

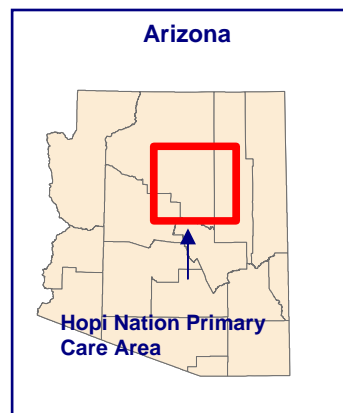
Hopi Indian Reservation Community Profile

The *USPHS Indian Health Service – Hopi Healthcare Center* is located in the community of Polacca, Arizona, a remote Hopi village 130 miles northeast of Flagstaff and 270 miles from Phoenix, in the Hopi Nation Primary Care Area (PCA). Polacca is located between Keams and First Mesa at an elevation of 5,810 feet.

At the Hopi Indian Reservation, the principal economic activities representing 46 percent of employment, are related to federal and tribal governmental programs such as the Bureau of Indian Affairs, Indian Health Service, and the Hopi Tribal Government. Private-sector economic activities provide employment at service stations, motels, restaurants, and arts and crafts shops. Cattle production, tourism, coal mining royalties, and construction also generate revenues. Popular overlay jewelry, hand-woven baskets, pottery, and hand-carved Kachina dolls are produced by residents to be sold to tourists.

The Hopi Reservation is located in northeast Arizona in portions of Coconino and Navajo Counties. Three Mesas (First, Second and Third) rise up to 7,200 feet and are surrounded by low altitude deserts and gullies. The land is naturally suited for grazing and agriculture.

The Hopi Nation PCA has a 2006 population 7,931 and a population density of 3.1 residents per square mile of land. The racial composition includes 94.6 percent Native Americans, 3.9 percent Whites, and less than one percent each of Blacks and Asians and Pacific Islanders. Hispanics comprise 1.9 percent of the Hopi Nation PCA's population.



Among the Hopi Nation PCA, the age distribution includes 39.5 percent below age 20, 31.7 percent from 20-44 years, 19.5 percent from 45-64, and 9.4 percent above the age of 64. There are 95.7 males for every 100 females for a female:male ratio of 1.04.

The median household income in the Hopi Nation PCA is \$23,446, which is approximately half of the statewide median household income of \$44,261. Approximately 40.6 percent of the residents within the Hopi Nation PCA live in poverty and approximately 69.7 percent live below 200% of the federal poverty line. The unemployment proportion – 11.7 percent – compares unfavorably with the statewide unemployment proportion of 4.2 percent. Detailed tables profiling demographic, economic and healthcare coverage indicators at the community, county, and state-wide levels are included.

USPHS Indian Health Services – Hopi Healthcare Center

USPHS Indian Health Service–Hopi Healthcare Center is located in the Hopi Nation Primary Care Area, which is a primary care Health Professional Shortage Area. The Hopi reservation is located wholly within the immensely larger Navajo reservation. The Hopi Healthcare Center serves approximately 16,000 people from both the Hopi Tribe and the Navajo Nation.

The Center, recently constructed in 2000, is one of the most beautiful rural hospitals in Arizona. Its award-winning building is a metaphor for the typical Hopi village. For instance, it faces southeast and optimizes solar orientation. The architecture design of the Center and surrounding staff housing was developed with input from residents to reflect Hopi artistic and spiritual values. The Center’s massive wooden pillars and natural stone walls whisper hints of ancient plazas and kivas. The wellness of the individual and the family, which are at the core of Hopi belief, are surrounded by a “medicine wheel” of partners and community, quality and safety, staff skills and environment and, as an outcome, funding and finances.



**USPHS Indian Health Service-Hopi
Healthcare Center**

The Center, at a two-and-a-half hour drive from Flagstaff, is in one of the remotest areas of the state. It is a one-hour drive from Tuba City Indian Health Service hospital. The hospital was built in 2000 with funding obtained through a U.S. Senate appropriation. Prior to this, medical services were provided from an old, ailing structure in Keams Canyon, close to a U.S. government hub station that included a boarding school for Indian children. Hopi Health Care Center was awarded Critical Access Hospital designation on November 21, 2002 and is Joint Commission accredited.

The generous federal appropriation currently permits the hospital to be well staffed with clinicians. Covering in-patient and out-patient services are approximately 11 full-time physicians who represent a mixture of Commissioned Corps and Civil Service personnel. There are no physician specialists on the staff.

One of the Flex Program’s core goals is to encourage the development of rural health networks. In this area, the Hopi Health Care Center is at the forefront among Arizona’s Critical Access Hospitals. The Center joined with the Hopi Tribe, Flagstaff Medical Center, Tuba City Regional Health Care Corporation and the Veterans Administration to form the Hopi Regional Health Care Network.

Among the nursing staff are four nurse practitioners, one physician assistant, nurse specialists in infection control, diabetes control, and case management. There are 11 in-patient nurses, four nursing assistants, and two part-time registered nurses. The outpatient clinic is staffed by nine registered nurses, one licensed practical nurse, and one nursing assistant. In addition, the

emergency room is staffed by 12 full time RNs, one medical health technician, and one licensed practical nurse. There are also six public health nurses and three licensed practical nurses assigned to public health care. The hospital also provides dental care through six full time dentist positions, one dental hygienist, and 13 dental assistants. There are two full-time and two part-time physical therapists.

The Hopi Tribe emergency medical services system is tribally operated. The EMS director is co-located in the hospital complex which makes for opportunities for creative collaboration among hospital emergency room personnel and ambulance personnel. The EMS director has been an active participant in the Flex Program's EMS initiatives.

The hospital's long-term CEO resigned at the end of December, 2007. An acting CEO was in place who recently was exploring the option of swing bed services. The hospital just recently announced its new CEO.

The Hopi Health Care Center is the only hospital in Arizona with two separate telemedicine rooms, and there is a considerable volume of teleradiology services at the Center. Each room enabled with funding from the U.S. Department of Agriculture rural development program. The Hopi Health Care Center was one of the first hospitals in Arizona to pilot telemedicine technology through the Arizona Telemedicine Program. Four years ago, the center added telemedicine collaboration with the Hopi-Harvard Rural Health Emergency Telemedicine Collaboration program to train emergency room personnel. This program incorporates state-of-the-art telemedicine technologies to move medical information, including medical images, videoconferencing and other patient data to ensure proper care is administered on a real-time basis. The project is supported by the Distance Learning and Telemedicine program of the USDA.

Hospital governance is through an advisory capacity by a Hopi Tribe health committee. The hospital is federally operated through the Indian Health Service, although the Tribe is exploring the possibility of seeking to manage the hospital tribally at some point in the future by seeking approval through Section 638 of the Indian Self-Determination Act.

The health care center management is a participant in the Flex-funded "Harvesting Quality" seven-state performance improvement initiative, beginning in the grant year 2007-2008. It is also involved in implementing the I.H.S. Resource and Patient Management System (RPMS) an electronic health record system that captures clinical and public health data. Hospital administrators report that while I.H.S. mandates the implementation of the system, there is not sufficient funding to fully integrate it into each department. To this end, the Flex program has been assisting the hospital through a modest sub-contract.

The Hopi Tribe is currently the recipient of two-year Office of Rural Health Policy Network Development grant. The purpose of the grant is to connect the Hopi health care center, tribal health department, the Veterans Administration Hospital, and Flagstaff Medical Center for patient data exchange. The task has proven to be extremely challenging due to separate federal policies within the Department of Veterans Affairs and Indian Health Service that do not allow for data exchange outside of these agencies.

The Center is accredited by the Joint Commission on the Accreditation of Healthcare Organizations. Services include an ambulatory care facility that offers comprehensive, state-of-the-art primary care services, a two-bed birthing center, and a four-bed adult/pediatric unit staffed with 12 physicians. General family medical care, surgical follow-up, short-stay nursing, physical therapy, audio logy, imaging, laboratory, pharmacy and dialysis are offered. An eye clinic provides refraction and general eye services. Dental care is available at the Center as well as at a satellite clinic.

Because of its location, tribal housing (called Walpi housing) is available on the Center's grounds for most professional staff. A strong community service division addresses a wide range of health needs. The division collaborates with public health nursing, nutrition, and mental health, health education and environmental health services.

Hospital personnel actively participate in a number of Performance Improvement initiatives generated through the Rural Hospital Flexibility Program. Center staff was among the first to embrace the Balanced Scorecard as a management tool for improving hospital performance, and have participated regularly in Flex-sponsored trainings and educational opportunities.

Sources:

Arizona Department of Commerce, Hopi Indian Reservation Community Profile
Arizona Department of Health Services, Office of Health Systems Development

**USPHS Indian Health Services – Hopi Healthcare Center, Polacca, Arizona
Hopi Nation PCA, Coconino and Navajo Counties, and Arizona
Demographic, Economic Indicator, and Healthcare Coverage Profile 2006**

	HOPI NATION PCA	COCONINO AND NAVAJO COUNTIES	ARIZONA
	<u>POPULATION</u>		
2006 Population	7,931	245,740	6,305,210
Population density ¹	3.1	8.6	55.5
Female % / Male %	51.1% / 48.9%	50.2% / 49.8%	50.1% / 49.9%
	<u>AGE GROUP DISTRIBUTION</u>		
Age			
0-19	3,134 (39.5%)	86,458 (35.2%)	1,871,275 (29.7%)
20-44	2,511 (31.7%)	88,189 (35.9%)	2,295,094 (36.4%)
45-64	1,543 (19.5%)	50,468 (20.5%)	1,318,234 (20.9%)
65+	743 (9.4%)	20,625 (8.4%)	820,607 (13.0%)
	<u>RACE AND ETHNICITY</u>		
Race and Ethnicity			
White	3.9%	55.8%	75.7%
American Indian	94.6%	36.8%	4.8%
Black	0.2%	1.0%	3.1%
Asian/Pacific Islander	0.1%	0.7%	1.9%
Other	1.2%	5.7%	14.5%
Hispanic	1.9%	9.7%	25.4%
	<u>ECONOMIC INDICATORS</u>		
Economic Indicators			
Below 100% FPL	40.6%	23.4%	13.9%
Below 200% FPL	69.7%	46.6%	33.5%
Unemployed	11.7%	5.9%	4.2%
Median household income	\$23,446	\$35,918	\$44,261
	<u>HEALTH COVERAGE</u>		
Health Coverage			
Medicare beneficiaries	9.9%	9.6%	11.1%
AHCCCS enrollees	31.2%	25.9%	17.4%

Source: Arizona Department of Health Services, Office of Health Systems Development, Primary Care Area and Places Special Area Statistical Profiles. Adapted February 2008.

¹Residents per square mile of land