

# **REDDING RANCHERIA TRIBAL GOVERNMENT POLICIES**

## **Chapter TP 9-500**

### **Health Administration and Support**



**February 15, 2022**

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#### SECTION 1: PURPOSE (Reserved)

#### SECTION 2: BACKGROUND AND INTENT

To provide quality health services requires constant attention and effective management. The Tribe must concern itself not only with the management of the program, but with the protection and expansion of the resource base that supports the operation. Therefore, administrative policy must be established which ensures the vitality and quality of the health programs.

The management of the Redding Rancheria health program will be a shared responsibility which must be well coordinated between two separate but connected groups:

(a) Health Program Administration

Those management functions and activities that are located within the Redding Rancheria Tribal Health System and are financed through direct program funding, 3rd Party Revenues, and grants. Health program administration manages the Redding Rancheria Health Programs according to Tribal policy and established standards of professional excellence and must be responsive to the needs of patients.

(b) Tribal Support Services

Those management functions which support all tribal programs and are financed by the "indirect cost pool." These services include general tribal management, finance, planning, human resource management, information resources, facilities operations and maintenance, etc.

#### SECTION 3: DEFINITIONS (Reserved)

#### SECTION 4: DELEGATED AUTHORITY

(a) Health Program Administration

- (1) To establish and implement policies, procedures and controls to ensure orderly and efficient management of the Redding Rancheria Health System.
- (2) To ensure that programs and services are of the highest quality, planned and delivered within the limits of available resources.
- (3) To coordinate administrative functions with Tribal Support Services.

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- (4) To assure that effective cost containment measures are employed and priorities are in place to preserve resources.
- (5) Executive Direction – Assurance that Tribal policies and procedures are followed.
- (6) Budget Development and Management – Assurance that the Health Program budget proposal is in line with expected resource levels.
- (7) Facility Management – Assurance that the health facility is clean and well maintained.
- (8) Data Systems – Assurance of well-functioning and fully utilized information systems.
- (9) Contract Health Services – Assurance that health care priorities are followed and obligations do not exceed available resources.
- (10) Billing Department – Assurance that all encounters that qualify for third party payment are billed in a timely fashion. All denials and/or underpaid claims shall be reviewed to determine if an appeal is justified. Appropriate contacts and contracts should be in place with appropriate third-party payers.
- (11) Transportation – Limited to eligible patients who have no other method of transportation available. Transportation services are also approved for System support (e.g., taking specimens to laboratories, picking up needed emergency supplies, etc.)
- (12) Quality Management and Improvement – Ensure that quality is maintained in all departments of the System.

#### SECTION 5: AUTHORIZED PROGRAMS AND SERVICES (Reserved)

#### SECTION 6: OPERATIONAL APPROACH

- (a) The System's facilities will comply with all applicable state and local building codes and life safety requirements.
- (b) The System's facilities will be clean and well maintained. Deficiencies will be reported to the Tribal Public Works Department.

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- (c) Data systems will be well maintained and utilized for the orderly flow of information including reporting requirements, productivity, epidemiology, billing and revenue.
- (d) Contract Health Services Administration will manage the program according to Tribal policies and operating procedures established by the Executive Team
- (e) Each department will work in conjunction with the Billing Department to maximize third party revenue.
- (f) Once budget targets are established by the Tribe, the Executive Director is responsible for developing a detailed budget for the operation.
- (g) It is the policy of the Tribe to ensure that training funds are available to ensure that professional credentials and employee skills are maintained through continuing education, and upgraded as opportunities arise. These are expected to be budgeted and paid from within the health program budget to maintain the highest level of patient care.
- (h) The Quality Management and Improvement activities will be supported and encouraged.

#### SECTION 7: ACCOUNTABILITY

The Executive Director is responsible for developing a program budget that does not exceed the limits authorized by the Tribe. This budget will take into consideration prior year IHS program resources, including carry-overs, and third-party revenue from the prior fiscal year.

The Executive Director is responsible to ensure that the departments and program coordinators do not exceed the limits of their budget.

Any unforeseen events that impact the budget assumptions in a negative way must be reported to the Tribal Management in a timely fashion along with options for bringing costs back in line with the budget.

#### SECTION 8: TRIBAL SUPPORT SERVICES

- (a) It is the Tribe's purpose to provide quality central support services to the Tribal Health Programs, consistent with its unique programmatic needs and to coordinate central support services with health program administration to assure timely response to program needs.
- (b) Central support functions are provided consistent with the Tribe's cost allocation policy.

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(c) Support Services Operational Approach

- (1) The Tribal Support Services will be responsive to the needs of the health program consistent with the standards of timeliness and professionalism that have been adopted.
- (2) The Tribal Finance Department will provide the detail of last year's expenditures and any technical assistance that may be required to develop the annual budget proposal.
- (3) The Tribal Finance Department will develop a cost accounting system to enable the management team to better understand the cost of various services. This information will be helpful in setting priorities and understanding the cost trends that are occurring.
- (4) The Tribal Finance Department will provide oversight and assistance in all aspects of third-party collections including billing, collections, data system review, reporting, etc.
- (5) The Tribal Public Works Department will provide maintenance and repair services for the System's facilities. The facilities must meet all relevant building codes and standards of accreditation.
- (6) The Tribal Public Works Department will be responsible for any major remodeling that is required to better service patients or otherwise improve the facility.
- (7) Utilities will be monitored, and payments processed by the Public Works Department.
- (8) The Tribal Newsletter will be published at regular intervals and the health program will contribute to the content.
- (9) Recruitment, classification and hiring all approved staff will be accomplished in a timely manner.
- (10) General training will be organized and provided by Tribal Administration to enhance the general skills of all staff.

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(d) Support Services Accountability

Care will be taken to ensure that all programs and provided services from the central support functions at a reasonable cost, and that programs are well informed regarding the functions and services provided by the indirect cost pool.

Legislative History:

Originally Adopted by Tribal Council Resolution #04-08-97-G, dated April 8, 1997.

Amended by Tribal Council Resolution #036-06-01-04, dated June 1, 2004.

Amended by Tribal Council Resolution #022-04-12-07 dated April 12, 2007.

Amended by Tribal Council Resolution #028-06-12-12, dated June 12, 2012.

Amended by Tribal Council Resolution #019-02-15-22, dated February 15, 2022.