

The image features a large, dark silhouette of a Native American dancer in traditional regalia, including a feathered headdress and a long, fringed skirt. The dancer is positioned in the center-left, with their arms raised. The background is a vibrant sunset or sunrise, with a large, bright sun partially obscured by the dancer's silhouette. The sky transitions from a deep orange at the bottom to a lighter yellow and white near the sun. The overall mood is dramatic and culturally rich.

# ANNUAL REPORT 2022

*Klamath Tribal Health & Family Services*  
*"Mo-ben dic hos' Intemblek - To be in good health again"*



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**“naanok ?ans naat sat’waya naat ciiwapk diceew’a”**

*“We help each other; We will live good.”*





## Administration

### DEPARTMENT EMPLOYEES (12):

Health General Manager	Executive Assistant
Administrative Officer	Receptionist
Compliance Administrator	Support Services Clerk
Quality Assurance Specialist	Health Project Manager
Communications/Information Specialist	Grant Writer/Grant Compliance
Ho Mas Gi Program Development/Project Manager	Homeless Services Director

Under the provisions of Public Law 93-638, the Klamath Tribes contract with the Indian Health Service (IHS) to administer individual programs and services the IHS would otherwise provide (referred to as a Title I Self-Determination Contract, or PL 93-638 Contract). The Administration Department has the responsibility of ensuring that the administrative activities within the organization run efficiently by providing structure and strategic direction to employees throughout the organization. Administration ensures efficient performance of all departments to work together to achieve our mission. This department collaborates with all others to carry out its obligations under its PL 93-638 Contract.

The Health General Manager hosts monthly Health Advisory Committee meetings and attends Tribal Council meetings on a monthly basis, and as required.

#### *Key responsibilities for KTHFS Administration include:*

- Carrying out Tribal Health directives by the governing body—the Klamath Tribes Tribal Council
- Ensuring the Vision, Mission, and Values of the organization are carried out
- Ensuring the organization’s quality of care and patient safety
- Setting the organization’s strategic direction and implementing the Strategic Plan
- Ensuring patient access to care
- Ensuring patient satisfaction
- Overseeing grants, contracts, and budgets
- Overseeing revenue cycle, designed to maximize receipt of third party revenue
- Managing the workforce, team-building
- Achieving regulatory compliance
- Overseeing emergency preparedness
- Provide guidance, direction and authorization to carry out matters of program, budget and legal responsibility
- Maintaining community relationships as well as relationships with the Indian Health Service, Northwest Portland Area Indian Health Board, Nine Tribes of Oregon, State of Oregon – Oregon Health Authority, and other local community partners and agencies; and
- Overseeing implementation of KTHFS policy and procedures

In 2022, a combined 25,194 patient visits were made to the wellness center. An additional combined 3,365 patient visits were made to the Klamath Falls and Chiloquin Behavioral Health Clinics in 2022. In 2022, the population served was approximately 85.3% adult and 14.7% of those under 18 years of age.

KTH&FS’ total 2022 staffing runs at an average of 152 employees – including support staff, providers and temporary hires. KTH&FS employ an average of approximately 84 Klamath Tribal members, 13 other tribal members and 55 non-native staff members. The majority of staff members are direct tribal hires. KTH&FS also contracts with the Indian Health Services to employ six (6) United States Public Health Service Commissioned Corps staff members.

Our health system at KTH&FS continues to expand to improve services to our patients, improve the workplace environment for our employees, and continue to plan strategically for the next several years. With expansion comes the need to develop new departments, positions and programs within our entire organization. In 2022, The Klamath Tribes Tribal Council approved to move the PRC Department under the HGM as well as several new positions at KTH&FS. Administration positions include a Ho Mas Gi Program Development/Project Manager, and a Homeless Services Director.



## Administration, cont.

- **The Ho Mas Gi Program Development/Project Manager** is designed to coordinate health, education and related programs that help individuals, families and communities maximize and maintain healthy lifestyles. The Project Manager will work to create a program that will strive to facilitate health behaviors and practices within and among the tribal communities to galvanize a better quality of health, improve life expectancy and a healthier lifestyle in all ages. The Klamath Tribes Culture and Traditions are at the heart of this initiative. “Ho Mas Gi” means Healthy People, Healthier Tribes. It is a saying that is translated into English means “That Way Be” or colloquially, “Be THAT Way,” “Just Do It.”
- **The Homeless Services Director** is responsible for the the Transitional Emergency Shelter for KTH&FS to include program development, start-up projects and day to day operations consistent with KTH&FS mission, goals and objectives. This position is responsible for program development, securing grant and related funding, operations and building infrastructure for the programs. Significant focus will be on public speaking, building community awareness as well as representing KTH&FS Transitional Emergency Shelter within the local and state governments.

We look forward to even more improvements to patient access to care, patient and employee satisfaction, and recruitment and retention throughout 2023.

### KTH&FS LOCATIONS:

**ADMINISTRATION BUILDING:** Located in Klamath Falls, Administration houses the organization’s administrative functions such as: accounting/finance, billing operations, human resources, information systems and technology. In this building, clients may access outreach services such as Medicaid application assistance, health education services such as diabetes prevention education, and assistance for “Purchased/Referred Care” (formerly Contract Health Services).

**WELLNESS CENTER:** Located in Chiloquin, 30 miles north of Klamath Falls. The Wellness Center is where patients go to access primary care (medical), dental, behavioral health, health education and pharmacy services.

**YOUTH & FAMILY GUIDANCE / BEHAVIORAL HEALTH CENTER:** Located in Klamath Falls, - only a few miles north of the Administration Building. Here, clients can access behavioral health services, including substance use disorder treatment/counseling, etc.

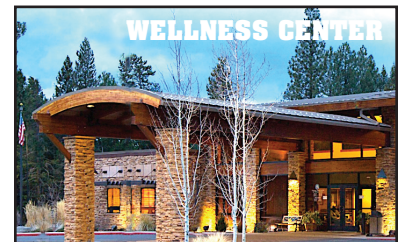
**PUBLIC HEALTH:** Located in Chiloquin, this facility is located one mile from the KTH&FS Wellness Center and owned by The Klamath Tribes and houses the Public Health Department and the Registered Dietician.

**YOUTH & FAMILY GUIDANCE CENTER (CHILOQUIN):** Located in Chiloquin, 30 miles north of Klamath Falls, this facility has a rotating schedule to serve the Tribal Members: including Mental Health Therapist, Substance Use Disorder Counselor, Intensive Case Managers along with the Prevention staff.

**\*6000 NEW WAY:** Located in Klamath Falls, will soon house satellite locations for Medical, Dental, and Pharmacy. This is the new home for Behavioral Health and Youth & Family Guidance. Other specialty services may be added after assessment of referral data. This facility is located near all of the Sky Lakes Medical Center services (hospital, specialty clinics and diagnostic centers) and Oregon Institute of Technology with several health-care degree options. This satellite location began servicing our Behavioral Health patients in March of 2023. Other services are anticipated to be open later in 2023.



3949 South Sixth Street, Klamath Falls, OR 97603



330 S. Chiloquin Blvd., Chiloquin, OR 97624



6000 New Way, Klamath Falls, OR 97601



204 Pioneer St., Chiloquin, OR 97624



6000 New Way, Klamath Falls, OR 97601



## Administration, cont.

### • Grants, Contracts & Compliance

In November of 2022, KTH&FS hired their first Grant Writer/Grant Compliance (GWGC) Coordinator. The goal of this position is to work with departments in administrative analysis, proposal development, pre award, award, and post award services, and oversight to ensure compliance with grants. The GWGC must also meet with agency officials to manage contractual grant requirements and serve as a point of contact.

During the year of 2022, KTH&FS had 29 grants from various grantors, including Oregon Health Authority, Indian Health Services, Northwest Portland Area Indian Health Board, SAMHSA, Oregon Youth Development Council, Criminal Justice Commission, Oregon Community Foundation, and Klamath and Lake Community Action Services. KTH&FS also had four Annual Funding Agreements from Indian Health Services. This includes funding for ARPA, Covid Testing, B.E.M.A.R., and Vaccination Incentive Program. Total 2022 grant dollars awarded: \$17,007,557.00.

### • Communication Information Specialist

The Communications & Information Specialist for Klamath Tribal Health & Family Services is an enrolled member and started at KTH&FS in October 2021, transferring from the Public Information position after 29 years. This position reports directly to the Administrative Officer and serves as the point of contact for KTH&FS public relations, communications, and publication needs. Its responsibilities include organization, production and dissemination of information concerning KTH&FS business, programs, services, and events to Tribal Members, KTH&FS & Tribal Staff, and the public. This position works directly with Administration and all KTH&FS programs to facilitate that process. In addition, this position facilitates day to day media calls and communication requests.

#### *Major Projects and Accomplishments for 2022:*

- 2022 Klamath Tribal Health Patient Handbook
- Fall Newsletter KTH&FS and New Employee Spotlights
- Event Planning/Flyer Facilitation Forms for KTHFS
- Re-design CLEAR & HEART Method sheets for employees
- Emmy Awards Presentation for Tribal Documentary
- New KTH&FS General Manager News Release
- SOP Communications Strategy and Media/Flyer checklist
- Billboard project for Covid-19 Safety messaging with KlaMoYa
- Coordination/Planning for New Tribal Services Directory
- Appointed to KIFF (Klamath Independent Film Board) 2022 and assisted with Film Festival for Tribal film showings
- New Way Health Center Grand Opening Media
- Opioid Street Outreach Media and News Release
- 36th Annual Restoration Celebration Admin Booth Coordination
- 2022 Wellness Center All-staff Photoshoot

### • Health Project Manager

The KTH&FS Health Project Manager is an enrolled member of the Klamath Tribes was hired on August 1st, 2022. The Health Project Manager reports directly to the Health Administrative Officer and is responsible for facilitating the development and implementation of Klamath Tribal Health & Family Services approved projects and programs. Regarding Planning, developing, implementing, and monitoring projects within various KTHFS Departments.

Projects managed by the Health Project Manager from 8/01/22 -12/31/22

- 5-year Strategic Plan
- Electronic Medical Records Assessment Project
- Acquired executive housing for traveling locums and visitors
- Personal Emergency Response Systems
- 6000 New Way Project





# Compliance & Quality Assurance

## DEPARTMENT EMPLOYEES (2):

Compliance Administrator

Quality Assurance Specialist

### Quality Management & Improvement Program

The purpose of the Quality Management and Improvement Program is to ensure ongoing excellence in the quality and safety of the care and services delivered by Klamath Tribal Health & Family Services (KTH&FS). The goal for the quality program is to establish and improve processes for providing care that is safe, effective, patient oriented, timely, efficient, and equitable. Quality involves the entire organization, including AAAHC, patient satisfaction, quality improvement projects.



### Accreditation Association for Ambulatory Health Care

KTH&FS achieved accreditation by AAAHC on October 1st, 2020. Accreditation distinguishes this tribally operated health center from many other outpatient facilities through its adherence to rigorous standards of care and safety. Status as an accredited organization means KTH&FS has met nationally recognized standards for the provision of high quality health care set by AAAHC. More than 6,100 ambulatory health care organizations across the United States are currently accredited by AAAHC. In 2022, KTH&FS worked to maintain its accreditation and prepare for re-accreditation in the fall of 2023.

### Patient Satisfaction

Patient satisfaction surveys offer feedback on how KTH&FS is (or is not) meeting patient needs, identify areas where KTH&FS should adjust its services, and identify opportunities for improvement.

We are excited to announce that we completed our first Electronic Patient Satisfaction Surveys in September and October 2022. We had great participation with **915 surveys** being submitted by either text message, email and by paper copies if requested.

### OUR REASONS TO CELEBRATE

Our patients overall feel that our staff is professional and culturally sensitive, that our providers spend enough time with them and answer their questions. They are happy with the quality of care they receive. All categories were over 90%.

### Opportunities for Improvement

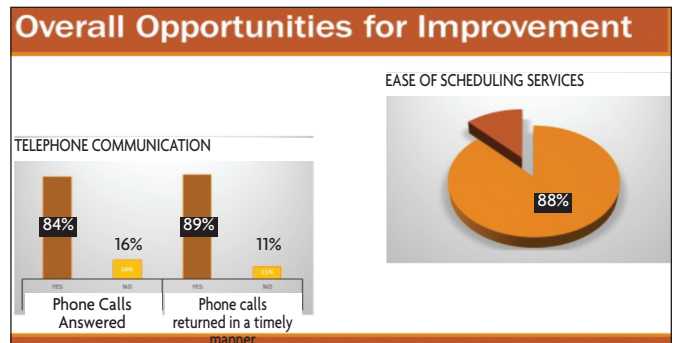
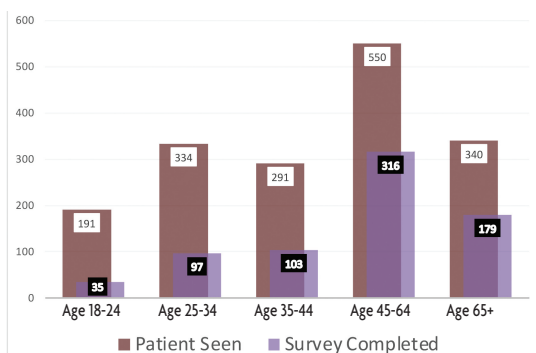
Our patients feel that we need to improve our internal and external communication. We also have the opportunity to improve our customer service skills by making our wellness center more welcoming.

Your voice matters.

Thank you to all the patients that participated in 2022! Our plan is to conduct another round of Patient Satisfaction Surveys in the 4th quarter of 2023, we look forward to your participation.

### Quality Improvement Studies

Quality Improvement is a systemic, data-guided activity designed to bring about immediate improvements in healthcare delivery. In 2022, KTH&FS completed three Quality Improvement Studies.





# Compliance & Quality Assurance, cont.

**Dental** – Pediatrics study on Fluoride Topical Treatments: The goal of this study was to assess the percentage of patients aged 1-5 years old who receive topical fluoride treatment at KTH&FS. Our study shows that KTH&FS Dental Department has 60% of patients ages 1-5, who were seen at our clinic having received topical fluoride treatment(s). This is great news as it is double the national average of 30%. Kudos to the dental department staff in ensuring early cavity prevention in our toughest patients!

**Medical** – Integrating Spirometry into KTH&FS. Prior to beginning this project it was unknown the number of patients at KTH&FS Medical Clinic diagnosed with respiratory illnesses (asthma and chronic obstructive pulmonary disease), with a spirometry test.

The purpose of this quality improvement project is to educate staff on the EasyOne Air spirometer and to develop a system-level process that allows medical staff at KTH&FS to integrate spirometry into practice.

- 100% of our staff has been educated on the EasyOne Air spirometer.
- 80% of our staff received an 80% on post education testing.
- 100% of our goals were met for this Quality Improvement Project.

We will be conducting a follow up in June 2023 to assure that we are continuing to meet these new standards. Kudos to the clinical staff in the medical clinic at ensuring we are trained and ready to perform necessary clinical testing in house!

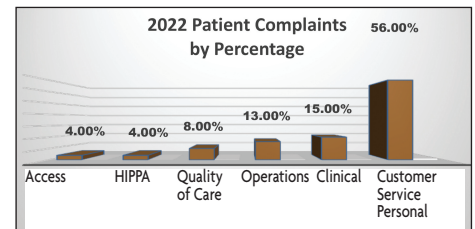
**Referrals** – Medical Clinic Referrals. Our goal was to create a patient referral standard operating procedure, which clearly defines roles, points of communication, timelines, and how to complete/follow up on patient referrals. Referrals ensure our patients receive any necessary exams, specialties, or treatments that we are unable to provide in house.

This new process was implemented in 2020 and has been a successful project. In 2023 we will complete follow-up to monitor the process and seek any additional opportunities for improvement. Kudos to the KTH&FS medical clinic team on your hard work!

### Response to Patient Complaints

In 2022, we managed 61 patient complaints, in comparison to 37 in 2021. This number is significantly different as we increased patient encounters in 2022 when the COVID-19 Pandemic was coming to an end, therefore providing additional opportunities for patients to provide us with feedback.

All patient complaints are tracked for response by a department supervisor, to trend patient concerns and find areas for improvement in our services. In 2023, KTH&FS will focus on our Customer Service standards as well as other opportunities for improvement. We thank all of our patients for the feedback and appreciate that they followed our established process for patient concerns. Our patients are valued and their feedback will help us improve care.



### Healthcare Compliance

KTH&FS maintains a compliance program that helps keep the organization compliant with applicable laws and regulations. The Compliance Administrator teams up with department managers to achieve compliance with Medicare and Medicaid regulations, the False Claims Act; Fraud, Waste, and Abuse Laws; HIPAA (Health Insurance Portability and Accountability Act) Omnibus Rule, and applicable regulations. KTH&FS designates other program directors and department managers to achieve compliance with additional regulations such as OSHA (Occupational Safety & Health Act), Fair Labor Standards Act, the Family Medical Leave Act, ISDEAA (Public Law 93-638), Federal Tort Claims Act and other applicable regulations. For questions related to healthcare compliance, risk management, ambulatory care accreditation standards, and quality improvement, please contact LCDR Nikowa Mendez.

### Risk Management

KTH&FS has built a solid risk management program. The program is designed to protect the life and welfare of its patients, employees and resources of The Klamath Tribes. Both clinical and administrative activities are used to identify, evaluate, prevent, and control the risk of injury to patients, staff, visitors, unpaid workers, and other and to reduce the risk of loss to the organization itself. The risk manager managed 78 reported incidents in 2022. KTH&FS staff are encouraged to report any and all unusual occurrences in the work place.

### Health Care Worker Training

In 2022 KTH&FS launched HealthStream, an on-line learning platform for staff. We have moved several pieces of our New Hire Orientation to the platform, as well as our annually required trainings. As of today 96% of our employees have complete their annual safety training through HealthStream. We are adding new content monthly, and are making it easier for our employees to receive up to date training without having to go outside the organization to get it.



# Dental

## DEPARTMENT EMPLOYEES (13):

- Dental Director
- Front Office-Supervisor
- Hygienist
- Dental Assistant-Supervisor
- Dental Assistants-In Training (2)
- Dentists (2)
- Hygiene-Supervisor
- Perio Assistant
- Dental Assistants (3)

The Dental Department has 13 occupied positions of which 7 are enrolled Klamath Tribal members. Employees together have 220 years of experience, averaging to be about 17 years per staff member. In 2022 there were 6 providers and it is anticipated there will be 8 providers in 2023 and 9 providers in 2024.

Dental offers full service General Dentistry with a heavy emphasis on innovative prevention. It also offers specialty service in Pediatrics, Oral Surgery, Orthodontics, and Endodontics.

In 2022, the department received only 4 patient complaints and all were quickly resolved. Dental received a high favorability rating and participation in the Patient Satisfaction Survey. Dental spent all of 2022 with Northwest Portland Area Indian Health in the We Smile initiative and participated heavily in Outreach Activities as witnessed by Tribal members.

- Patients seen in 2020 .....1,599
- Patients seen in 2021 .....2,246
- Patients seen in 2022 .....3,293

2022 was the highest number of patients seen on record for Dental.



Photo Credits: Leah  
 Debba Bishop, Dental Hygienist / Chayenna Kirk, Office Clerk / Shawn Jackson, Front Office Supervisor  
 Eleanor Jackson, Perio Maintenance Dental Assistant / Presley Frost, Dental Assistant Trainee  
 Jean Slusher, Dental Assistant / Shayla Westwick, Dental Assistant / Kaylee Robinson, Dental Hygienist  
 Dr. Tom Barrett, Dentist / Fawn Baker, Expanded Functions Dental Assistant / Dr. Gerald Ramos, Dentist  
 Dr. Jeffrey Guillies - Dentist  
 Unavailable at time of photo: Trema Avila, Back Office Supervisor / Teena Walker, Perio Maintenance Dental Assistant



# Facilities / Security

## DEPARTMENT EMPLOYEES (12):

- Facilities/Security-Director
- Facilities Workers - Chiloquin (8)
- Security Officer: Chiloquin
- Facilities Worker: YFGC-Klamath Falls (2)

The goal of the department is to provide a safe and clean environment for employees and patients.

### Building Locations:

- Klamath Tribal Health & Family Services-3949 S.6th St.-Klamath falls
- Klamath Tribal Health & Wellness Center-330 Chiloquin Blvd.-Chiloquin
- Youth and Family Guidance Center-635 Main St.-Klamath falls
- Youth and Family Guidance/Engagement Center-633 Main St.-Klamath falls
- Public Health Program-204 Pioneer-Chiloquin-Multi-Purpose Building
- Youth and Family Guidance Center -202 Pioneer-Chiloquin
- Klamath Tribal Health & Family Services-6000 New Way-Klamath Falls





## Facilities / Security, cont.

**Department Responsibilities:** The responsibilities of the team includes but are not limited to: security, surveillance, key control, cleaning, landscaping, excavating, irrigation, preventive maintenance, carpentry, plumbing, painting, clinical engineering, design engineering, structural engineering, HVAC-repair and maintenance, electrical, mechanical, roofing, office moving, supply delivery, snow removal and preventive safety maintenance.

**Major Projects:**

- Wellness Center parking light project-converting all light to LED
- Pioneer street Modular remodel-Completed
- 6000 New Way remodel project, Phase 1 in drywall
- All KTH&FS parking lots re-striped
- Cut the fire line back at the Wellness Center back 40' more due to wildfires in surrounding areas
- 202/204 Pioneer Street buildings reassigned due to staff expansion, cubicles assembled
- Completed AAAHC accreditation survey
- Wellness Center high hanging pendulum lights rebuilt and converted
- 3949 South 6th Street flooring replacement in various locations
- Remodeling several areas at 3949 South 6th Street, due to added staff



*Jerry Mellentine, Facilities & Security Director received Portland Area Indian Health Service (IHS) Director's Recognition of Excellence Award*



## Finance

**DEPARTMENT EMPLOYEES (19):**

- |                                    |                                    |
|------------------------------------|------------------------------------|
| Health Finance Officer             | Billing Specialist (2/1-Part Time) |
| Business Office Manager            | Payroll Specialist                 |
| Controller                         | Purchasing Specialist              |
| Senior Accountant/Manager (vacant) | Purchasing Assistant               |
| Procurement Manager                | Accounts Receivable Specialist     |
| Travel Clerk                       | Accounts Payable Specialist        |
| Pharmacy Billing Supervisor        | Pharmacy Billing Specialist        |
| Finance Clerk                      | Grants Finance Specialist          |
| Junior Accountant                  |                                    |

**Contract Management**

The Finance department is responsible for the requirements set forth under auditing, accounting, and reporting standards for activities related to Federal, State, and local grant contracts. Subject to these requirements, Klamath Tribal Health & Family Services (KTH&FS) has numerous funding agreements, as well as Tribally-generated sources of third-party funds that are used to supplement our 638 contract with the Indian Health Service (IHS)

**Audit of KTH&FS' 2021 Financial Statements**

To ensure that all the funds are properly accounted for, a full and complete audit is performed by an outside independent auditing firm. Clifton Larson Allen (CLA) was selected as the primary auditor for the Klamath Tribes (Tribe), including KTH&FS for the 2021 audit year. KTH&FS's 2021 field audit was performed November, 2022. For the 2021 audit year, we expect the audit results by May 2023. The audit started and ran late due to a backlog of work and staff shortages from the turnover in the HFO and Senior Accountant positions.

**2022 Indirect Cost Rate**

KTH&FS' 2022 Indirect Cost Rate proposal was submitted last year to the United States Department of the Interior, Internal Business Center. A rate of 38.25 percent was negotiated.



## Finance, cont.

### Significant 2022 Funding Awards

- U.S. Department of Health and Human Services
  - IHS Community Opioid Intervention (COIPP) - \$1,500,000
- State of Oregon, Oregon Health Authority
  - HB4004 Retention Bonuses and Self-Care Reimbursement - \$1,444,203
  - Measure 110 Behavioral Health Resource Network - \$899,213

### 2022 Changes:

1. The HFO resigned in August 2022 and the HGM restructured the finance department with the following reclassifications:
  - a. The Assistant Finance Officer was reclassified to Controller
  - b. The Accounting Manager reclassified to Senior Accountant/Manager (position is vacant)
  - c. Assistant Account Manager was reclassified to Grants Finance Specialist position
  - d. Procurement Manager and Finance Clerk (vacant) positions created
2. We put out an RFP for new accounting software in order to improve the finance department's processes, timeliness of information and approvals to internal and external stakeholders.

### Future Goals

1. Update the Finance Department's policies and procedures
2. Implement a new accounting software
3. Work towards the consistent availability of financial reports

### 2022 Unaudited Revenues

The chart to the right shows Klamath Tribal Health & Family Service's revenue sources categorized by percentage. It shows where we receive funding including how much we generate in additional revenues through third-party insurance billing.

### 2019 - 2022 Annual Expenditure Comparisons

The chart shown at right represents a break-down comparison of the 2019 – 2022 annual operating expenditures. 2021 and 2022 represent unaudited figures.

### • Billing Office / Third Party Billing

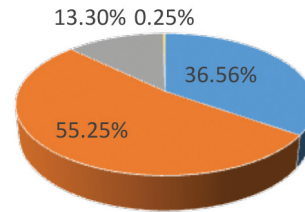
The responsibility of the Business Office is to ensure the highest level of coding, billing, and that the organization is reimbursed from third party payers for services that providers provided to our patients. More than half of all the patients we serve have insurance coverage. When insurance coverage is available, we are able to bill and receive revenue from the payers. Collecting these payments from the insurance payers is vital to our health care programs and the revenue collected can help with the overall growth of the organization.

All Business Office employees, with the exception of the Pharmacy Billing Specialists, are cross-trained and knowledgeable in all aspects of the billing and coding systems. The Billing Specialists are also Certified Professional Coders who are committed to ensuring that services provided to patients have proper chart note documentation and are appropriately coded for in the patient's chart by the providers and/or other certified staff. The Pharmacy Billing Specialists are also Nationally Certified Pharmacy Technician.

Service elements that KTH&FS provides are listed below. The Business Office staff review and bill insurances for:

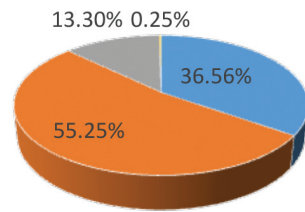
Dental	Dietician	Medical
Mental Health Counseling	Pharmacy	Specialty Services
Substance Abuse Counseling	Transportation Services	

### 2022 Funding Sources



■ 638 Contract ■ Third-party Revenue ■ Grants ■ Other

### 2022 Funding Sources



■ 638 Contract ■ Third-party Revenue ■ Grants ■ Other



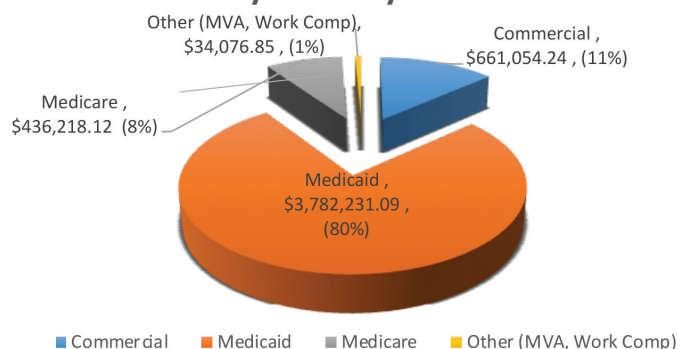
## Finance, cont.

### 2022 Accomplishments/Significant Events:

- **COVID Coding and Billing Payer Guidelines** – Staying apprised of the continual changes with each payer.
- **Annual Medical Provider Coding Review & Training** - In 2022, the Business Office Manager was put in charge of the annual medical provider coding review and training. A coding compliance firm was hired to audit a few selected chart notes throughout the year every quarter. The audit firm provided result feedback and ways providers can improve their documentation.
- **3rd Party Payer Mix** - Our largest insurance payer is Oregon Medicaid (OHP) which currently makes up over 80% of our third party revenue for the year 2022. We were able to switch the Medicaid payment rates from the PPS to the IHS reimbursement rate. It increased about \$100 per patient encounter. We also have patients with Medicare, employer or commercial insurance coverage. Commercial payers is our next largest group of claims payer.

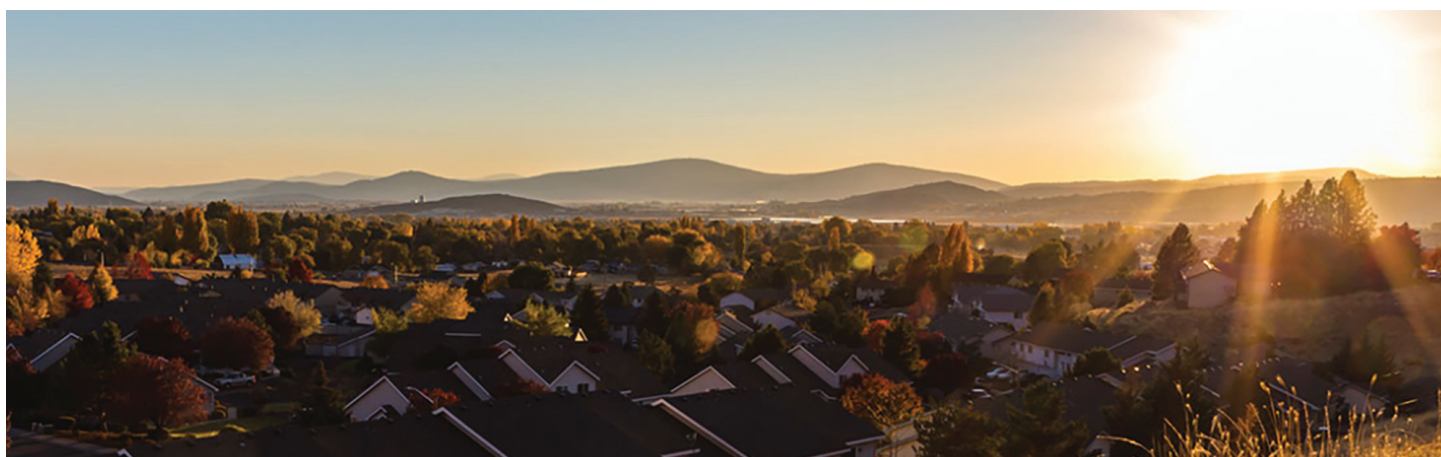
DEPARTMENT	2022 TOTAL DEPT. REVENUE RECEIVED
Medical .....	\$2,712,004.48
Dental .....	\$1,144,148.22
Mental Health .....	\$499,377.74
SUD .....	\$468,383.08
Transportation.....	\$64,545.13
Pharmacy .....	\$17,502,045.75
100% FMAP/	
Misc. 3rd Party Bonus Payments.....	\$25,303.55
<b>TOTAL 3RD PARTY REVENUE .....</b>	<b>\$22,415,808.05</b>

### 2022 Payments by Financial Class



### Future Goals: In 2023, the Business Office will:

- Strive to exceed the previous year's revenue.
- We will be working on team building with the different departments of KTH&FS.
- Provide technical support to each department to set reasonable revenue goals.
- Participate in the annual audit & coding training.
- Technical Assistance will be provided to all providers to ensure that all services are billed and that no services provided go undetected.
- Expand contracts out for 100% FMAP to include more reportable services to expand the FMAP payment coverage.
- Targeted Case Management billing up and operating.
- Incorporating transportation documentation to be electronic.





## Human Resource

### **DEPARTMENT EMPLOYEES (4):**

Human Resource Director

Human Resource Generalists (2)

Lead Human Resource Generalist/Credentialing Coordinator

The KTH&FS Human Resource Department is staffed with three enrolled members of The Klamath Tribes and two are certified as Tribal Human Resource Professionals (THRPs). The Human Resource Department provides indirect services to Klamath Tribal Health & Family Services including but not limited to, recruitment, new hire orientation, credentialing, employee benefit management, background investigations, employment contracts for providers, managing personnel files, COVID related actions that involve pay and benefit usage, personnel actions, staff training, internal investigations, assistance with interpretation and implementation of employment policies and employment law applicable to The Klamath Tribes.

For management of personnel records, the KTH&FS HR Department uses an electronic personnel data base system called KTH&FS Operations Support System (KOSS), which was developed in-house by the KTH&FS Information Systems & Technology Department. KOSS was designed specifically for our unique tribal needs and can be managed and updated internally.

### *Major accomplishments for 2022:*

- Pay scale revision.
- Position Description revisions.
- Electronic Open Enrollment.
- Executed new pharmacy vendor.
- Process of COVID incentives and paid leave processes.
- Contract with Professional Recruiters for medical/mental health professionals.
- Adaptations in KOSS to include Exit Interview and COVID vaccination information.

The KTH&FS HR Department revised the structure of the Department to utilize four staff members specializing in specific areas of day-to-day operations. The HR Director provides leadership, direction and management for the HR Department and HR staff. The HR Director works directly with the Health General Manager and supervisory staff in the areas of organizational compliance with established policies/procedures, established practices and applicable federal laws and regulations as they pertain to KTH&FS. The Lead HR



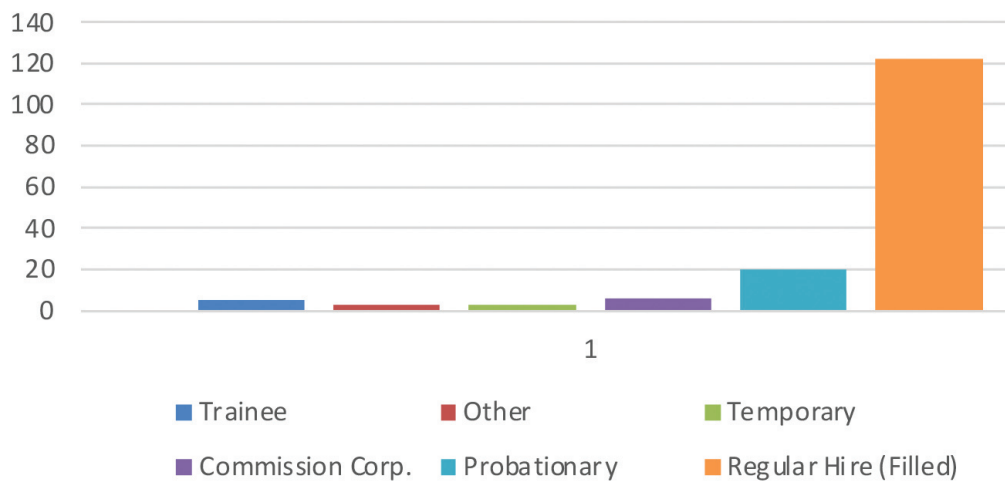


## Human Resource, cont.

Generalist/Credentialing Coordinator is responsible for the credentialing and reappointment of all Professional Licensed Providers. This position works directly with the HR Director to ensure all HR systems are in place and functioning effectively and serves as back up to the HR Director. The two HR Generalists focus on employee benefit management and recruiting. They serve as points of contact in all aspects of the employee medical/dental, life insurance, Cafeteria and Retirement Plans and also coordinate all aspects of the recruitment process, screening/interview process and works with applicants on proper submission of application for employment. The new structure of the HR Department has been beneficial to better serve the needs of supervisors, employees, providers and applicants.

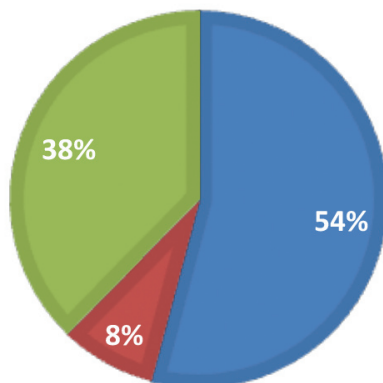
**KTH&FS EMPLOYEE DEMOGRAPHICS AT END OF YEAR:** *Note: Employees who fill multiple positions (Interim or special assignment) can cause discrepancy between totals and itemized employee counts.*

### ACTIVE EMPLOYEE POSITIONS (159)



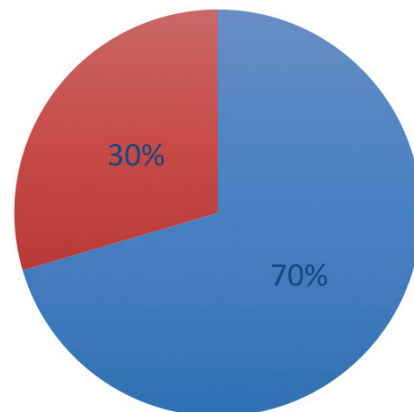
### NATIVE HIRE PERCENTAGE

■ Klamath Tribe ■ Other Tribe ■ Non-Tribal



### EMPLOYEE GENDER

■ Female ■ Male





## Information Systems & Technology

### DEPARTMENT EMPLOYEES (8):

- Information Systems & Technology Director
- IT Technician
- Senior Database Administrator/Developer
- EHR Coordinator
- Systems Administrator
- IT Trainee
- Database Administrator/Developer – Vacant
- EHR Specialist

The Information Systems & Technology (IST) department provides computer and telecommunications services for Klamath Tribal Health & Family Services. The IST department's mission is to support the delivery of safe and quality healthcare services through customer service, innovation, and technology. We strive to provide good customer service for our healthcare providers and staff in meeting their computer and telecommunication needs. We strive to be innovative by developing our own in-house solutions to meet the needs of the organization. We strive to stay apprised of the latest in technology and to implement those technologies where it makes sense for Klamath Tribal Health.

### *Health Information Technology*

Health Information Technology (Health IT) makes it possible for our health care providers to better manage our patients' care through secure use and sharing of health information. Health IT includes the use of Electronic Health Record (EHR) systems instead of paper records to maintain our patients' health information. Health IT helps to improve patient care, overall quality, safety, and to make healthcare more efficient for both patients and providers. The IST department does this by managing the growth of comprehensive databases of patient information and developing in-house solutions to enhance the capabilities of our Information Systems. The IST department facilitates the use and exchange of patient information with insurers, Government entities, and between patient and provider in a manner that is secure and complies with Federal privacy and security laws. The IST department also works closely with the EHR Team, which is made up of key tribal health providers and professionals, to oversee the planning, customization, support, and training on our EHR systems.

### *In-house Development*

The IST department continues to develop our own in-house software to enhance our Information Systems and provide additional tools for our staff, which helps in managing our patients' healthcare. We have deployed several in-house software solutions targeted at enhancing systems such as our EHR system and solutions that assist our support departments. We also continue to provide user support, and release new versions and bug fixes as needed or identified.





## Information Systems & Technology, cont.

### 2022 Other Significant Events

- FortiMail Secure Email Gateway project. Project will give KTHFS complete control and autonomy over email and domains separate from Indian Health Services.
- 6000 New Way network design and build. Deployment of IT equipment.
- Additional network wiring for Pioneer St. buildings. Deployed new WIFI access points.
- Network segmentation project
- EHR Specialist Hybrid pilot position
- Network vulnerability and penetration testing. HIPAA Risk Assessment.
- Unitrends BCDR (Business Continuity and Disaster Recovery) Synology Network Attached Storage (NAS) device stores backup data and is synced for live replication with cloud server for off-site cloud retention of backups.
- Multifactor Authentication deployment for better security posture.
- Completed several physical and virtual server migrations/refreshes. Various replacements and upgrades of IT equipment and infrastructure.
- Continued development and improvements of the KOSS Modules.

### Goals for 2023:

- KTHFS website redesign and relaunch.
- 6000 New Way – Youth & Family Guidance relocation
- 6000 New Way – Satellite services computer and phone builds and deployment
- Street Outreach – IT/EHR support
- Transitional Emergency Shelter – IT/EHR support





# Medical

## DEPARTMENT EMPLOYEES (44):

- Chief Medical Officer
- Medical Director
- Nurse Supervisor
- RN Referral Manager
- Community Health RN Supervisor
- Patient Registration Manager
- Medical Office Manager
- Medical Administrative Assistant
- Family Nurse Practitioner (3)
- Registered Dietitian
- X-Ray Technician
- RN Case Manager (2)
- Community Health Registered Nurse (remote)
- Certified Medical Assistant/Immunization Coordinator
- Certified Medical Assistant/Referral Clerk
- Certified Medical Assistant (5)
- Community Health Representative (2)
- Referral Coordinator
- Medical Office Clerks (4)
- Health Information Coordinator
- Patient Registration Clerks (2)
- Patient Benefits Coordinator
- Tribal ACA Outreach & Education Clerk
- Behavioral Health Consultant
- Family Practice Physician
- Medical Records Technician
- RN Case Manager (PT)
- Personal Service Contracts:
  - MD, FACP Locum, Podiatrist, Rheumatologist

### Program Overview

The Medical Clinic offers primary care services, provided by a skilled team of licensed practitioners made up of family practice physicians, family nurse practitioners, and allied health support staff. A large majority of personal health care needs are addressed using the Integrated Care Team model (ICT), a person-centered, team-based, community aligned approach, integrating cultural practices whenever possible, designed to achieve better care for our tribal members. This includes health promotion, disease prevention, health maintenance, counseling, patient education, diagnosis and treatment of acute and chronic illnesses in a variety of health care settings, including clinic setting, home visits, telehealth, and community events.

### Services:

- Diagnosis and Treatment of Minor Illness or Injury
- Acute/Sick care
- Sick infant or Child exams
- Earaches, Sore throat
- Upper Respiratory Symptoms
- Urinary Tract Symptoms
- Preventive Care
- Adolescent exams
- Minor surgical procedures
- Adult and child Immunization Services
- Adult medical exams
- CDL, Employment, Sports, and School Physicals
- Family Planning and Birth Control Services
- Infant and Child Health and Wellness exams
- Nutrition counseling
- Podiatry Services (Foot Care)
- Seniors health services
- Tobacco Cessation (Stop Smoking)
- Well Woman Exams (Pap smears, breast health exams)
- Chronic Disease Management
- Cancer screenings
- Community Health Nursing Program
- Diabetic Education
- Pain Management
- Onsite Lab
- Onsite X-ray
- SPDI (Special Diabetes Program for Indians)
- Specialty Referrals (Purchased/Referred Care eligibility provisions will apply)
- SSI Disability paperwork
- Wrap-around services

### Annual Activity/Highlights

Medical Clinic Reset July 2022: Each Medical supervisor created training material and PowerPoints with clear objectives relative to their individual areas to present during the Medical Reset. The focus was to improve the well-being of our patients and staff through best patient and healthcare practice and to redesign and reset our primary care practices by improving the quality, efficiency, and effectiveness of patient care.

**Emergency Preparedness:** The Medical Department worked closely with the Incident Management Team (IMT) to review CDC and WHO guidelines as they related to COVID19. We also tracked COVID trends such as positivity rates; COVID testing data for both patients and employees; COVID vaccine data for both patients and employees. We continued a focus on addressing vaccine hesitancy





## Medical, cont.

and reduction of barriers to vaccination throughout the community in partnership with community based organizations, Klamath County Public Health and Oregon Health Authority.

**Recruitment and Retention Drive:** Medical staffing affects everything from revenue to patient referrals. The right hire for a medical practice should be able to work efficiently and adapt to difficult situations. They should also follow through with their responsibilities and be willing to handle tasks outside the typical job duties. Healthcare recruitment is critical in order to provide the best service for our patients. Worked closely with Human Resources and Health General Manager to fill open positions.

**Tobacco Use Screening Quality Improvement Project:** We conducted a quality improvement project (in collaboration with an OHSU DNP student) that ran from August 1, 2022 through October 31, 2022 that screened for either current tobacco use (cigarettes, cigars, snuff, or chewing tobacco) or no current use (former user or never a user) in the EHR for patients ages 12 and above. We then referred patients ages 50 and above with a 20+ pack-year smoking history (or who have quit smoking within the past fifteen years) for lung cancer screenings via low-dose CT scans. The purpose was to increase awareness, detect early, and encourage smoking cessation. We screened patients for tobacco and referred 22 patients for low-dose CT scans during the observation period.

### Other Events:

- Elders Fair
- Beatty Walk
- Back to School Fair
- Community Event Immunizations
- Restoration Health Row
- Free Movie Nights throughout the summer
- Culture Camps
- Casey Eye Institute free eye exam event

### • Patient Registration

The Patient Registration Department is responsible for providing services to enrolled Klamath Tribal Members, Klamath descendants, and members of other Federally Recognized Tribes. The Patient Registration Department is responsible for obtaining copies of all the proper documentation needed to establish services with Klamath Tribal Health. These documents include copies of Tribal verification, social security card, and birth certificates. Patient Registration is also responsible for checking in patients for their medical and dental appointments and maintaining accurate patient demographic data in the database. The demographic data includes phone numbers, address, and insurance information. Patient Registration also has certified assisters that can assist our patients with signing up for the Oregon Health Plan and also for the Federally Facilitated marketplace and the plans it has.

Patient Registration also has all the annual forms that patients need to sign when they come to check in for their appointments. These include our consent for treatment forms, Notice of Privacy practices, Patient Rights and Responsibilities, and even information on Advanced Directives. Patient Registration Department is also in charge of the Tribal Premium Sponsorship Program (TPSP which is for our enrolled Klamath Tribal Members that live in the PRC service area of Klamath County. This program provides a Medical and pharmacy plan for those who over income for OHP but cannot afford their own insurance premiums. This program has been operational since 2014 with approval from our Tribal Council.

### • Community Health

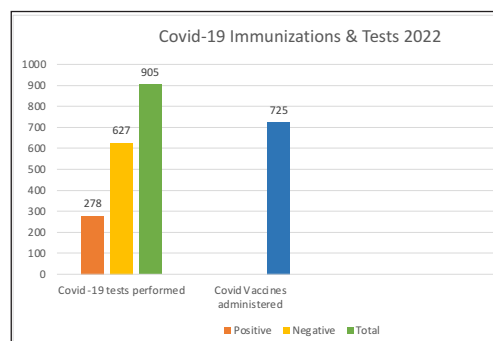
Community Health promotes healthy living, disease prevention, and necessary medical treatment. Additionally, Community Health collects data to identify community needs. Community Health is a medical specialty that focuses on the physical and mental well-being of tribal patients in Klamath County.

#### 2022 Projects:

1. Updating policies and procedures for admission and discharge criteria for Community Health patients.
2. Creating an admission checklist for our providers.

#### 2022 Completed Projects:

1. Creating a list of all the 121 Community Health Patients we currently have and breaking that list down to who we see weekly, monthly, 3-6 months or as needed.
2. Meeting with other managers and department directors to see how we can collaborate to take care of our patients.





# Pharmacy

## DEPARTMENT EMPLOYEES (15):

- Pharmacy Director
- Pharmacy Clerk
- Lead/Certified Pharmacy Technicians/Trainee (4)
- Contract Pharmacists (utilizing 5 different pharmacists for this role in 2022)
- Assistant Chief Pharmacist
- Clinical Staff Pharmacist (3)

### Program Overview

The KTH&FS pharmacy offers prescriptions, clinical, and administrative pharmacy services at no cost to Klamath Tribal members or members of another federally recognized tribe registered for services. The pharmacy is located in the Wellness Center in Chiloquin, OR. The pharmacy is under the legal authority of The Klamath Tribes following required federal and other regulations. The pharmacy staff cares for patients by ensuring medications are used safely, effectively, and responsibly; striving to provide both a professional as well as personalized patient care experience. The pharmacist-patient (along with provider) relationships and conversations remain the most important part of ensuring that medications are used correctly.

The pharmacy staff aims to provide the best service possible to patients and requests feedback to continuously provide top quality service. Staff are continually considering new services, while retaining services that patients appreciate and value. Services provided by the pharmacy include: filling and dispensing of prescriptions (Rx), compliance packaging, Rx billing, education, inventory management, formulary review, medication disposal, clinical advice, medication therapy management, delivery to eligible patients, medication synchronization (med sync) refill program, anticoagulation clinic, community event participation, administrative services related to pharmacy operations, and more.

### Pharmacy Department Annual Activities & Highlights

2022 brought many notable aspects for the pharmacy department. Several staff retired or left for personal or family medical reasons. Some new staff were hired including a new Pharmacy Technician Trainee. Pharmacy also had the privilege to host a pharmacy student for six weeks. Tana Walker, a Klamath Tribal Elder and the Pharmacy Clerk, attained her 25 years of service anniversary in 2022.

Throughout the year, staff were able to participate in many community events: Elders Fair, Beatty Walk, OHSU On-Track Career Fair, vaccine clinics, Restoration, and Back-to-School. As the COVID-19 emergency reduced, Home Delivery eligibility went back to a criteria that was expanded from historical with Klamath Tribal members age 60 or above (instead of 65), as well as once monthly delivery to any patient enrolled into the Med Sync program. The Med Sync program, which provides a patient convenience and assists in improving adherence and clinical benefit, accounted for 60.84% of dispensed prescriptions, up from 58.79% in 2021. Prescription numbers also increased by 2.1% over 2021, in part due to an overall increase in the total number of unique patients seen and patient visits held. Overall, the

pharmacy managed drug costs and insurance billing requirements to yield an increase in revenue of \$3,623,808 over that seen in 2021. Pharmacy’s revenue will help fund expanding services to the Klamath Falls location at 6000 New Way in 2023.

Pharmacy services were updated by Tribal Council Resolution 2022-052. Pharmacy staff supported committee work, strategic planning, Tribal Council meetings, and a geriatric focused and respiratory patient care projects. Pharmacy secured a new after-hours service agreement with Sky Lakes Medical Center Outpatient Pharmacy, while continuing the after-hours services with Rite Aid.

### Pharmacy Data

YEAR TOTALS	PRESCRIPTIONS	PATIENT VISITS	UNIQUE PATIENTS	MED SYNC PATIENTS	MEDICATION COSTS	REVENUE
2022	94,968	11,770	1883	373	\$1,977,066	\$17,449,734
2021	93,054	11,351	1787	344	\$2,215,312	\$13,825,926
2020	94,643	11,301	1759	341	\$2,263,552	\$12,507,150
2019	87,000	11,546	1704	317	\$1,519,137	\$9,303,461
2018	83,922	11,622	1942	313	\$1,572,157	\$7,862,945
2017	79,108	11,455	1908	N/A	\$795,168	\$4,155,702
2016	76,400	11,778	1930	N/A	\$1,340,757	\$2,386,021



## Purchased & Referred Care

### DEPARTMENT EMPLOYEES (6):

PRC Director

PRC Program Clerk

PRC Technician (3)

PRC Patient Benefits Clerk (PBC)

#### Program Overview

Medical/dental care provided at our Klamath Tribal Health Care Facility is called Direct Care. The Purchased/Referred Care (PRC) Program at Klamath Tribal Health is for medical/dental care provided away from our tribal health care facility. PRC is not an entitlement program and a tribal medical referral does not imply the care will be paid. If PRC is requested to pay, then a patient must meet the American Indian/Alaska Native tribal affiliation, residency requirements, notification requirements, medical priority, and use of all alternate resources (including our tribal health facility).

Notification and authorization of approval for payment from the PRC Department. An individual must be authorized by a PRC authorizing official for the payment of services.

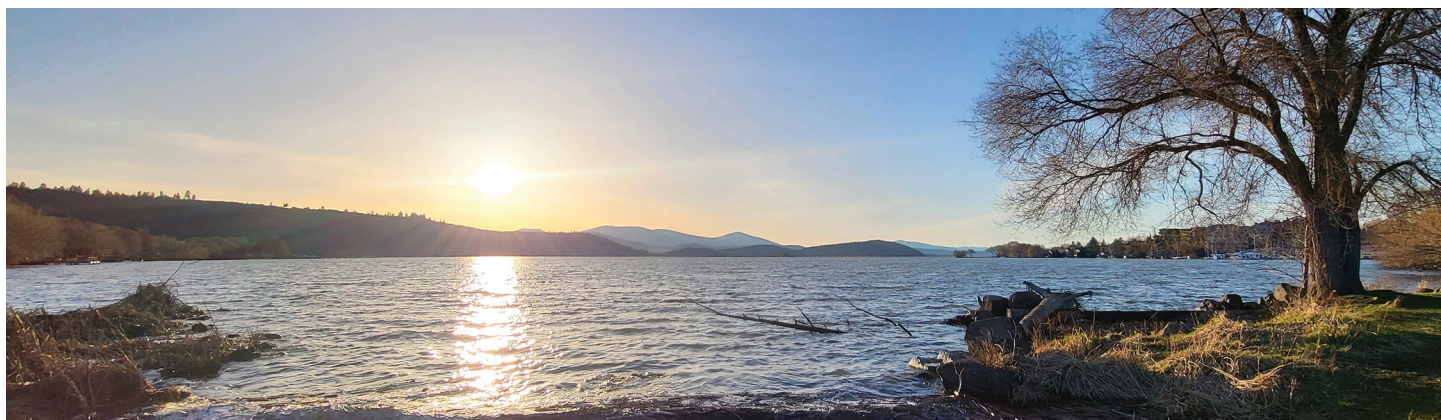
- Authorization is based on a Tribal Health provider issuing a referral for medical care being submitted to the PRC program. The referral is reviewed by the PRC Review Committee who will determine the medical priority.
- In cases of emergency based on the Tribes medical priorities; a 72-hour notification to the PRC program must be made by the individual, provider, hospital, or someone on behalf of the individual.
- Notification is extended to 30-days for the elderly and disabled. Disabled meaning the individual cannot physically/mentally notify the PRC program.

An individual must apply for and use all alternate resources that are available and accessible, such as Medicare A and B, state Medicaid, state or other federal health program, private insurance, etc. The Klamath Tribal Health facility is also considered a resource, and therefore, the PRC funds may not be expended for services reasonably accessible and available at our Tribal Health facilities.

#### Summary of Annual Activity

During the year 2022 the PRC Department has:

- Issued 4,500 authorization claims.
- Processed 2,900 referrals for services outside of what is provided at Klamath Tribal Health & Family Services.
- Paid 4,800 billed claims for PRC eligible patients.
- Assisted patients with Oregon Medicaid applications and questions.
- Assisted patients with Medicare and Social Security questions and assistance.
- Assisted patients with annual update forms, new patient packets, Release of information forms, proof of address updates, copy insurance cards and other required documents as needed to be eligible for PRC and direct care services.
- PRC now covers chiropractic care, acupuncture and massage therapy for PRC eligible patients with the appropriate referral and authorization.
- Completed the Annual Mandatory Suicide Prevention Training (QPR).
- Completed mandatory trainings for KTH&FS employees on Health Stream.
- Participated in the Mandatory All Staff Meetings held twice annually.





# Public Health

## DEPARTMENT EMPLOYEES (12):

Interim Public Health Director  
 Street Outreach Manager  
 Certified Medical Assistant/Street Outreach  
 Public Health Education Coordinators (4)

Public Health Education Supervisor  
 Infection Control Registered Nurse  
 Public Health Technicians (3)

Public Health is a combination of a Health Education Section and Health Promotion Section. Health Education section is composed of Tobacco Prevention, Diabetes Prevention, Opioid Prevention, Public Health Emergency Preparedness, Maternal and Child Health Services. Health promotion section provide Wrap-around Services, COVID 19 Vaccination Incentive Program, and Employee Health Program.

### COVID testing and tracking

a. Positive.....	278
b. Negative.....	627
c. Total.....	905

### Employee Health tracking 2022

a. Positive COVID.....	220
b. Other illness exclusion.....	546
• Case Investigations completed.....	399
• Wrap around services provided.....	363/\$129,361.59
• Vaccines administered 2022.....	1,034
• Vaccine Pop-up events.....	11
• The Vaccine Incentive program was initially set to end on 12/31/2022. Tribal Council voted to extend the program through 12/31/2023.	
• Vaccine incentive checks cut.....	2,588
• Amount distributed for vaccine incentive program.....	\$804,750.00



### PH Education Events and Activities:

Tobacco Prevention Movie Nights and Bingo Nights, Tobacco Prevention Giveaways, Tobacco Prevention camps, Summer 2022 Native Youth Fitness Tour, Culture Camp COVID Screening, LGBTQ Book Give-a-ways, Health Fairs/Drive thrus for Men’s, Women’s and Elders, Back-to-School Fair for Children, Diabetes Walk/Color Runs, Annual Restoration Health Row, Ho Mas Gi Warriors National Fitness Collaboration, OSU Collaboration Cooking Matters at Home online class, Community Narcan Training Classes, Diabetes Prevention Veggie Rx @ Home, Community Tabling promoting Emergency Preparedness and COVID Vaccines.

### • Street Outreach

The Street Outreach Program provides comprehensive, culturally appropriate opioid intervention services using innovative techniques to address opioid addiction through prevention, treatment, street outreach and after-care/wrap around services. The goal is to reduce stigma, raise awareness and reach the population using opioids where they are at in the community. Additionally, the project aims to create a continuum of care for this population by partnering with existing agencies within our community such as Tayas Yawks and BestCare. Our goal through these efforts, is to have a warm hand off and rapid access to detox, residential treatment, sobering centers, shelters, and our MAT treatment program. In effort to combat the opioid crisis in AI/AN communities and meet COIPP objectives, KTH&FS implemented a mobile street outreach program, and contracted with community partners to connect individuals to needed resources including detox, residential treatment, outpatient treatment and Medication Assisted Treatment programs. Mobile



## Public Health, cont.

units will be equipped with basic first aid, Naloxone, fentanyl test strips, clean needle exchange, toiletries, packaged food items, and contraception kits. A certified recovery mentor will provide street outreach, build relationships, and trust through use of the mobile unit. Mentors will engage with individuals, provide compassionate peer-support, connect individuals to community resources, shelters, and provide warm hand-offs to detox and in-patient treatment centers. Certified recovery mentors will assess and connect individuals to resources they are in need of, such as, shelters, food, clothing, counseling services, and treatment options listed above.

### Annual Activity/Highlights

- COIPP Grant awarded April 2021
- The COVID-19 pandemic in 2021 delayed the COIPP grant from fulfilling the goals and objectives for the 2021 year. Due to KTH&FS medical resource prioritization and management changes as well as internal website and e-mail cyber- attacks that compromised internal KTH&FS e-mail messages and made communication with I.H.S Grants Management and follow up difficult, grant was out of compliance during this time.
- March 2022, our new Health General Manager was hired and took responsibility for getting the COIPP Grant back into compliance
- August 2022, request for Year 1 COIPP carryover was requested and granted approval in December 2022. Total I.H.S COIPP grant award including carryover is now \$1,000,000
- September 2022, Joseph Tibay took over as interim, Public Health Department Director
- October 2022, Shawn Jackson was hired as the new Street Outreach manager to take over and oversee all aspects of the COIPP Grant
- November 2022, the Street Outreach Mobile Unit launch took place at Tayas Yawks, with a turnout of upwards of 50 people in attendance for the launch.
- December 2022, during the first month of operation the Street Outreach Program recruited 20 individuals into detox/residential treatment this month with 70% being tribal.
- Street Outreach Program distributed 20 warming boxes this winter to individuals in need, thanks to a donation from KTH&FS, Public Health Department
- The Street Outreach Manager and other tribal employees/officials attended the didg w 'alic' Immersion Program training in Swinomish, WA (Opioid Prevention & Treatment Training)
- In order to help curb the opioid epidemic, the Street Outreach program has partnered with multiple community agencies such as Tayas Yawks, BestCare, Healthy Families and Oregon Health Authority to name a few.
- Future Events- Street Outreach Program is partnering with Tayas Yawks for their 3rd Annual Pow Wow in May 2023.





## Transportation

### **DEPARTMENT EMPLOYEES (10):**

Community Transportation Program Manager  
Scheduler/Courier  
Transporters (5)

Community Transport Program Supervisor  
Courier/Transporter (2)

#### *Department Mission:*

The KTH&FS Transportation Program aims to provide transportation services that are reliable, safe, and efficient to and from health prevention and treatment services. The Transportation team values the health of our present and future generations; therefore, we strive to provide the means to reach the optimal care for our people with the services we provide.

#### *Department Hours:*

Each team member works a set shift that varies on location and work requirements

#### *Summary of Department:*

The KTH&FS Transportation Program provides transportation to healthcare related appointments to improve access to care for prevention, treatment and health maintenance. In 2022, the Transportation Program provided 1,676 health related transports, driving 80,866 service miles, including transporting patients to 94 out of town specialty appointments. Our Pharmacy mileage was 86,499. The Pharmacy courier and transport team delivered 7,494 pharmacy prescriptions in the community and outlying county areas. The Transportation Program staff team support our patients in being proactive with their healthcare by helping them get to their appointments.

Some examples of services for which transportation is provided are:

- Prevention - getting the patient to walk-in and specialty care
- Treatment - cancer treatment, dialysis, alcohol & drug treatment services, behavioral health, infusion and wound care
- Maintenance - attending regular healthcare appointments and classes and obtaining pharmacy prescriptions and services

Transportation Services include, but are not limited to:

- Assistance with help on making appointments; such as placing calls to the transport office for elders and those with disabilities for the next transport ride to their scheduled appointment
- Transport to locations throughout Oregon
- Temporary courtesy Pharmacy deliveries for everyone who is not eligible for home delivery services while we all are going through the pandemic.

#### *Transportation Vehicles:*

The Transportation Program utilizes several vehicles to provide Transportation services based upon the needs of the patient. The Program has three passenger vehicles and two Hydraulic lift handicap vehicles with 850-pound maximum lift weights.





# Youth & Family Guidance Center / Behavioral Health

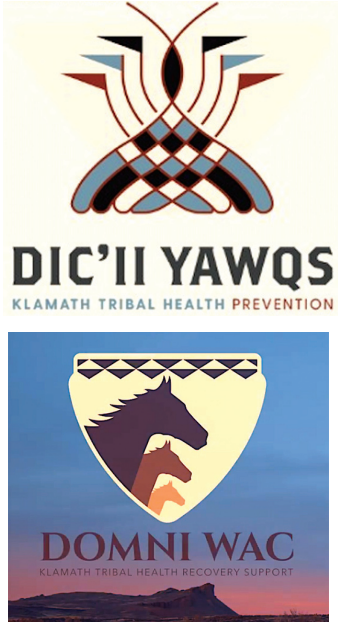
## DEPARTMENT EMPLOYEES (27):

Behavioral Health Director	Behavioral Health Manager	YFGC Office Manager
Administrative Assistant	Program Clerk (2)	Intensive Case Manager (3)
Mental Health Therapist (3)	Clinical Supervisor LMHT	Prevention Coordinator (4)
Substance Treatment Supervisor	Substance Treatment Counselor (2)	Engagement Center Rep
Recovery Support Supervisor	Re-Entry Intensive Case Manager	SUD Trainee (2)
Behavioral Health Consultant	Peer Support	

Youth & Family Guidance Center and Behavioral Health (YFGC), is dedicated to advancing the overall mission of the Klamath Tribes by providing quality, client-focused behavioral health, prevention, intervention, substance use treatment and case management services in a culturally sensitive manner with a goal of eliminating disparities and barriers to behavioral health care for tribal members and other Native Americans living in Klamath County.

### YFGC operated the following programs and services in 2022:

- **Outpatient Substance Abuse Treatment**
  - Our YFGC Substance Treatment team provides outpatient substance treatment counseling for those who only need brief education all the way through to those in need more intensive outpatient services. The substance treatment team provides both Western best practice and Tribal-based practices and modalities and are able to serve clients that are self-referred or court mandated as part of a diversion agreement (such as DUII or Drug Court). The substance treatment team can also assess and refer those in need of higher levels of treatment including detox or residential treatment. We provide Cultural Connectedness, Strengthening the Spirit, Life Skills, Relapse Prevention, Healthy Relationships, Handling Difficult Emotions/Self-Esteem, Wellbriety, Anger Management and Cognitive Behavioral Intervention.
- **Outpatient Mental Health Therapy**
  - Our YFGC Mental Health team provides both same-day and regularly scheduled mental health sessions. We serve individuals of all ages providing individual, family, couples and group counseling. Our team consists of licensed therapists who provide patient focused treatment that is evidence based, culturally relevant and trauma informed. Both short term and brief mental health intervention and support are also available through our Behavioral Health Consultant. We offer treatment and support for mood disorders, behavioral concerns, grief and loss, and trauma.
- **Dic'ii Yawqs Prevention Program**
  - The Dic'ii Yawqs Prevention Program offers many prevention activities for youth, adults and families in Klamath County. Prevention efforts focus heavily on Alcohol & Drug Prevention Education, Suicide Prevention, Juvenile Crime Prevention Program (ages 10-17), Klamath Tribes Youth Initiative, Mental Health Promotion, Positive Indian Parenting, and Tribal Best Practices. Our program is designed using 6 Prevention Techniques and Strategies (see 2022 Program Highlights).
- **Recovery Support Services**
  - Domni Wac, our Youth & Family Guidance Center Recovery Support Services team works with individuals to promote the Domni Wac (many horses) concept, including traditional concepts in response to substance use and misuse. We provide opportunities to strengthen your sobriety and recovery through staying connected to supportive peers, intensive case management, reinforcement of tribal values and strengthening of cultural identity. The team works directly within the Tribal Community, working alongside individuals in various stages of recovery to provide mentoring, coaching and guidance. We also provide jail diversion services and re-entry support for individuals returning from long-term incarceration. In addition, we provide Sober Events and Activities, Maqlaqs Gempga, Sweatlodge, and Talking Circles.





## Youth & Family Guidance Center / Behavioral Health, cont.

- **Intensive Case Management**
  - The Intensive Case Management team serve as a liaison and advocate for clients to reduce barriers to treatment in collaboration with the substance use disorder counselors and mental health therapists as needed. Services coordinated on behalf of the clients include medical, dental, social services, transportation, education, housing, enrollment, and assistance with re-entry services for those who are released from the department of corrections.
- **Daytime Engagement Center**
  - The team at the Engagement Center provides a safe and warm space for tribal members who are struggling with homelessness to keep warm, charge their phones, and access food, clothing, toiletries and other necessities services with assistance from the intensive case management team.

### *Highlights for 2022*

#### **Outpatient Mental Health**

In response to patient's need to access immediate mental health support, YFGC added a behavioral health consultant (BHC) to our team. The BHC provides short term and brief mental health interventions and support. The BHC role is designed to increase access for more flexible and same-day mental health support. All KTHFS patients can access the BHC at our YFGC location for scheduled, same day or walk in appointments. The BHC is also available for consultation with Tribal and outside agencies to decrease barriers and bridge gaps to accessing mental health care and support that include close contact with the local crisis care team for clients needing a higher level of emergency care.

In response to emergent community needs, same day appointments were added in 2022 to every mental health provider's schedule in order to provide walk-in or same day behavioral health services for any tribal member to provide support, resource linkage and engagement into services.

In response to increased need in Chiloquin, the Outpatient Program for Substance Use Disorders team expanded services at the Chiloquin site to three days per week, and added two new Counselor Trainee positions that were filled by tribal members.

Planning and final stages of preparation took place during 2022 with an anticipated move to the new location at 6000 New Way.

#### **Recovery Support Services**

18 tribal members were released from the Department of Corrections. Recovery Support Services engaged with 15 tribal members released from the Department of Corrections. Recovery Support Services also assisted 12 tribal members in navigating the Transitional Housing Voucher process and receive the benefit. Provided Case management, Alcohol and Drug treatment and Mental Health Therapy to those who were willing. Attended Oregon State Penitentiary powwow and help rebuild their spuklis. Attended Oregon State Correctional Institution powwow. Joined in spuklis with brothers at Warner Creek Correctional Facility.

There were 361 bookings of tribal members in Klamath County Jail. We engaged with as many as possible, helping with assessment and residential treatment placement, advocating for treatment at arraignment and offering behavioral health services.

Attended Oregon Youth Authority multi-disciplinary team meetings and one on one video conferences with tribal youth to maintain tribal connection and highlight tribal values in our legends. Provided Juvenile Crime Prevention assessments and services including support for extra-curricular activities and Christmas Break tournament.

IMPACTS grant work focuses on reducing jail use by Providing support to an identified tribal population to reduce incarceration through support provided by IMPACTS grant funding. Provided staffing support to KBBH sobering center with two employees to assist with engagement and referrals for tribal members and other American Indian population.

Offered spuklis monthly and taking people out on the land (maqlaq gempga).

#### **Dic'ii Yawqs Prevention Program**

- **Information Dissemination-** Some of our resources include speaking engagements, radio ads, brochures, media campaigns, social media, and resource fairs as this provides factual information.
- **Prevention Education-** Provides knowledgeable information and activities aimed to affect critical life and social skills, including





## Youth & Family Guidance Center / Behavioral Health, cont.

decision-making, refusal skills and critical analysis. Prevention education is characterized by two-way communication based on an interaction between the educator and the participants. The Prevention Education Team has been working closely with Jr High and High School group/classes, school assemblies, as well as event guest speaking.

- Alternative Activities- Actively engaging the participation of target populations in activities that exclude alcohol and drug use through the provision of constructive and healthy activities. These are our big events hosted by the Dic'ii Yawqs Prevention Program. Our Christmas activities (Beatty Christmas Party, Canoe building, Spring Break Activities, Indigenous Way, Basketball Tournaments, Tule Mat Making, Ice Cream Social, Youth Summit, Thrive Suicide Awareness Conference, 9 Tribes Prevention Camp, Traditional Medicine Gathering Events, Community Smudge, and Beatty Family Nights.
- Community Based Processes- This strategy aims to enhance the ability of the community to provide more effectively substance abuse prevention services. We partner with KBBH, You Matter to Klamath, Chiloquin 1st Coalition to advocate for change to our community.
- Environmental Approach- Dic'ii Yawqs Prevention Team seeks to establish or change community standards, codes, and attitudes, thereby influencing the incidence and prevalence of drug abuse in the general population by creating new social norms.
- Problem Identification and Referral-We aim to identify those who have indulged in the illegal use of drugs to assess if their behavior can be reversed through education. This strategy takes a lot of work, communication and partnering with schools. We aim to identify and education. The Dic'ii Yawqs Prevention Team works with school principals and partners.
  
- 10,538 Prevention Activity Services Provided by Dic'ii Yawqs Prevention Team
- 1,306 Mental Health Services provided to 227 individuals
- 1,019 Substance Use Disorder Services provided to 134 individuals
- 1,038 Case Management Services provided to 312 individuals





# 2022 KTH&FS Highlights

## JANUARY:

- KTH&FS worked with Modoc Construction to start Construction. KTH&FS Project Planning Team, held weekly meetings with Modoc Construction and Pinnacle Architects to address the remodel design and Furniture, Fixtures, and Equipment questions for the building.
- January 12, 2022: COVID-19 Mandatory Vaccination Policy approved by Tribal Council

## FEBRUARY:

- February 9, 2022: Tribal Council approved to submit Klamath Falls City Site Application for 310 5th Street (previously KADA property) for the Homeless Emergency Transition Shelters.

## MARCH:

- Moss Adams Consulting worked with KTHFS Leadership on revisions of many Policies and Procedures including Access and Management of Expired Patient and Inactive Patient Clinical Record Policy; Minimum Necessary Standard for Use; Disclosure and Request of Protected Health Information. Clinical Records Retention Policy; Social Media Policy; HIPAA Violations and Sanctions Policy; EMR Permissions and Access Control SOP.
- March 7, 2022: KTH&FS welcomed back Chanda Aloysius Yates as the Health General Manager.
- March 11, 2022: Incident Management Team Demobilization approved by Tribal Council.
- March 11, 2022: New COVID-19 Vaccine Incentive Program Approved by Tribal Council.



Chanda Aloysius Yates,  
Health General Manager

## APRIL:

- April 27, 2022: Eye Exam and Eyewear Policy approved by Tribal Council
- April 27, 2022: Record Retention Policy approved by Tribal Council.

## MAY:

- May 25, 2022: 2022 KTH&FS Org Chart Approved by Tribal Council.
- May 25, 2022: Social Media Policy & Policy Statement approved by Tribal Council.

## JUNE:

- New Billboard on Hwy 97 North.
- June 8, 2022: Tribal Council approved the following policies:
  - KTH&FS Expired and Inactive Patient Records Policy.
  - KTH&FS Patient Rights & Responsibilities Policy.
  - KTH&FS Minimum Necessary Policy.



## JULY:

- Hired Homas Gi Program Development/Project Manager, Amanda Page.
- July 13, 2022: Tribal Council Resolution #2022-030 Department of Health & Human Services IHS SAP Grant Approval to apply.
- July 13, 2022: Klamath Tribes COVID-19 Employee Retention Incentive for Essential Workers Policy approved by Tribal Council.
- July 14, 2022: House Bill 4004 enacting the Behavioral Health Workforce Stability Grant.
- July 16: 988 Rollout ~ Suicide Prevention Lifeline
- July 25-27, 2022: Medical Clinic Reset
  - This enables us to redesign and reset our primary care practices to improve the quality, efficiency and effectiveness of patient care.
- July 28, 2022: KTH&FS New 2022 Patient Handbook.

## AUGUST:

- Hired a Health Project Manager, Jon Sergi.
- KTH&FS acquired Executive Housing option in Klamath Falls on Main Street for providers, locums, site-visits of prospective professional candidates, and telehealth providers that live out of the area for required in-person meetings or appointments.
- KTH&FS Leadership worked with Wipfli LLP, Assurance, Accounting and Tax Consulting in the Finance Department.
- August 5: KTH&FS PH Dept distributes 36 Air Conditioners to Medically High Risk Patients.
- August 10: Tribal Council Resolution #2022-037 BEMAR approved.
- August 10: Tribal Council Approved 6% COLA increase to current Pay Scale.
- August 25, KTH&FS Patient Satisfaction Survey Launched.





# 2022 KTH&FS Highlights

## SEPTEMBER:

- September 14: Tribal Council Approved HIPAA Violations and Sanctions Policy.
- September 28: Tribal Council approved HIPAA Authorization for Use & Disclosure of PHI Policy and Forms.

## OCTOBER:

- KTH&FS Leadership worked with Custom Link Consulting to restructure the Finance Department and help with the 2021 audit.
- KTH&FS Leadership completed Phase 1 and 2 of Five Year Strategic Planning with Blue Stone Strategy Partners.
- Hired New Chief Medical Officer, Sara Folden, M.D.
- Hired New Street Outreach Manager, Shawn Jackson.
- Fall Q3 Newsletter Completed.
- Electronic Medical Record Review with Fenex Healthcare Consulting began.
- October 11: Tribal Council approved Policy and Procedure for Compliance Hotline.
- October 26: Tribal Council approved Resolution #2022-051 Tribal Council Resolution regarding Priority of Direct Care Health Services provided to American Indians/Alaskan Natives by KTH&FS.

## NOVEMBER:

- Hired Grant Writer/Grant Compliance, Karly Boren.
- KTH&FS Leadership completed Phase 3 and 4 of Five Year Strategic Planning Sessions with Blue Stone Strategy Partners.
- November 9: Tribal Council approved 2023 Benefits.
- November 22: Tribal Council approved Dental Health Aide Therapist (DHAT) Scope of work and Clinical affiliation agreement with Skagit Valley College.
- Jerry Mellentine, Facilities & Security Director received Portland Area Indian Health Service (IHS) Director's Recognition of Excellence Award.
- November 29: Street Outreach Mobile Unit Launch

## DECEMBER:

- Hired Homeless Services Director, Marci McComas, to stand up the Transitional Emergency Pallet Shelters in 2023.
- December 1: Tribal Council approved Finance Department Organizational Chart and budget change.
- December 9: KTH&FS Winter All Staff Meeting. Employees requested we work on the following three areas:
  - Lack of Communication
  - Lack of Teamwork
  - Lack of Accountability
- December 14: Tribal Council Approved Collins Foundation Grant Proposal for the Homas Gi Program.
- December 14: Tribal Council Approved Resolution #2022-055: Tribal Council Resolution authorizing the provision of pharmacy services by the Klamath Tribal Health and Family Services, in compliance with Section 813 of the Indian Health Care Improvement Act.
- December 14: Tribal Council approved Chronic Pain Policy Agreement.
- December 28: Tribal Council Approved Medical Policy- Access to Personal Protected Health Information.
- December 28: Tribal Council approved Medical Policy- Timeliness of Medical Records Documentation.
- December 28: Tribal Council Approved Medical Policy – Peer Review Policy.
- December 28: Tribal Council Approved Mini-Grant Application – ODOT Region 4 Community Child Passenger Safety Education Program.
- December 28: Tribal Council approved Vaccine Incentive Program Policy.

Compliance is everyone's responsibility  
Report your concerns anonymously

**COMPLIANCE HOTLINE**

1.855.252.7606  
WWW.HOTLINE-SERVICES.COM  
EMPLOYEES ONLY

**Klamath Tribal Health & Family Services**  
(The Health Branch of the Klamath Tribes - Treaty of 1861)

**PATIENT HANDBOOK**

**Our Mission**  
To advance the overall mission of the Klamath Tribes and the trust responsibilities of the Indian Health Service and the United States government by providing quality, comprehensive, patient-focused health care in a culturally-sensitive manner while eliminating disparities and barriers to health.

**Our Vision**  
In service of its mission, Klamath Tribal Health & Family Services envisions a vibrant and healthy tribal community through the delivery of an accessible, high quality, innovative, sustainable, and culturally-relevant healthcare program.

Mo ben dic hos'Intemlek  
(To be in good health again)

Revised 07/01/2022 - KTH&FS Communications Office

**Klamath Tribal Health & Family Services**  
Q3 NEWSLETTER / FALL 2022

**We're getting back on track!**

**Strong, Resilient, Committed to Your Health & Well-Being**

Hoskanks (Mind)  
Coleks (Body)  
Hokis (Spirit)

Mo ben dic hos'Intemlek  
(To be in good health again)

**IN THIS ISSUE:**

1. Welcome Health General Manager, Charis Hain
2. Greetings from News Publisher "Red" Taylor
3. Klamath Tribal Council & IAC
4. Health Mandate Update
5. New Patient Handbook & PIC
6. KTH&FS New Hours
7. Ho Mei Qi Program
8. Compliance & Quality Assurance
9. KTH&FS Core Values
10. Tribal Focus Group Meetings
11. New FY23 Location 2023 & Winter Transportation
12. KTH&FS Referral Process Update
13. New Chief Medical Officer, Sara Folden
14. Public Health Monkeypox Update
15. FY23 Recovery & Support Principles
16. Denial Update
17. Pharmacy After Hours & Prescriptions
18. Jobs, Covid-19 Incentive, Breast Cancer Awareness
19. 25 Years of Service Awards
20. KTH&FS Events & Suicide Prevention
21. Opioid Crisis & Free Naloxone Spray

**AAAHC**  
ACCREDITED TRIBAL HEALTH CARE  
ACCREDITED HEALTH CARE  
ACCREDITED HEALTH CARE

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*"Sepk'ec'ia ? iyyamni mo dicii wytas"*  
*"Thank you, and have a good day."*