

# Klamath Tribal Health & Family Services

## 2023 ANNUAL REPORT



*"Mo-ben die hos Intemlek - To be in good health again"*



# Table of Contents

- Administration .....3-5
- KTH&FS Locations.....4
- Compliance & Quality Assurance .....6-7
- Dental.....8
- Facilities/Security .....8-9
- Finance .....10-11
- Human Resources.....12-13
- Information Systems & Technology .....14-15
- Medical.....16-17
- Pharmacy.....18-19
- Purchased & Referred Care.....20
- Health Education .....21
- Homeless Services.....21
- Transportation .....22
- Youth & Family Guidance Center/Behavioral Health.....23-27



**"naanok ?ans naat  
sat'waya naat ciiwapk  
diceew'a"**  
*"We help each other; We will live good."*



# Administration

## DEPARTMENT EMPLOYEES (11):

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

Under the provisions of Public Law 93-638, the Klamath Tribes contract with the Indian Health Service (IHS) to administer individual programs and services 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 KTH&FS 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 KTH&FS policy and procedure

In 2023, a combined 24,395 patient visits were made to the Wellness Center and wah? we’ah owite “Healing Place. An additional combined 3864 patient visits were made to the Klamath Falls and Chiloquin Behavioral Health Clinics in 2023. In 2023, the population served was approximately 85.4% adult and 14.6% of those under 18 years of age.

KTH&FS’ total 2023 staffing runs at an average of 179 employees – including support staff, providers and temporary hires. KTH&FS employ an average of approximately 85 Klamath Tribal members, 14 other tribal members and 80 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 2023, The Klamath Tribes Tribal Council approved to add a Homeless Services Department under the HGM as well as several new positions at KTH&FS. There were no new positions added to the Administration department, but there was a title change from the Support Services Clerk to Administrative Assistant.

We look forward to even more improvements to patient access to care, patient and employee satisfaction, and recruitment and retention throughout 2023-2024.



## Administration, cont.

### KTH&FS LOCATIONS:

**ADMINISTRATION BUILDING:** Located in Klamath Falls, Oregon, houses the organization’s administrative functions such as: accounting/finance, billing operations, human resources, and 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, Oregon, 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:** This facility moved operations to the wah? we’ah owite “Healing Place” satellite clinic in March of 2023 from Main Street in downtown Klamath Falls, Oregon. Here, clients can access behavioral health services, including substance use disorder treatment/counseling, etc.

**HEALTH EDUCATION CENTER & YFGC (CHILOQUIN OFFICES):** Located in Chiloquin, Oregon. This facility is located one mile from the KTH&FS Wellness Center and owned by The Klamath Tribes and houses the Public Health Department, the RN Case Manager/Infection Control Nurse and the Registered Dietician. The Public Health Facility will be renamed in 2024, due to the closure of the Public Health Department in 2023 due to grant funding ending.

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

**WAH? WE’AH OWITE “HEALING PLACE”:** Located in Klamath Falls, Oregon and houses satellite locations for Medical, Dental, Pharmacy, Behavioral Health and 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 healthcare degree options. This satellite location began serving patients in Behavioral Health in March of 2023, Dental in May of 2023, and anticipate opening to full scope of work in Medical and Pharmacy in the first quarter of 2024.

**HOMELESS SERVICES:** The KTH&FS Homeless Services serves as a resource center for Tribal Members looking to get connected with local and Tribal organizations. This center also oversees the Transitional Emergency Shelter which works within the broader framework of the Klamath Tribes Homeless Initiative and helps serve those members directly.

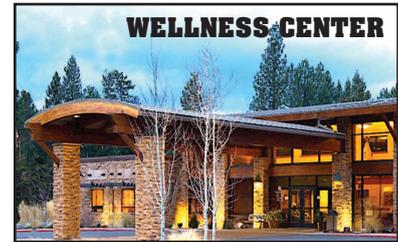
#### • Grants, Contracts & Compliance

The Grant Writer/Grant Compliance (GWGC) Coordinator is responsible for collaborating with various departments to conduct administrative analysis, proposal development, and provide pre-award, award, and post-award services. Additionally, they are responsible for ensuring compliance with grant regulations. The GWGC will also engage with agency officials to oversee contractual grant obligations and serve as the primary point of contact. This position reports directly to the Health Administrative Officer.

In 2023, KTH&FS managed 35 grants from a variety of grantors such as the Oregon Health Authority, Indian Health Services, Northwest Portland Area Indian Health Board, and Criminal Justice Commission. The total amount awarded in new funding for the year was \$4,565,038. KTH&FS successfully oversaw three Annual Funding Agreements with Indian Health Services, which encompassed the American Rescue Plan Act, B.E.M.A.R., and Covid Testing Award.



3949 South Sixth Street, Klamath Falls, OR 97603



330 S. Chiloquin Blvd., Chiloquin, OR 97624



6000 New Way, Klamath Falls, OR 97601



202 & 204 Pioneer St., Chiloquin, OR 97624



633 Main Street, Klamath Falls, OR 97601



## Administration, cont.

### • Communications

The Communications & Information Specialist (CIS), an enrolled Tribal Member, works within KTH&FS Administration and coordinates all projects with the Health Administrative Officer. The CIS serves as point of contact for communications, public relations, and other multi-media and publication needs. Key components of the communication process promote the spiritual, cultural, and physical values of the Klamath Tribes, as well as the continued promotion of the tribal mission, vision, and the core values of Klamath Tribal Health & Family Services.

In addition to the listed projects and major accomplishment, this position facilitates day-to-day media calls, communications requests, and required department meetings and trainings.

#### 2023 Accomplishments:

- Klamath Tribes Yellow Pages Directory (KTH&FS & Tribal Admin)
- Annual Report 2022
- Patient Handbook Updates
- KTH&FS Quarterly Newsletters
- New Mission & Vision Posters for AAAHC
- New Core Value Poster for AAAHC
- New Patient Rights Poster for AAAHC
- New Patient Responsibilities Posters for AAAHC
- General Council Meeting & Admin Booth Presentation 2/18/23
- Opioid Prevention Multi-Media, assisted YFGC with Radio Ad
- Photos and media for dignitary visit IHS Director Tso
- Elders Health Fair participation with Health & Administration
- 37th Annual Restoration Celebration KTH&FS Health Row Event Admin Team table
- Team Grand Opening & Planning wah? we'ah owite "Healing Place" Center, 6000 New Way
- Production of Grand Opening Wind Flags, logo swag, and banners/signage
- Invitations and News Releases for Grand Opening
- Created 'New Way Coming Soon' Media Reel 'Sneak Peak'
- Final Media Reel created for Grand Opening Event with Shuina Sko Productions.
- Tour Map with Exits for Visitor Safety at Grand Opening.
- 118 Event Planning Forms/Flyer distributions for KTH&FS
- 220 Communication Notices distributed for Tribal Government and Community.
- 280 KTH&FS Communications Notices distributed
- 62 New Employee Spotlights distributed with Human Resources
- 200+ Good Health TV spots by Joe Tibay
- 467 Facebook Notices Distributed and Monitored
- 2,500 Facebook Followers for Klamath Tribal Health page. Increase of 193%



### • Health Project Manager

The KTH&FS Health Project Manager, an enrolled Tribal member, was hired in 2022. The Health Project Manager reports directly to the Health Administrative Officer and is responsible for facilitating the development and implementation of KTH&FS approved projects and programs, regarding planning, developing, implementing, and monitoring projects within various KTH&FS Departments.

- Secured contract with Clear Arch Health to provide Personal Emergency Response Systems for Tribal members
- Worked with HYPHN to successfully install furniture by established deadlines within wah? we'ah owite
- Worked with Culture and Heritage to provide artifacts for wah? we'ah owite
- Successfully relocated the KTH&FS YFGC department from 635 Main Street to wah? we'ah owite
- Worked with FENEX consulting to create a GAP analysis based on previous Moss Adam findings
- Assisted Medical with launching services in wah? we'ah owite
- Completed process to provide a cultural name for the new clinic "wah? we'ah owite" "The Healing Place"
- Launched Micro Market pilot in the Wellness Center
- Researched properties for possible a new Engagement Center location
- Worked with local artists to identify artwork and budget for wah? we'ah owite



# 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 assure 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 but not limited to; maintaining AAAHC accreditation, patient satisfaction and ongoing quality improvement.

### Accreditation Association for Ambulatory Health Care

KTH&FS has once again achieved re-accreditation by AAAHC on November 29th, 2023. 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 and KTH&FS is the only AAAHC facility in Klamath County.



### 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 annual 2023 Patient Satisfaction Surveys in the late fall of 2023. We had excellent participation with **814 surveys** being submitted by either text message, email, QR code or by paper. Thank you to all the patients that participated in 2023!

### KTH&FS Reasons to Celebrate

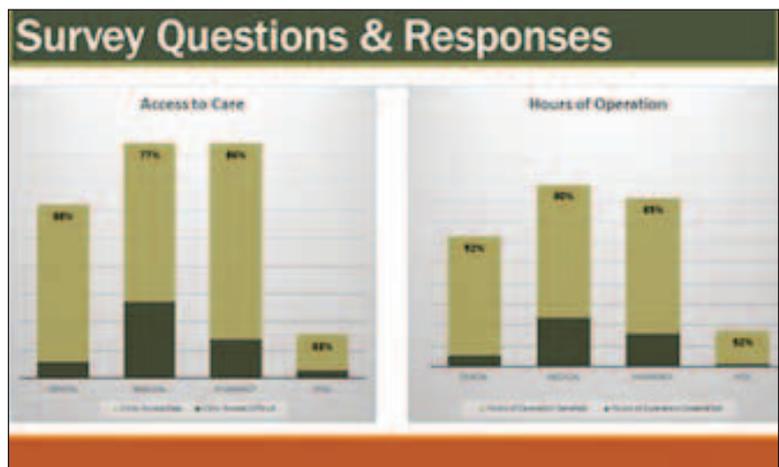
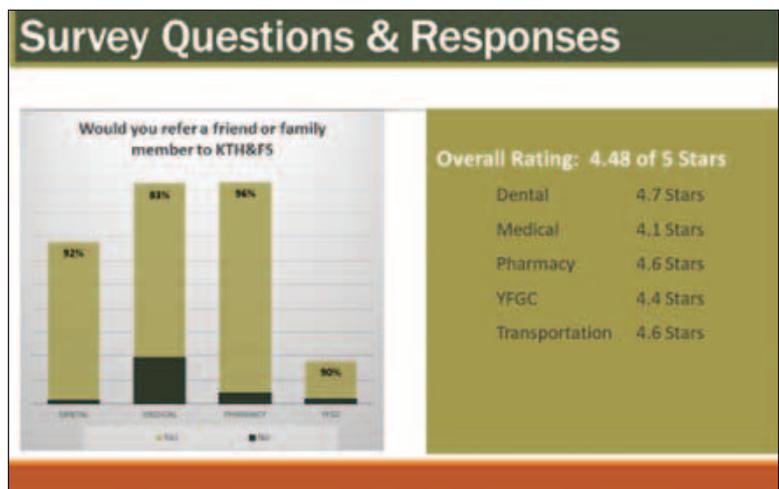
Our patients overall feel that our staff is professional and culturally sensitive, that our providers spend enough time with them and answer their questions. They are happy with the quality of care they receive and that staff protect their confidentiality. KTH&FS' overall rating is 4.8 out of 5!

### KTH&FS Opportunities for Improvement

Our patients feel that we have a few opportunities to improve access to care and our hours of operation. Each department director has added these two opportunities for improvement to their annual operational work plan. We look forward to sharing how we improved in the 2024 Annual Patient Satisfaction Surveys.

### Response to Patient Complaints

In 2023, we managed 44 patient complaints, in comparison to 61 in 2022. All patient complaints or grievances are reviewed to trend patient concerns and find areas for improvement in our services. 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.





# Compliance & Quality Assurance, cont.

### 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.

### 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 Quality Assurance Specialist managed 120 reported incidents in 2023. KTH&FS staff are encouraged to report any and all unusual occurrences in the work place.

### Health Care Worker Training

In 2023 KTH&FS has successfully continued to use Health-Stream across the organization, a computer based training program. We have moved several pieces of our New Hire Orientation to the platform, as well as our annually required trainings. In 2023, there were 1845 courses assigned with 1502 completed on time, 81%. We are adding new content monthly, and are looking at options to make it easier for our employees to receive up to date training.





## Dental

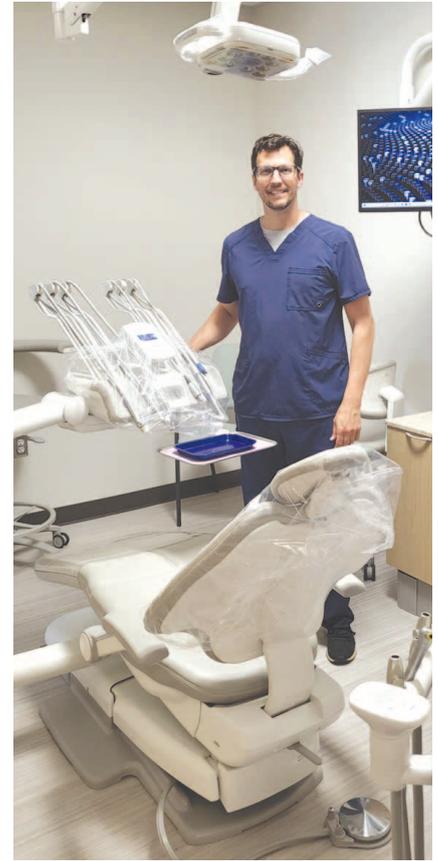
### DEPARTMENT EMPLOYEES (16):

Dental Director	Dentists (2)
Hygiene-Supervisor	Hygienist (2)
Front Office-Supervisor	Dental Assistants (4)
Front Office Clerks (2)	Perio-Maintenance (2)
Back Office Supervisor	

- Received a 4.7 rating out of 5 for the 2023 Patient Satisfaction Survey
- 2023 recorded most patients ever seen and revenues produced
- Completed the We Smile Collaborative with Northwest Portland Area Indian Health Board
- Dental received two Grants to advance Dental Health Aid Therapists
- Enjoyed participating in all the Outreach Events
- Tried to accommodate all our patients with their unique situations

#### 2023 Opening of wah? we'ah owite, Healing Place

- Emergency Services only starting May 1, 2023
- Full Services offered starting October 1, 2023 and remain to date



## Facilities / Security

### DEPARTMENT EMPLOYEES (14):

Facilities/Security Director	Security Guard
Lead Facilities Workers (2)	Facilities Workers (10)

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

#### **Building Locations:**

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

#### **Building Locations:**

- Klamath Tribal Health & Family Services - Administration Building, 3949 S.6th St., Klamath Falls
- Klamath Tribal Health & Wellness Center - 330 Chiloquin Blvd., Chiloquin
- Klamath Tribal Health & Family Services - Engagement Center, 633 Main St., Klamath Falls
- Klamath Tribal Health & Family Services - Health Education Center, 204 Pioneer-Chiloquin
- Klamath Tribal Health & Family Services - Youth and Family Program, 202 Pioneer-Chiloquin
- Klamath Tribal Health & Family Services - wah? we'ah owite, Healing Place, Klamath Falls
- Klamath Tribal Health & Family Services - TES-310 South 5th Street, Klamath Falls

**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.



## Facilities / Security, cont.

### Team Trainings:

- Oregon Department of Public Safety Standards and Training-Private Security Officer
- Fire Extinguisher Training
- Blood Borne Pathogen Training
- CPR/AED Training
- Clear and Heart-Customer Service Training

### Major Projects:

- Painting in Chiloquin and Klamath, interior and exterior
- wah? we'ah owite Health Place building remodel- Demo Completed
- All KTH&FS parking lots re-striped
- Completed AAAHC accreditation
- Annual Fire Inspection Performed at Chiloquin buildings by Chiloquin Fire Chief Mike Cook
- Wellness Center BEMAR funded roof replacement completed by Henri's Roofing
- Generator's at both locations- Bank load testing-NOR PAC POWER
- wah? we'ah owite Health Place remodel project completed
- Modoc Construction working as the CMGC on the pallet shelter project with several local crafts
- Pallet shelter restrooms and housing units delivered and stored
- All Klamath Falls buildings inspected and passed inspection performed by KCFD-1
- Ran emergency generator at the Wellness center and the Klamath building for 8 hours under load
- Wellness Center high hanging pendulum lights rebuilt and converted to LED
- 3949 South 6th street flooring replacement in restrooms and several other rooms
- Remodeling several areas at 3949 South 6th street, due to added staff
- Wellness Center 10 Ton HVAC unit failed/Entire unit rebuilt under warranty
- Annual fire sprinklers and backflow inspections performed by: American Fire/American Backflow Certificate of Occupancy issued by the Klamath County Inspector
- Working with various landscapers, Modoc Construction, Diversified Contractors and Precision Engineering on the outdoor cultural learning space project behind the Pioneer street buildings
- Replacing the carpet in numerous locations at the Wellness Center
- Cleaning the area behind the Pioneer Street buildings, 40 loads to the dump
- Numerous office cubicles systems set up for finance in several offices
- Student Interns working at the wah? we'ah owite Health Place location
- wah? we'ah owite Health Place building set-up and most departments moved in
- Facilities team members helped with the Restoration Fun Run
- GSA parking lot ARPA funded projects awarded to Superior fence
- Working with several companies, Don Hall/Pelican temperature controls to convert all of the KTH&FS buildings to a more efficient wireless control system
- All buildings passed the AAAHC recertification

### Future Projects:

- Complete the Transitional Emergency Shelter Project
- Complete the Outdoor Learning Space project with round house and other out buildings





## Finance

### **DEPARTMENT EMPLOYEES (19):**

Health Finance Officer	Payroll Specialist (vacant at end of 2023)
Controller	Purchasing Specialist
Senior Accountant/Manager (vacant during 2023)	Purchasing Assistant
Procurement Manager	A/R Specialist
Travel Clerk	A/P Specialist (vacant at end of 2023)
Business Office Manager	Billing Specialist (3) (2 vacant at end of 2023)
Pharmacy Billing Specialist Supervisor	Pharmacy Billing Specialist (vacant at end of 2023)
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' 2022 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 2022 audit year. KTH&FS's 2022 field audit was performed the month of July 2023 and the audit was finalized in November 2023.

### ***The New OMB Super Circular for Federal Awards***

The Office of Management and Budget (OMB), in its efforts for all governments to be more efficient, effective and transparent, has streamlined the OMB Circulars on Administrative Requirements, Cost Principles, and Audit Requirements for all Federal awards into one document, referred to as the Super Circular.

The reform of the OMB guidance should improve the integrity of the financial management and operation of Federal programs, and strengthen accountability for Federal dollars by improving policies that protect against waste, fraud, and abuse.

For Tribal governments, the administrative requirements and cost principles will apply to new Federal awards, and to additional funding to existing awards, made after December 26, 2014.

### ***The Affordable Care Act (ACA) Reporting Requirements***

The Affordable Care Act added Section 6056 to the Internal Revenue Code, which requires applicable large employers to file information returns with the Internal Revenue Service (IRS), and provide statements to their full-time employees about the health insurance coverage.

Tribal Health falls under the large employer status category, and therefore will be required to provide detailed reporting to the IRS of full-time employees, and of health insurance offered to their employees, their spouses, and their dependents. Full-time employees will receive a Form 1095-C to file with their 2023 income taxes.

### ***2023 Indirect Cost Rate***

KTH&FS' 2023 Indirect Cost Rate proposal was submitted last year to the United States Department of the Interior, Internal Business Center. A rate of 37.21 percent was negotiated.

- **State of Oregon, Oregon Health Authority**
  - Tribal Residential & Housing - \$2,374,934
- **Settlements**
  - Opioid Abatement Settlement - \$736,004
  - JUUL Settlement - \$681,523



# Finance, cont.

### 2023 Accomplishments:

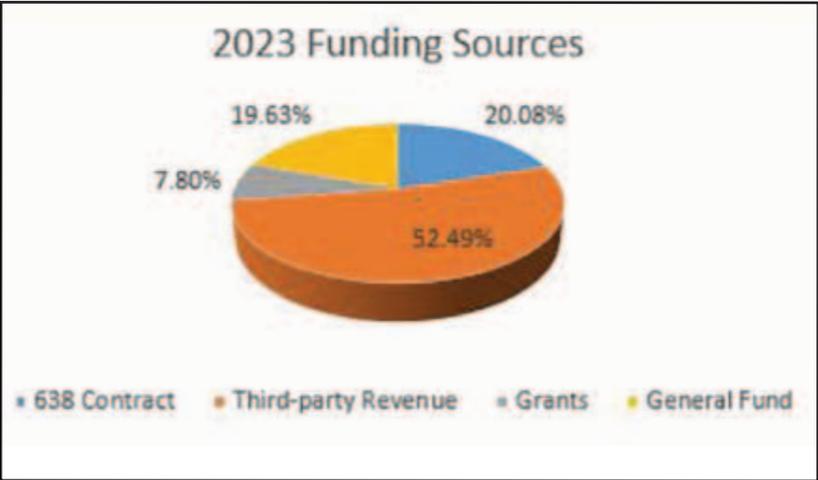
- Restored functionality of finance team operations with regular monthly close and timelier vendor payments.
- Presented interim financial reports to Tribal Council and KTH&FS management.
- Closed up 2021 audit in April 2023 and finalized 2022 audit in Nov 2023.
- Restructuring and cross training reduced headcount for 2024 org chart, and allowed for better continuity during periods of unplanned staff shortages.
- Finance software conversion launched in late 2023, implementation closed in March 2024. The new software improved stake holder visibility of purchase order and requisition status and provides more streamlined electronic approvals for timesheets, purchasing and internal finance department documents. The finance department is “almost” paper-free.

### Future Goals

1. To continue and provide customer service using the CLEAR and HEART standards
2. Update the Finance Department’s policies and procedures to reflect new workflows in NetSuite.
3. Assist HR department in new HRIS software selection/implementation and align with best practice payroll processes.

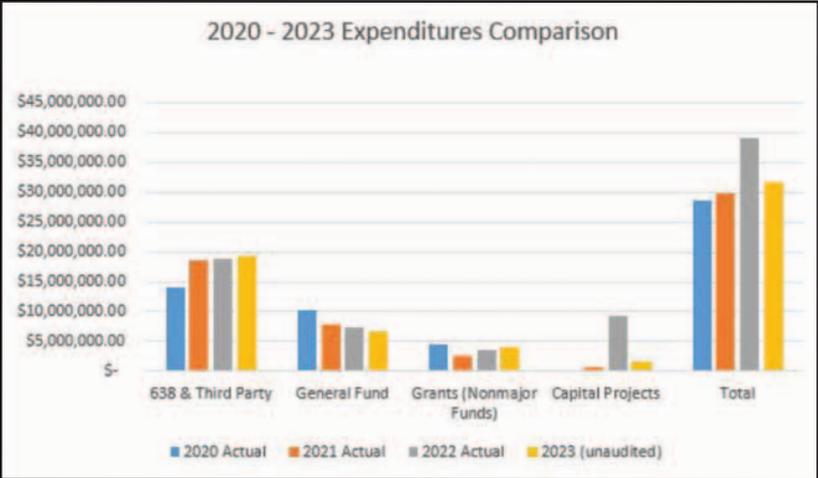
### 2023 Funding Sources

The chart 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.



### 2020 - 2023 Annual Expenditure Comparisons

The chart shown represents a break-down comparison of the 2020 – 2023 annual expenditures and transfers. Indirect operating expenditures are applied to 638 & Third Party expenditures and grants and are included in the totals. 2023 represents unaudited figures.





## Human Resources

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

Human Resource Director

Human Resource Generalists (2)

Lead Human Resource Generalist/Credentialing Coordinator

The KTH&FS Human Resource Department was staffed with four employees: Human Resource Director, Lead Human Resource Generalist/Credentialing Coordinator and two Human resource Generalists. Three Human Resource staff members are enrolled members of The Klamath Tribes and are certified as Tribal Human Resource Professionals (THRP). 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, 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.



Photo courtesy of Abbey Hund, TX

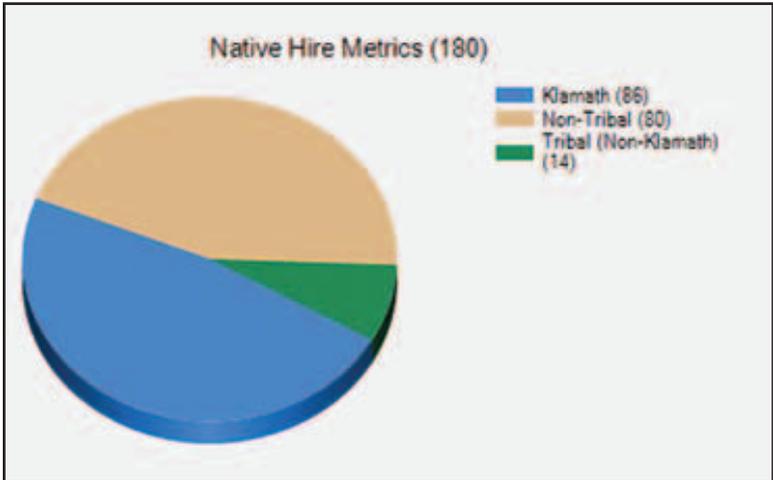
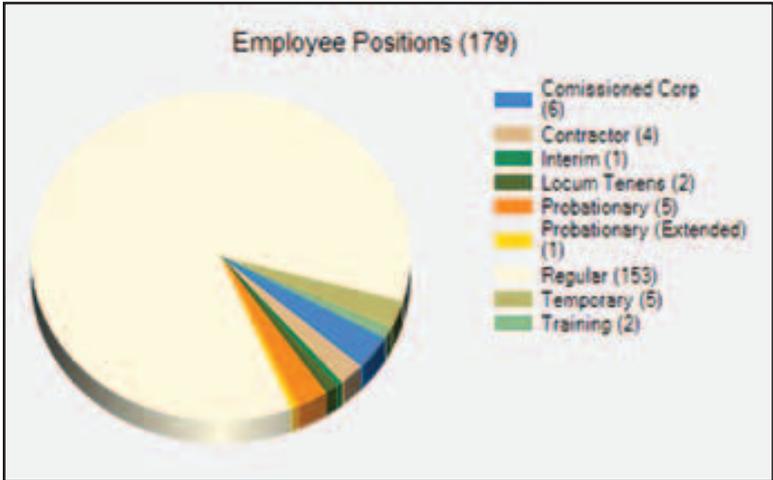


# Human Resources, cont.

### Major accomplishments for 2023:

- Recruitment of the Health Finance Officer, Behavioral Health Director, Community Health Nurse Supervisor, Behavioral Health Consultant and Medical Operations Director (all hard to fill positions historically at KTH&FS)
- Recruited and hired 106 employees in 2023 overall
- Position Description revisions
- Coordinated Open Enrolment
- Updated HR/Job sections of KTH&FS web page
- Corrected HR related 2022 audit findings
- AAAHC accreditation preparation

The KTH&FS HR Department revised the structure of the Department in order to cross-train all generalists and ensure each generalist is proficient with all day to day transactions in the HR department. 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, coordinates all aspects of the recruitment process, screening/ interview process and works with applicants on proper submission of application for employment. Each generalist is assigned a specific KTH&FS department(s) of responsibility in order to maintain continuity but also to build relationships with their assigned departments. The HR Director provides leadership, direction and management for the HR Department and HR staff. The HR Director works directly with the Health General Manger 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 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*



## Information Systems & Technology

### **DEPARTMENT EMPLOYEES (8):**

- Information Systems & Technology Director
- Assistant IT Director
- Senior Database Administrator/Developer
- Senior IT Technician
- IT Technician
- EHR Coordinator
- EHR Specialist
- EHR Trainer

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.

### *In-House Development - KOSS*

The KTH&FS Operations Support System, known as KOSS, is an ongoing development project started in 2015 by the IST department in collaboration with KTH&FS administrative departments. The vision of the KOSS system is to develop a solution to specifically address the unique workflows required in tribal health record-keeping and to serve as a single repository of information for all indirect departments. As an ongoing development project the KOSS system is being developed in pieces (modules) and rolled individually as they are finished. Each module is specifically tailored to assist a department or group of people spanning multiple departments in executing their workflows.

### *2023 Other Accomplishments*

- Deployment and configuration of new Security Information and Event Management (SIEM) system. The SIEM will better detect and mitigate security threats to KTH&FS systems and operations.
- Website development, launch, and Go-live
- 2 virtual servers deployed for wah? we'ah owite Healing Place AD/DNS and DHCP failover
- Healing Place IT Network Successful Go-live
- Okta Multifactor Authentication deployment
- wah? we'ah owite Healing Place YFGC move from Main St. and phone system go-live



## Information Systems & Technology, cont.

- IT/Internet/Phone services transferred from 635 Main St. to 633 Main St. Services previously extended from 635 Main St. only.
- Healing Place Dental computer/IT setup and deployment completed
- NinjaRMM (Remote Monitoring & Management) endpoint/patch management agent rollout and initial configuration
- Sentinel One network/endpoint security agent deployment
- Illumio network/endpoint security agent deployment
- Okta integration with domain Google Workspace account
- Configured and Deployed new Synology NAS (DNS: KTH&FS-NAS - Alias: KTH&FS) to store file share data from FS3/FS4 in preparation for old file server decommission
- Healing Place Pharmacy, Medical, other computer/IT setup and deployment completed
- Fenex Healthcare Consulting/EHR Workgroup – Phase 2 remediation of gap analysis
- Planning and configuration for expansion of network IST VLAN to remote sites as well as addition of "Restricted" (unprivileged) VLAN at all sites
- Rollout of new "My Drive (K)" mapped drive for user's documents, which will follow them from workstation to workstation
- KnowBe4 Phishing/Social Engineering platform – Baseline phishing test performed
- NextGen version upgrade and Go-live
- Intelichart Patient Portal and messaging deployment and Go-live
- STN Bi-Annual HIPAA Controls Assessment completed
- STN Quarterly Vulnerability Scan – CY23 Q1, Q2, Q3, Q4 completed
- STN Annual Penetration Test – CY23 completed

### Goals for 2023:

- KTH&FS website enhancements (HR)
- HR Software RFP
- Transitional Emergency Shelter – IT/EHR support
- Migration to Microsoft Office 365
- NextGen Mobile Plus and Ambient Assist – AI powered dictation





# Medical

## DEPARTMENT EMPLOYEES (44):

Chief Medical Officer  
 Medical Director  
 Nurse Supervisor  
 RN Referrals Manager  
 Community Health Nursing Supervisor  
 Patient Registration Manager  
 Medical Office Manager  
 Administrative Assistant  
 Family Nurse Practitioner (3)  
 MD Family Physician Permanent  
 Podiatrist  
 Rheumatologist (2)  
 Radiology Technician  
 RN Case Manager (2)  
 Community Health Registered Nurse (1) (1 remote)  
 Certified Medical Assistant/Immunization Coordinator

Certified Medical Assistant/Referral Clerk  
 Certified Medical Assistant (5)  
 Community Health Representative (2)  
 Referral Clerk  
 Medical Office Clerks (4)  
 Health Information Coordinator  
 Patient Registration Clerks (2)  
 Patient Benefits Coordinator  
 Tribal ACA Outreach & Education Clerk

### Vacant Positions

Behavioral Health consultant  
 Medical Records Technician  
 RN Case Manager (part-time)  
 MD Locums Physician  
 Medical Director

### *Program Overview*

A skilled team of licensed practitioners made up of family physicians, family nurse practitioners, and allied health support staff provides primary care services. Patients healthcare needs are addressed using a patient-centered, team-based community aligned approach. Integrating cultural practices and influences to help achieve best care practices for our tribal people.

### *KTH&FS 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.

### *KTH&FS 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.

### *KTH&FS Core Values*

**Waq'lis ?i** is a term from our language and means “How are you?” We have incorporated the word to help convey our core values to one another. Core values are the principles that guide our day to day behaviors, our decisions, our actions and our relationships with each other and with the people we serve.

### *Services:*

#### **Acute Care / Sick Care**

- Diagnosis and Treatment of Acute Illness or Injury
- Sick infant or child visits
- Earaches, Sore throat
- Upper respiratory symptoms
- Frequent urination or burning sensation when urinating
- Sprains, Strains & non-displaced fractures
- Open wounds/Suturing

#### **Preventive Care**

- Adolescent exams
- Adult Immunization Services

- Adult medical exams
- Child Immunization Services
- Employment, Sports, and School Physicals
- Family Planning Services
- Infant and Child health and wellness exams
- Nutrition counseling
- Podiatry Services (Foot Care)
- Elder health services
- Tobacco Cessation (Stop Smoking)
- Well Woman Exams (Pap smears, breast health exams)



## Medical, cont.

### Services (cont.):

#### Additional Care

- Chronic Disease Management
- Diabetic Education
- Pain Management
- Onsite Lab
- Onsite X-ray
- SPDI (Special Diabetes Program for Indians)
- Specialty Referrals (Purchased/Referred Care eligibility provisions will apply)

### Annual Activity/Highlights

#### Community Health and Education Outreach:

- Health Education Coordinators rolled out successful events for patients
- Continued Vaccine events for patients and staff
- Expanded our Community Health staff and availability

#### Medical Clinic Operations:

- Added a Medical Operations Director – streamlining and improving non-clinical operations of the medical clinic
- Outfitted and opened the medical clinic wah? we'ah owite Healing Place 2 days/week allowing data gathering and process improvement prior to opening 5 days/week
- Contracted a second Rheumatologist to assist with Rheumatic patients to provide best quality care
- Back to School Health Fair. KTH&FS Medical staff collaborated with The Klamath Tribes Administration, Public Health Departments and YFGC Health Education Coordinators on this event. Students are provided school backpacks, school supplies, as well as department informational material to help assist in any needs they may have. KTH&FS Medical provides a full vaccination and Sports Physical Clinic on this day for student. 77 Patients were seen for Sports Physicals and 57 Patients were provided vaccinations to prepare them for the school year and sports requirements.

#### Patient Registration

- The Patient Registration Department serves enrolled Klamath Tribal members, their descendants, and members of other Federally Recognized Tribes.
- Four certified clerks help patients enroll in Oregon Health Plan and Federal Marketplace plans.
- Oversees the Tribal Premium Sponsorship Program (TPSP), a unique program in Oregon offering medical and pharmacy plans to eligible enrolled Klamath Tribal members since 2014.
- Department highlights:
- Sponsored 65 Klamath Tribal members for our TPSP program in 2023.
- Added 126 new patients into our KTH&FS EHR database for 2023.
- Assisted 310 patients with OHP applications and renewals in 2023.

#### Infection Control:

- Infection Control Policy updated and aligned with CDC
- NIHB Project First Line: KTH&FS Medical Department Collaborated with NIHB Tribal Infection Prevention and Control Capacity Building Program on a project to create an educational video about Personal Protective Equipment (PPE) in HealthCare. KTH&FS was chosen as a filming location because it effectively responded to COVID-19.

#### Patient Quality of Care and Access:

- Decreased patient complaints compared to 2022
- Implemented new patient portal
- Increased patient access by hiring a new FNP and Locums Physician
- Phone Tree Improvement:
  - Changed the phone system to ring all lines simultaneously.
  - Resulted in a significant reduction in abandon and rejected call rates, down to 2-3% from 11-15% previously.

#### Services/Care Guidelines:

- Mammograms 157
- DEXA scans 53
- Colonoscopies 90
- Eye exams 347



# Pharmacy

## DEPARTMENT EMPLOYEES (13):

- Pharmacy Director
- Assistant Chief Pharmacist
- Pharmacy Clerk
- Clinical Staff Pharmacist (2) 2 Full Time & 1 Temp open for recruitment
- Lead/Certified Pharmacy Technicians/Trainee (7) 2 Full Time open for recruitment
- Contract Pharmacists (utilizing 5 different pharmacists for this role in 2023)

### 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 enrolled for services. The primary pharmacy is located in the Wellness Center in Chiloquin, Oregon, though KTH&FS is actively trying to open a pharmacy at wah? we'ah owite Healing Place in Klamath Falls, Oregon. The pharmacy is under the legal authority of The Klamath Tribes follows 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 appropriate medications use.

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 also working to improve current services that patients appreciate and value. These services include: filling and dispensing 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, participating at community events, administrative services related to pharmacy operations, and more.

### Pharmacy Department Annual Activities & Highlights

2023 was a very busy year for the pharmacy department. Several staff retired or left for personal or family medical reasons. A few Certified Pharmacy Technicians and a Pharmacy Technician Trainee were hired. Pharmacy also had the privilege to host a few pharmacy student for six weeks.

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. Home Delivery eligibility 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 71% of dispensed prescriptions, up from 61% in 2022. Prescription numbers also increased by 1.2% over 2022, despite a slight decrease in the overall total number of unique patients utilizing the pharmacy. Overall, the pharmacy managed drug costs and insurance billing requirements to yield an increase in revenue of \$2,221,618 compared to 2022. Pharmacy's revenue will help fund expanding services at the Healing Place in Klamath Falls.

Pharmacy staff supported committee work, strategic planning, Tribal Council meetings, and 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
2023	96,086	11,903	1803	497	\$2,476,983	\$19,671,352
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

## Pharmacy, cont.



### *Pharmacy Accomplishments*

- Clinically reviewed, educated on and dispensed over 96,000 prescriptions at no costs to patients.
- Minimized drug procurement costs and maximized third party reimbursements to achieve over \$19.6 million in pharmacy revenue.
- Expanded Afterhours pharmacy services for PRC eligible patients to include Rite Aid and all Sky Lakes Medical Center- Outpatient pharmacy locations.
- Increased medication synchronization program by 78 patients to 483 patients, accounting for 70.81% of prescription volume.
- Utilized medication synchronization program to streamline deliveries, decreasing total annual number of deliveries from 7083 to 5993.
- Updated procedures and completed requirements to achieve both successful AAAHC re-certification and annual inventory fiscal audit at both pharmacies.
- Completed installation of all major hardware and software components needed for Healing Place Pharmacy:
  - Setup a virtual Central pharmacy with its own server that allows certain operations to be synchronized between the two physical pharmacy locations including, but not limited to 43 custom report templates that are shared for uses such as our dual-language Rx label, MAR bubble pack label, receipts, inventory worksheets, etc.
  - Setup workstations, phones, thermal label printers, laser printers, scanners, and cloud-fax pharmacy software integration
  - Parata Max 2 filling automation setup with custom dual-language Rx label design and integration in pharmacy workflow
  - Medication Refrigerators and Freezer
  - Sensoscientific temperature monitoring systems for room, refrigerators, and freezer
  - FlavorRx medication filtration, reconstitution and flavoring device
  - Eyecon medication validation machine with photo image audit capabilities
  - RxMedic Automatic Retrieval System – Will Call Light-Up System
  - McKesson drug wholesaler accounts setup with EDI catalog, invoice, and perpetual inventory recommended ordering integration into pharmacy software
  - MedProject on-site medication disposal receptacle setup
  - Anti-Fatigue mats
  - Specialty medication storage shelving and storage room shelving
- Began operating as a closed-door pharmacy for same-Day patients seen at the Healing Place medical and dental departments on Tuesdays and Thursdays.
- Assisted other departments
  - Dental Department with Direct Prescriber dispensing SOP, supplies, and medication during times when on-site pharmacy operations are unavailable
  - Medical Department with Crash Cart SOP and supplies
- Ken Harris received BCACP certification, making all pharmacists at KTH&FS Board Certified, and joining the less than 5% of pharmacists that hold this type of clinical certification.
- Multiple technicians completed extra training advancing their skills and education:
  - Graduated a Pharmacy Technician Trainee into a Certified Pharmacy Technician position
  - The Lead CPT completed Pharmacy the American Society of Health System Pharmacists (ASHP) Leadership Certificate in Management Basics
  - A CPTII completed the Pharmacy Technician Certification Board (PTCB) Medication History Taking Certification and is now support Med Sync more.
  - A CPTII PTCB National Certification in order to pursue advanced certifications.



## Purchased & Referred Care

### **DEPARTMENT EMPLOYEES (6):**

PRC Director  
PRC Program Clerk

PRC Technician (3)  
PRC Lead (pending)

#### ***Program Overview***

Medical/dental care provided at our Klamath Tribal Health Care Facilities 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 facilities. 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 requirements apply to all categories of eligible PRC persons including students, transients, and persons who leave the PRC delivery area. Notification and authorization of approval for payment from the PRC Department is the responsibility of the patient. An individual must obtain authorization 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 2023 the PRC Department has:

- Issued 4,400 authorization claims.
- Processed 2,700 referrals for services outside of what is provided at Klamath Tribal Health & Family Services.
- Paid 4,200 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.
- 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.

#### ***2023 PRC Accomplishments***

- Reviewing workflow Referral process with Medical/NextGen/Fenex
- PRC pays for Elder Life Alerts- ended 2023 with 33 patients
- Attended meeting with IHS Director and Leadership Team
- Meet/zoom Tribal Caucus PRC Unmet Need meeting with IHS participation
- Covered more massage therapy, chiropractic care, acupuncture after review of prior year utilization
- Participated in Elders/Planning Resource Meeting
- Set up table/booth with Information regarding PRC program, Medicare, Medicaid, frequently asked Questions at the Klamath Tribal Elders Fair.



## Health Education

The Health Education is a combination of the Health Education Services and Public Health Promotion Services at YFGC and the Medical Department. Health Education Services is composed of tobacco prevention, diabetes prevention, opioid prevention, public health emergency preparedness, maternal and child health services. Health Promotion Services provided COVID-19 case investigations, wrap-around services, COVID-19 Vaccination Incentive Program, Employee Health Program, and Street Outreach. Wrap around services and Vaccine Incentive Program have ended. The Public Health Department was dissolved due to grant funding ending.

### COVID-19 testing and tracking

- Positive: 43
- Negative: 242
- Total: 285
- Wrap around services provided: 19
- Vaccines administered 2023: 308
- Air Conditioner and Air Purifier distributed: 122

### Street Outreach (January to May)

- BestCare Assessments: 27
- Transformations referrals: 17
- Harm Reduction Contact Sheets: 147

### Employee Health tracking 2023

- Positive COVID: 57
- Other illness exclusion: 79
- COVID-19 Vaccination Incentive Program checks produced: 161
- Vaccine Pop-up events: 2
- Car Seats distributed: 6

### Health Education Events and activities:

Tobacco Prevention Drive-in Movie Nights and Bingo Nights, Tobacco Prevention Giveaways, Chiloquin Jr./Sr High school Student Assembly Tobacco Cessation and Opioid Education Prevention, Chiloquin Jr./Sr High school Teen Dating Violence awareness, Pre-Prom Trivia night, Community Youth Basketball, Winter kit donations, Weight Loss Challenge, Archery Field day, Literacy and LGBTQ Book Give-a-ways, Community Narcan Training Classes, Health Fairs for Men, Women and Elders, Back-to-school Fair, Diabetes Walk/Color Runs, Annual Restoration Health Row, Ho Mas Gi Warriors National Fitness Collaboration, Virtual Living Well with Diabetes course, Beatty Mini-health fair, Diabetes Prevention Veggie Rx @ Home, Community tabling promoting Public Health, Emergency Preparedness and COVID Vaccines.



## Homeless Services

### DEPARTMENT EMPLOYEES (14):

- Homeless Services Director
- Transitional Emergency Shelter Peer Support Specialist
- Transitional Emergency Shelter Manager
- Transitional Emergency Shelter Guest Hosts (10)
- Transitional Emergency Shelter Case Manager

The Homeless Services Director reports directly to the Health General Manager and oversees the Transitional Emergency Shelter (TES) program.

### The Transitional Emergency Shelter

The pivotal role of the TES is within the broader framework of the Klamath Tribes Homeless Initiative, approved by the Tribe in 2021. Central to this initiative is the profound belief that tribal members affected by homelessness deserve enduring, compassionate solutions rooted in cultural values.

At the core of the TES lies our commitment to implementing best practices in emergency sheltering, which are key to success. TES will offer low barrier access, specialized case management, trauma-informed care, constant engagement into KTH&FS services such as: primary medical care, dental, cultural prevention care, and a safe and secure environment managed by trained staff, many of whom bring their own “lived experience” and unique insights into the challenges faced by individuals experiencing homelessness. TES will serve 12-20 participants in 4-6 month intervals.

### Program Accomplishments

- Developed the Operating Handbook for the TES
- Developed Communication Work Plan
- Hired and trained TES staff
- Developed Risk Mitigation Plan
- Hosted multiple cultural and holiday events
- Construction started on TES site

The KTH&FS Engagement Center had an average of 80-100 encounters with Tribal Members per month. The Engagement Center serves as a resource center for Tribal Members looking to get connected with local and Tribal organizations.



## Transportation

### **DEPARTMENT EMPLOYEES (11):**

Community Transportation Program Manager  
Community Transport Scheduler/Courier  
Transporters (6)

Community Transportation 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 2023, the Transportation Program provided 2,854 health related transports, driving 110,385 service miles, including transporting patients to 129 out of town specialty appointments. Our Pharmacy mileage was 81,809. The Pharmacy courier and transport team delivered 6,411 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.

Services for which transportation is provided are:

- Prevention - transporting 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.
- 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 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 various passenger vehicles and two Hydraulic lift handicap vehicles with 850-pound maximum lift weights.

#### **2023 Accomplishments:**

- Completed the 2023 Surveys
- Assisted Courier/Pharmacy with Holiday and Winter Delivery Closures
- Assisted with the Elders Christmas Party with Transportation
- Assisted with Health Row for Transportation informational booth



## Youth & Family Guidance Center / Behavioral Health

### DEPARTMENT EMPLOYEES (31):

Behavioral Health Director	Behavioral Health Manager	Office Manager
Administrative Assistant	Program Clerk (2)	Clinical Supervisor
Mental Health Therapist (3)	Intensive Case Manager (3)	Behavioral Health Consultant (2)
Substance Treatment Supervisor	Substance Treatment Counselor (2)	Substance Treatment Counselor-In-Training (2)
Prevention Supervisor	Prevention Coordinator (4)	Recovery Support Supervisor
Re-Entry Intensive Case Manager	Peer Support	Street Outreach Manager
Certified Medical Assistant	Opioid Prevention Coordinator	

The KTH&FS Youth & Family Guidance Center (YFGC), is dedicated to advancing the overall mission of the Klamath Tribes by providing quality, client-focused behavioral health, prevention, intervention, substance use treatment, recovery support services, street outreach services 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 2023:

- **Outpatient Substance Abuse Treatment**
  - Our YFGC Substance Treatment team provides outpatient substance treatment counseling for those who only need brief education through those in need of 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 DUI 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 2023 Program Highlights)
- **Recovery Support Services**
  - Our YFGC 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).
- **Intensive Case Management**
  - The Intensive Case Management team serves as a liaison and advocate for clients to reduce barriers to treatment in

continued on page 24



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

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, access food, clothing, toiletries and other necessities. The program transitioned this year to be operated under the Homeless Services Department, and YFGC continues to provide assistance two days per week with co-located Intensive Case Managers.
- **Street Outreach Program**
  - 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 an 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 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.

### Highlights for 2023

- Accomplished the move from Main Street offices to wah? we'ah owite Healing Place.
- Developed organization system in storage area to allow for easy access to all program supplies and equipment which includes an inventory list and system for program supplies to reduce over ordering and ordering unneeded supplies because they could not be located.
- Reorganized intake process for all YFGC clients. Initial screening now done by case managers at intake. Next appointment for formal assessment either in SUD or MH usually assigned at initial screening. If there is a question, cases are brought to the clinical meeting.
- Increased ability for providers to manage their own calendars by creating appointments on the spot with clients rather than sending them to the front desk. (Previously this resulted in a lot of "lost" appointments that were not made on the way out when front desk staff was busy)
- Medical records process formalized with SOP which ensures more consistency and more care with medical records requests and releases. Logging feature turned on in NextGen so that medical record releases for each patient are centralized in a medical release information log.
- Implemented the ASAM assessment for SUD assessments and integrated it into our existing EHR.
- Created template for TCM in NextGen which all case managers now use for CM documentation.
- Started first telehealth provider which has been a successful way of delivering MH services.
- Developed triage team (CM and BHC) to support front desk, screen and triage client appointments appropriately.
- Established BHC in the medical clinic and improved referral processes between wellness center and YFGC.
- Ended contract with KBBH sobering center and diverted money to contingency management program in IMPACTS. (Obtained approval from CJC) for this innovative new program.
- Completed concept drawings for cultural dance/gathering lodge at Pioneer Street in Chiloquin.
- Set up work station and established case managers part time at Engagement Center to improve client access to services.



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

- TV's installed in group room areas which allowed expanded curriculum for groups as well as the ability to add off site providers to clinical meetings via Zoom (telehealth providers, BHC).
- Obtained approval from OHA for outdoor wellness space at wah? we'ah owite Health Place
- Expanded IMPACTS program eligibility and improved internal reporting processes between NextGen and Re-Entry program
- Improved prize giveaway processes at events to ensure the perception of fairness for event attendees and participants
- Street outreach trailer program up and fully running. Numbers continue to increase both in facilitating people's entrance into treatment programs and providing harm reduction supplies.
- Brought in first clinical wellness program for all staff – Somatic Experiencing workshop
- Passed AAAHC accreditation review for BH.

### ***Outpatient Substance Abuse Treatment***

In order to meet the continuing need for Substance Treatment Counselors YFGC substance treatment has continued to train two tribal members as Substance Treatment Counselors and both have progressed in their training to the point of providing most clinical services, and nearly ready to test for their full credentialing. This staff development has ensured that a full menu of outpatient treatment options are available to meet the diverse and intense SUD needs of our local tribal community. In addition, this staff development has allowed the SUD team to continue to offer services in Chiloquin on Wednesdays and Fridays, and has allowed the program to admit clients to the program with no wait list. The SUD trainees have also been able to help with community education and cultural interventions, as well as helping with transportation of clients to treatment.

The Substance Treatment team was also able to add to the group menu to help patients to develop specific skills to address the problems they are experiencing. Additionally, more team members have also received training specific to opioid use treatment, as the fentanyl crisis continues across the country.

### ***Outpatient Mental Health***

In response to the need for a more integrated model of care, YFGC added a second Behavioral Health Consultant (BHC) to our team. This new BHC provides short term and brief mental health interventions and support in conjunction with the Wellness Center primary care team and is co-located in Chiloquin Monday, Wednesday, and Friday. Our YFGC-based BHC is also co-located in Chiloquin at the Wellness Center Tuesday and Thursday and is available Monday, Wednesday, and Friday at the Healing Place for both the YFGC side and Medical side. The BHC role has enabled increased access and more flexible and same-day mental health support as well as improved integration of care with the medical team. The BHC is also available for consultation with Tribal and outside agencies to decrease barriers and bridge gaps to accessing mental health care.

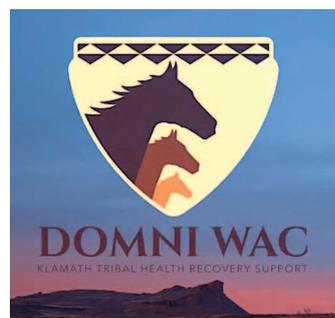
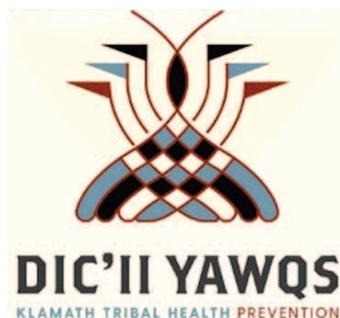
In response to the need for treatment access in Chiloquin, the Substance Treatment team has continued providing substance treatment groups two days per week and the Case Management team is also available for Chiloquin appointments, as needed.

We have also been able to continue meeting the needs for mental health therapy by adding a remote mental health therapist 24 hours per week. We contracted with an outside agency to fill this position and continued to work with them to add other providers in 2024.

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

- 1) Information Dissemination- Some of our resources include speaking engagements, radio ads, brochures, media campaigns, social media, and resource fairs as this provides factual information.
- 2) Prevention Education- Provides knowledgeable information and activities aimed to affect critical life and social skills, including decision-making, refusal skills and critical analysis. Prevention education is characterized by two-way communication based on

continued on page 26





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

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.

- 3) Alternative Activities- Actively engaging the participation of target populations in activities that exclude alcohol and drug use and tobacco prevention through the provision of constructive and healthy activities. A few of the events hosted by the Dic'ii Yawqs Prevention Program include: Powwow Club, multiple basketball camps, weekly cultural activities throughout the summer, Thrive Summer Camp, Klamath Tribes Youth Summit, Spring Break Events, Christmas Events in Beatty, Klamath Falls and Chiloquin, Beatty Bingo Family Nights, Back to School event, Men's Health Retreat, Women's Health Retreat, Elders Retreat, Trunk or Treat and the Sobriety Powwow.
- 4) 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 and Chiloquin 1st Coalition to advocate for change to our community
- 5) 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.
- 6) 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 educate. The Dic'ii Yawqs Prevention Team works with school principals and partners.
- 7) Programs- Tobacco Prevention, Alcohol and Drug Prevention, Mental Health Promotion, Youth Suicide Awareness, Veterans Behavioral Health, and Gambling Prevention.

### Recovery Support Services

- Hire Klamath Tribal Health first Peer Support
- 17 tribal members released from prison and offered Reentry services.
- 359 tribal member bookings in the Klamath County Jail; 40 requests for YFGC services. 147 released before we could meet.
- Mending Broken Hearts grief collaboration with Tayas Yawks.
- Bow making workshop
- Family Horse Activity
- Recovery Summit
- OSP powwow
- OSCI Indigenous A&D Symposium
- WCCF spuklis
- SRCI Zoom Modoc Legends group
- IMPACTS Contingency Management
- IMPACTS Case Management
- Homas Gi Committee
- Public Safety Committee
- Domni wac legends group
- Recovery Acknowledgments



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



### Street Outreach Program

- The Street Outreach Program received a No Cost Extension (NCE) from grants management for the Community Opioid Intervention Pilot Project (COIPP) grant. The NCE will start April 1, 2024 and will continue through March 31, 2025. This will allow us to keep our program functioning and provide a high level of services for the upcoming year.
- Hired a Certified Medical Assistant (CMA) to provide additional minor medical services to tribal members while housed on the Street Outreach trailers as well as providing additional support to the Transitional Emergency Shelter (TES) assisting with screenings.
- November 2022 through November 2023, the Street Outreach trailers admitted 128 individuals into detox/treatment and had 739 Harm Reduction encounters.
- Participated in multiple opioid prevention activities and events throughout the year.
- Successfully partnered with two local agencies BestCare and Tayas Yawqs and continues to make strides in Opioid Prevention/Treatment services in Klamath County.
- Continuing work with local high schools in providing education and awareness around opioid prevention.
- The Street Outreach Program highlights active participation in the Local Alcohol and Drug Planning Committee (LADPC) as well as the Healthy Families - Klamath Community United Networking Meeting (CURN)
- Installed Naloxone overdose emergency boxes for tribal buildings in Klamath Falls and in Chiloquin through the Tribal Opioid Response (TOR) grant and the (COIPP) grant
- 12, 140 Direct contacts provided by Dic'ii Yawqs Prevention Team thru events, groups or activities
- 148, 652 Social Media Impression provided by the Dic'ii Yawqs Prevention Team
- 1,457 Mental Health Services provided to 278 individuals
- 1,044 Substance Use Disorder Services provided to 129 individuals
- 1,152 Case Management Services provided to 293 individuals
- 201 Peer Support Services provided to 80 individuals





*"Sepk'ee'cia ?uyyamni mo dici'i wytas"*  
*"Thank you, and have a good day."*

