

# Nashville Area IHS Annual Accomplishments FY 2023



Nashville  
Area

The IHS Nashville Area serves 36 Tribal Nations and three Urban Indian Health Programs from the Northern Woodlands (Maine), to the Everglades (Florida), and over to the Gulf Coast (East Texas). With a budget of more than \$250 million and 58,000 users, numerous tribally operated hospitals and health clinics, seven federal service units, three engineering field offices, and one Youth Regional Treatment Center, the Nashville Area Office is led by Dr. Beverly Cotton, a member of the Senior Executive Service. Her executive leadership team includes Ashley Metcalf, Office of Tribal Affairs; Dr. Juantina Johnson, Chief Medical Officer; Kara Kearns, (A) Executive Officer; Joni Lyon, (A) Director of Field Operations; CAPT Darrall Tillock, Director of Nashville Office of Environmental Health and Engineering; and Robyn Mabry, Director of Nashville Human Resources. Dr. Cotton and her team proudly present the Nashville Area's Fiscal Year 2023 annual accomplishments report.

48 New Nashville  
Area Employees



92% Employee  
Participation in  
FEVS



1,729 Tribal  
Homes Served by  
Sanitation  
Facilities



99.1% Invoices  
Paid on Time



One New Title I  
Contract



\$4,191,493  
CHEF



29% Native-  
Owned Business  
Contracts



98% IHS Staff  
Trained in QPR

*Question.  
Persuade.  
Refer.*

\$195,586,071  
Tribal Title I &  
Title V Payments



\$3,298,690 Urban  
Indian Health  
Programs



\$635,397 New  
SDPI Funding

*Special Diabetes  
Program for  
Indians*

## OFFICE OF THE AREA DIRECTOR

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92% of Nashville Area employees participated in the 2023 Federal Employee Viewpoint Survey, the second highest in all of IHS.

### **Site Visits with the IHS Director**

IHS Nashville accompanied Director Roselyn Tso on site visits to Mashantucket Pequot, Rappahannock, Mashpee Wampanoag, Chickahominy Indian Tribe, and Upper Mattaponi Indian Tribe. Dr. Cotton conducted visits to Mashpee Wampanoag Service Unit, Mississippi Band of Choctaw Indians, and attended the inaugural Tribal Indigenous Tribal Health Summit in Boston held by the Massachusetts Department of Public Health.

### **Tribal Consultation**

In FY 2023, the Nashville Area consulted with Tribes on budget formulation, emergency management, behavioral health crisis, Special Diabetes Program for Indians, and area tribal shares tables. IHS Nashville Area participated in the Department of Health and Human Services (HHS) Regional Tribal Consultation sessions for Regions 1, 2, 3, 4, and 6.

### **Suicide Crisis Response**

From November 2022 through April 2023, the Nashville Area, in coordination with the Mississippi Band of Choctaw Indians, IHS HQ and the United States Public Health Service, deployed 11 Commissioned Corp officers who provided crisis support through in-person counseling, prevention programming, and after action reports with recommendations to support student mental health in Choctaw schools.

### **Special Diabetes Program for Indians (SDPI)**

The Nashville Area successfully advocated for seven new SDPI grantees to be funded with IHS Division of Diabetes Treatment and Prevention dollars, the most of any IHS Area, adding an increase of \$635,397 in additional funding over the area's SDPI allocation for the first year of the new five year grant cycle.

### **Executive Coaching**

Twenty Nashville Area leaders benefited from an executive coaching 6 month curriculum focused on emotional intelligence, interpersonal skills, and leadership impact. Leaders identified goals, values, communication styles, and expectations, enhancing leadership capabilities.

### **Division of Human Resources**

Led by Robyn Mabry

The IHS Nashville Area onboarded 48 new employees, reducing the vacancy rate by 9% over the course of the fiscal year.

100% of Nashville Area staff pending a favorable background investigation have a provisional form in place and are in line of sight when providing care for Indian children, an important component of ensuring safe quality care at Unity Healing Center and other service units.

100% of Nashville Area staff in compliance with mandatory annual training for Chapter 20 Protecting Children from Sexual Abuse.

## OFFICE OF TRIBAL AFFAIRS

Led by Ashley Metcalf

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The Nashville Area successfully negotiated a new Title I Contract with the Nansemond Indian Nation in FY2023. Nansemond Nation's contract brings the Area to a total of 10 Title V Compacting Tribes and 15 Title I Contracting Tribes within the Nashville Area. Congratulations, Nansemond!

## OFFICE OF MANAGEMENT SERVICES

Led by Kara Kearns/formerly by Mark Skinner

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### **Division of Financial Management**

Led by Conny York

The Nashville Area team allotted \$144,264,050 in Title V payments, \$51,322,021 in Title I payments, and \$3,298,690 for Urban Indian Health Programs.

The Nashville Area paid 99.06% of invoices on time with 99.20% of electronic funds transfer payments on time.

Fiscal Responsibility Act of 2023: Nashville Area successfully processed a total of \$2,346,085.44 ensuring funds were utilized at direct service sites before being rescinded.

### **Division of Extramural Activities and Agreements**

Led by Valerie Heart Broker/formerly by Albert Rumph

Nashville Area exceeded its IHS small business and Buy Indian Act goal with 37% small businesses, 26% small disadvantaged businesses, 11% disabled veteran owned small businesses, 26% women owned, 1% certified HUBZone, and 29% Native owned.

## **Division of Information Resource Management (DIRM)**

Led by Mitch Wright

The Nashville Area installed all patches and updates at all 26 Electronic Health Record (EHR) sites and 13 non-EHR sites within two weeks of release, affirming our dedication to seamless healthcare delivery. Our team demonstrated agility by deploying COVID-19 related RPMS patches and updates across all 39 sites in the Nashville Area within two days of their release, further enhancing the readiness of our healthcare facilities.

The Nashville Area DIRM Team worked with the Passamaquoddy Indian Township clinic staff and HQ Office of Information Technology staff to resolve a complete loss of IT systems located in tribal server room after it was flooded. The coordination between the Tribe and IHS resulted in 100% of RPMS data being restored.

## **OFFICE OF PUBLIC HEALTH**

Led by Dr. Juantina Johnson

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### **Suicide Prevention Training**

In alignment with IHS Strategic Plan Objective 1.3, which aims to increase access to quality healthcare services, the Nashville Area prioritized suicide prevention training. In FY23, the Nashville Area achieved a 98% completion rate, with 175 out of 178 staff members successfully completing Question, Persuade, Refer (QPR) training. This accomplishment underscores our commitment to staff knowledge, confidence, and skills in suicide prevention.

### **Nashville Area Office COVID-19 Vaccination Event**

In November 2022, the Nashville Area coordinated a successful COVID-19 vaccination event, providing vaccinations to area office staff and their household members. The event included Annual Influenza and Pfizer COVID-19 Bivalent Booster doses, contributing to staff and community health.



### **GPR Metrics**

In FY2023, the Nashville Area met 20 GPR metrics, demonstrating our commitment to tracking and improving patient health outcomes.

### **Site Visits and Workload**

On-site training and technical assistance were provided to two programs regarding GPR, HIPAA Privacy & Security, and RPMS information. Data requests and instruction for data extraction were offered to 11 sites, with 15 sites increasing their user population based on the 4th Draft numbers. This ensures accurate data reporting and patient care.

### **Medical Coding/Auditing**

In collaboration with CMS, Nashville Area hosted coding boot camps and provided medical auditing training, resulting in 50% of participants becoming Certified Professional Coders. Training sessions covered a wide range of topics, equipping staff with essential skills.

### **HIPAA Privacy**

The Area's dedication to HIPAA privacy is evident in the reduction of privacy incidents from FY2021 to FY2023. Email incidents also decreased, reflecting improved privacy practices. Completion of HIPAA Privacy Training by 100% of Nashville Area employees reinforces our commitment to data security.

## **OFFICE OF ENVIRONMENTAL HEALTH & ENGINEERING**

Led by CAPT Darrall Tillock

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### **Division of Sanitation Facilities Construction (SFC)**

Led by CDR Weston Kenney

The Nashville Area's SFC program initiated 14 new projects totaling \$6.9M serving 1,729 tribal homes. Projects completed in FY 2023 had a duration of 3.57 years, less than the national goal of 4 years. The SFC collaborated with the Environmental Protection Agency on five projects administering \$4.5M serving 453 homes with safe drinking water.

## **Division of Environmental Health**

Led by CAPT Charles Woodlee

The Division of Environmental Health completed over 200 facility EHS surveys and provided on-the-spot guidance/training in the areas of: Food Safety, Life Safety, Pool Safety, Industrial Safety, Sanitation, and Institutional Environmental Health and accreditation support for Area Tribes. The Division also coordinated injury prevention activities with 5 tribes related to car seat safety, elder falls, and prescription medication takeback programs

### **Project TRANSAM**

Project TRANSAM acquired over \$3M of assets and transferred \$2M in assets to 59 Tribal and 26 Federal customers. The program maintained an average of 3 days between order submission and product shipment. Additionally, it developed a summary of TransAM funding and expenditures over the past 5 years to demonstrate program value. The data showed that for every \$1 in program expenses, Project TransAM returned over \$3 of benefit to Federal and Tribal customers.

## **OFFICE OF FIELD OPERATIONS**

Led by Joni Lyon/formerly by Dr. Vickie Claymore

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### **Purchased/Referred Care (PRC) Program**

Led by Robert Sanders

The NAO PRC Program received an Indian Health Service Director's Awards for ongoing monthly training and education to all 12 Area Offices. During this period the staff coordinated and implemented IHS Area wide new employee training programs during 8 of the 12 months in 2022. This training was open to all 12 Area Office PRC programs for Federal/Tribal Employees, a first of its kind offered throughout IHS.

The Nashville Area Office hosted the annual PRC Officers meeting June 21-23, 2023 with 38 staff from all 12 Area Offices. This was the first face-to-face meeting since COVID-19 restrictions were lifted.

### **Manlius PRC Program**

The Manlius Service Unit PRC Program was awarded the Special Diabetes for Indians SDPI grant in the amount of \$89,420. During the month of June 2023, the staff organized several vendor outreach programs to coordinate care and offer expanded services in Optometric and Podiatry care for American Indians suffering from diabetic related conditions.

The Manlius Service Unit ensured uninterrupted care for the Onondaga Nation by funding all PRC medical priority levels 1-4, dental priority levels 1-5, and behavioral health priority levels 1-5 the entire year.

### **Catastrophic Health Emergency Fund (CHEF) Program**

During FY 2023, the NAO PRC staff processed Federal and Tribal related claims for the (CHEF) that totaled \$4,191,493.00. This amount marks the second year in a row that funding amounts were in excess of \$4 million dollars.

During FY2023, the Nashville Area Office PRC staff conducted an estimated 15 training opportunities with Title I and V Tribal programs on the Electronic CHEF Application (ECA) Tool. This outreach effort resulted in 17 of the 32 Tribal partners being able to send their CHEF claims – the largest number reported of all 12 Area Offices.



### **Business Office**

Led by Robert Sanders/formerly by Lorraine Reels-Pearson

During FY 2023, the Nashville Area Centralized Business Office attained 98% of the FY23 projected/adjusted goals, with 3<sup>rd</sup> Party collections totaling \$1,477,681.61.

### **Unity Healing Center**

Led by Joni Lyon

Unity Healing Center provided services to five youth from two Tribes, giving them new coping strategies and tools to overcome substance misuse and abuse.

### **Catawba Service Unit**

Led by CDR Tonya Cornwell

Partnerships with community agencies and Tribal entities are strong at the Catawba Service Unit. A highlight of tribe partnership are the lung cancer and mammogram mobile services enabling patients to receive screenings for lung and breast cancer on site.

### **Lockport Service Unit**

Led by Carrie Peterson

Lockport received the SDPI grant in 2023. The grant will be coordinated with the Nations of Tonawanda and Tuscarora, upon their leadership request.

### **Mashpee Service Unit**

Led by Rita Gonsalves

Mashpee received reaccreditation from the Accreditation Association on Ambulatory Health Care, signaling the service unit's commitment to delivering safe, quality health care services.

### **Mid-Atlantic Service Unit (MASU)**

Led by Kara Kearns

MASU readied and mobilized 3 health care units with different levels of success. With that accomplishment, one of the health care mobile unit locations has maintained 100% patient appointment capacity. MASU received SDPI and Zero Suicide Initiative grant awards of \$ 180,550 and \$142,000, respectively. For the third year, MASU has received Director's Awards. This year, the service unit received recognition for the Community Health Program and for establishing a comprehensive behavioral health program.

### **Shinnecock Service Unit (SSU)**

Led by Anthony Hunter

The SSU received Indian Health Service Director's Awards for the care coordination of patient referrals, issuing individual purchase orders, and researching unpaid claims at the SSU. Their combined efforts resulted in a total of 244 referrals approved and funded.