

# Southcentral Foundation Nuka Conference Fact Sheet

Southcentral Foundation's (SCF) ability to do more with less has caught the attention of groups around the world. SCF has been asked to partner with groups from New Zealand, Canada, Singapore, Sweden, Norway, Australia and Scotland, among many others. And the list continues to grow. Organizations around the world have realized Alaska Native people are on to something – and many of them are willing to invest their time and resources in learning from us. To better accommodate the increasing number of requests, SCF is hosting its fifth annual Nuka Conference June 15-19, 2015.

The events will be held at different locations throughout our Alaska Native Health Campus, and will be scheduled as follows:

- June 15-17** Three-day Core Concepts Training; a pre-conference workshop
- June 18** Networking and cultural evening reception at the Alaska Native Heritage Center
- June 18-19** Nuka Conference; Two plenary sessions and various topics for participants to choose from on Thursday and Friday

## Special Speakers:

- Jason Leitch, Clinical Director of the Quality Unit in the Scottish Government and senior leader responsible for the safety and quality of the National Health Service in Scotland.

## Sessions include topics such as:

- Integrated Care Teams
- Family Wellness Warriors Initiative (FWWI)
- Using Data for Improvement
- Leadership and Governance
- Case Management in the Nuka System of Care
- Workforce Development
- Data Management
- Using Technology Solutions for Improvement
- Strategic Planning
- Traditional Healing
- Quality Assurance and Corporate Compliance
- Behavioral-Based Interviewing
- Behavioral Health Redesign
- Facility Design
- Complementary Medicine
- Improvement and Improvement Tools
- Using the Baldrige Process for Continuous Improvement
- Using the Voice of the Customer to Drive Improvement
- Aligning Behavioral and Medical Services for Persistent Mental Illness Care
- Onboarding Programs
- Health Education and a Focus on Wellness
- Audiology, Optometry and Elder Program
- Human Resources

Please visit [www.southcentralfoundation.com/nuka](http://www.southcentralfoundation.com/nuka) for more information.





# Southcentral Foundation Nuka System of Care Fact Sheet

## What is it?

Southcentral Foundation's Nuka System of Care is the whole health care system created, managed, and owned by Alaska Native people to achieve physical, mental, emotional and spiritual wellness.

The relationship-based Nuka System of Care is comprised of the following integrated parts working together – in relationship – to support wellness:

- organizational strategies and processes
- medical, behavioral, dental and traditional practices
- supporting infrastructure

“Nuka” is a word used in many different cultures; some common meanings include honor, strength, big living things, dignity, love, generosity and support. These are many of the things that make up who we are.

## History and evolution of Nuka

- 1982** - Southcentral Foundation (SCF) is established as a 501(c)3 Alaska Native nonprofit health care organization under the tribal authority of Cook Inlet Region Inc. (CIRI).
- 1984** - SCF enters into a self-determination contract with the Indian Health Service to provide dentistry, optometry, community health representatives and injury control services.
- 1994** - SCF increases its contracting capacity with the Indian Health Service to operate nearly half of all primary care services for Alaska Native people in the Anchorage Service Unit.
- 1998** - Alaska Native people assume full ownership and management of programs located in the new Anchorage Native Primary Care Center.
- 2008** - Ten years of outcomes data available on the Nuka System of Care; increasing number of organizations from around the world visit Southcentral Foundation to learn more.
- 2010** - SCF establishes its Nuka Institute and prepare for its inaugural Nuka System of Care Conference in 2011.
- 2011** - SCF is one of four recipients of the 2011 Malcolm Baldrige National Quality Award.
- 2012** - SCF celebrates its 30th anniversary.
- 2012** - SCF opens the *Benteh Nuutah* Valley Native Primary Care Center in Wasilla, Alaska, to serve the rapidly growing population in the Matanuska-Susitna Valley.
- 2015** - SCF serves more than 65,000 Alaska Native and American Indian customer-owners, offers over 80 programs and maintains a workforce of 1,800 employees.



# Southcentral Foundation Nuka System of Care

*Alaska Native People Shaping Health Care*

## Customer-ownership

- Alaska Native people assumed ownership of the health care system from the federal government.
- Ownership is a shared responsibility.
- The customer-owner is in the “driver’s seat” and voices needs and preferences through personal interaction with Southcentral Foundation employees, comment cards, special events like the Gathering, surveys, a 24-hour telephone hotline, focus groups and advisory committees made up of customer-owners, etc.

## Relationships

- Operational Principles spell out R-E-L-A-T-I-O-N-S-H-I-P-S.
- By connecting with the same people at every visit, strong relationships can be formed with the teams that support you on your wellness journey. These teams get to know your values, goals, priorities and strengths.

## Whole-person wellness

- Promotes wellness beyond the absence of illness and prevention of disease.
- Addresses the physical, mental, emotional and spiritual dimensions of whole-person wellness.

## Testimonials

“I view Nuka as our ‘true north.’ Nuka’s focus on working with patients and communities to create and promote health in both mind and body serves as a model to use all. Nuka inspired the Center for Primary Care at Harvard Medical School to expand our own focus from health care to health. We look forward to working with Nuka to lead change throughout the world.”

- Russell S. Phillips, M.D., Director of the Harvard Center for Primary Care

“Scotland prides itself in its inventiveness and quality of health care, but it is also open to learning from the best in the world. There is no question in my view (and this is shared with colleagues who have visited SCF), the Nuka Model of Care is world class.”

- Margaret Hannah, Deputy Director of Public Health, NHS Fife

“We were first introduced to SCF in 2005, and we continue to be inspired by their work and the Nuka System of Care. The emphasis on whole system change is transformational. And the focus on designing programs—not just for the population, but with the population—has influenced how we approach program development and community engagement. In fact, the SCF staff’s thoughtful and practical advice has had a major impact on many aspects of our work. SCF remains a mentor, advisor and outstanding example as we make user-centered design the nucleus of our efforts to create community well-being.”

- Patrick Curran, President CEO, CareOregon

# Nuka System of Care *Highlights\**

## Recognitions

- Magnet® status for nursing excellence
- Joint Commission accreditation
- Physician Practice Connections® - Patient Centered Medical Home™, National Committee for Quality Assurance
- Indian Health Service Director's Award, 2012
- Malcolm Baldrige National Quality Award, 2011
- SAMHSA Science & Service Award, 2009
- Alaska's APEX Award for Performance Excellence, 2009
- Numerous accolades and awards from:  
National Indian Health Board, Alaska Native Health Board, the Alaska congressional delegation, Alaska Public Health Association, Alaska Primary Care Association, Alaska Governor's office

## Collaborations

- NHS Scotland
- Institute for Healthcare Improvement
- Harvard Medical School Center for Primary Care
- National Institute of Standards and Technology
- National Library of Medicine
- Centers for Disease Control and Prevention
- Health Systems Learning Group
- Northern Arizona Area Health Education Center
- Improving Patient Care Collaborative (IHS)
- Tri-State Children's Health Improvement Consortium
- Whanganui Regional Primary Health (New Zealand)
- National Health Service (Scotland)
- National Aboriginal Health Organization (Canada)
- Vancouver Island Health Authority (Canada)
- Saskatchewan Provincial Health System (Canada)
- Canadian Medical Association (Canada)
- Prince George Division of Family Practice (Canada)
- Cambridge Health Alliance (Mass.)
- VHA Inc. (Texas, nationwide)
- Cherokee Indian Hospital (N. Carolina)
- St. Luke's-Roosevelt Hospital Center (New York)
- Vanguard Health Systems (Tenn.)
- CareOregon (Oregon)
- University of Hawaii
- University of Washington
- University of Colorado Denver

## Presentations

- European Collaboration Forum (London), 2015
- South by Southwest Interactive Festival (Texas), 2015
- Maine Quality Counts 2014 Annual Conference (Maine) 2014
- 25th Annual National Forum in Quality Improvement in Healthcare, Institute for Healthcare Improvement (Florida), 2013
- Annual International Summit on Improving Patient Care in the Office Practice and the Community (Arizona), 2013
- Int'l Meeting on Indigenous Child Health (Oregon), 2013
- Baldrige Quest for Excellence® Conference, Regional Conferences and Educational Programs (Maryland, Iowa, Arizona, Puerto Rico), 2012 & 2013
- Integrating Primary Care: Promoting Excellence (Ontario, Canada), 2012
- 15th Int'l Congress on Circumpolar Health (Alaska), 2012

## Featured in ...

- Patient-Centered Primary Care Collaborative, "The Patient-Centered Medical Home's Impact on Cost and Quality" (Jan 2014).
- Accreditation Canada, "The Nuka System of Care for chronic conditions" (Spring 2014).
- American Hospital Association, "Engaging Health Care Users: A Framework for Health Individuals & Communities" (Jan 2013).
- American Medical Association, "Medical Center Gives Insight into Health Care Transformation" (Oct 10, 2012).
- The New York Times, "A Formula for Cutting Health Costs: Alaska Natives have something to teach doctors and patients in the rest of the world"(Aug 2, 2012).
- The Oregonian, "Alaska Native Medical Center a Model for Curbing Costs, Improving Health" (Jul 21, 2012).
- One of 23 profiles at InnovativeCareModels.com, a 2008 project funded by Robert Wood Johnson Foundation.

*\* Intended to serve only as a sample, rather than an exhaustive list, this document offers highlights pulled from the Nuka Institute's archive of recognitions, collaborations, presentations, publications and other acknowledgements.*