

PUBLIC HEALTH QUALITY IMPROVEMENT PLAN

— 2024 —



Choctaw Nation Health Services

PUBLIC HEALTH QUALITY IMPROVEMENT PLAN

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INTRODUCTION

The Public Health Quality Improvement (QI) Plan describes the organizational, multidisciplinary and systematic performance improvement function designed to support the mission and vision of the Choctaw Nation of Oklahoma (CNO).

MISSION STATEMENT

“To the Choctaw proud, ours is the sovereign nation offering opportunities for growth and prosperity.”

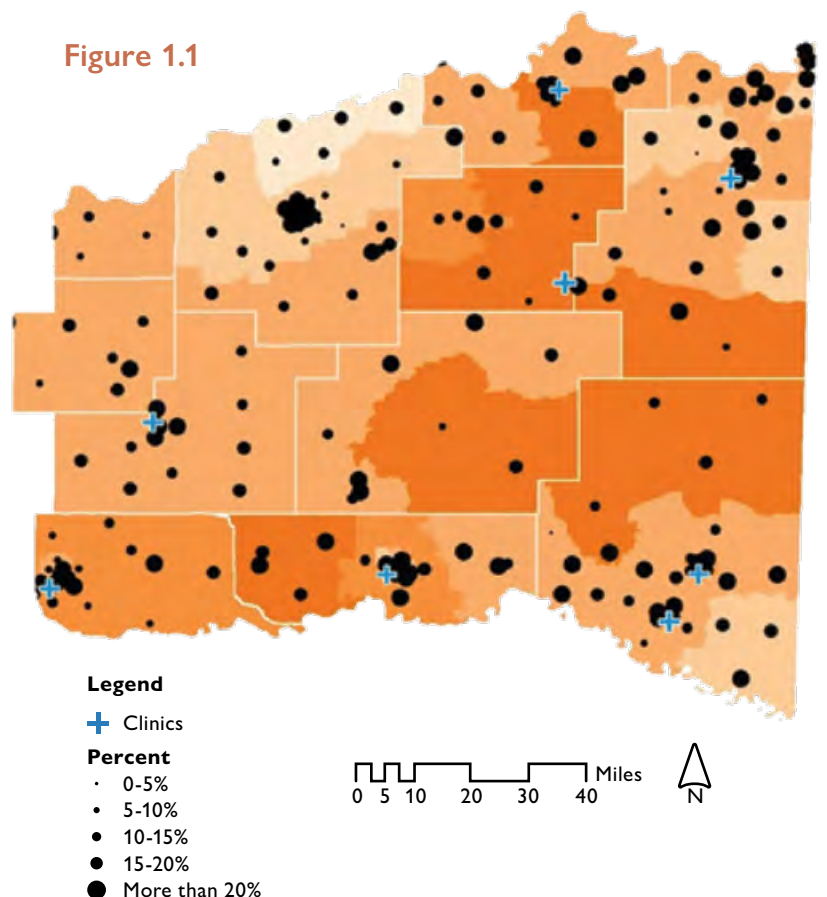
VISION STATEMENT

“Living out the Chahta spirit of faith, family and culture.”

The purpose of the CNHSA Public Health Quality Improvement (QI) Plan is adapted from the CNHSA Health Division Quality Assurance Performance Improvement Plan. It was deemed necessary to develop a more individualized QI Plan to meet the unique needs of the public health department.

Public Health is concerned with promoting and protecting the health of entire communities. The work is achieved by promoting healthy lifestyles and choices, preventing disease and injury, and ensuring safe and healthy environments where people live, learn, work and play. It is important to note that the Choctaw Nation’s reservation covers nearly 11,000 square miles (Figure 1.1) in rural Southeast Oklahoma. The coverage area is larger than the state of Rhode Island. This leaves our residents having to travel long distances often to get quality healthcare.

Figure 1.1



PERFORMANCE IMPROVEMENT OBJECTIVES



In addition to the geographic obstacles, residents' financial burdens also play a role in their healthcare needs. Jobs are limited in Southeast Oklahoma. This leaves the affordability of healthcare as another challenge.

CNO understands the burdens of their people. The tribe looks to the person, individually, as to why they cannot get their healthcare needs addressed. They have made these challenges a strategic focus in terms of how they provide aid to their residents. To improve financial status, CNO creates jobs and offers financial assistance programs as needed. If their people need healthcare, they build clinics, send people to their resident's homes, take their people to doctor's appointments, provide clean water and septic systems, promote preventive health, etc. The public health priority of CNO is making services easily accessible, whether that means adding new services in rural locations, expanding current services to serve more people, or meeting our members where they are, in their homes.

PERFORMANCE IMPROVEMENT OBJECTIVES

The QI plan is an ongoing program that demonstrates measurable improvement through indicators that will improve tribal member outcomes. To do this, the Public Health Department has established essential public health services that include, but are not limited to, the following:

1. Monitor health status to identify community health problems.
2. Diagnose and investigate health problems and health hazards in the community.
3. Inform, educate and empower people about health issues.
4. Mobilize community partnerships to identify and solve health problems.
5. Develop policies and plans that support individual and community health efforts.
6. Link people to needed personal health services and ensure health care when otherwise unavailable.
7. Evaluate the effectiveness, accessibility, and quality of personal and population-based health services.
8. Research for new insights and innovative solutions to health problems.

KEY QUALITY TERMS

To ensure the effectiveness and use of this plan across the public health department, common terms and acronyms must be identified and defined.

Choctaw Nation of Oklahoma (CNO)

Hoshonti

Annual staff training platform

Mobilizing for Action Through Planning and Partnerships (MAPP)

It is a community-wide strategic planning process for improving public health, as well as an action-oriented process to help communities prioritize public health issues, identify resources for addressing them, and take action. MAPP is an evidence-based approach to improving public health practice

Performance Improvement (PI)

Performance improvement is measuring the output of a particular business process or procedure, then modifying the process or procedure to increase the output, increase efficiency, or increase the effectiveness of the process or procedure.

Performance Improvement (PI) Project

PI Projects are the products of performance improvement. They are department-based. The projects are selected to strategically concentrate efforts to increase output, increase efficiency or increase the effectiveness of a process.

Plan-Do-Study-Act (PDSA)

PDSA, or Plan Do Study Act, is a framework used to test change within an organization. As the name suggests, the PDSA method allows teams to plan, apply, and study the effects of that change and how to improve upon it, and then apply the new changes again.

Quality Improvement (QI)

A deliberate and defined improvement process, such as Plan-Do-Study-Act, focused on activities responsive to community needs and improving population health. It refers to a continuous and ongoing effort to achieve measurable improvements in the efficiency, effectiveness, performance, accountability, outcomes, and other indicators of quality in services or processes that achieve equity and improve the health of the community.

Quality Improvement (QI) Plan

A QI Plan outlines the organization's QI goals and objectives. It is a living document that provides direction and structure for QI efforts. Leadership should continuously evaluate and revise the QI Plan to progress further and maintain momentum. The QI Plan should align with the organization's strategic efforts.

SMART Goals

SMART goals are well-defined, measurable goals. SMART stands for specific, measurable, attainable, realistic and timely.

Strategic Quality Support System (SQSS)

Tribal Public Health Team

An interdisciplinary team of leaders across the Choctaw Nation of Oklahoma was assigned to oversee the progress and quality of the Choctaw Nation of Oklahoma Public Health Department.

QI PARTICIPANTS ROLES AND RESPONSIBILITIES

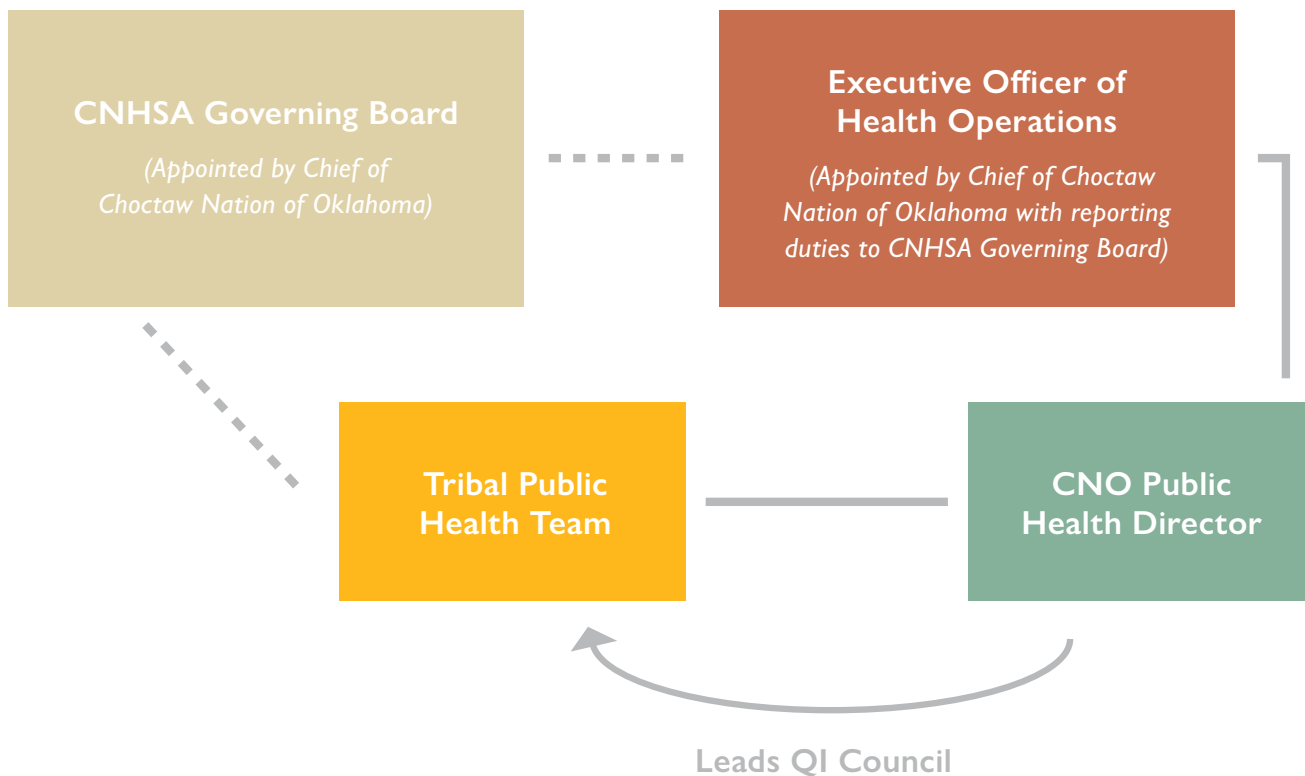
DESIGN/SCOPE

Performance monitoring and evaluation standards are department, division, service line and/or population-focused. Processes are measured on an ongoing basis, proactively, and in response to occurrences. The following elements are considered when relevant and available:

- A. Organization's mission, vision and strategic plan.
- B. Needs and expectations of tribal members, patients, staff and others.
- C. Current literature and practice guidelines.
- D. Performance expectations set forth by the Choctaw Nation of Oklahoma.

PUBLIC HEALTH REPORTING STRUCTURE

Figure 1.1



QI PARTICIPANTS ROLES AND RESPONSIBILITIES

A. GOVERNING BOARD

- Oversees the progress and completion of the CNO Public Health Program.

B. PUBLIC HEALTH DIRECTOR

- Provides vision, direction and priorities for QI projects.
- Oversees the development, implementation and evaluation of the CNO Public Health QI Plan.
- Provides leadership to the QI Workgroup and Accreditation Leadership Committee.
- Reports QI activities to the Choctaw Nation Health Services Governing Board.
- Ensures QI Project alignment with CNO/CNHSA Strategic Plan.
- Identifies appropriate interdisciplinary staff to participate in QI projects.
- Requests review of specific evaluation activities or the implementation of QI projects.
- Apply QI principles and tools to daily work.

C. ACCREDITATION MANAGER

- Responsible for compliance with PHAB requirements.

D. EPIDEMIOLOGIST

- Analyzes and interprets reportable disease reports to provide reports to the Choctaw Nation of Oklahoma about community health concerns.

E. TRIBAL PUBLIC HEALTH TEAM

- For the purposes of this document, the responsibilities of the QI Council will fall under the Tribal Public Health Team.
- Responsible for reviewing public health quality improvement project data to ensure progress and improvement.
- Central committee that reviews all public health-related data.
- Responsible for organizing public health quality improvement data to present to the Governing Board.
- Identifies future public healthy quality improvement project opportunities.
- Reviews QI learning opportunities.
- Ensures department coordination of public health efforts.

QI PARTICIPANTS ROLES AND RESPONSIBILITIES

F. CNO DEPARTMENTS

» Hospital and Clinics

- Provide a location where patients can access medical services in rural southeast Oklahoma.
- Work directly with public health as needed on reportable diseases.
- Hosts community education and awareness.
- Works to provide resources where necessary for public health needs.

» Infection Control

- Responsible for reporting hospital and clinic reportable diseases to the State of Oklahoma.
- Responsible for contacting patients regarding medical follow-up needed for reportable disease.
- Responsible for working with medical and nursing staff to ensure medical follow-up for patients is completed as required.
- Disease incidents through public health.

» Wellness Centers

- Offers top-of-the-line fitness equipment and a wide variety of fitness classes and conducts comprehensive fitness assessments.
- 14 Wellness Centers are located throughout southeast Oklahoma, offering physical fitness programs
- Massali Program works directly with tribal members with chronic conditions to develop an exercise program to improve physical health and patient laboratory results

» Tribal Transit

- Offers patients transportation to non-emergency medical appointments at Choctaw Nation health clinics and specialized clinics outside of CNHSA
- Offers fuel vouchers to tribal members to assist with fuel to long-distance medical appointments
- Office of Environmental Quality
- A program to provide sanitation facilities, including water and wastewater facilities
- Funding for this program is provided through the U.S. Indian Health Service; therefore, their qualification guidelines must be met. These funds are to be used for items such as water wells, septic tanks, drain fields, community water, or community sewer connections.

QI PARTICIPANTS ROLES AND RESPONSIBILITIES

» Environmental Protection Services

- Recycling provides services for environmentally responsible practices through the collection and processing of recyclable material in the Choctaw Nation. Reducing waste streams and returns revenue to the tribe.
- Environmental protection services provide residents of southeast Oklahoma with air quality/rayon testing in homes.

» Hospital and Clinics

- Provide a location where patients can access medical services in rural southeast Oklahoma.

» Preventive Health

- Focuses on activities and programs to improve the physical and mental health of tribal members
- Organizes exercise and weight loss programs and events
- Healthy Lifestyles program promotes healthy eating habits
- Caring Van that travels to community events, health fairs, and schools in Oklahoma and provides preventative health care and education
- Community education in schools, health fairs, community events
- Empower program to provide tobacco education
- Community Health Nursing Program
 - Provides services for tribal members in our rural communities to keep them healthy.
 - Services Include:
 - + The Caring Van is utilized throughout the Choctaw Nation service area
 - + Home visits for infants born at the Choctaw Nation Health Care Center
 - + Immunizations for children and adults
 - + Health Fairs throughout the Choctaw Nation
 - + Community and school training on such topics such as healthy lifestyles and disease prevention
 - + Examinations for head lice at small rural schools
 - + Fluoride varnish treatments at Choctaw Nation Head Start and Child Care Centers.

» Behavioral Health

- Providing various mental health services for adults, adolescents, and children, including outreach, education, treatment centers, and outpatient visits.

QI PARTICIPANTS ROLES AND RESPONSIBILITIES

» WIC Program

- WIC is a federally-funded health and nutrition program for women, infants and children. WIC helps families by providing an Electronic Benefits Transfer card, called the “WIC” card, for buying healthy foods from WIC-authorized grocery stores.
- The program serves women who are pregnant, postpartum, or breastfeeding, infants, and children under the age of 5 living within the Choctaw Nation Reservation.

» Public Safety Department

- Responsible for serving and protecting the people of the Choctaw Nation of Oklahoma’s Reservation.

» Community Health Representatives

- Liaison between tribal members and the Choctaw Nation of Oklahoma and other resources.

» Patient Relations

- Liaison between tribal members and the Choctaw Nation of Oklahoma and other resources.

» Housing

- Responsible for providing affordable housing to communities in Southeast Oklahoma.
- Responsible for updating tribal members’ homes as needed to improve living conditions.

» Emergency Management

- Prepares communities of Southeast Oklahoma for unforeseen events through resources and education.
- Responds to unforeseen events to organize, provide resources, and apply for needed assistance.

The Tribal Public Health Team works with public health-related departments on QI activities. They do this through assisting in identifying areas for improvement and QI Learning Opportunities.



QI LEARNING OPPORTUNITIES

Choctaw Nation's Human Resources educates new hires on Choctaw Nation's Public Health Department. This is completed at New Hire Orientation. Human Resources requires all new hires to sign in to orientation. An agenda of topics covered is kept with Human Resources.

Annually, all CNO employees complete staff training through Hoshonti. CNO Public Health Department has a slide presentation that all staff must review annually. Completion is tracked by Choctaw Nation's Human Resource Team.

PROJECT IDENTIFICATION, PRIORITIZATION AND INITIATION

Project Identification

QI Project identification for public health is completed in three ways.

1. With CNO's Strategic Development Department
2. Through the Community Health Needs Assessment
3. As needed

CNO Departments meet with CNO's Strategic Development team throughout the year. Strategic Development guides departments through a planning session that reviews departmental goals. Strategic Development then develops questions and completes a data analysis to assist departments with goals and objectives for their departmental goals. From here, Strategic Development develops a strategic plan for the department that illustrates how they will implement the project.

Public Health also uses the data from CNO's Community Health Needs Assessment to identify public health related projects. Data is reviewed to identify areas of improvement. Using data from the Community Health Needs Assessment, the Public Health Director selects projects in need of action.

In addition, Public Health may create a QI project as concerns arise. These concerns may come from any of the following:

- A. Quality of Life- Creating and sustaining an environment that seeks to enhance each patient's well-being.
- B. Public Health Accreditation Board Requirements
- C. National/State/Tribal Areas of Concern
- D. Public Health Data

Project Prioritization

Any QI Project (access-related) that arises from the CNO's Strategic Development team is prioritized by the CNO's Strategic Development Team.

Projects selected from the Community Health Needs Assessment or other areas of concern are prioritized with the Tribal Public Health Team using a prioritization worksheet. Annually, the team reviews public health projects. At this time, the team determines if existing projects should continue and if any new projects should be added. The Public Health Department reviews prioritization worksheets to determine the final priority of projects.

QI LEARNING OPPORTUNITIES

Project Initiation

Any QI project (access-related) that arises from CNO's Strategic Development team is initiated by CNO's Strategic Development Team.

Projects selected from the Community Health Needs Assessment or other areas of concern are initiated by using the following process:

1. Project Lead is identified
2. Project is established using the project template form in SQSS. CNO utilizes performance improvement principles to accomplish the Nation's mission and vision. Analysis of performance using these measures leads to new opportunities for improvement. Public Health has designated the Plan-Do-Study-Act Model. Plan-Do-Study-Act is the preferred method for departmental performance improvement projects. The models are represented in Figure 1.3.
3. Project team leader may choose to form a team as deemed necessary.
4. Project team leader has discretion to initiate project when deemed acceptable.
5. Project performance is tracked as determined by the project leader. Results are presented to the Tribal Health Quality Team.

Figure 1.3



Project Communication

Projects that arise from Choctaw Nation's Strategic Development team are placed into a dashboard by Choctaw Nation's Strategic Development team and given to organization leaders. The organization leaders are responsible for disseminating project information to necessary departments. This will include departments directly affected by the project.

Quarterly, the Tribal Public Health Team reviews QI project data from the SQSS dashboard. Annually, CNO's Public Health Department submits an Annual Public Health Impact Report to CNHSA's Governing Board. Annual Public Health Impact Report is also posted on CNO's intranet for associates to review.

GOALS AND OBJECTIVES

Goals and objectives of QI Projects (access-related) that arise from CNO's Strategic Development team are established by the Strategic Development Team.

Public Health uses SMART goals to establish goals for any QI projects initiated by Public Health. See Figure 1.4.

Figure 1.4



EVALUATION AND MONITORING

Data Collection and Analysis/Reporting Progress

Data collection for projects (access-related) that arise from Choctaw Nation's Strategic Development team. Access-related project updates are submitted to the Tribal Public Health team quarterly for review.

Public Health related project updates are submitted to SQSS quarterly. Updates are reported to the Tribal Public Health team Quarterly to analyze and review project progress.

Evaluation

Projects (access-related) that arise from Choctaw Nation's Strategic Development Team are evaluated by Choctaw Nation's Strategic Development Team. Access-related project updates are submitted to the Tribal Public Health Team quarterly for review.

CNO's Public Health approach to performance improvement is continuously assessed and revised. This process should ensure that tribal member outcomes are continually improving. The QI Plan is evaluated for effectiveness at least annually, revised as necessary and submitted Annual Public Health Impact Report.



Choctaw Nation

Health Services

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