
Accreditation Report – South Dakota Urban Indian Health
Date of Review: November 28, 2022 and January 10, 2023
Accreditation Outcome: Three Year Accreditation

REVIEW PROCESS:

South Dakota Urban Indian Health was reviewed by The Department of Social Services, Office of Licensing and Accreditation for adherence to the Administrative Rules of South Dakota (ARSD) on November 28, 2022 and January 10, 2023. This report contains the following:

- Agency Summary
- Interview Results
- Stakeholder Results
- Areas Requiring a Plan of Correction
- Areas Addressed in Previous Review
- Accreditation Results

The accreditation results are derived from an administrative score which includes the scoring of policies and procedures, personnel files, the client case record scores, and an overall cumulative score.

AGENCY SUMMARY:

South Dakota Urban Indian Health is a healthcare provider with offices in Sioux Falls and Pierre. Urban Indian Health offers medical services, mental health services, and substance use disorder services. They also provide health education throughout the communities of Sioux Falls and Pierre.

South Dakota Urban Indian Health applied for re-accreditation for outpatient substance use disorder services. Michaela Seiber is the executive director. According to their website, South Dakota Urban Indian Health “promotes equitable care of the mind, body, and spirit for all relatives through collective healing and holistic wellness, grounded in indigenous values”. Urban Indian Health is working to increase public awareness of its services, and this has begun to have a positive impact on numbers served. Between their two clinics, Urban Indian Health served more than 2,300 people in 2021. Urban Indian Health works closely with courts, attorneys and other counseling agencies.

INTERVIEW RESULTS:

Description: The Department of Social Services, Office of Licensing and Accreditation completes confidential interviews with consenting clients and staff of the agency as part of the accreditation process. The interviews are not a

scored component of the accreditation review. However, the information obtained in the interviews is used to corroborate information found in file reviews and are used for quality improvement of the agency.

The Office of Licensing and Accreditation interviewed one client. The client spoke positively of his counselor and his treatment at Urban Indian Health. The client had no complaints or recommendations for improvement.

The Office of Licensing and Accreditation interviewed three employees. All three employees praised the teamwork and communication within the agency. One employee stated that Urban Indian Health has great compassion for their clients. Another employee said that their cultural awareness and involvement is tremendous. None of the employees had anything negative to say about Urban Indian Health.

STAKEHOLDER SURVEY:

Description: Stakeholder Survey data is collected once a year for all accredited mental health and substance use disorder agencies. As part of the survey process, accredited agencies are asked to share the survey with at least three stakeholders in their community. In addition, feedback is gathered from the Department of Corrections (DOC), Unified Judicial System (UJS), and Child Protection Services (CPS) regarding the accredited agencies. The surveys are not a scored component of the accreditation review. However, the information obtained in the survey results is used for quality improvement of the agency.

South Dakota Urban Indian Health received three stakeholder survey responses for fiscal year 2022. All stakeholders agreed that Urban Indian Health is respectful, responsive to community needs, and provide quality services. They also agreed that the majority of clients who receive services from Urban Indian Health have positive outcomes after treatment.

AREAS REQUIRED FOR PLANS OF CORRECTION FOR SUBSTANCE USE DISORDER SERVICES:

Description: The following areas will require a plan of correction to address the rule of non-compliance which shall include an updated policy and/or procedure, a time frame for implementation of this procedure, the staff position or title responsible for implementation and the staff position or title responsible for ensuring continued compliance of the rule.

1. According to 67:61:05:01, tuberculin screening requirements for employees are as follows:

- a. Each new staff member, intern, and volunteer shall receive the two-step method of tuberculin skin test or TB blood assay test to establish a baseline within 14 days of employment. Any two documented tuberculin skin tests completed within a 12 month period before the date of employment can be considered an adequate baseline test. Skin testing or TB blood assay tests are not required if a new staff, intern, or volunteer provides documentation of the last skin testing completed within the prior 12 months. Skin testing or TB blood assay tests are not required if documentation is provided of a previous positive reaction to either test;
- b. A new staff member, intern, or volunteer who provides documentation of a positive reaction to the tuberculin skin test or TB blood assay test shall have a medical evaluation and chest X-ray to determine the presence or absence of the active disease;
- c. Each staff member, intern, and volunteer with a positive reaction to the tuberculin skin test or TB blood assay test shall be evaluated annually by a licensed physician, physician assistant, nurse practitioner, clinical nurse specialist, or a nurse and a record maintained of the presence or absence of symptoms of Mycobacterium tuberculosis. If this evaluation results in suspicion of active tuberculosis, the licensed physician shall refer to the staff member, intern, or volunteer for further medical evaluation to confirm the presence or absence of tuberculosis; and
- d. Any employee confirmed or suspected to have infectious tuberculosis shall be restricted from employment until a physician determines that the employee is no longer infectious.

All reviewed SUD employee files contained the first step of the TB skin test, but were missing the second step of the test.

2. According to ARSD 67:61:05:05, the agency shall provide orientation for all staff, including contracted staff providing direct clinical services, interns, and volunteers within ten working days after employment. The orientation must be documented and must include at least the following items:
 - a. Fire prevention and safety, including the location of all fire extinguishers in the facility, instruction in the operation and use of
 - b. each type of fire extinguisher, and an explanation of the fire evacuation plan and agency's smoking policy;

- c. The confidentiality of all information about clients, including a review of the confidentiality of alcohol and drug abuse patient records, 42 CFR Part 2 (June 9, 1987), and the security and privacy of HIPAA, 45 CFR Parts 160 and 164 (April 17, 2003);
- d. The proper maintenance and handling of client case records;
- e. The agency's philosophical approach to treatment and the agency's goals;
- f. The procedures to follow in the event of a medical emergency or a natural disaster;
- g. The specific job description and responsibilities of employees;
- h. The agency's policies and procedure manual maintained in accordance with ARSD 67:61:04:01; and
- i. The agency's procedures regarding the reporting of cases of suspected child abuse or neglect in accordance with SDCL 26-8A-3 and 26-8A-8.

All reviewed personnel files had the required components completed in orientation, but none of the files had the orientation completed within 10 working days.

PRIOR AREAS REQUIRING A PLAN OF CORRECTION FOR SUBSTANCE USE DISORDER SERVICES:

Description: South Dakota Urban Indian Health was last reviewed by the South Dakota Department of Social Services, Office of Licensing and Accreditation in November 2019. There were three plan of correction items regarding Substance Use Disorder services during the 2019 review. Two of those plan of correction items were remedied at this review. The remaining plan of correction item is in regards to employee tuberculin screening requirements found in ARSD 67:61:05:01.

SUBSTANCE USE DISORDER ACCREDITATION RESULTS:

x	Three Year Accreditation
	Two Year Accreditation
	Probation