

## IPA Nurse/CCA Provider Survey

In November 2020 Medical Services sent a survey to IHS and other community providers to gather feedback on Care Coordination Agreements (CCA) and the use of Intergovernmental Personnel Act (IPA) Nurses. The survey was sent to 39 individuals representing 24 organizations.

### **Survey Results**

13 individuals from 11 agencies responded to the survey this includes three IHS facilities, two hospital systems, three Psychiatric Residential Treatment Facilities (PRTF), one Community Support Provider (CSP), and two nursing facilities.

- Providers were asked on a scale of 0-100 how satisfied they were with Care Coordination Agreements; the average score was 73.
- 77% of providers reported IPA Nurses have increased effectiveness of the Care Coordination Agreements and obtaining referrals.

### **Feedback from IHS providers**

- The three IHS physicians representing two IHS Service Units who responded reported high satisfaction with the CCAs and the IPA nurses.
- They report that the IPA nurses have been great to work with and that it has been easier to get referrals. The nurses have helped getting documentation and completing forms related to referrals.
- IHS reported that they would like additional assistance from the IPA nurses to help keep track of patients with chronic conditions.

### **Feedback from other community-based providers**

- 10 individuals representing eight community-based agencies responded to the survey.
- When asked about satisfaction of CCA and utilizing IPA Nurses the average score on a scale of 0-100 was 67.
- Seven individuals reported increased efficiency with IPA nurses. Three individuals reported not get any referral assistance from the IPA nurses or knowing what the IPA nurse's role was.
- Most providers reported better communication, more timely referrals, and good partnerships as a result of the work being done by the IPA nurses.
- Several agencies reported difficulty identifying patients that could have a referral and be part of the program.
- Agencies reported that they would like further assistance in coordination with IHS and tribal facilities, this includes working with IHS to make sure referrals are timely and providing additional education to IHS about the process.