

COMPLIANCE AND PERFORMANCE IMPROVEMENT OFFICER

The compliance and performance improvement officer trains staff regarding Medicare and Medicaid regulations and maintaining compliance with standards of the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO). Other activities include tracking consumer concerns and incident reports.

Highlights of FY01 included:

- Attaining JCAHO accreditation for the lab, Quyanna Care Center, and the hospital.

- Completing a Code of Conduct booklet that was approved by the NSHC Board of Directors.

Goals for the next year include determining the scope and type of the next JCAHO survey. Our next focus will be Health Insurance Portability and Accountability Act (HIPAA) training and compliance.

medication needs of Quyanna Care Center residents.

- Modifying the anticoagulation medication program to improve tracking of lab results and dosage adjustments for patients with heart conditions or who have suffered a stroke and require anticoagulation therapy.

- Rearranging the workspace in the pharmacy. The pharmacist filling a prescription now stands closer to patients picking up medication and can offer counseling. The changes also improve overall work flow in the pharmacy.

- Improving the process of billing NSHC departments that obtain medication and supplies from the pharmacy.

PERFORMANCE

■ Clinical Laboratory

Chemistry tests: 5264
 Cardiac tests: 580
 Thyroid tests: 1,105
 Liver function tests: 627
 Prenatal panels: 257
 Urinalysis: 2,113
 Cultures: 5,296
 Chlamydia: 1,643
 Complete blood counts: 2,907
 Lipid panels/HDL, cholesterol, triglycerides: 909

CLINICAL LABORATORY

The laboratory provides diagnostic testing and clinical monitoring of patient body fluids.

During FY01, we:

- Performed 34,771 tests.

- Added a testing procedure that allows doctors to make faster treatment decisions for cardiac patients.

- Drafted new training procedures for staff.

RESPIRATORY CARE

The Respiratory Care department provides treatments to help patients breathe freely and is involved in patient education and follow up.

During FY01, we saw 2,522 patients and performed over 2,000 procedures. We see patients in the hospital, clinic, and villages.

RADIOLOGY DEPARTMENT

The Radiology Department received two new computers in FY01 to access new mammography software that has auditing and tracking capabilities required by the U.S. Food and Drug Administration.

We also upgraded our ultrasound system, adding tissue harmonics, which defines the returning echoes into a sharper image.

PHYSICAL THERAPY DEPARTMENT

The Physical Therapy Department helps clients who suffer muscle, joint, or nerve declines. We also help clients with balance delays, developmental delays, post surgical needs, and respiratory, cardiac, and diabetic declines.

During FY01, we:

- Treated some 3,800 clients in the region.

- Gave more than 9,000 therapeutic care services.

- Saw an average of 16 patients daily and up to 25 some days.

- Scheduled three visits to each of the area's 15 villages during the school year, seeing 32-75 clients per trip. Visited patients in the clinic, school, and their homes.

- Trained health aides.

- Gave restorative aide training to six certified nurse aides from the hospital, Quyanna Care Center, and NSHC's Personal Care Attendant Program. These aides help patients with physical therapy activities.

PERSONAL CARE ATTENDANT PROGRAM

The Personal Care Attendant Program provides in-home assistance to elders and people with disabilities.

Our staff help clients bathe, groom and dress. Staff also offer oral care and other hands-on help with personal care needs.

Our services allow clients to stay at home as safely and independently as possible. Without this service, many of our clients would have to be placed in a nursing home away from village and region.

In FY02 we look forward to adding a family caregiver support component.