

# **Tribal Referral System for Tobacco Cessation**

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# Objectives

1. Learn 7 key components for an effective referral process for smoking cessation
2. Learn innovative ways to increase the community support and referrals

# Fond du Lac Background

- Located 25 miles west of Duluth
- Serve over 4,500 individuals
- In addition, 17,132 American Indians reside in the Minneapolis-St.Paul areas
- Mashkiki Waakaaigan Pharmacy established
- Cessation services offered at both locations

# Human Services Background

- Established in 1974
- 1980 became the Health and Social Services Division
- 1985 divided into Health Division and Social Services Division
- In 1988 a re-organization blended both divisions into Human Services Division

# Services Offered

- Medical
- Pharmacy
- Dental
- Public Health Nursing
- Social Services
- Behavioral Health
- Prevention/Intervention

# Smoking Cessation Program

- Established in 2004
- Components of the program
  - Group and/or individual cessation counseling
  - Collaboration with clinical services
  - Community education and outreach

# Policy of Smoking Cessation

- The medical providers discuss tobacco use with customer
- Referral given to Cessation Educator
- Client must enroll in program to receive medication
- Counselor provides pharmacy slip to verify enrollment in program
- Pharmacy slip is required at every refill

# Key Component #1

- Reliable Program
  - Consist staff
  - Promotes health and wellness
  - Culturally tailored

# Key Component #2

- Medical Provider's on Board
  - Majority of referral's
  - Advocate for program

# Key Component #3

- Pharmacy on board
  - Provide cessation aides
  - Educate on NRT's
  - Refer new clients to cessation program
  - Share client session progress

# Key Component #4

- Community/Employer Support
  - Provide cessation services in office without using leave time
  - Community will validate the program and spread the message
  - FDL insurance will cover NRT's now at 20% or \$20 which ever is higher

# Key Component #5

- Keep the program fresh/Incentive
  - Provide incentives
    - Customer and Medical Providers
  - Make the message visible
    - Change every month
  - Stay up on program materials
    - Session packets, incentives, etc.

# Key Component #6

- Customer Awareness
  - Home Visits
  - Flexible hours
  - Requirements
    - NRT's
    - Eligibility

# Key Component #7

- Flexibility
  - Not a one size fits all
  - Program works around customers schedule
  - Adapt program if needed
    - 2 sessions at a time
    - Complete all sessions

# Overview of Components

- Reliable Program
- Medical Provider's on Board
- Pharmacy on board
- Community/Employer Support
- Keep the program fresh/Incentive
- Customer Awareness
- Flexibility

# Success from Policy

- Everyone is on the same page
- Communication is clear
- Clients receive
  - Support
  - Education
  - NRT's
- Protects the available resources from being misused (NRT's)

# Lessons Learned

- Need to be flexible on sessions
- Program assessments need to be done at least yearly
- Need to provide pharmacy slip to customer after each session until complete
- Meet with all medical staff about program at least bi-annually

# Next Steps to Evolve

- Include all departments
  - Social services, dental, PHN, etc
- Include a process with high risk customers
  - Discharged from hospital
- Simplify the participation NRT form

# Message to Bring Home

- Keep the message in the community
- Find your supporters
- Be consistent
- Be available
- Treat each customer with respect
- Community depends on the program

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