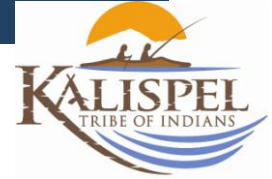


Public Health Performance Management Centers for Excellence



QUALITY IMPROVEMENT STORYBOARD

LOCAL TRIBE/HEALTH DEPARTMENT NAME: Kalispel Tribe of Indians
 ADDRESS: 1981 N. LeClerc Rd., Usk WA, 99180
 PHONE NUMBER: 509-445-1147
 SIZE: 565
 POPULATION SERVED: Contract Health Services eligible AI/AN's
 PROJECT TITLE: Tribal Assistor Program Process Improvement

PLAN

Identify an opportunity and Plan for Improvement

1. Getting Started

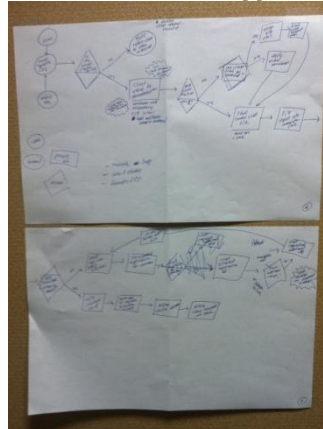
There are 565 American Indians/Alaska Natives (AI/AN) that reside within the Kalispel Tribe's Contract Health Service Delivery Area (CHSDA). At the start of the project, 99 of these individuals were identified as uninsured. With the implementation of the ACA, there is an opportunity to get them healthcare insurance. Many of the 99 were previously eligible for some form of insurance, however they never took advantage. The plan is to critically review the enrollment process and reduce the number of uninsured by $\geq 35\%$.

2. Assemble the Team



Debbie Flett (Contract Health Service Coordinator), Ron Poplawski Jr. (Clinic Business Manager)

3. Examine the Current Approach



The initial approach was for Debbie to contact the client and hope they got back to her. The names were in Debbie's head. If that failed, there were informal processes to follow up.

4. Identify Potential Solutions

1. Develop a list of uninsured
2. Outline the informal process in a flow chart
3. Follow up process timeline and method
4. Premium sponsorship of QHP's
5. Medicaid expansion
6. Tribal Assistor certification

5. Develop an Improvement Theory

Will formalizing the process of enrollment and defining the follow up timelines and methods improve the insurance enrollment rate?

DO

Test the Theory for Improvement

6. Test the Theory

Utilizing the new method, enrollment did improve and we

were able to enroll individuals onto Medicaid or a QHP.

STUDY

Use Data to Study Results of the Test

7. Study the Results

42 of the 99 individuals were signed up with healthcare insurance by 1/1/14. The Exchange was still a stumbling block for QI. Lack of required documents and information made enrollment difficult. i.e. IRS reported wages, proof of AI/AN status, etc... Debbie developed a checklist to be completed prior to logging into the Exchange to ensure all information was available before enrollment. "Freezing" of the Exchange was out of our control.

ACT

Standardize the Improvement and Establish Future Plans

8. Standardize the Improvement or Develop New Theory

Will the checklist improve the process sufficiently to enroll more CHSDA eligibles with insurance?

Study new theory

Enacting all of the potential solutions and the new theory, has resulted in more CHSDA eligibles being enrolled in healthcare insurance. As of 8/13/14, 89 of the original 99 uninsured, now have healthcare insurance.

9. Establish Future Plans

Continue with established process.