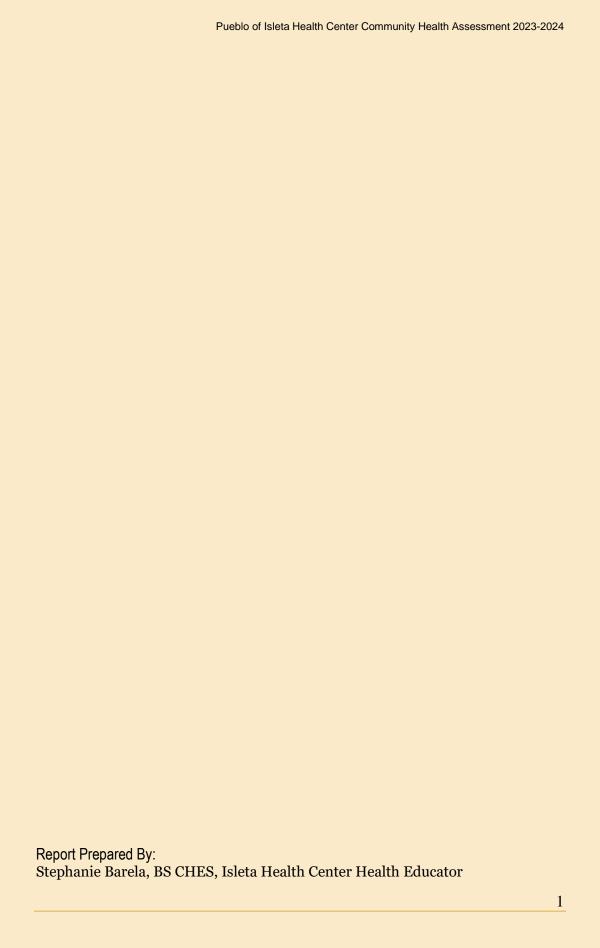
Pueblo of Isleta Health Center COMMUNITY HEALTH ASSESSMENT 2023-2024





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#### HISTORY OF PROJECT

The Isleta Health Center's employee Health Education/Health Promotion Committee applied for the Albuquerque Area Southwest Tribal Epidemiology Center's (AASTEC) Community Health Assessment Survey grant in 2023 to gather information about the current conditions of the Isleta Community to determine available resources and deficiencies, which impact the health of the community. We also wanted to compare the 2019 needs assessment results to the 2023 survey results and learn changes that may have happened since the COVID-19 pandemic. The results from the assessment helped us develop community-based interventions by identifying the public health determinants. Utilizing community member input prior to finalizing the survey tool and during the assessment allowed us to develop a tool that was more appropriate for the community, provided input on our intervention programs, and delivered insight into what would more likely mobilize the Isleta community to enact positive changes in their own health.

#### METHODS

The Isleta Health Center conducted numerous staff committee meetings in order to identify individuallevel indicators that influence health and wellness in the community. The committee participated in a 2day "Quality Survey Questions" webinar in order to learn how to prepare an effective survey tool. The committee then evaluated and reviewed the 2019 Community Needs Assessment survey and results, in order to assist with preparing a new survey. While the original intent was to focus on the community as a whole, discussions with the IHC Health Education/Health Promotion Committee led to a decision to concentrate on programs and services that the Health Center could directly impact. This focus allowed us to tailor the survey tool primarily to the services offered at the Isleta Health Center. The committee offered a Focus Group with community members, to get feedback on the draft survey tool. Changes were then made to the survey tool following the focus group and the Isleta Health Center started disseminating paper and online surveys to the community. The initial survey start correlated with the biennial Isleta Health Fair, where we promoted and gathered surveys. The surveys were completed by Isleta Community Members from May 2023 until August 2023, during more than 8 events and at least **14 different sites** in the pueblo, as well as, virtually through text message and email on GoogleForms. The paper surveys had a cover sheet where people would put their contact information or access the QR Code to input their contact information into a Jotform, in order to be able to identify participants without breaking confidentiality. Then, 15 of the names of those that completed the JotForm were randomly chosen and received gift cards to different restaurants and businesses in the area. The paper forms were disseminated at the events and sites listed below:

- Environmental Fair 7/29/23
- Food Distribution with Road Runner Food Bank, 7/7/23, 8/4/23, 9/1/23, 10/6/23
- National Night Out Event 8/4/23
- Health Education Presentation at Elders Center 8/8/23
- Red Ribbon Run 9/6/23
- Behavioral Health Family Education Night 9/28/23
- Casino Employee Health Fair 10/13/23
- Back to School Event 7/22/23 9-2pm
- Isleta Health Center Lobby Table
- Isleta Social Services

- Isleta Head Start and Child Care
- Isleta Elders Center
- Isleta Environmental Department
- Isleta Physical Therapy
- Isleta Patient Registration
- Isleta Governor's Office
- Isleta Surveying and mapping
- Isleta Tribal Complex
- Isleta Rec (New Rec)
- Isleta Rec (Pickle Heights)
- Isleta Elders Center
- Isleta B'eeh K'ooh-ee Table
- GoogleForms

Two community members at large were hired to assist people with completing surveys at the Isleta Health Center, the Isleta Elders Center, St. Augustine Church and throughout the community. A memo to POI Staff was sent out to departments requesting assistance with gathering the surveys and several departments assisted us with this.

In total, 277 individuals completed the survey and the completed surveys were analyzed by AASTEC, via GoogleForms. Of those respondents, 91.6% (n241) identified themselves as enrolled in the Pueblo of Isleta. Importantly, all of the Isleta survey data included are self-reported, and therefore may not align with official clinical data reports. This report contains the aggregated responses of those 277 individuals.

After the Albuquerque Area Southwest Tribal Epidemiology Center analyzed the quantitative data, a small group of employees at the Health Center were identified in order to assist with analyzing the qualitative data. The group then met with AASTEC's staff to discuss and provide tips on analyzing the data. The survey questions were then separated and IHC Staff analyzed the qualitative data individually.

#### DISTRIBUTION OF RESULTS

Once initial data was analyzed, we offered a Red Ribbon Run on 9/6/23 in order to promote one of the focuses of the survey, Drug and Alcohol Use Prevention. There we disseminated the Infographic report of the needs assessment results. Ninety-eight (98) people signed up for this event, however, we estimate about 120 people attended. The infographic sheet was also disseminated out into the community through different Pueblo of Isleta departments and through the Isleta Health Center and Isleta B'eeh K'oo-ee Department Lobby booths.

Following the initial data analysis, the results were presented to the Isleta Health Center Staff, which includes the Isleta Health Board. Once the qualitative data was analyzed, each manager was given the analyzed data for their specific department, as well as, data that was more general for the whole Health Center. Staff then used this data to make changes and improve the services at the Isleta Health Center. The committee then worked together to plan a Community Health Conference, where the data was

presented, along with a few educational topics related to the survey results, i.e. opioid use disorder, mental health and heart disease.

On June 18th, 2024, this Community Health Conference was offered at the Isleta Casino and Resort, where 97 people in attended, which included Tribal and Community Member, as well as staff. The goal of the event was to increase the health in the community, by informing the community on the needs assessment results and educate the community on the top three health concerns of the community. The event was a great success with 91% stating the overall conference was either excellent (71%) or very good (20%) and the majority of the participants stating they learned a lot about the topics.

This Isleta Community Health Assessment Report 2023-2024 was developed with these results and disseminated to the community through IHC Website, POI Text Message and paper copies were available at the Isleta Health Center.

#### MAJOR FINDINGS

A wide variety of findings and IHC Department suggestions were discovered with the Isleta Community Health Assessment. Below highlights some important findings from the survey data. The complete survey findings by question begin on page 11 of this report.

#### **POI Community Health Assessment Highlights:**

- Diabetes and Alcohol/Drug Use remain top 2 concerns.
- ❖ Most requested service: Radiology (74% in 2023 vs. 56% in 2019).
- IHC obtained an IHS Grant to modernize and renovate the Health Center
- Program Interest: Healthy Cooking Classes and Diabetes Fitness Programs are still both in the top 3
- ❖ Flu Vaccine uptake increased: 2019 (65%) to 2023 (70%)
- There remains a desire for a Residential Treatment option and we now have contracted with three facilities to offer these services.
- Highest amount of households that stated they ran out of food and could not purchase more were those age 60-69 years of age.
- Family, community and traditions were the top things people loved about the Isleta Community.

### SUMMARY OF RESULTS

#### **Demographics**

Majority of survey respondents (91.6%) were enrolled tribal members, however, only 37.3% stated they were patients of the Isleta Health Center and 29.3% stated they were Isleta Community Residents. Survey respondents were majority females, with 72.8% stating female, 26.5% Male, and .7% preferred not to say. Of those that completed the survey, 1.5% were under 18 years old, 1.5% were 18-20 years old, 9.3% were 21-29 years old, 11.5% were 30-39 years old, 12.3% were 40-49 and then the large majority of those that answered the survey were over the age of 50. 78.5% of the respondents were over

the age of 50 with 18.2% being 50-59 years old, 21.9% over the age of 60-69 years old, 19% were 70-79 years, 19% were 80-89 years old and .4% were 90-99 years old. Because the large majority that completed the survey were over the age of 50 (78.5%), the information may be skewed a little, since the responses were not equally provided over the different age groups.

#### Overlapping Top Health Concerns in Isleta

In comparing the 2019 and the 2023 survey results, we were able to see some differences; however, several of the top health concerns remained the same. Diabetes still remained the top concern, with 73% of participants believing that was the top health concern. The alcohol and drug use concern went down 20%, however, it still remained a top health concern. The 3<sup>rd</sup> top health concern was Mental Health, which although the percentage of those choosing that as a top health concern only went down slightly, the cancer and obesity concern went down pretty significantly. Mental Health is now in the top three, where it was the 5<sup>th</sup> health concern in 2019.

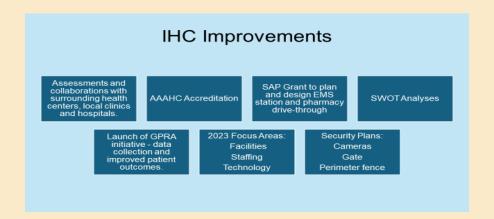
#### Section 1: Isleta Health Center

Again, in comparing the 2019 survey results and the 2023 survey results, we were able to see some great improvements, with the satisfaction of the Isleta Health Center services increasing by 20%. In 2023, 83% stated they were *Extremely Satisfied* versus only 63% being *Satisfied* in 2019.

The Isleta Health Center has taken these responses and made several changes to improve some of the areas of concern, as well as, we are in the process of improving things even more. Below is a list of these improvements:

- External Assessments and collaborations surrounding PL 93-638 health centers, local clinics and hospitals have enriched our understanding of community needs. These activities enable us to align our services with evolving healthcare trends and patient expectations.
- Due to our dedication to maintain high standards for patient care and safety, we became AAAHC Accredited.
- We secured a grant to fund planning and design of an EMS station and pharmacy drive-through.
- Through a comprehensive SWOT analysis, we conducted in each unit, we gained valuable insight into our strengths, weaknesses, opportunities and threats.
- Our launch of GPRA Initiative marks a crucial step in streamlining data collection and reporting, enhancing our ability to measure and improve patient outcomes.
- Our 2023 focus areas included facilities improvement, optimizing staffing positions and leveraging technology to enhance patient experiences.
- Obtained a tribal cybersecurity grant to upgrade technology protecting electronic health records and system-wide information technology.
- Allocated budget for physical security enhancements, including cameras, gates and a perimeter fence, reflected our commitment to ensuring the safety of our patients, staff and facilities.
- Allocated revenue for patient transport vehicles, boiler replacements, accessibility ramp replacement, utility room split units, carpet replacement, and cubical build-outs to maximize office utilization.
- Improved employee morale through increased trainings and department meetings, hiring new providers and new community health nurses.

- Addressed B'eeh K'oo-ee Wellness Center concerns by offering youth programs after hours, trips in and out of state and we now see patients 10 and over.
- Improved communication through regular articles to POI Newsletter, a POI Annual 2023 Report, constructed a Digital Screen on 1 Sagebrush, where we continually promote information, as well as, continually add information onto our GoodHealth TV Monitors that are located in the Isleta Health Center Lobby and soon to be added screens in B'eeh K'oo-ee Wellness and Isleta Diabetes Wellness Center. We also provide an IHC Newsletter 2 times a year to educate and inform our patients on changes in our services, programs to look forward to, as well as, to provide information and education on important health topics.
- ❖ Extended hours are now being offered for the B'eeh K'oo-ee Wellness Center, through the 988 crisis call line available 24 hours a day and we now have an afterhours line, called Protocall, to help close the loop.
- We now have a patient portal for patients to view their own Health Records.
- ❖ We have a new Optometrist and updated Optometry equipment.
- ❖ We filled the Audiologist vacancy with a full-time provider starting in November 2024 and purchased audiology equipment to support extended services and hours of this clinic.
- We have established and improved IHC Staff Committees in order to address some of the areas of concern.
  - Collaborative Care Team
  - Medication Assisted Treatment Committee
  - Quality Improvement Committee
  - Safety Committee
  - Health Education/Health Promotion Committee
- ❖ IHC Directors and staff actively engage in external committees to strengthen networks and share resources through benchmarking with state, national, and tribal organizations.
  - AASTEC Executive Council
  - New Mexico Social Drivers of Health Collaborative
  - Indian Health Services, Albuquerque Service Unit Health Board Meeting



#### MAJOR FINDINGS

#### **Community Perceptions**

The consistency of responses from 2019 to the present, with family, community, and traditions continuing to be the top three valued aspects, highlights the deep-rooted cultural identity within the Pueblo of Isleta. This enduring appreciation for core values reflects a stable, interconnected community where individuals feel a strong sense of belonging. Such continuity, especially in the face of changing external factors, is a hallmark of community resilience, demonstrating the community's ability to maintain its cultural integrity while adapting to challenges.

#### Isleta Health Center (IHC) Department Services

The survey responses indicate that improvements made by IHC have significantly enhanced the community's perception of the Health Center, with twice as many respondents as in 2019 expressing they are extremely satisfied with IHC services. Additionally, when asked about the most needed services in the Isleta community, radiology consistently ranked as a top priority. In response, IHC is pleased to share that plans are underway to introduce imaging services in the near future. Furthermore, to continuously improve patient care, the Quality Improvement (Q/I) Coordinator has implemented a new feedback system within the clinic and now personally meets with patients to discuss their experiences, ensuring that their voices are heard and acted upon.

#### **Diabetes Prevention Program**

Responses regarding the Diabetes Prevention Program reiterated what the program focuses on and have helped with program planning. It also made us aware that there is need for better communication and promotion of our programs. Since receiving feedback from the survey, IHC has welcomed a new Diabetes Program Manager and an additional Fitness Instructor. The Diabetes Prevention Program, funding through the Special Diabetes Program for Indians, will be focusing on offering mobile cooking classes, in-home visits, ongoing Continuous Glucose Monitoring support, and cooking classes for youth. The Wellness Center will soon be offering group classes, which has been requested by community members.

#### **Pharmacy**

Respondents provided suggestions for issues they have experienced at the pharmacy. Some reported problems with filling and/or refilling their prescriptions, such as an ineffective process. The pharmacy has made many new updates to their system in order to better serve our patients. We are also in the process of planning a drive through option.

#### Medical Services & Care

A large majority of respondents (84.5%) stated they would use the clinic after hours for urgent care, which only 47.2% stated they would use after hours services for primary care. When asked if people were interested in group health visits, a small amount said they would (9%), while only 23.4% wanted to learn more about it and 67.6% was not interested in group visits. Since the completion of this Health Needs Assessment, IHC has recruited two additional Family Medicine physicians which has significantly improved access to routine medical care, increased access to therapeutic procedures, and resulted in improved patient satisfaction.

#### **Physical Therapy**

Only 63.9% of respondents stated they are aware of Isleta Physical Therapy Services, which shows that there is a need to improve education and promotion of this service, as well as all of the IHC services in general. We are happy to see that the wait time for PT was fairly low, with the largest amount of response stating they only had to wait less than 2 weeks (13.7%) to be seen. The majority of those that said they receive PT Services stated they are extremely satisfied.

#### **Community Health Representatives (CHR)**

Of the 26% that stated they would like to work with CHR (Community Health Representatives), 55.6% wanted help understanding health conditions, treatment and setting goals to live a healthier life, while 42% wanted help getting access to services related to food, housing and transportation. Thirty-eight (38%) percent state they wanted assistance with filling out and understanding service applications, while 36% wanted help understanding what was discussed at their medical appointments or social service visits. Twenty-five percent (25%) stated they wanted assistance with navigating visits, appointments and treatments. This information has helped the CHR department grow to be even more useful to the community. In addition to transportation services, which has historically been the main service offered by this department, CHR's have taken on a more dynamic role in the community. All CHR staff members have become state certified Community Health Workers (CHW's). The CHW program has expanded to offer support services, medical navigation, social services navigation, patient advocacy, CGM education, monthly food distributions and hospital discharge follow ups, among many other services.

#### Isleta B'eeh K'oo-ee Wellness Center (BKWC) (Behavioral Health)

When asked about Isleta B'eeh K'oo-ee, the majority of respondents who answered the question were somewhat satisfied. This valuable feedback has helped BKWC enhance its offerings, including adjustments to operating hours. The department now provides services to patients age 10 and older and eventually plans to serve those even younger. For the first time in many years, BKWC is fully staffed with both providers and support staff, greatly expanding capacity. This year, the program is addressing the challenge of educating patients, their families and other stakeholders about the reasons for low service utilization, which stem from stigma and limited understanding of the necessary treatment duration, intensity, and frequency for optimal outcomes. Additionally, the introduction of case managers has increased the use of services that, while complementary to treatment protocols, significantly improve the likelihood of patients remaining engaged in the program. The Isleta Youth Wellness Program (IYWP) has been re-organized to include a coordinator and two experiential educators, which increases the capacity of program participants.

#### **Health Behaviors**

When asked different Health Behavior questions, three-quarters of respondents stated they have participated in physical activities in the past month (75%), and nearly half of the responders stated they would like to lose a few pounds.

When asking questions more related to their mental health, 4% stated they had attempted suicide and 10% stated they had thought about it. Isleta B'eeh K'oo-ee is here to help anyone in this situation and we have increased our services to better accommodate our patients.

The number of current commercial tobacco users has decreased quite a bit, with only 7.8% of respondents stating they currently smoke vs 31% in 2019. When asked what nicotine product people use, more than double the participants stated they use cigarettes more than any other product, with E-cigarettes/Vape coming in a distant 2<sup>nd</sup> place with only 4% stating they use that. Although there are not as many people using nicotine, there is still an interest in a quit nicotine program.

The majority of respondents stated they do not use Cannabis, but of those that stated they do use it, nearly the same amount use it for recreational use (35%) vs. medicinal use (40%). Only 5.7% of those that responded to this question stated they have a medical cannabis card.

Of the respondents, only 5.4% stated they use alcohol often, but 6.3% stated they use it more than they want or should. When asked about current illegal substance use, a large majority (88.8%) stated they do not use any illegal substance.

#### **Social & Environmental Factors**

When asked questions related to social and environmental factors, most respondents stated they had not been harmed or threatened in the last 3 months (94%). Thirty five percent (35%) of respondents stated that they know where to receive services, which 26.6% stated they did not, and 38.6% stated that the question did not apply to them. There were nearly 10% of respondents that stated they were currently having housing difficulty.

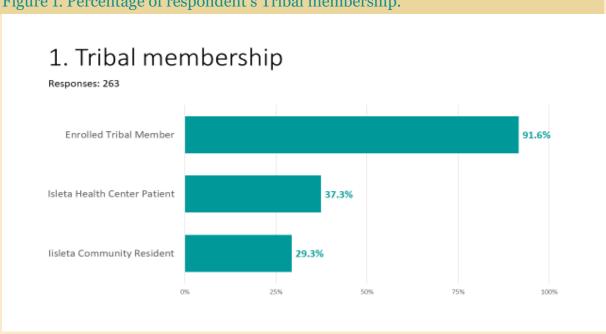
One area we are pleased to hear there was an improvement is food insecurity. There was a 10% decrease in people stating that their household ran out of food in the past year and of those that stated that, the largest amount were over the age of 60. Nearly half of the respondents knew where to get food support. We hope that our monthly collaboration with Road Runner Food Bank in offering the community free fresh food on the 1st Friday of the month has helped with this improvement.

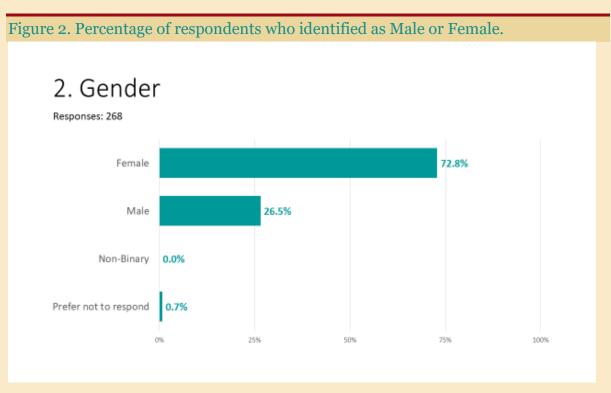
After reviewing these responses, we have made several changes in our services, hours, communication and much more. We appreciate all that took the time to complete the survey and hope we can get even more responses the next time we offer a survey.

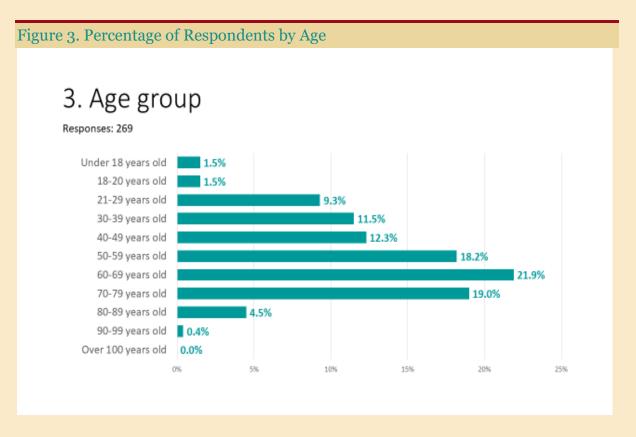
## SURVEY RESPONSES

## **DEMOGRAPHICS**

Figure 1. Percentage of respondent's Tribal membership.







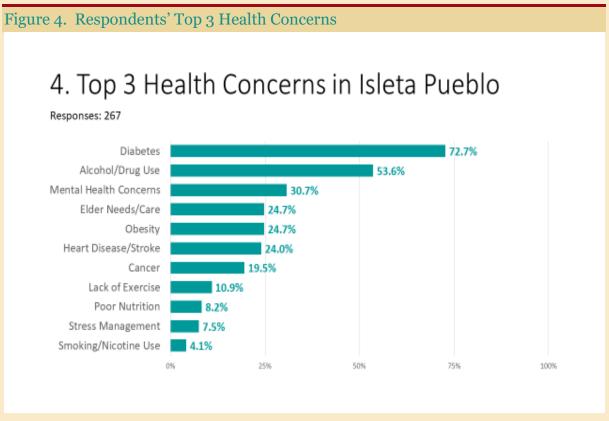
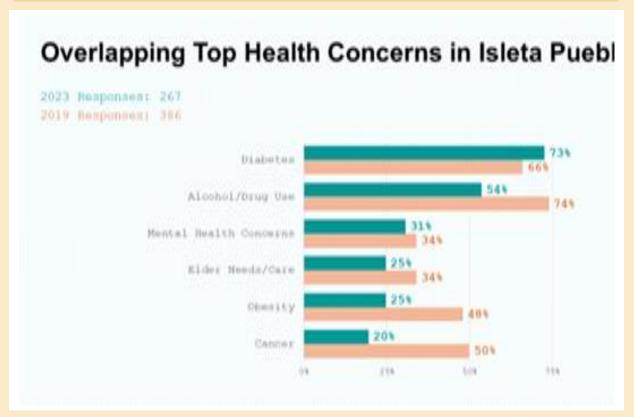


Figure 5. Respondents' Top things like about Community



- 1. Family
- 2. Community
- 3. Traditions

Figure 6. Overlapping Top Health Concerns in Isleta Pueblo



## SECTION 1: ISLETA HEALTH CENTER

Figure 7. Respondents' Top things like about Community

# MAJORITY OF RESPONDENTS WERE SATISFIED WITH IHC PROGRAMS AND MEDICAL SERVICES



Figure 8. Satisfaction of Programs

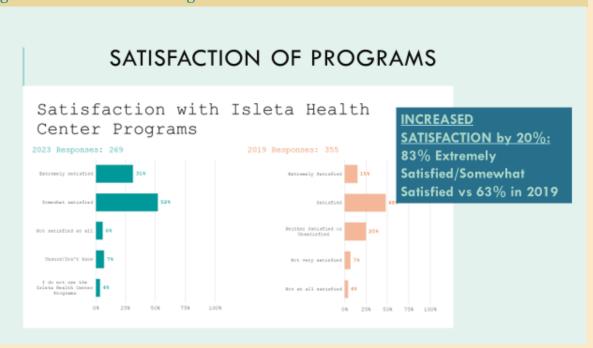
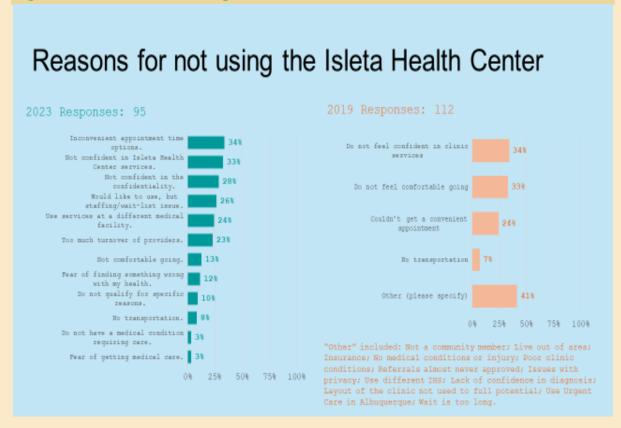
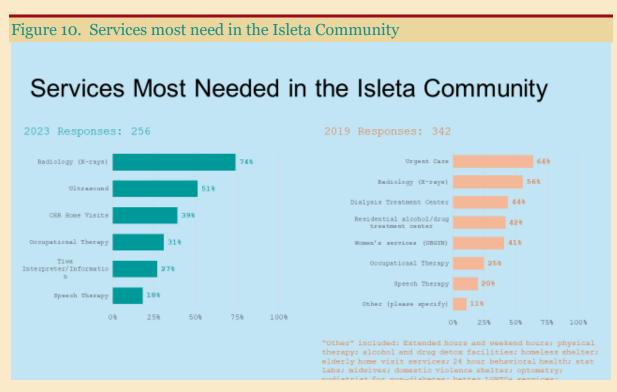
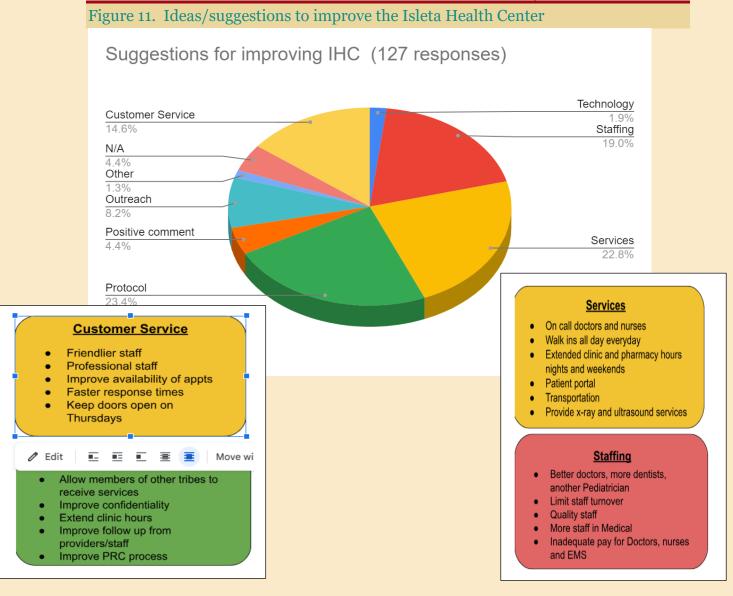


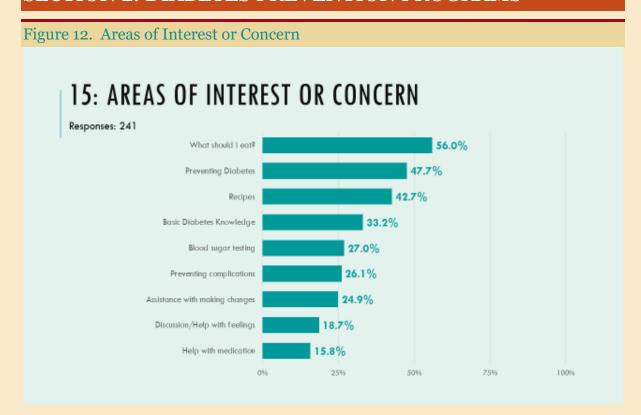
Figure 9. Reason for not using the Isleta Health Center

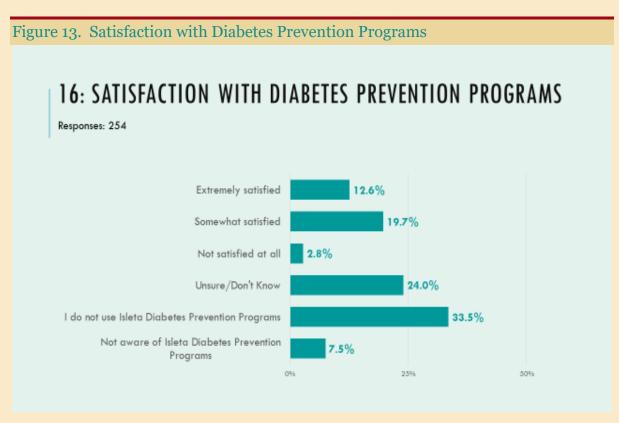






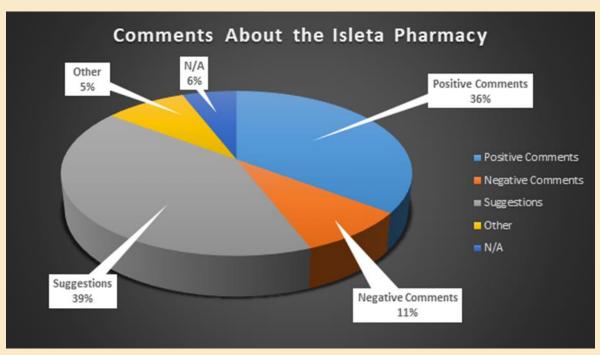
#### SECTION 2: DIABETES PREVENTION PROGRAMS





## SECTION 3: PHARMACY

Figure 14. Comments about the Isleta Pharmacy



18: ARE CURRENT PHARMACY HOURS CONVENIENT
Responses: 271

Yes

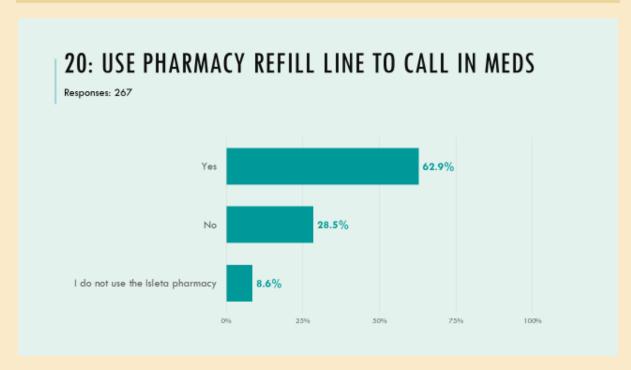
17.7%

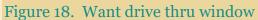
No

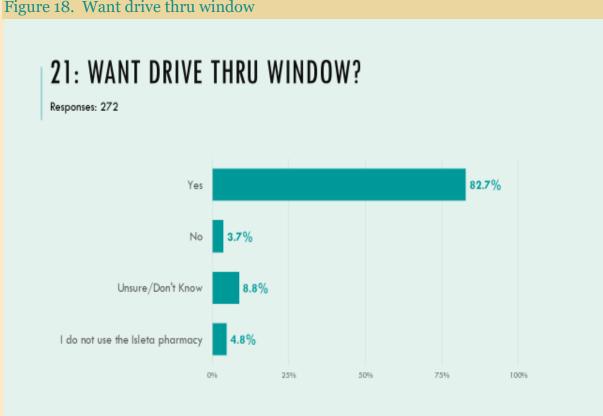
10.0%



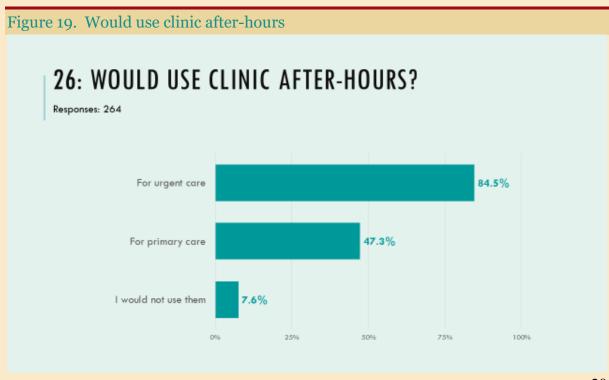
Figure 17. Use pharmacy refill line to call in meds





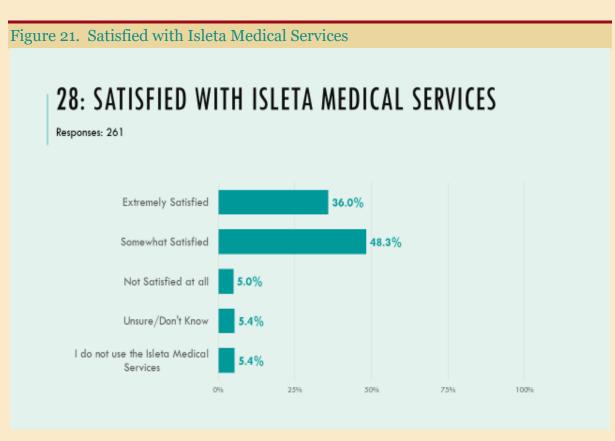


## SECTION 4: MEDICAL SERVICES AND CARE









## SECTION 5: PHYSICAL THERAPY

Figure 22. Additional Comments about Isleta Physical Therapy

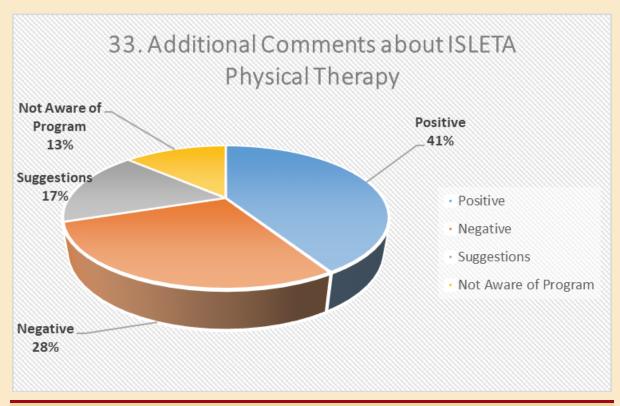


Figure 23. Aware of Isleta Physical Therapy Services

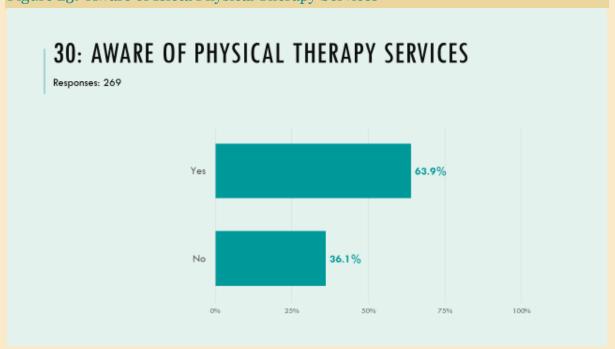
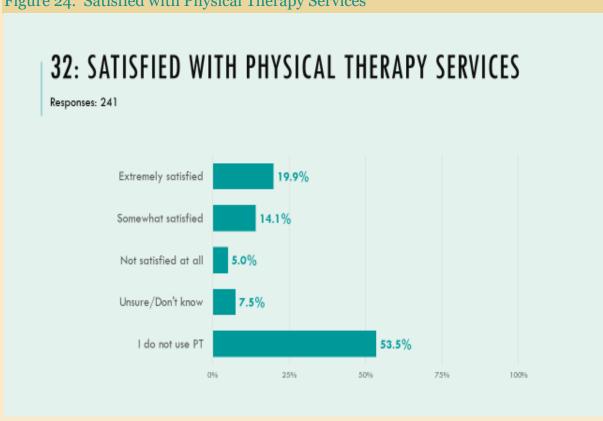
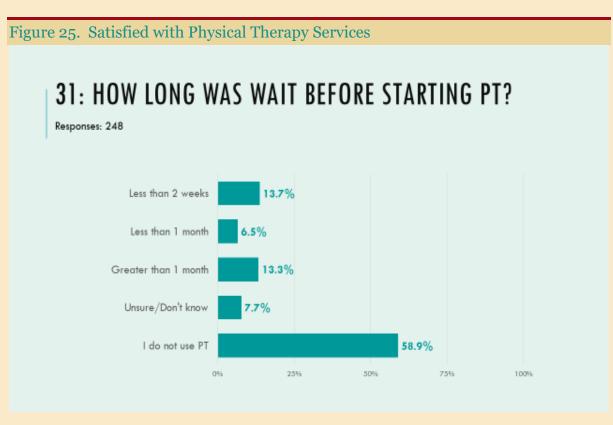


Figure 24. Satisfied with Physical Therapy Services





## SECTION 6: HEALTH BEHAVIORS

Figure 26. Health Behaviors

## 37: PARTICIPATED IN PHYSICAL ACTIVITIES IN THE PAST MONTH? Responses: 272

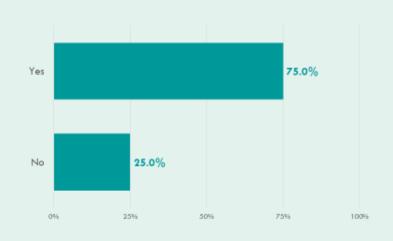


Figure 27. How many times a week active?



Responses: 202



Figure 28. How do you feel about your weight?

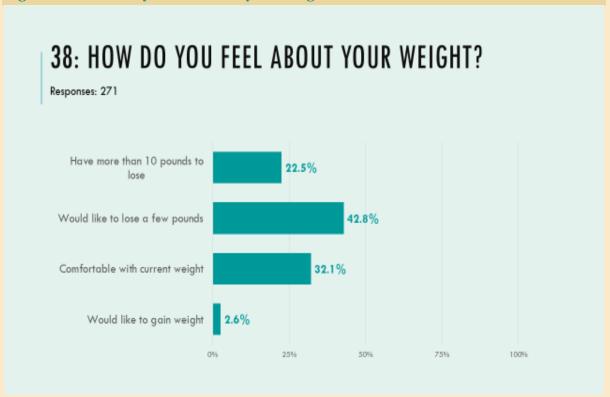


Figure 29. Attempted Suicide

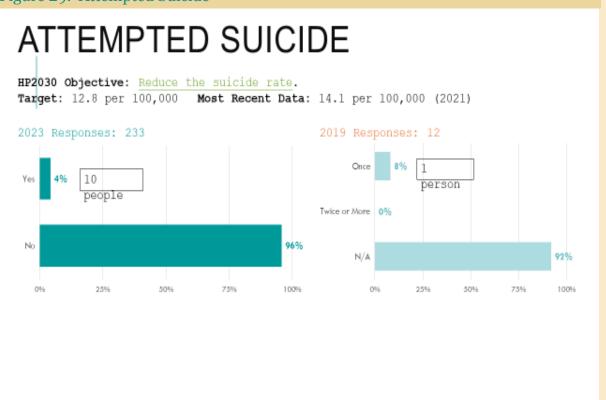
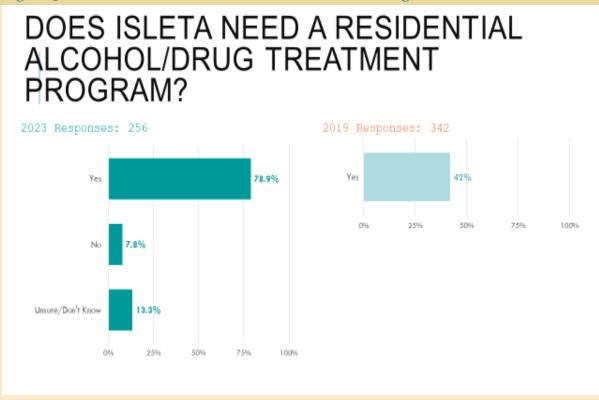
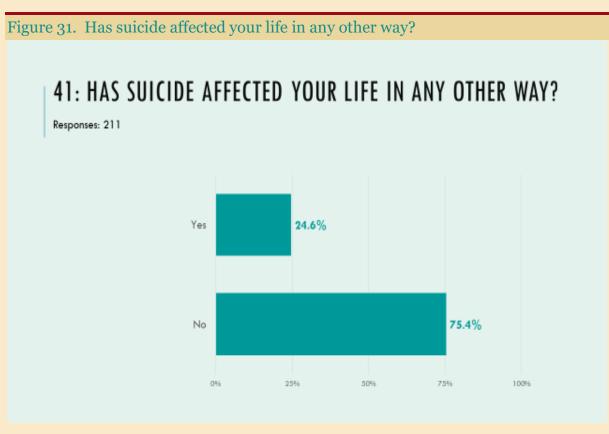
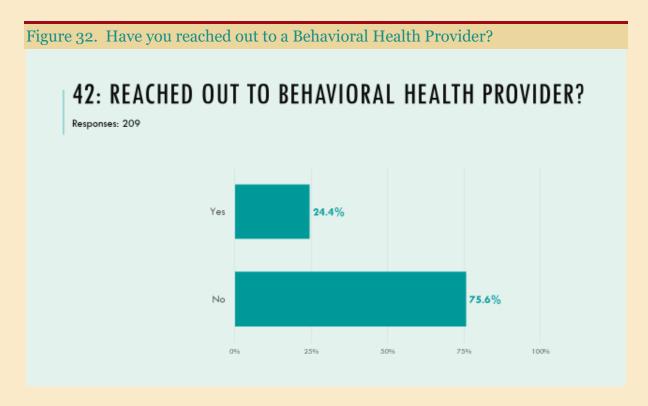


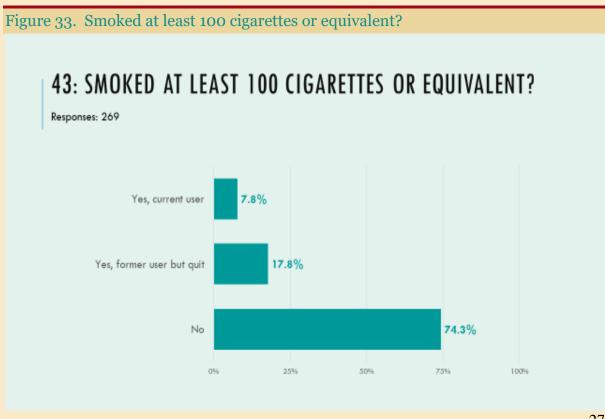
Figure 30. Does Isleta need a Residential Treatment Program?



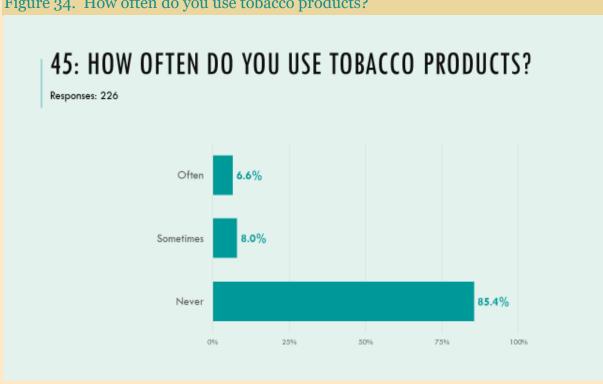




## SECTION 7: COMMERCIAL TOBACCO USE







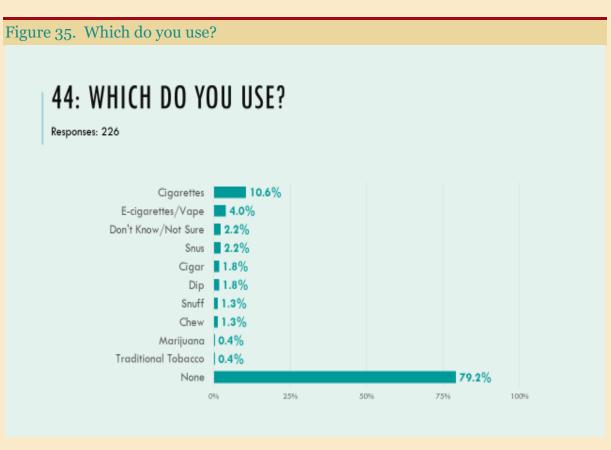
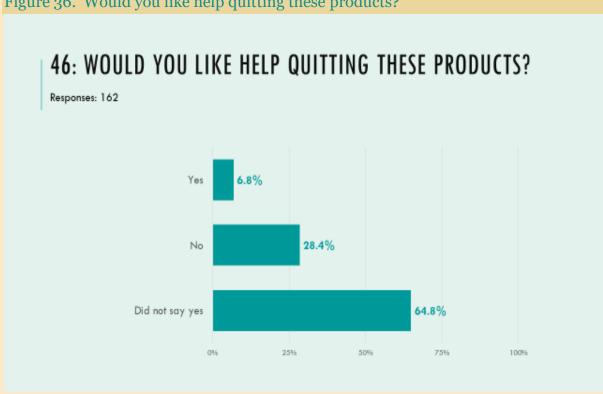
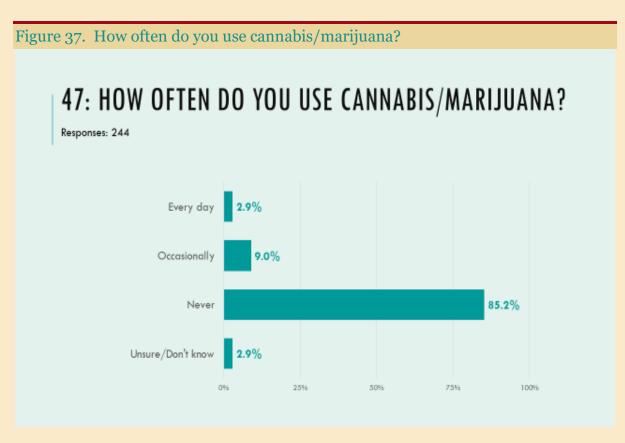
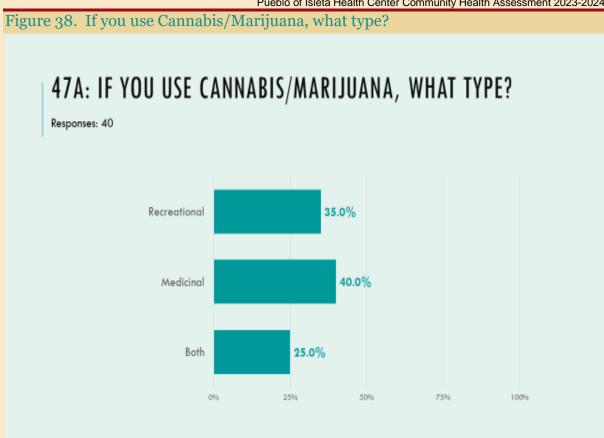


Figure 36. Would you like help quitting these products?







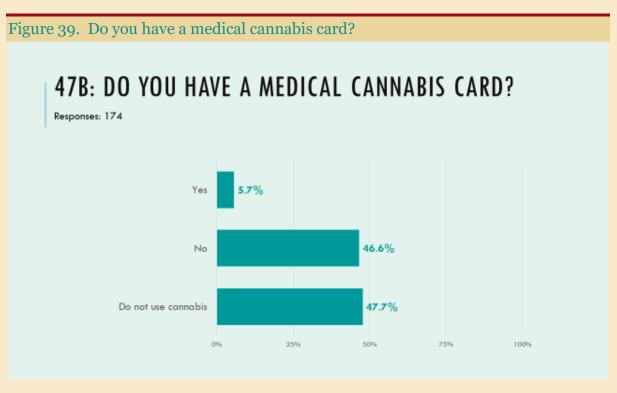
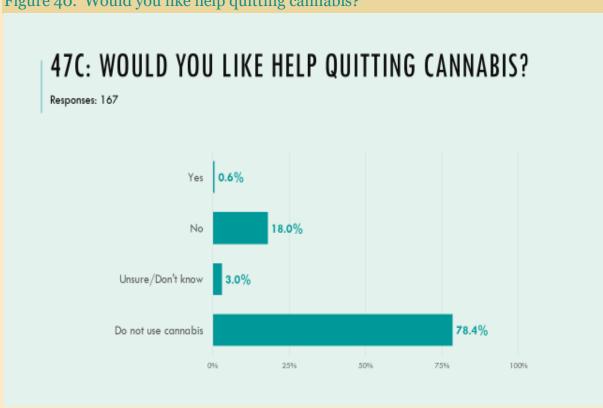
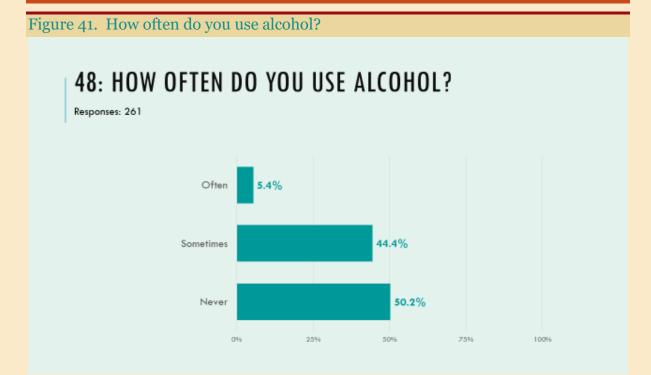
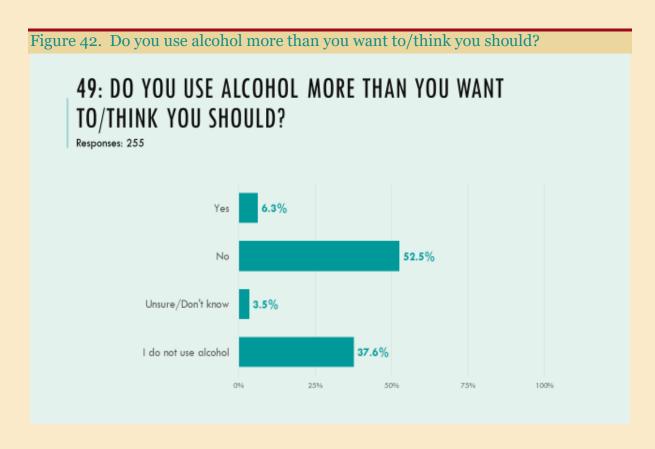


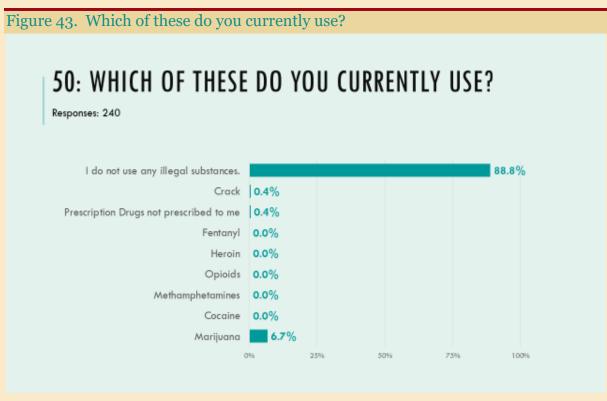
Figure 40. Would you like help quitting cannabis?

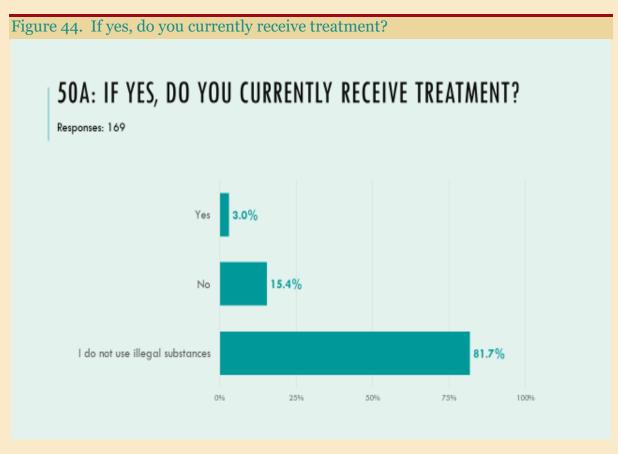


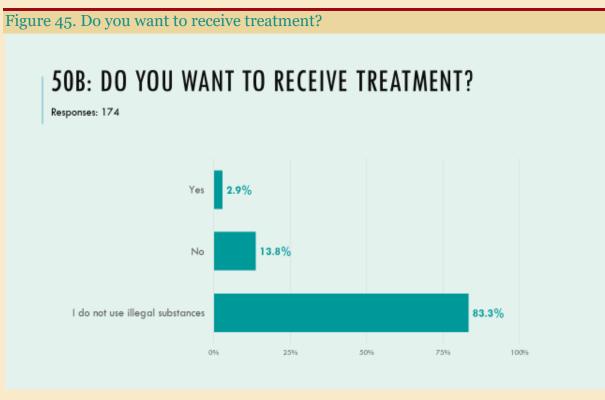
## SECTION 8: ALCOHOL USE

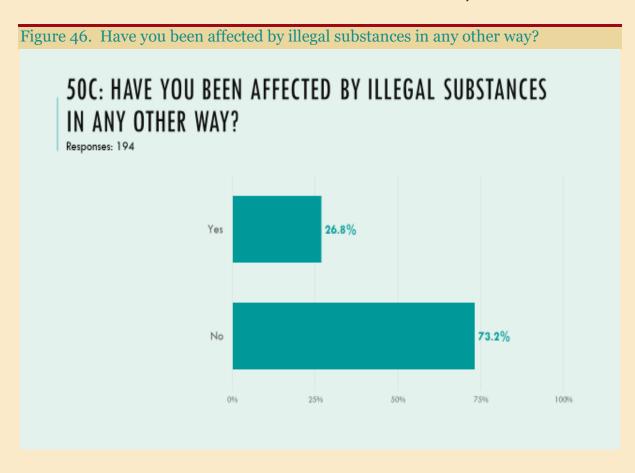


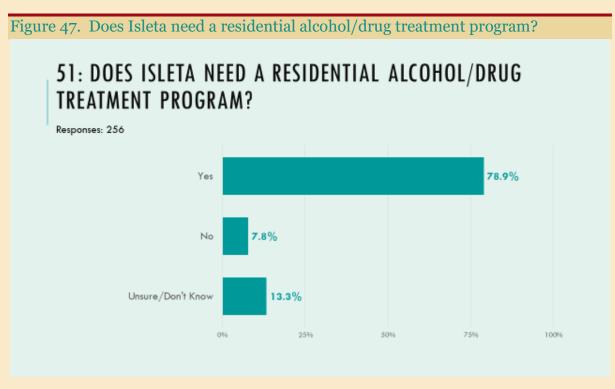


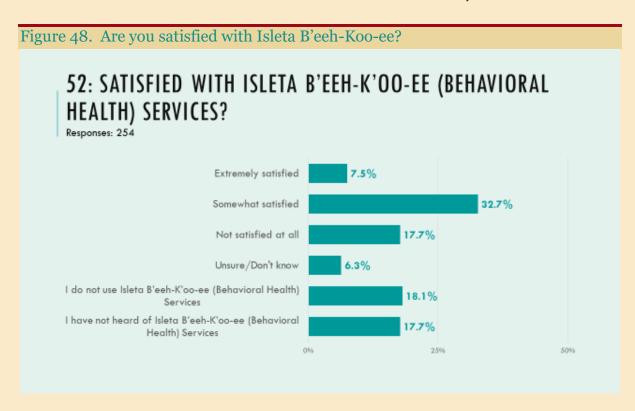




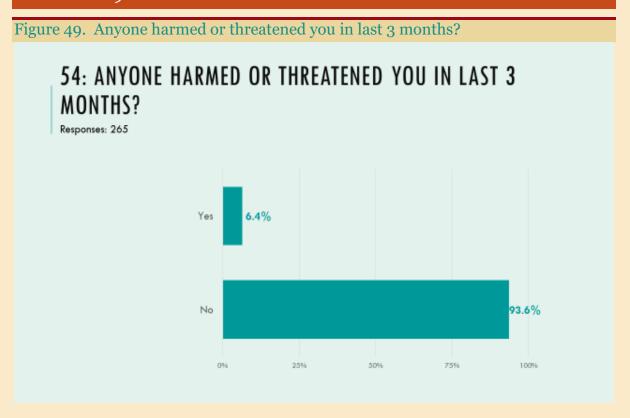


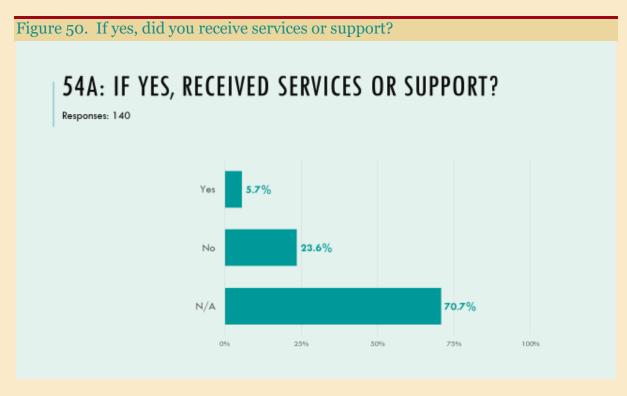


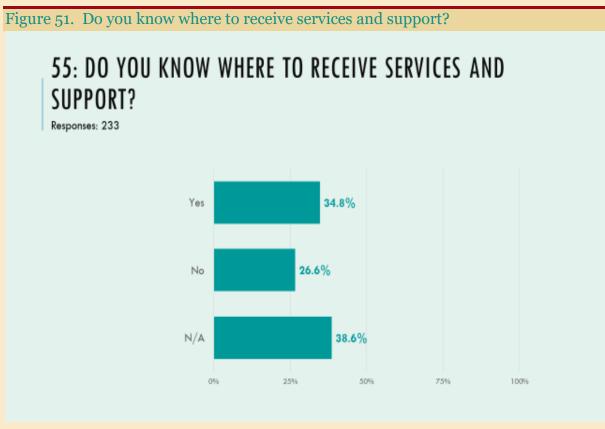


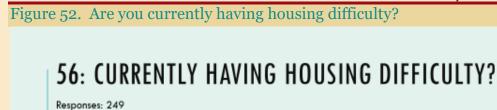


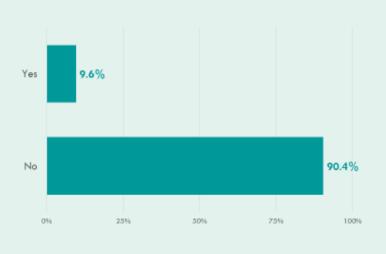
## SECTION 9: SOCIAL & ECONOMIC FACTORS











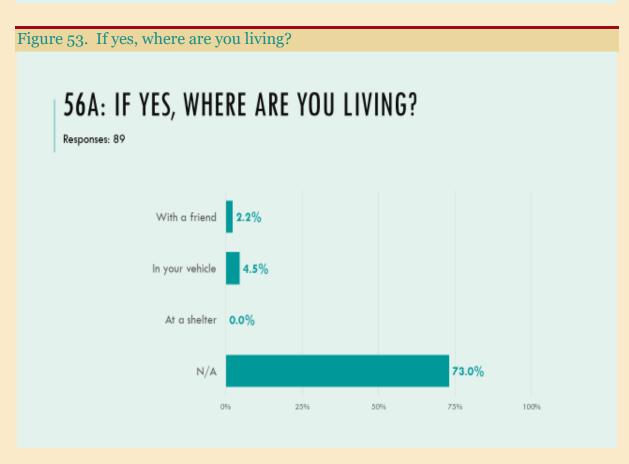
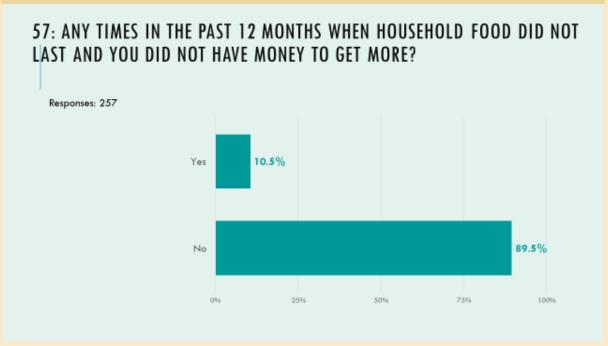
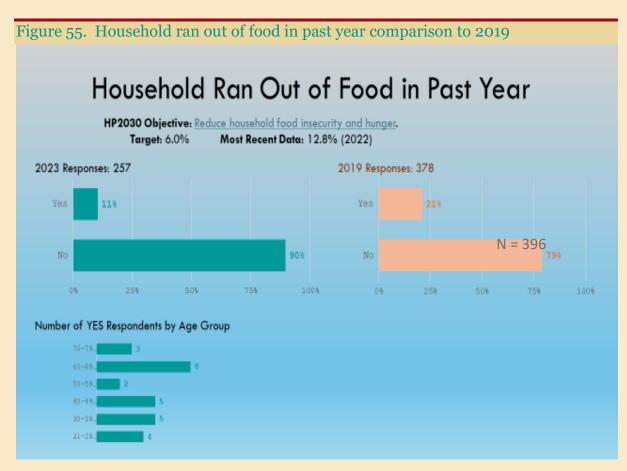
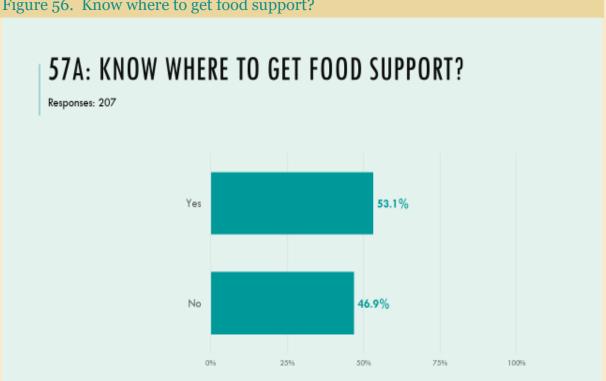


Figure 54. Any times in the past 12 months when household food did not last and you did not have money to get more?









## SECTION 10: PUBLIC HEALTH



