

# State of Peter Christensen Health Center

## *Annual Report to*

### *The Lac du Flambeau Band of Lake Superior Chippewa People*

**Fiscal Year 2022**  
October 15, 2022

September 30, 2022 marks the 44th year of Peter Christensen Health Center providing health care services within the community of Lac du Flambeau. As a Public Law 638-Contracted facility with Indian Health Service, PCHC provides direct care of a wide variety of health care services to any member of a federally recognized tribe of the United States. Peter Christensen Health Center achieved AAAHC Accreditation back in May 2019. Over this past year we have gone through another accreditation survey and have been reaccredited for an additional three years. Peter Christensen Health Center provides the following services:

#### Medical Services

Medical services are offered by Dr. Linda Seale, John Filz, PA-C, Dana Irmick, APNP, Emily Busha, PA-C, Cindy Walters, PA-C, and Lucas Daniels, DNP, Dr. William Raduege, is on staff as a supervising physician for the physician assistants and a collaborating physician for the nurse practitioners. Dr. Amy Roberts joined the team in September of 2022. The capacity of PCHC on any given day under normal operations can be as many as 170 total patient visits facility-wide for all services, including Family Resource Center. We have added telehealth for medical and counseling services to increase the patient access during the time of restrictions.

#### Ancillary Services

**Laboratory:** PCHC continues to offer a comprehensive “in-house” laboratory. Our laboratory is CLIA certified and COLA accredited. The PCHC Laboratory performs over 93% of the ordered tests on-site and recently added another in house test. Tests are added to alleviate the extra cost of sending out our reference laboratory. The tests not performed on-site are sent daily to a national reference lab with reports being submitted back to PCHC by computer. We see approximately 505 patients in a month, resulting in over 6,000 patients per year. The Laboratory also processes over 70 tests per month from outside providers. We continue to offer COVID-19 rapid and confirmatory tests.

**Radiology & Imaging:** PCHC also provides in-house x-rays, which have been interpreted by Dr. John Spellmeyer for the past twenty five years. We enlist the services from two outside agencies to cover interpretation of our MRIs and mammography. We continue to have three-dimensional digital mammography offered in house and MRI services that are offered once a week. The Radiology & Imaging Department has obtained American College of Radiology Accreditation and also accreditation from the Mammography Quality Standards Act. Currently, Radiology averages 134 exams per month between routine imaging, MRI, and mammography.

Optical Services – The Optical Department has been in existence for 15+ years and continues to be dedicated to providing quality vision services to Lac du Flambeau and the surrounding

communities. Shane Brahm, OD (full-time), Jill Redman, OD (part-time) along with their team of eye care professionals offer advanced diagnostic technology to provide eye care services, including comprehensive eye exams, contact lens exams, emergency eye care, glaucoma exams, diabetic eye exams, and treatment for multiple other ocular conditions. The optical department has some of the latest technology including a retinal camera, visual field instrument and an OCT. Having these instrumentations allow providers to practice full scope optometry and helps to reduce the need for outside referrals. Providing more in house care increases our patient access to higher quality care. In addition to our eye care services our optical department features a retail optical department.

Pharmacy Services – Pharmacy services continue to grow with the average number of prescriptions filled each day rising to over 320. This is a result of improved patient access and patient education. The Pharmacy Department is staffed with three full time Doctors of Pharmacy, three part-time Pharmacists and four full time pharmacy technicians, three of which are certified pharmacy technicians and a Pharmacy Clerk. The clinical pharmacists collaborate with the medical staff to manage chronic pain, diabetes, anticoagulation and many other disease states managed at PCHC and outside specialty care. The pharmacy continues to provide a medication synchronization program to help manage patients’ medications. This program has grown to over 150 patients and helps improve patient adherence and overall patient health while decreasing trips to the pharmacy. The pharmacy continues to provide Narcan and training on how to use. PCHC Pharmacy is currently open for patient pickup and additionally provides mailings or delivery to home bound patients utilizing PCHC’s Medical Transportation Department.

Community Health/Public Health – The Community Health Department has been diligently working to prevent and mitigate the spread of COVID-19 by offering contact tracing, free testing kits to the LDF community, vaccines and guidance to the Tribe and its programs. Working cohesively with the Incident Command Team and other Tribal programs during this time, has been crucial in keeping our community as safe as possible. Our community is very fortunate to receive funding from local, state, federal and private sectors. This funding allows our department to offer community members services that are essential to good health and wellness, such as Diabetes Management, Medical Nutrition Service, WIC, and Environment Health. Our scope of services addresses the needs of infants to elders.

Purchase Referred Care – Previously named Contract Health Services, this program has a total annual expense for fiscal year 2022 of approximately \$592,000 and a sponsorship amount of \$821,000 for a total expenditure of \$1,413,000. Currently, during this COVID-19 period, Purchase Referred Care staff is sending referrals directly to the facilities, in order to minimize patients within PCHC and makes attending an appointment more convenient. This current process has helped getting claims to PCHC more efficient.

Electronic Health Records/Billing – Providers and staff document health care services in electronic medical record. Health insurance claims are sent electronically improving PCHC’s ability to capture revenue. PCHC’s Billing Department collected approximately \$9,400,000 in revenue for FY 2022.

Chiropractic Services – PCHC has two chiropractors, Dr. Katrina Mares and Dr. Jacob Linder and have just over 3,500 patient visits per year, averaging out to be 14 patient visits per day. Chiropractic Services are available five days per week, as this service is in high demand in hopes to manage acute and chronic pain as well as decreasing the need for controlled substance prescriptions. Being able to see this volume of patients decreases the wait times to get an appointment with the chiropractors. Along with chiropractic adjustments, other services include laser therapy, electrical stimulation, dry needling and ultrasound therapy. We have added an additional room for Chiropractic treatment to increase the access to this service and improve privacy.

Physical and Occupational Therapy- essential services that help patients regain independence, strength, mobility, decrease pain, and improve overall function. They serve patients who may have suffered a stroke, undergone a joint replacement, experienced an injury, have a loss of balance, reduce fall risk, deal with chronic pain as well as many other conditions that inhibit a person's mobility and limit activities of daily living. PCHC has two Physical Therapists, one Occupational Therapist, and a Physical Therapist Assistant.

Family Resource Center (Behavioral Health Services) – FRC offers comprehensive outpatient behavioral health services which include treatment for substance use disorders, mental health, and psychiatric medication management. Our in-house prescriber is board certified as a Psychiatric Mental Health Nurse Practitioner. The FRC mental health clinicians are also licensed by the State of Wisconsin in their given profession of Licensed Professional Counseling and Licensed Clinical Social Work. The FRC serves an average of twenty three (23) clients per day. Services this year have expanded to include telehealth appointments and collaboration with different substance use inpatient facilities. The FRC has agreements and certified clinic sites with three of our local schools: Lac du Flambeau Public School, Arbor Vitae-Woodruff, and Lakeland Union High School. Our counselors are able to provide services in the schools to youth in need, which reduces their time away from academic work. Collaboration with school staff helps support social, emotional and classroom success.

Comprehensive Community Services (CCS) Program- CCS is a Wisconsin Medicaid benefit program that offers wrap-around support services to individuals with a need greater than counseling alone. There are three CCS Service Facilitator positions. Referrals can come from providers, natural supports, or individuals themselves. This program is completely voluntary and focuses on consumer-driven goals and a team approach increasing communication, collaboration, and consistency of services.

In closing, on behalf of all the staff of PCHC, it has been an honor to serve the community of Lac du Flambeau in fiscal year 2022. We look forward to serving you in fiscal year 2023.

Respectfully Submitted,

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David Poupart, Health Director