



NNAHRA
NATIONAL NATIVE AMERICAN HUMAN RESOURCES ASSOCIATION

27th Annual Conference

September 25-27, 2023

Gila River Resorts & Casinos

Owning and Operating an Independent On-Site Clinic





Introduction

Lena McQuary, Chief Human
Resources Officer

&

Madeline Carpino, Director of HR

Why We Opened An On-Site Clinic

One of the main reasons why we wanted to open a clinic was to take care of our employees. The Quapaw Nation prides itself on taking care of their people and those who work for the Quapaw Nation entities.

Some of the many benefits of having an on-site clinic include:

- Easy access to medical services.
- Positive return on investment.
- Reduction in healthcare expenditures.
- Increases preventive care and early detection.
- Employee recruitment and retention.



DOWNSTREAM[®]

CASINO RESORT



Downstream Casino Resort Clinic Timeline

Downstream Casino Resort partners with Freeman Health System and the Downstream Clinic was built.

2010

2012

2015

2021

2023

Lab services were established, and an additional LPN was added to meet the demand.

Downstream Casino Clinic provides medical services to 4,000 patients per year.

Downstream Clinic expanded to 2 exam rooms and 1 nurse.

Expanded to 5 clinic rooms.






Freeman Health System offers over 80 specialists among 30 locations. They are the area's largest provider of healthcare services with two urgent care clinics, dozens of physician clinics and a variety of special services including behavioral health, cancer care, dermatology, diabetes, heart and vascular and much more.

Common Appointments



UPPER RESPIRATORY

- Sore throat and cough, especially during the winter months are our most common visits and equal out to our biggest cost savings.
 - Being able to provide covid/flu/strep testing and treatment plans help in the long run by avoiding costly trips to Urgent Care or the ER.
 - When seen in our clinic for these complaints, we are also able to keep them off work appropriately to avoid spread of the illness to other employees
- 

CHRONIC CONDITION MANAGEMENT

- Hypertension
- Type 2 Diabetes.
- By keeping these conditions under control, we can prevent further costly health complications such as heart attack, kidney disease and strokes.

During the pandemic, studies have shown that physical and mental health in the workplace, and in general, has declined.

Often not thought about, is the financial affect this can have on an individual. Rising costs for doctor visits and health care can be detrimental to your finances and we want to help!

Downstream Casino is beginning a Health and Wellness Initiative for our Team Members to help save money, but more importantly, to help keep everyone involved healthy and thriving!

Here's what you do:

1. Go to HR and sign up for the Wellness Initiative Program.
2. As items on the check-list are completed, bring your card to HR to be marked or punched.
3. Complete at least 10/14 items.
4. Bring your completed punch card to HR.
5. Enjoy 8 hours of PTO and the satisfaction of knowing you have successfully started your journey to a healthier mind and body!

If you have any questions, please feel free to come by Human Resources and speak with any of our team members.

WELLNESS INITIATIVE CHECKLIST

☐ **WALKING:**
30 EXTRA MINUTES FOR
14 DAYS

☐ **FARMER'S MARKET:**
BRING RECEIPT TO HR

☐ **WATER INTAKE:**
DRINK 64OZ DAILY FOR
14 DAYS

☐ **HEALTHY LUNCHES:**
EAT HEALTHY LUNCHES
FOR 14 DAYS

☐ **COVID VACCINE:**
PRESENT VACCINATION
CARD TO HR

☐ **OUTDOOR ACTIVITY:**
PARTICIPATE IN
OUTDOOR ACTIVITY
ONCE A WEEK

☐ **INSIGHT TIMER:**
DOWNLOAD/UTILIZE
"INSIGHT TIMER" APP
FOR 14 DAYS

☐ **SCREEN TIME:**
DAILY 1-HOUR SCREEN
TIME BREAK FOR 14 DAYS

☐ **HEALTH GOALS:**
WRITE DOWN PHYSICAL
AND MENTAL HEALTH
GOALS

☐ **PARKING LOT:**
PARK IN BACK OF LOT
DAILY FOR 14 DAYS

☐ **HEALTH AND
WELLNESS CHECK:**
DCR CLINIC

☐ **SLEEP:**
SLEEP FOR A FULL 8
HOURS FOR 14 DAYS

☐ **JOURNAL:**
COMPLETE 14 JOURNAL
ENTRIES. ENTRIES CAN
BE FOOD, LIFE, ETC.
BASED ON EMPLOYEE
NEEDS



DCR Wellness Initiative Policies

As we kick off our DCR Wellness Initiative, it is imperative that all Team Members abide by instated *Wellness Initiative* program policies.

The following sections will go over the rules and expectations for ALL participants:

Participation

- Participation in the *DCR Wellness Initiative* is voluntary. All Team Members are encouraged, but not required, to be involved.
- Team Members must be present in the Human Resources office to sign-up.
- Team Members are to report only truthful and accurate information regarding the *DCR Wellness Initiative* (i.e. completed challenges) to Human Resources. Failure to do so will result in disqualification from the program and/or any incentives offered as part of the *DCR Wellness Initiative*.
- Team Members are required to complete (at minimum) **10 out of 14** checklist items. Upon completion, qualified Team Members will be rewarded with 8 hours of PTO.
- New Team Members will be able to use their PTO once their probationary period is up.
- PTO hours must be used with approval from manager or supervisor to allow time for shift coverage while absent. For questions regarding PTO usage, refer to *Page 43- "Requests for Time Off and for Specific Shifts,"* in the DCR Handbook or ask an HR associate.

Wellness Initiative Vouchers

- Team Members will receive **TWO** *DCR Wellness Initiative* vouchers per year.
- Vouchers are to be signed off on by HR Managers only.
- Vouchers will have a number that is assigned to each individual Team Member. This number will be logged by an HR associate when a Team Member signs up.
- Vouchers are not to be shared, switched, or given to any other Team Member.
- Vouchers may be used for 16 hours of PTO (maximum) per year for qualified Team Members.

By signing below, Team Members consent that they have read and agree to all rules pertaining to the *DCR Wellness Initiative*.

Signed: _____

Date: _____



WELLNESS

P R O G R A M

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CASINO RESORT



8 HOURS COMP DAY

AWARDED TO: _____

AWARDED BY: _____

HR SIGNATURE

DAY AND TIME MUST BE APPROVED BY MANAGER
THIS TICKET DOES NOT VOID ANY BLACKOUT DAYS
VOID AFTER 12/30/2022

Downstream Clinic List of Services

- Primary Care Management of Chronic Diseases including
 - Hypertension
 - Type II Diabetes Mellitus
 - High cholesterol
 - Asthma
 - COPD
 - Hypothyroidism
 - Depression/anxiety
 - Arthritis
 - Gout
- Acute Illnesses including
 - Rapid covid, flu, and strep testing and treatment
 - Earaches
 - Sore throats
 - Animal bites
 - Lacerations requiring stitches
 - Gastrointestinal illness
 - Rashes
 - Insect bites
 - Pink eye
- Weight Management Services
- Wellness Exams
 - Including Women's Health/PAP smears
 - Sports physicals
- Skin lesion removal
 - Moles, skin tags, wart removal
- In-growing toenail removal
- Select joint injections for osteoarthritis
 - Knees and shoulders only
- Referrals to specialists and for imaging services if needed
- No cost STD testing
- No cost adult vaccinations
- No cost lab work

Sample Medication

We have also reached out to several companies for free samples/coupon savings cards for our patients. It is a simple online request process. When we are able to get samples, this saves the clinic money the patient doesn't have to use their pharmacy at all for that script for the month. But samples are hit or miss with reliability (they do not come on a regular schedule)

Eli Lilly- Trulicity, Mounjaro

AstraZeneca- Farxiga, Breztri inhalers

TEVA- Airduo inhalers

Boehringer Ingelheim- Spiriva Inhalers, Jardiance

Oral antibiotics, meds for chronic conditions (blood pressure, cholesterol, levothyroxine, etc.)

These are sent to a pharmacy of the patient's choice. Insurance is billed. If they do not have insurance, then the patient uses a GoodRx card.

Medication

- When ordering medication, Downstream utilizes McKesson, a wholesale supplier of medical supplies & equipment, pharmaceutical distribution, and healthcare technology solutions.
- For the best value, we utilize amazon.com for all over the counter medication.

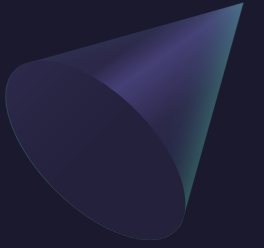


Quest Lab Services

- First step is having a CLIA certified lab set up.
Each certificate is valid for 2 years
- To set up direct client bill, select a service provider.
- In 2022 Downstream Casino Resort filed 4,674 lab test. The estimated cost of these lab tests were \$47, 610.79. On average, we save 50% with our direct client billing.
- Would have been \$95,221.52.



In Stock Medication



INJECTABLE

- Steroids
- Antibiotics
- Lidocaine for procedures
- Toradol for pain
- Vitamin B12



VACCINES

- Tetanus (insurance is billed \$50 per shot at pharmacy, our cost is \$38 per shot)
- Hepatitis B
- Shingrix
- Flu Shots
- Pneumonia Vaccines

COMMON OVER THE COUNTER

- Allergy
- Naproxen
- Tylenol
- Pepto Bismol
- Tums
- Voltaren gel
- Oragel
- Antibiotic ointment
- Zofran (insurance is billed \$50 for 30 tabs, our cost is \$2.79 for 30 tabs)



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- Eli Lilly- Trulicity, Mounjaro
- Astra Zeneca- Farxiga, Bretzi inhalers
- TEVA- Airduo inhalers
- Boehringer Ingelheim- Spiriva Inhalers, Jardiance
- Oral antibiotics, meds for chronic conditions (blood pressure meds, cholesterol meds, levothyroxine, etc)

These are sent to pharmacy of patient's choice. If they have insurance, insurance is billed. If they do not have insurance, then the patient uses a GoodRx card.

In 2021 Downstream Casino Resort implemented no co pays making the clinic free for all Team Members.

DOWNSTREAM CLINIC

FREE
ONSITE CLINIC
FOR ALL OF YOUR BASIC
HEALTHCARE NEEDS!



CALL TO SCHEDULE AN APPOINTMENT

(918) 919-6114

DOWNSTREAM CLINIC



AMANDA REHMERT EARNED HER DOCTOR OF PSYCHOLOGY DEGREE IN 2009 FROM FOREST INSTITUTE OF PROFESSIONAL PSYCHOLOGY. SHE ALSO EARNED HER MASTER OF ARTS DEGREE FROM FOREST INSTITUTE IN 2005 AND HER BACHELOR OF SCIENCE DEGREE FROM MISSOURI STATE UNIVERSITY IN 2002. DR. REHMERT HAS EXPERIENCE WORKING WITH ADULTS IN A NUMBER OF SETTINGS INCLUDING PRIVATE PRACTICE, PRIMARY CARE, AND COMMUNITY MENTAL HEALTH. SHE IS A GENERALIST PRACTITIONER WHO TREATS A WIDE RANGE OF MENTAL HEALTH CONDITIONS. DR. REHMERT IS LICENSED AS A PSYCHOLOGIST IN BOTH MISSOURI AND OKLAHOMA.

IN HER FREE TIME, DR. REHMERT ENJOYS SPENDING TIME IN NATURE WITH HER HUSBAND AND TWO DOGS. SHE ENJOYS BIKING, HIKING, AND TRAVELING.

DR. REHMERT, PSYD (DOCTOR OF PSYCHOLOGY)



AFFILIATE WITH FREEMAN OZARK CENTER

TREATMENT OF MENTAL DISORDERS AND BEHAVIORAL PROBLEMS



CALL TO SCHEDULE AN APPOINTMENT
(918) 919-6114

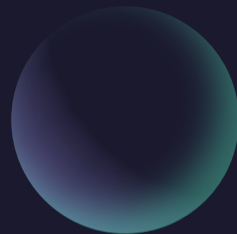
MONDAY-THURSDAY: 8AM-5PM
FRIDAY: 8AM - 4PM
WEDNESDAY OPEN UNTIL 7PM



Q&A

“In order to build a rewarding employee experience, you need to understand what matters most to your people.”

Julie Bevacqua



Thank You!

Lena McQuary:

lmcquary@downstreamcasino.com

Madeline Carpino:

mcarpino@downstreamcasino.com

www.downstreamcasino.com

