

Tohono O'odham Nation
San Xavier Health Center
Care Delivery Transformation
7/28/16



O'ODHAM HA-WE:HEJED
"For the People"

Ron Speakman, RN



Santa Rosa Health Center – 1618



Sells Hospital - 6290

**Tohono O’odham Nation
Health Care
Total User Pop 23,464**

San Simon Health Center – 2316

San Xavier Health Center - 10754





Santa Rosa Health Center - 1618



Sells Hospital - 6290



San Simon Health Center - 2316

The Sells Service Unit
Total Primary Pts - 23,464



San Xavier Health Center - 10754



TOHONO O'ODHAM NATION
 PLANNING DEPARTMENT
 TRANSPORTATION PLANNING PROGRAM



Sells Hospital



San Xavier Health Center

Santa Rosa Health Center

**The Sells Service Unit
Total User Pop 23,464**

San Simon Health Center

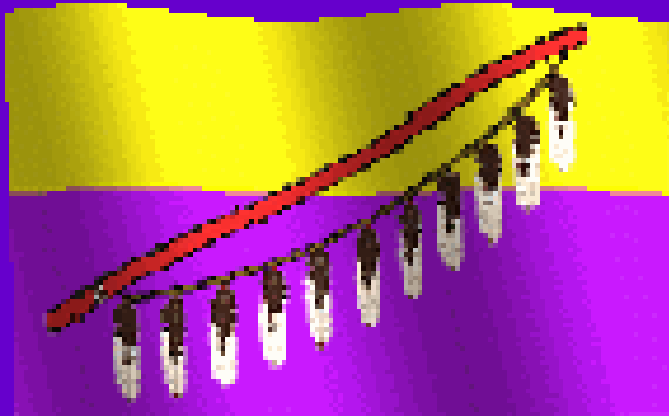


SELLS SERVICE HEALTH SERVICE

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<p>SAN XAVIER MORNING CLINICS</p>	<p>WOMEN'S CLINIC PRENATAL FOLLOW-UP CONTINUITY PODIATRY</p>	<p>BABY CLINIC (3 PROVIDERS) COLLEGE CONTINUITY</p>	<p>CONT. CLINIC (3 PROVIDERS) PODIATRY CL</p>	<p>PRENATAL CL (4 PROVIDERS) NURSING-</p>	<p>CLOSED</p>
<p>SAN XAVIER AFTERNOON CLINICS</p>	<p>WALK-IN CL (3 PROVIDERS) WOMEN'S CONTINUITY PODIATRY CL</p>	<p>WALK-IN CL (3 PROVIDERS) PEDIATRIC CL</p>	<p>WALK-IN CL (3 PROVIDERS) PODIATRY CL</p>	<p>WALK-IN CL (3 PROVIDERS) WOMEN'S CL</p>	<p>WALK-IN CL (3 PROVIDERS) CONTINUITY CL CONTINUITY CL</p>



The Tohono O'odham Nation Also Provides Health Care To Their People....Our People



- Adult Protection Services
- Child Welfare
- Senior Services
- Health Promotion



- Health Transportation
- Behavioral Health
- Family Assistance
- Community Health
- Special Needs





Implementation Of Family Practice Model At SXHC

August 13th, 2009, together with the TAO and SSU (CEO) Directors, the decision was made to spread the family practice model with all day appointments from the Apedag Ju:ki Ki clinic to the main SXHC in January 2010.

On September 30th, the implementation plan was sent out to the TAO and SXHC staff. On October 9th, the “What if” and an IPC presentation was made to the SXHC staff.

An IPC Implementation Plan was developed and emailed to all SXHC staff on September 30, 2009.

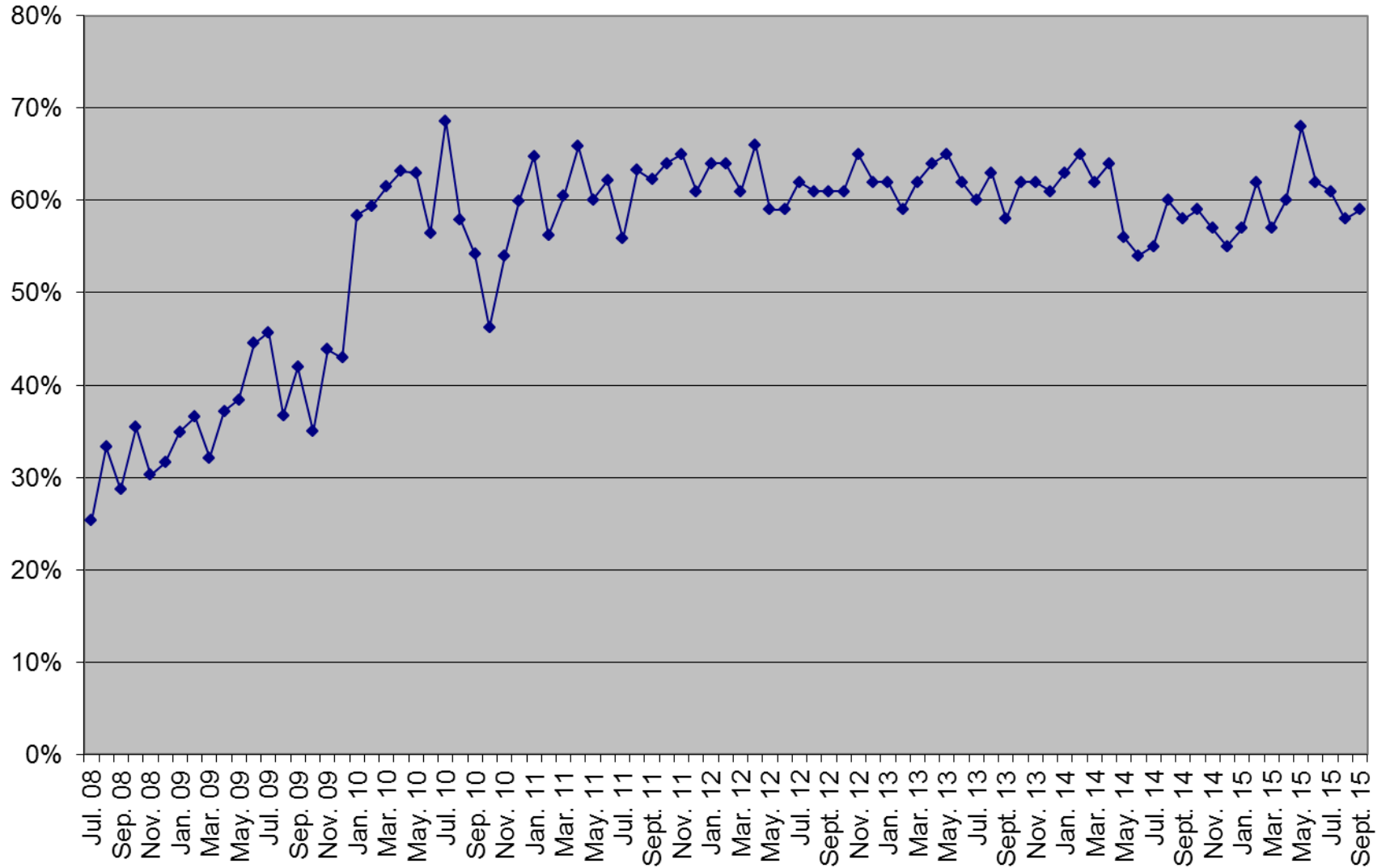
- 1. Empanelment of all SXHC Patients.**
- 2. Complete Formation of Care Teams.**
- 3. Scheduling Guidelines/Planning for Same Day Appointments.**
- 4. Maximize Space Utilization (POD set-up).**
- 5. Notification To Patients/Community**

SXHC - Empanelment Action Plan

	Describe the sequence of tasks, test cycles, and implementation cycles that you are planning.	T=Test I=Implement A=Activity	Person(s) Responsible	Date
1	Empanelment training / in-service for patient registration and appointment clerks; utilizing PCP poster and family empanelment tool	T	Ron & Adam	9-15-09
2	Begin empanelment of all patients presenting at SXHC ; utilizing PCP poster and family empanelment tool	I	Patient Registration	9-15-09
3	Begin empanelment for all patients calling for appointments	I	Appointment Clerk	9-15-09
4	Blanket empanelment for all remaining unassigned patients	T	Nursing Staff	12-1-09 Completed 12-11-09

Empanelment = Improved Continuity of Care

SXHC Continuity of Care



2. Formation Of Care Teams

Location	<u>Purple Team</u>		<u>Gold Team</u>	
	Middle Station		North Station	
	Purple Pod #1	Purple Pod #2	Gold Pod #1	Gold Pod #2
MD	Speakman	Pickrell	Neufeld	Barry
		Yablonski	Hausser	Weintraub
	Kittredge (Chronic Care)		Smith (Internal Medicine)	
	Adler (Pediatrics)			
RN	Diana	Alma	Kris	Desirrae
LPN/MA	Vanessa	Marilyn	New Position	Carol
Clerk	HIMS	Pat Registration	Pat Registration	New Position

Location	<u>Specialty Team</u>		<u>Urgent Care Team / Overflow</u>	
	Rain House		South Station	
MD	Bertinelli	(Women's)	Waldenburg	
	DeVelasco	(Podiatry)	Argudo	
	Levin/Trouard	(Peds Dev)		
LPN/MA	Sandra		New Position	
Clerk	Appointment Clerk		Pat Registration	

Site visit to Clinica Campesina in September, 2007 identified deficiencies in staffing using the Care Team Model. Planning for staffing redesign took 2 years.

San Xavier Health Center 2016

	CS-Purple	PY-Purple	Pediatrics	ML-Lamm	HN-Gold	HW-Gold
MD	Speakman	Pickrell	Adler	Lamm	Hausser	Weintraub
		Yablonski			Neufeld	Hooper
RN	Katrina	Magda	Crystal	Lela	Kris	Desirrae
MA/LPN	Vanessa	Marilyn	April	Melissa	Tanya	Karol
Clerk	Davina	Yolanda	Darla	Myron	Ashley	Yvonne
Pharmacist	1 FTE by rotation		1 FTE by rotation		1 FTE by rotation	
PBC	Wendy		Twila		Kris	
HIMS	Angie	Irma			Corrina	Rei
CHS	Georgette	Gloria	Melody		Rosalia	Daniel
NCM	Mary Kennedy					
SWS	Patrick Hazlett					
PHN	Jennifer Harrison-Hauer					
Health Ed.	Dorothea Stevens					
Nutrition	Kathi Murray					
	<u>Specialty Team</u>				<u>SameDay Team</u>	
MD	DeVelasco, et al.				Waldenburg	Heredia
LPN/MA	Veronica				Rosemary	Lynette
Clerk	Mary				Lillian	

Family Practice addition.

***Implemented September 2015.**

Care Team Staffing

- Required the cooperative efforts of six departments.
- Resulted in the reassignment of 5 employees.
- Resulted in 2 new PDs with 1 more pending.

3. Scheduling Guidelines/Planning for Same Day Appointments

➤ Steps Completed

- Implementation of consistent family practice schedule
- Creation and implementation of scheduling guidelines
- Abolishment of Walk-in, Prenatal, and Well-Child clinics
- Entry of schedule into RPMS
- Incoming lines for clerical staff and care managers
- Development of phone triage process
- Community Notification

4. Maximize Space Utilization

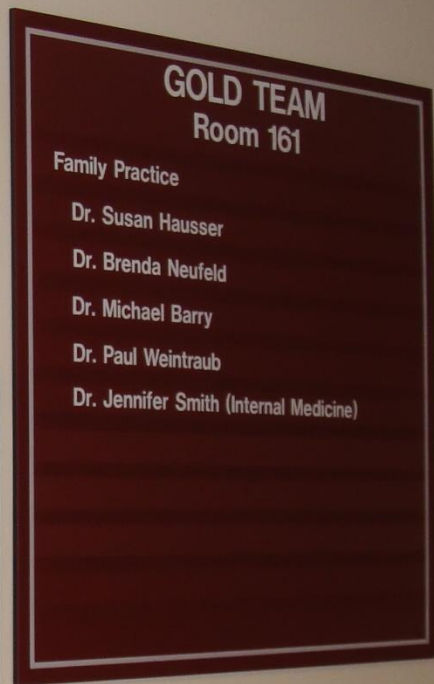


SX1 - FIRST FLOOR

- * Utilize the 1st Floor for provider/patient care (move support staff)
- * Creating Family Practice Office Space for Care Teams.



2010/01/08



**GOLD TEAM
Room 161**

Family Practice

Dr. Susan Hausser

Dr. Brenda Neufeld

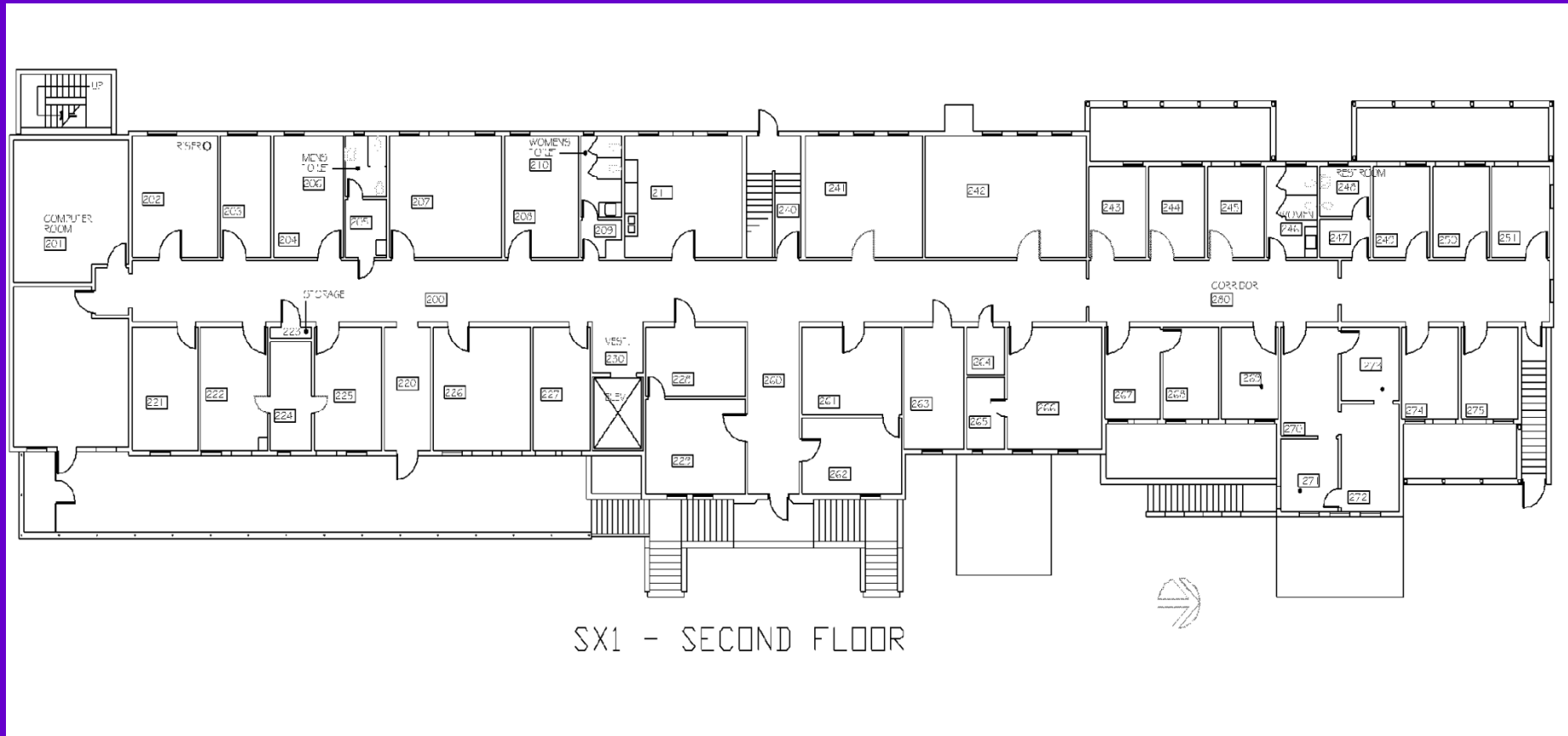
Dr. Michael Barry

Dr. Paul Weintraub

Dr. Jennifer Smith (Internal Medicine)

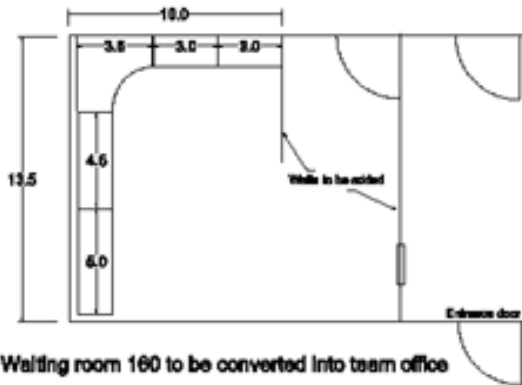


4. Maximize Space Utilization



- * Utilize the 2nd Floor for ancillary functions with minimal patient interaction.
- * Move non-patient care departments/functions out of SX-1 (long-term).
- * Potential relocation of the TON Behavioral Health Program.

4. Maximize Space Utilization



Waiting room 160 to be converted into team office

Work to be done by Facilities, starting 11/6:

- 1 - Move 2 north lights south about one foot
- 2 - Move air intake to one side about 1.5 feet
- 3 - Add East-West wall with registration widow and door
- 4 - Add West 8' privacy wall
- 5 - Paint new walls same color as clinic (unless directed/ given paint by clinic)

NOTES:

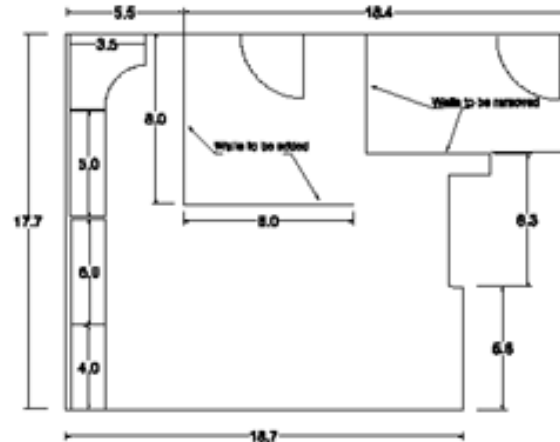
FURNITURE IN NURSE'S ROOM, ROOM 106

- 1 - Two (2) corner desks 3.5'
- 2 - Two (2) 3' desks
- 3 - One (1) 4' desk
- 4 - One (1) 4.5' desk
- 5 - Four (4) 5' desks

WORK TO BE DONE IN ROOM 106

- 1 - Replace wood paneling with dry wall

Work will be done from November 7th to 16th



Referrals - Room 161 to be converted into team office

Work to be done by Facilities, starting 11/20:

- Referrals - Room 161
- 1 - Move entrance lights about one foot south
 - 2 - Reverse door opening direction
 - 3 - Remove North-West corner walls
 - 4 - Add "L" shape privacy wall, 8' x 8'
 - 5 - Paint new walls same color as clinic (unless directed/ given paint by clinic)

Doctor's office - Room 164

- 1 - Replace door with registration window
- 2 - Move combination lock to room 183

Doctor's office - Room 164 to be converted into team office

Doctor's office - Room 164

- 1 - Replace door with registration window
- 2 - Move combination lock to room 183

DRAWN BY: <u>M. Brown</u> DATE: <u>October 27, 2008</u>	CHECKED BY: <u>-</u> DATE: <u>-</u>	DEPT. OF HEALTH & HUMAN SERVICES	PROJECT NO.	SHEET NO. <u>1</u> TOTAL SHEETS <u>1</u>
SAN XAVIER HHS - BELLS SERVICE UNIT TUCSON AREA TUCSON, ARIZONA		PUBLIC HEALTH SERVICE INDIAN HEALTH SERVICE	CONSTRUCTION PLANNED FOR THE ROLL OUT OF IPC IN SAN XAVIER CLINIC BY JANUARY 1ST, 2010	DRAWING NO. <u>-</u>

- Nursing Office converted to waiting room
- Murals Completed

- Future space utilization meetings to occur
- Team entrance artwork pending



New Murals





Space Redesign

- Planning required cooperative efforts of 10 departments spanning SSU, TAO, TON.
- Implementation required cooperation of ALL departments.
- Resulted in the renovation, remodel, or redesign of 17 rooms at SXHC.
- Resulted in the physical relocation of 27 employees.

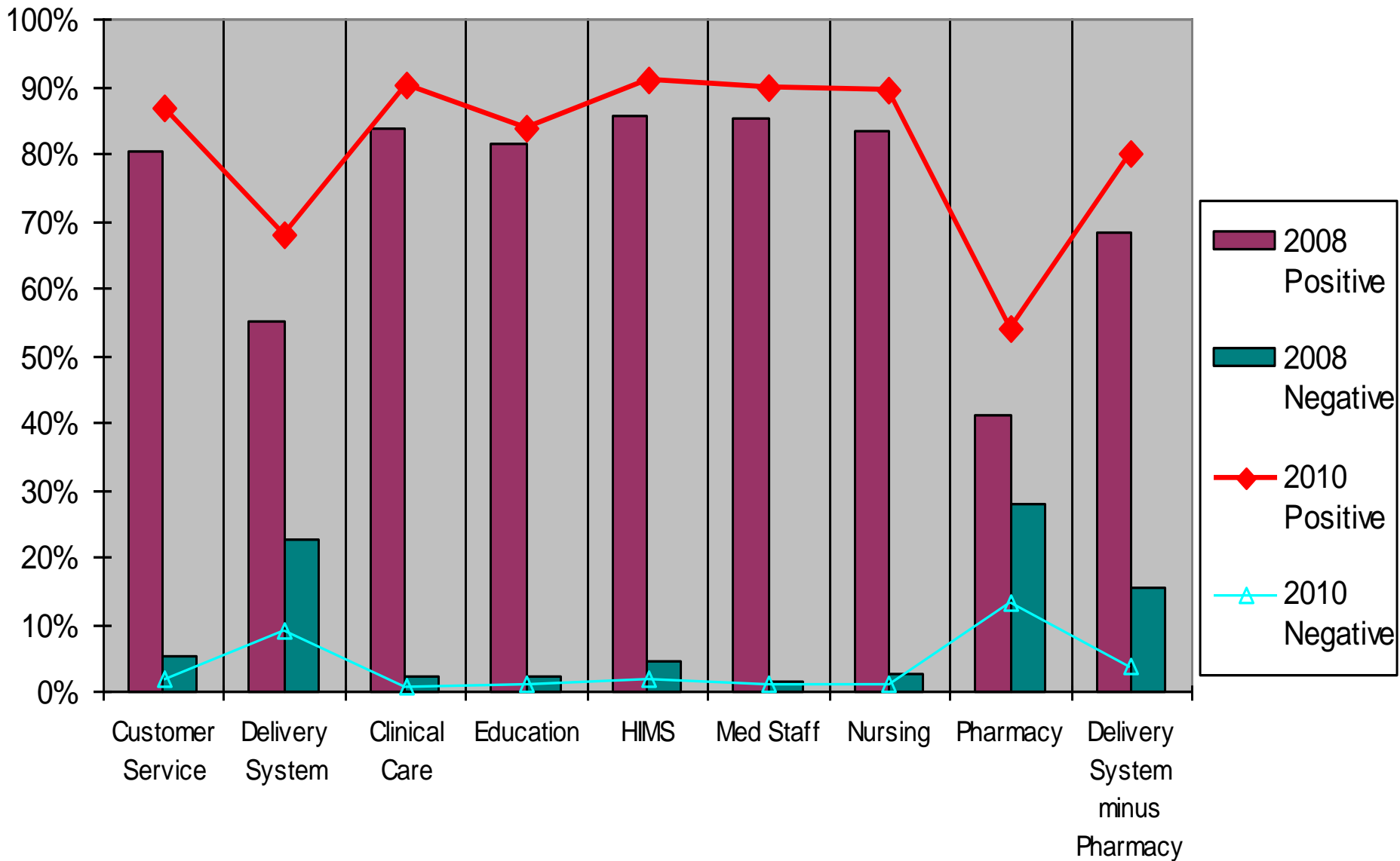
5. Notification To Patients/Community

➤ Completed Steps

- Filming of IPC Video
- Photos taken for team posters
- Announcements posted in SXHC hallway
- Article printed in December edition of Wa:k Newsletter
- Ongoing patient education from staff
- Presentation to TON Health and Human Services Committee
- Presentation to SX District Chairman, Austin Nunez and Vice-Chairman, Jerry Carlyle
- Presentation to San Xavier District Health Committee
- Interview with **The Runner** (covering the Tohono O'odham Nation).

Patient Satisfaction

San Xavier Health Center



Patients who answer a 4 or a 5 to the question #7

Start Date: Aug-2012 -> End Date: May-2014 -> Topic: Show All -> Collaborative: Show All -> Chart Detail: Show Combined -> Geo Group: National -> Org Category: Show All -> Locale: Show All -> Org: Sells Service Unit -> Site: San Xavier Health Center -> Provider: Show All -> Measure Type: Show All -> Measure Domain: Patient Experience -> Chart Type: Measure Value

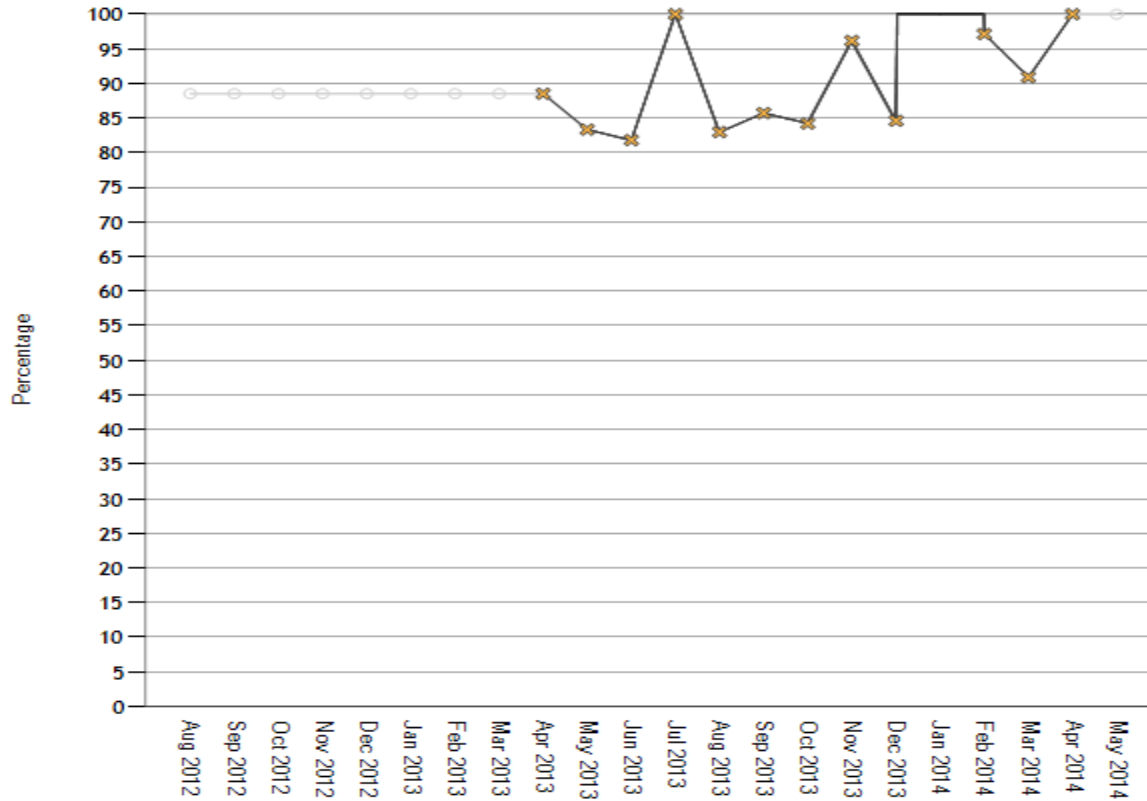


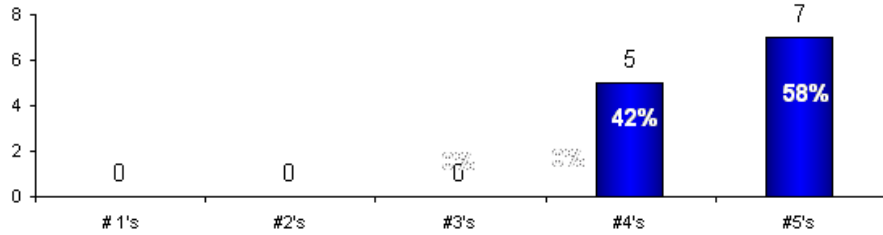
Chart Detail: Show Combined

Patients who answer a 4 or a 5 to the question #7
Patients who answer a 4 or a 5 to the question #7

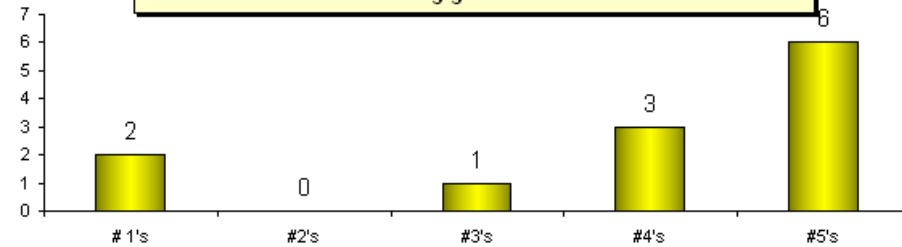
I receive exactly the care I want and need, exactly when and how I want and need it.

San Xavier Health Center OPD Staff Satisfaction 5/2010

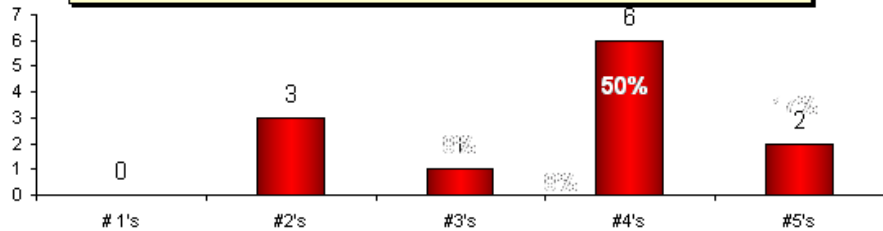
1. I know exactly what is expected of me in my clinical microsystem.



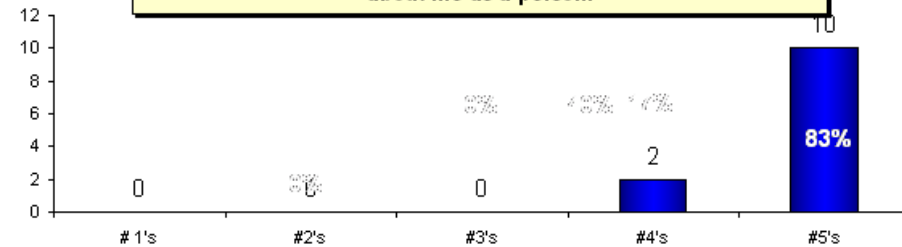
4. In the last seven days, I have received recognition or praise for doing good work.



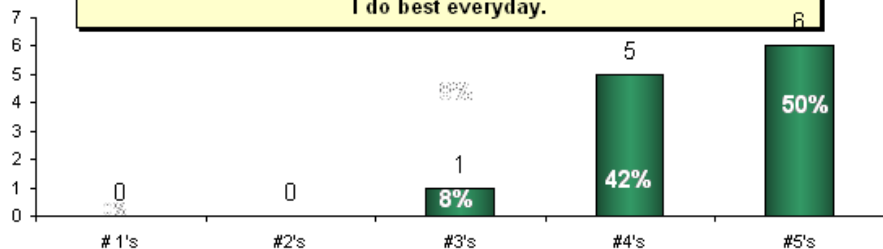
2. I have the materials and equipment I need to accomplish my role in my clinical microsystem.



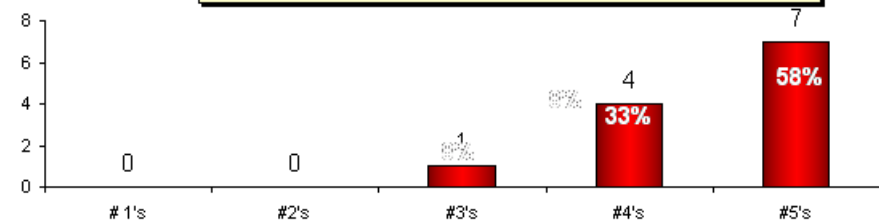
5. My supervisor or someone in my clinical microsystem truly cares about me as a person.



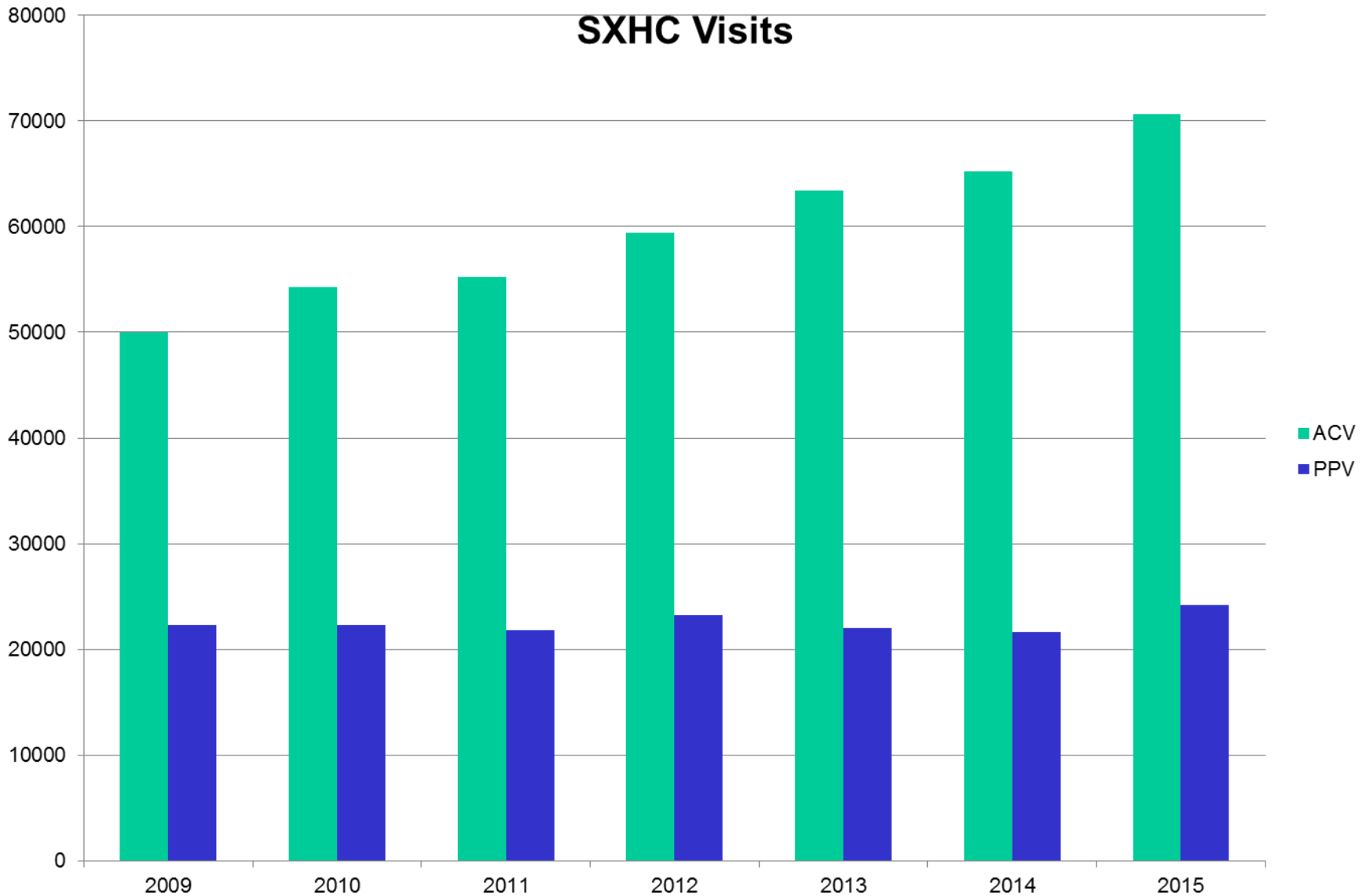
3. In my clinical microsystem, I always have the opportunity to do what I do best everyday.



6. There is someone in my clinical microsystem who always encourages my development.

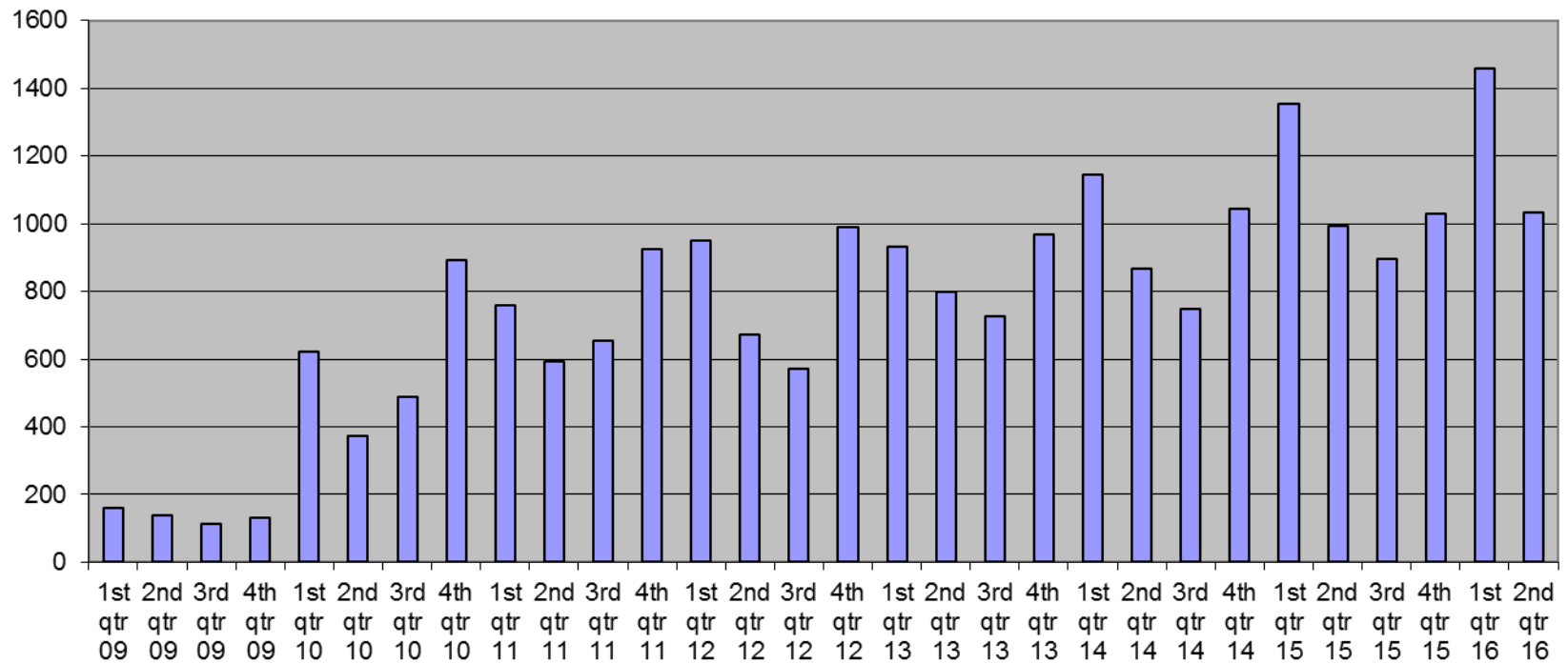


Implementation Effect On Visits



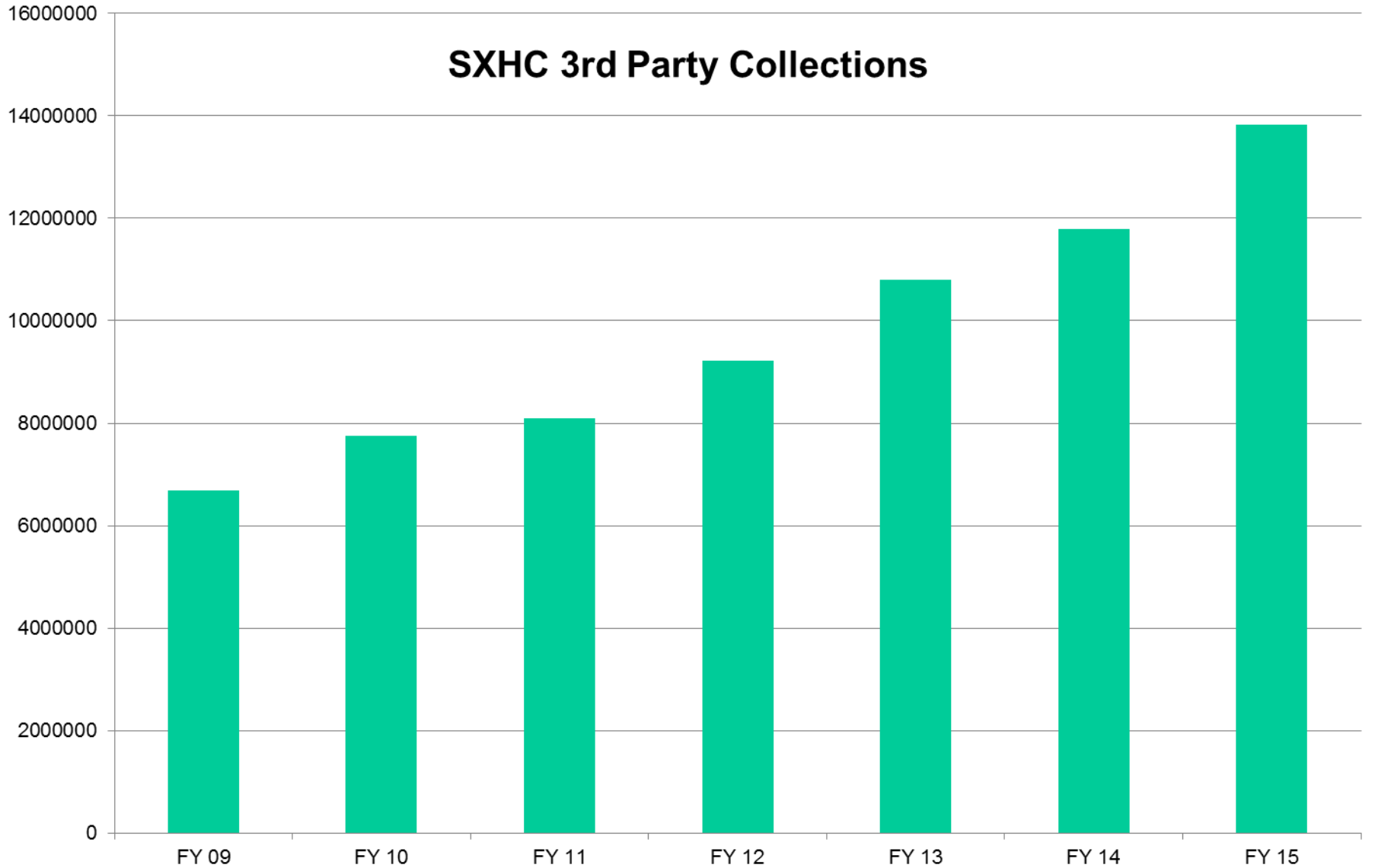
Who's conducting all those visits?

SXHC Nurse Visits



Impact on Revenue

SXHC 3rd Party Collections



What Now (2016)?

➤ As of July 1, 2016, Sells Service Unit is Tohono O'odham Nation Health Care

➤ **Improve Access to Care**

Modular clinic expansion. Will create 7 additional exam rooms and 2 team offices in SX-1. Currently on hold.

➤ **Improve Care Coordination**

*Further development of roles

*2 additional Case Management positions created

*Needed for PCMH certification

*AHCCCS American Indian Medical Home Program

Top 3 Lessons Learned

- Give those with the responsibility the authority.
- Include everyone from the beginning.
COMMUNICATE!!!
- Spread Quickly

A desert landscape at sunset. The sky is filled with dramatic, dark clouds, with a bright orange and yellow glow from the setting sun breaking through near the horizon. Several tall saguaro cacti are silhouetted against the sky. In the foreground, there are various desert shrubs and a fence line. The overall mood is serene and contemplative.

Questions / Comments?

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