

Monthly Report to Tribal Council

Vision Statement of the Washoe Tribe of Nevada and California

Preserving, reviving, and living the Washoe culture and traditions. Where: Respect for one another and tribal values promote our spiritual, physical, and environmental wellness. Educational opportunities are available for all tribal members and descendants. A solid economic foundation ensures self-sufficiency for tribal success. Responsive government promotes teamwork, professionalism, and accountability. On safe and secure tribal lands.

Director/Department

Teri Gilbert-Eisenga, Director Tribal Health

April 2022

Department Positions

A. Vacant/Open – Many of our clinical positions have compensation 30% less than comparable positions in our service area. This is creating barriers to recruiting and retaining clinical positions for Dental, Behavioral Health, and Medical services

Behavioral Health

Mental Health Therapist (2)
Substance Abuse Counselor
Behavior Intervention Specialist
Psychiatric Nurse Practitioner
Clinical Psychologist PhD
Wellness Advocate

Exercise Specialist
Reception/ Front Desk Wellness center
PRC Agent (2)
Fiscal Intermediary

Clinic Administration

Building Maintenance Specialist

Clinic Medical

Medical/ Telemedicine Assistant
Medical Case Manager
Business Office Utility (Scheduling x1)
Dental Hygienist
Dentist
Family Nurse Practitioner
Licensed Practical /Vocational Nurse (2)

Clinic PRC and Wellness

Benefits Coordinator I

Report Information Related to the Washoe Tribe's Vision Statement

A. Describe Current Projects/ Operations –

Pardon Our Dust – Construction!

1. Diabetes Health and Wellness (Sprung Structure Project)

The new wellness center needs a name. Please encourage tribal members to submit name ideas to WTHComments@washoetribe.us Tentative Grand Opening date is June 1, 2022.

2. Behavioral Health Grant – Our Healing Center is working on a large project to provide much-needed beds for Elder assisted living, youth, and individual tribal members needing behavioral health beds. This is a large project with a 30-year life span.

3. Chiropractic Suite – We have revamped the former conference room in Clinic Main, and are opening Advanced Chiropractic and Acupuncture Care this week April 28th, 2022. Make your appointment with Dr. Ulibarri, the Dr. will see you soon!

4. TeleHealth – We have purchased 2 telehealth carts and have 2 patient rooms ready to go for our new specialty Telehealth Service. We are waiting on the supply chain for cart delivery. The new TeleHealth program will offer specialty medical care through Renown Health so patients will receive excellent care, all from the Main Clinic campus!

3. **Multi-Year Funding Agreement** – the current multi-year funding agreement requires re-negotiation. The last negotiation period was 2016 – 2018. We are working with Tribal HQ toward a new agreement to maximize funding from IHS.

4. **Imaging Suite** – We will be using ARPA funds to build an accredited imaging suite at Clinic Main campus. In-house imaging will provide much-needed X-ray and CT services for our patients. The new X-ray and CT scanning service unit will be a revenue-generating service and will directly serve Tribal members.

5. **Master Strategic Plan** - We are working with the Phoenix Area IHS office on the master plan for our region. In the 4Q 2022, we expect to have 13 to 15-year forecasting to provide data for our strategic plan. The last IHS forecasting for the Washoe Tribe was completed in 2007.

6. **EHR - NextGen or Epic Systems**

NextGen is not performing/ costing the Tribe over \$2 Million for a system that is not fully configured. NextGen is requiring a new system conversion to its new platform and will not support our current version after 4Q 2022. Retaining the system will require additional resources to maintain the new platform.

Epic will chart share with all local hospitals (Renown, Carson Tahoe, Carson Valley Medical Center, and Barton, St. Mary's, Northern Nevada Medical Center) providing continuity of care, reconciliation of billing and coding, streamlined accounts receivable, and require low in-house maintenance.

7. **Governance and AAAHC Accreditation:** We are moving rapidly toward accreditation which will open the door to Tribal FQHC. Tribal Health requires a new governing body with legal responsibility for administrative standards which are required by AAAHC.

C. Describe Program Challenges and Barriers Since Last Report Period –

1. **No-Show Rate** – The patient no-show rate is very high. Many days **over 50%** of patients do not show up for appointments. This is causing long waiting lists and the inability to fill the no-show slots for patients who are on those waiting lists. **Please encourage your community members to show up for appointments, or call us if they need to reschedule.**

D. Describe Contributions to the Washoe Tribe's Vision Statement Since Last Report Period

Washoe Tribal members have a dedicated staff of medical, dental, and vision experts who serve the healthcare needs of the Tribe. Clinic staff is committed to fostering an environment of wellness, disease prevention, and collaborative care.

The Healthcare Center is to provide exceptional care and service to our members and patients. We are striving toward a seamless and advanced care experience with our healthcare similar to the proven methodologies of successful healthcare organizations such as Dignity Health, Scripps Health, and Renown Health. Thank you for your support. We are teaching servant leadership, treating all with kindness, respect, dignity, and collaboration at all times.