

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 May 2022

Department Positions

A. Vacant/Open – Many of our clinical positions have compensation ranges considerably 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

Clinic Administration

Building Maintenance Specialist

Clinic PRC and Wellness

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

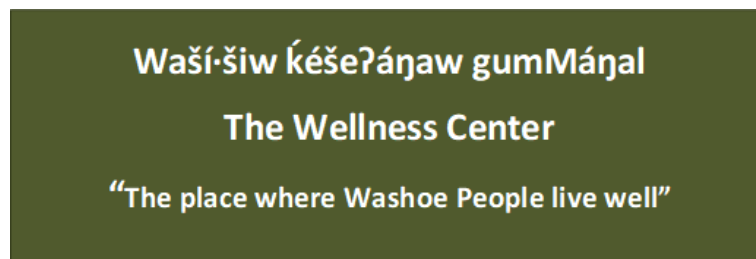
Clinic Medical

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

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 has a name!



We will announce the grand opening soon!!!

2. **Behavioral Health** – Our Healing Center is working on a grant project to provide a new BH building and much-needed beds for Elder assisted living, This is a large project with a 30-year life span. We are increasing our staffing with providers, wellness advocates, and support staff to meet the need of Tribal members.
3. **Chiropractic Is Open!** – **Advanced Chiropractic and Acupuncture Care** is open at the clinic main campus. Make your appointment with Dr. Ulibarri, the Dr. will see you soon!
4. **TeleHealth Service** – Our new TeleHealth program is opening soon! Tribal Health will offer specialty medical care through Renown Health so patients who seek specialty care can do so, all from the Main Clinic campus!

3. **Communication** – Tribal members have a new communication tool to share thoughts and ideas with Tribal health. Please share your ideas at WTHComments@washoetribe.us
4. **Imaging Suite** – Under development is a new imaging suite in the East Wing of the clinic main campus. In-house imaging will provide much-needed X-ray, CT, and ultrasound services for our Tribal members, patients, and families.
5. **Walk-In Clinic** – Walk-In Services is opening this summer! No appointments needed. Our new Walk-In Clinic will be staffed by both physicians and nurse practitioners.
6. **EHR** - Our electronic health record requires an upgrade. We will either update the current NextGen system or move to Epic Systems.

NextGen is not performing/ costing the Tribe over \$2 Million for a system that is not fully functional. NextGen is requiring a new system conversion to its new platform. It does not share patient charts with local hospitals. It will require significant additional resources to build and maintain.

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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 Health Board 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.**
2. **Supply chain** – Projects are moving much slower toward completion due to supply chain issues.

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

Washoe Tribal Health is committed to fostering an environment of wellness, disease prevention, and collaborative care, providing exceptional care and service to our members and patients. We are striving toward a seamless and advanced care experience with our healthcare services. We teach servant leadership, kindness, respect, dignity, and collaboration at all times.