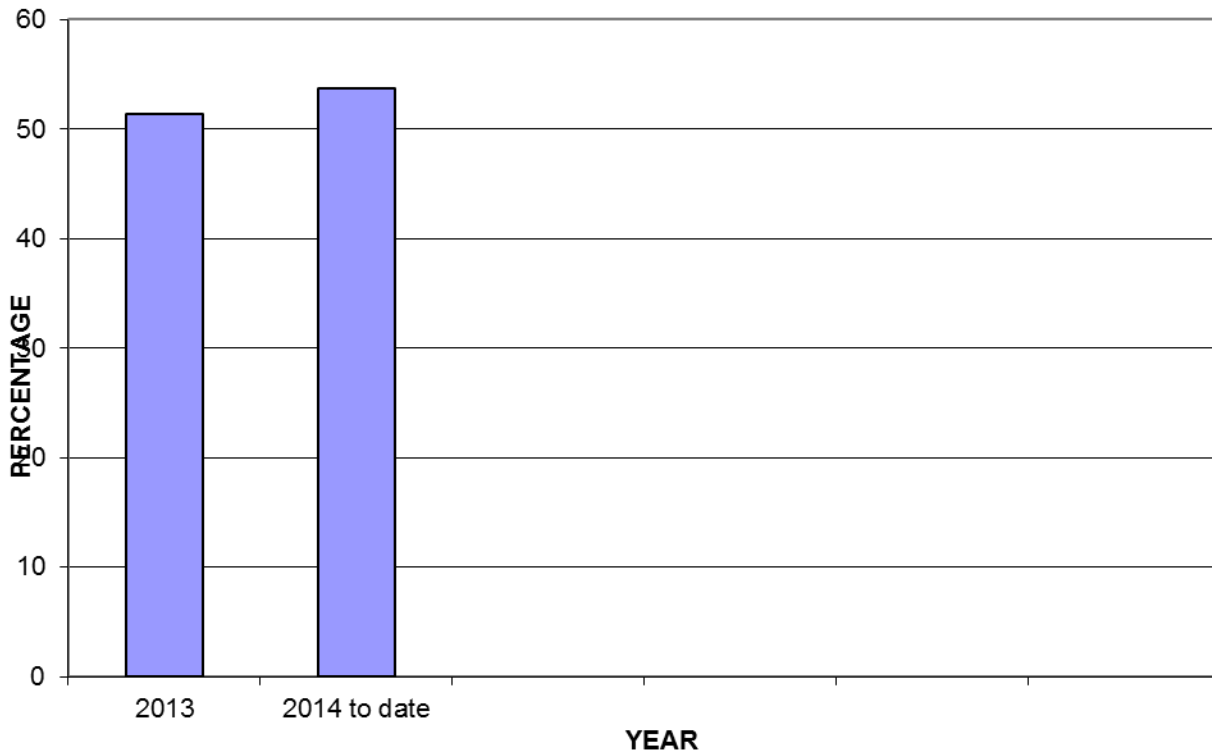
### V. Data Analysis

The 2013 UDS result for immunizations was 51.4%. The UDS result for the period of January 1, 2014 thru December 1, 2014 is at 53.7%.

## VI. Comparison of Current Performance Against Performance Goal

The rate has increased by 2.3%. This meets our goal of at least a 1% increase.

### UDS: KARUK IMMUNIZATION RATE



## VII. Implementation of Corrective Action to Resolve Identified Problem

The following key steps will be initiated with the intended result that immunizations for **all** children who frequent our Karuk Clinics will be up to date by their 3rd birthday.

- Clinic receptionists will make recall appointments.
- Ensure that patients do not leave clinic without a follow-up appointment being made.
- Receptionists will make reminder calls the day before the appointment and also instruct the parent/guardian to bring current immunization card/record to appointment.
- A dynamic spreadsheet will be kept to track children's immunization needs using information gathered from RPMS.
- Reminder letters will be sent out to parents/guardians notifying them of the needed immunizations.
- Outreach workers will be sent out when parent/guardians do not respond.

## VIII. Re-Measurement

Every three months (quarter) a UDS Table 6A Report or equivalent will be run for comparison with the last report. This is to determine whether the corrective actions have achieved the desired performance goal.

## IX. Implementation of Additional Corrective Actions if Performance Goals Are Not Met

If the initial corrective actions did not achieve and/or sustain the desired improved performance, implement additional corrective actions and continue re-measurement until the problem is resolved.

## **X. Communication to Governing Bodies**

Communicate findings of this quality improvement activity on a quarterly basis to the ACQI committee which in turn will report to the Tribal Health Board in the form of meeting minutes and report copies. In addition, these results will be posted on the ACQI bulletin board at each facility for review by clinic staff.

Respectfully Submitted by Vickie Simmons

**FY 2013 ANNUAL REVENUE REPORT**

**BUSINESS OFFICE**

	<b>HAPPY CAMP</b>	<b>YREKA</b>	<b>ORLEANS</b>	<b>KTHP</b>
Revenue Medical	\$ 520,583.67	\$ 825,506.73	\$ 140,982.88	\$ 1,487,073.28
Revenue Dental	\$ 250,455.36	\$ 497,460.12	\$ -	\$ 747,915.48
Revenue Mental Health	\$ 35,334.12	\$ 33,960.66	\$ 7,349.08	\$ 76,643.86
Telemed	\$ 16.46		\$ 33.60	\$ 50.06
<b>Revenue Grand Total</b>	<b>\$ 806,389.61</b>	<b>\$ 1,356,927.51</b>	<b>\$ 148,365.56</b>	<b>\$ 2,311,682.68</b>

	<b>HAPPY CAMP</b>	<b>YREKA</b>	<b>ORLEANS</b>	<b>KTHP</b>
Billing Medical	\$ 765,045.07	\$ 1,124,191.98	\$ 215,022.62	\$ 2,104,259.67
Billing Dental	\$ 638,212.60	\$ 1,228,318.60	\$ -	\$ 1,866,531.20
Billing Mental Health	\$ 73,230.35	\$ 108,792.25	\$ 21,865.66	\$ 203,888.26
<b>Billed Grand Total</b>	<b>\$ 1,476,488.02</b>	<b>\$ 2,461,302.83</b>	<b>\$ 236,888.28</b>	<b>\$ 4,174,679.13</b>

**BUSINESS OFFICE ANNUAL FY 2013 BUDGET**

					<b>AVAILABLE %</b>	
<b>PROGRAM</b>	<b>YEAR END ANNUAL</b>	<b>EXPENSES TO</b>			<b>Could be spent</b>	
<b>YEAR</b>	<b>BUDGET</b>	<b>DATE</b>	<b>BALANCE</b>	<b>% USED</b>	<b>at this date</b>	
<b>FY2013</b>	<b>\$460,955.78</b>	<b>\$449,063.65</b>	<b>\$11,892.13</b>	<b>97.42%</b>	<b>100.00%</b>	

**ANNUAL HEALTH BOARD REPORT 2014**  
**BUSINESS OFFICE**  
**SUZANA HARDENBURGER, CCS-P MANAGER**

**ITEMS ACCOMPLISHED: 2014**

- Sliding fee income tables were updated.
- Billers have been completing majority of the claim denial resolutions.
- Eileen has been mastering the new managed medi-cal annual reconciliation reports.
- It seems as though the “front office staff meetings” have been better attended.
- Fee schedule was updated.

**CHALLENGES FACED:**

- Becomes more and more difficult to encourage patients to pay their “share of cost” for care.
- Public economy becomes more troublesome each year; nothing can be done for this issue.
- Loss and gain of providers makes payer enrollment difficult and frequently tardy.
- Extended loss of one data entry person until her return, minimal staff makes attendance critical.
- Addition of Medi-cal managed care to the Behavioral Health department.
- First time submitting annual reconciliation reports to the Department of Health Care Services.
- Need more training in coding, billing and collections.
- Morale has been low with all the excess work faced due to medi-cal managed care, RPMS changes, patient registration changes, EHR changes, and numerous regulatory challenges and changes.
- In the past this department had 3 billing clerks and two accounts receivable clerks. This has now begun to really effect morale due to the extra workload and low salaries.

**DEPARTMENTAL GOALS: 2015**

- Annual departmental income to increase, in light of CMS and other payers lowering their payment ceiling for 2015. This will be difficult.
- Need to find time to write departmental policies.
- All three clinic sites data entry up to date and billed in a timely manner.
- More coding and regulatory training. We may need to invest in “private sector” training instead of just IHS and CRIHB.
- Encourage receptionist to collect more patient payments at time of visits.
- Aged reports remain out of control due to lack of payment from patients. Encourage clinics to remind patients their share of cost is due at time of visit.

The year was probably the most difficult year I have dealt with since acquiring this position. The loss and influx of health program providers has been very cumbersome. Provider enrollment with the payers was found to be more difficult since I am not at each site and am not able to deal with each provider on a one to one basis. It was found to make enrollment very ineffective and slow. Deadlines were not easy to meet and this has caused delay in payments. I will definitely be changing this process somehow.

I HAVE INCLUDED THE FY 2013 AND FY 2014 BUDGETS FOR YOUR COMPARISON ALSO.



	<b>FY 2014 ANNUAL REVENUE REPORT</b>			<b>BUSINESS OFFICE</b>	
	<b>October 2013-September 2014</b>				
		<b>Happy Camp</b>	<b>Yreka</b>	<b>Orleans</b>	<b>KTHP</b>
	<b>Revenue Medical</b>	\$681,220.89	\$690,168.80	\$33,087.12	\$1,404,476.81
	<b>PHC Capitation</b>	\$64,941.86	\$96,651.94	\$20,381.12	\$181,974.92
	<b>HPSA Quarterly Incentive</b>	\$1,497.84	\$4,843.58	\$290.31	\$6,631.73
	<b>Revenue Dental</b>	\$381,691.66	\$565,993.53	\$0.00	\$947,685.19
	<b>Revenue Mental Health</b>	\$42,110.55	\$46,525.00	\$4,395.25	\$93,030.80
	<b>REVENUE TELEMED</b>		\$698.23	\$0.00	\$698.23
	<b>Revenue Total</b>	<b>\$1,171,462.80</b>	<b>\$1,404,881.08</b>	<b>\$58,153.80</b>	<b>\$2,634,497.68</b>
		<b>Happy Camp</b>	<b>Yreka</b>	<b>Orleans</b>	<b>KTHP</b>
	<b>Billing Medical</b>	\$1,147,240.34	\$ 1,431,347.10	\$207,059.10	\$2,785,646.54
	<b>Billing Dental</b>	\$889,284.40	\$ 1,225,919.49	0	\$2,115,203.89
	<b>Billing Mental Health</b>	\$95,933.71	\$ 95,163.46	\$13,214.87	\$204,312.04
	<b>Billed Grand Total</b>	<b>\$2,132,458.45</b>	<b>\$ 2,752,430.05</b>	<b>\$220,273.97</b>	<b>\$5,105,162.47</b>
	<b>BILLING DEPARTMENT BUDGET 2014</b>				
					AVAILABLE %
PROGRAM	YEAR END ANNUAL	EXPENSES TO			Could be spent
YEAR	BUDGET	DATE	BALANCE	% USED	at this date
<b>FY 2014</b>	<b>\$491,898.13</b>	<b>\$483,833.15</b>	<b>\$8,064.98</b>	<b>98.36%</b>	<b>100.00%</b>