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Anchorage Native News

Alaska Native People Shaping Health Care

Volume 15 Issue 3 May/June 2015

Welcome Nuka Visitors

Harvard Medical School Center for Primary Care and Southcentral Foundation forge partnership

Both organizations committed to improving health outcomes through innovation

By SCF Public Relations

On May 4, the Harvard Medical School Center for Primary Care and Southcentral Foundation (SCF) announced the formation of a strategic partnership designed to foster collaborations in research, education and practice. In addition, SCF President/CEO Dr. Katherine Gottlieb, a Baldrige Foundation 2015 Harry S. Hertz Leadership Award recipient, was appointed to HMS Center for Primary Care faculty as a Visiting Scientist in Global Health and Social Medicine. Both organizations are committed to improving primary care delivery and creating new approaches to health and wellness.

The partnership will support the Center's leadership development curriculum and programs for front-line primary care leaders, including physicians, other health care workers and staff. In addition to providing opportunities to study SCF's Nuka System of Care, the partnership will offer leadership training and exchanges between the two organizations.

"We are thrilled to announce this partnership between SCF and the Center for Primary Care. Southcentral Foundation models the flexible, bold solutions that we need to solve our

current crisis in primary care," said Dr. Russ Phillips, director of the Center for Primary Care.

Through the partnership, Harvard Medical School students and Center faculty and staff will have the opportunity to participate in SCF's Core Concepts training, the foundation on which SCF's story-driven system of care is built. SCF will also participate in the Center's InciteHealth initiative, which focuses on health care innovation and primary care redesign.

In 2013, Harvard became interested

Nuka System of Care Going Global



*A request includes any activity by an outside organization to discover the SCF story, learn the tools of the SCF Nuka System of Care, and transform their organizations into integrated systems of care. Read more about Nuka going global on page 11.

in the dramatically different approach Alaska Native people were taking with the delivery of health care in Alaska, which has improved health outcomes and resulted in higher customer and employee satisfaction, as well as reduced costs. For example, there has been a 23 percent decrease in ER/urgent care use and a 25 percent decrease in primary care visits from 2008 to 2015.

Continued on page 6, "Harvard Medical School Center Partnership"



Pictured from left to right are HMS Center for Primary Care Director Dr. Russ Phillips, SCF President/CEO Dr. Katherine Gottlieb and HMS Center for Primary Care Co-Director Dr. Andy Ellner.

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2015

Living Our Values
Award Recipients

Southcentral Foundation’s (SCF) Living Our Values awards recognize employees and teams who, over time, have demonstrated an exceptional commitment to SCF’s mission, vision and values.

INDIVIDUALS



Anne Adema
Physician
Pediatrics Inpatient




Catherine Arnatt
Pharmacy
Pharmacist



Tisha Benson
RN Case Manager
Primary Care East (Wasilla)



Elizabeth Bentley
Program Coordinator II
MSD Administration




Rachel Bissett
Case Management Support
Radiology (Wasilla)




Diane Brozovsky
Senior Chiropractor
Complementary Medicine Clinic



Kelly Campbell
Clinician II
The Pathway Home




Christine Cline
Patient Accounts Specialist III
Patient Accounts



Jewelz Crandall
Intern Supervisor
RAISE Program



Rian Dolchok
Maintenance Technician III
Facilities



Michael Dunning
Clinical Associate II
Quyana Clubhouse



Pola Farve
Instructional Designer
Development Center



Theresa Forbes
Program Coordinator II
BSD Administration



Lucy Frank
Dental Assistant III
ANMC Dental



Dennis Good
Supervisor of Clinical Associates II
The Pathway Home



Marah Gotcsik
Physician
Pediatrics Inpatient



Robert Houle
Senior Compliance Analyst
Corporate Compliance




James Lesniak
Physician Assistant
McGrath Regional Health Center



Amanda Leuer
Patient Accounts Specialist II
Patient Accounts



James Logan
Dental
ANMC Dental




Wendy Luft
Medical Radiology Technologist
Radiology




Joseph Macy
Prosthodontis
Fireweed Dental




Lyla Marey
Public Relations Specialist II
Public Relations




Elizabeth Murphy
Medical Laboratory Assistant II
Laboratory



William 'Arnold' Nielsen
Program Coordinator II
Finance Operations



Janessa O'Domin
Case Management Support
OB-GYN



Terri Price
Administrative Support III
Primary Care 1 East



Amy Riley
Clinical Associate II
Willa's Way



Sam Rowley
Information Systems Specialist
Organizational Development



Nika Saunders
Materials Technician II
Finance Operations

LIVING OUR VALUES • LIVI



Katherine Schneider
Physician Assistant
Primary Care 3 East



Melissa Shein
Senior Physician
Primary Care 3 East



JoAnn Shimek
RN Case Manager
Nutaqsiivik Partnership



Sarah Stienbarger
Optometrist
Optometry



Laron Thomas
Certified Teacher
The Pathway Home



Evon Tocktoo
Administrative Support III
Optometry



Lydia Vance
Certified Medical Assistant II
OB-GYN



Sherrilyn Westdahl
Program Coordinator I
Development Center



Christopher Wightman
Supervisor/Clinical Supervisor
Four Directions

TEAMS



Behavioral Services Division Redesign Team

Teresa Baber, Sandra Bohling, Anthony Christiansen, Chelsa Dorman, Alisa Drake, Margaret Feinstein, Roger Fox, Jolene Hemphill, Christopher Klabunde, Guilford Prickette, Christine Redick, Janece Richard, Sarah Switzer, James Tikiun, Rebecca Vale



Health Educator Team

Charlene Bortz, Stefanie Cromarty, Sandra Cummings, Jessica FastHorse, Diana Gamez, Natalee Kline, Molly Korpela, Velda Miller, Julie Stayden



Orange Panel, Primary Care East
Benteh Nuutah Valley Native Primary Care Center
Left to right: Monica Stout, Christina Ward, Sarah Levery
Sarah Levery



Office of the President Administration
Clockwise starting with back row: Leannandra Ross, David Farve, Crystal Marrs and Jessica Turner



Periwinkle Panel, Primary Care 1 East
Anchorage Native Primary Care Center
Priscilla Montanelli, Marlyn Morgan, Jeanette Packo, Laurie Zimmer

Southcentral Foundation Spring Photo Recap

Groundbreaking in Sutton



Chickaloon Village Traditional Council (CVTC) celebrated the start of construction of its new health and wellness building – the *Ahtnahwt’aene’ Nay’dini’aa den* (Aht-nah Hwĩ-tännă Nigh-dĩnny-ah den) Gathering Place, which means “Ahtna People Chickaloon Place,”– before a large group of Elders, Tribal leaders, community members, funders and partners in Sutton, Alaska. Pictured (left to right) are: SCF President/CEO Katherine Gottlieb, Mat-Su Health Foundation Executive Director Elizabeth Ripley, Rasmuson Foundation President Diane Kaplan, SCF Board Member Charles Akers, CVTC Treasurer Elder Albert Harrison, CVTC Chairman & Life House Advisory Committee Member Chief Gary Harrison and Life House Advisory committee member Warren Keogh, Nancy Dryden, Lisa Wade, Joanie Kirk and CVTC Vice-Chair Rick Harrison.



Rasmuson Foundation President Diane Kaplan snaps a selfie with Chickaloon Traditional Chief Gary Harrison and SCF President/CEO Dr. Katherine Gottlieb at the Chickaloon health and wellness building groundbreaking ceremony April 9.



Chickaloon Village Traditional Council held a groundbreaking ceremony for the new Life House Community Health Center. Chickaloon’s *Ya Ne Dah Ah* dancers performed during the ceremony.

Congressional Visits



SCF staff met with Sen. Dan Sullivan in the U.S. Capitol. Pictured from left to right: Leandra Ross and David Farve, Dr. Katherine Gottlieb, Sen. Sullivan and Josh Franks.



Sen. Lisa Murkowski (left) introduced SCF President/CEO Dr. Katherine Gottlieb to Veteran Administration Secretary Bob McDonald (right) during a congressional visit on April 15. Secretary McDonald shared with Gottlieb that her Hertz Leadership Award is not merely a distinction for her and for SCF, but a national prize that can spotlight her work across the country.

Your voice matters

By SCF Customer Experience Committee

Have you filled out a Southcentral Foundation (SCF) customer service survey recently? SCF leadership hears the stories you share with us and deeply appreciates the feedback.

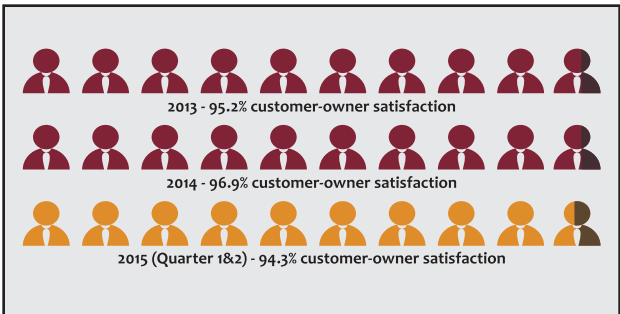
The surveys currently indicate that overall satisfaction with care at Southcentral Foundation is at 94 percent. While this is a great accomplishment, SCF is still looking for ways to improve our system for customer-owners.

The SCF Customer Experience Committee is a diverse team that aims to lead, recommend and assist in strategies to improve services and exceed customer-owner expectations.

After SCF started the new survey process using iPads and other methods in the clinics and programs, the SCF Customer Experience Committee has met at least once a month to review the feedback and create action plans strictly based on customer-owner input.

SCF is currently reviewing its processes to increase satisfaction in wait times, appointment availability, respect for cultures and traditions, and overall satisfaction. The next steps are for the committee members to reach out to each department and discuss new ways to improve customer-owner satisfaction.

The options to make a change are endless!



The orange row reflects customer-owner satisfaction so far in 2015. SCF is currently looking at ways to continue to improve satisfaction for 2015.

Sonosky makes an unprecedented donation

By SCF Public Relations

Southcentral Foundation (SCF) received a \$450,000 donation from the law firm of Sonosky, Chambers, Sachse, Miller & Munson, LLP, as well as Lloyd and Heather Kendall-Miller. The funds are going toward SCF’s new wellness and therapy building currently under construction and slated to open in March 2016.

Attorney Lloyd Miller explained that “as we approach our 40th year working with Native American Tribes, and after three decades working with Alaska Native tribal healthcare providers, our firm decided it was time to say thank you and to make our own contribution toward improving tribal self-governance and the well-being of Alaska Native people.”

The gift to SCF was part of the firm’s \$3.5 million charitable giving program to support the delivery of health care in Native American communities. Initial commitments to SCF and four other Tribes and tribal organizations total \$1.5 million. Additional donations will be announced in the coming months.

The Sonosky Chambers firm has been a leading voice throughout Indian Country in championing tribal self-governance and in vindicating historic tribal claims against the federal government, including the Indian Health Service. Last year the

firm assisted SCF in securing \$128 million in compensation against IHS, following 20 years of federal court litigation and two Tribal victories in the U.S. Supreme Court.



SCF received a \$450,000 donation from the law firm of Sonosky, Chambers, Sachse, Miller & Munson, LLP, as well as Lloyd and Heather Kendall-Miller.

“Words cannot express the deep appreciation we feel toward the people of the Sonosky Chambers firm and can only say Quyanaa synaq (big thank you) on behalf of the SCF family and the 65,000 people we serve,” adds SCF President/CEO Dr. Katherine Gottlieb. “In true Lloyd spirit, he and his partners are challenging other organizations to join in this celebrated moment of giving by matching or exceeding the gift amount.”

If you and/or your organization are interested in making a donation of any size to SCF, please contact SCF Manager of Development Joshua Franks at (907) 729-5209.

Farewell to Behavioral Services Division Vice President Chanda Aloysius

By SCF Public Relations

We bid farewell and best wishes to Chanda Aloysius, Southcentral Foundation Behavioral Services Division vice president, after more than 25 years of service to SCF.



Chanda Aloysius, SCF Vice President of Behavioral Services Division.

Over the past seven years as vice president, Aloysius oversaw the redesign of behavioral health services and integrating it into SCF’s primary care system. The integration of behavioral health and primary care significantly improve access to care and customer satisfaction by implementing changes in the delivery of services.

Behavioral health is easily accessible to the entire population of Alaska Native and American Indian people in the region. While individual long-term therapy is still an option, new innovations in behavioral health have emerged. This redesign allows for behavioral health providers to work face-to-face with primary care providers and embedded behavioral health consultants. Learning circles were created, bringing small groups of people together with similar needs to build relationships, and supporting and learning from one another. While many of the learning circles fulfill a therapeutic treatment plan objective (and encourage gains made through medical/therapeutic interventions), others are designed to provide peer support, encouragement and education.

Longtime SCF Behavioral Health Services Operations Director Michelle Baker will serve in the interim. She and division leadership will work as a team to ensure the continued, effective operation of the division.

The SCF board of directors, president/CEO and vice president leadership team appreciates Aloysius for her years of dedication and best wishes for the future.

7

summer safety tips

1

Helmets save lives.
Wear a helmet when biking or riding an ATV.

2

Kids don't float.
Wear a properly fitted life jacket near water.

3

Buckle up.
Buckle children into properly installed and fitted seat.

4

Be seen.
Wear reflective clothing near roads.

5

Share your plans.
Make sure someone knows your plans.

6

Be prepared.
Travel with appropriate clothing, water and equipment.

7

Respect your environment.
Stay alert and respect the space of wildlife.

PBS documentary features Southcentral Foundation

By SCF Public Relations

Southcentral Foundation pioneered the concept of customer-driven health care, long before physician practices, clinics or hospitals considered there might be a better way of helping their patients become healthier. This forward thinking and innovation has caught the attention of organizations around the globe as well as filmmaker David Grubin.

In July 2014, Grubin and his production crew visited Southcentral Alaska to capture on film the whole system transformation Alaska Native people have achieved since becoming customer-owners of the Alaska Native health care system. He was intrigued with SCF’s relationship-based model that incorporates shared responsibility.

As SCF President/CEO Dr. Katherine Gottlieb explains it, “The old system put tests, diagnosis, pills and procedures at the center of the process. When that was done, the providers

thought their work was finished. While this model might work for acute problems, it’s not the best model for the majority of health care, which involves chronic illnesses, prevention and wellness. In these cases, the customer, not the provider, has the most control over outcome.

The customer decides whether to pick up the medicine, take it as prescribed, whether to exercise, what to eat, whether to smoke, and on and on. All of these decisions are determined by the customer, not the provider. And these decisions drive outcomes related to chronic care, long-term care, prevention and wellness.”

SCF is one of four health care organizations featured in the 90-minute film, which debuted nationally on PBS in early April. View Rx: *The Quiet Revolution* in its entirety online at <http://rxfilm.org/>.



Customer-owner Marge Parker, featured in the documentary Rx: The Quiet Revolution, works on the recumbent bike with Southcentral Foundation (SCF) Health Educator Jo Murray.

Native Men’s Wellness Program launches TEDE

By SCF Native Men’s Wellness Program

The Southcentral Foundation (SCF) Native Men’s Wellness Program is now offering a new program called the Training, Employment and Development Experience (TEDE).

The program is more than just a training or employment program. It is focused in overall wellness and honors traditional values and teachings.

The program focuses on six types of wellness: healthy living, family wellness, employability, planning for the future, cultural competency and community awareness.

Participants begin their journey with TEDE by completing a series of assessments that help them better understand their interests, past life choices, and individual and cultural values. This shifts the emphasis from simply finding employment to making a career choice a heartfelt goal.

Once the assessments have been completed, the participant proceeds to the next step of meeting with TEDE staff to create an individual development plan that will guide their participation in the program. Each plan will include at least one objective and address overall social and economic goals.

All participants will then have the opportunity to sign up for classroom-based trainings. Courses will be offered through TEDE as well as other

community programs and organizations. Training opportunities will continue even after participants find employment to continue to broaden their cultural and social understanding of wellness.

The goal of the program is that participants engage in meaningful career paths that align with their individual and cultural values.



SCF’s Native Men’s Wellness Program employees build community with participants.

For more information on the SCF Native Men’s Wellness Program or TEDE, please contact Native Men’s Wellness Program Coordinator Shon Stewman at (907) 729-5208.

Our Stories, We Share with Dr. Verlyn Corbett

Friday, June 19 | noon-1 p.m.
Native Men’s Wellness Program
(907) 729-5208.

This learning circle event is an opportunity for Alaska Native and American Indian men and women to connect, share and discuss issues that concern us all. Southcentral Foundation (SCF) Medical Director Dr. Verlyn Corbett will share his story for this learning circle. Lunch is provided. Dr. Corbett is from the Walker River Paiute Tribe (Nevada) and is married with four children. He enjoys archery, hunting, fly fishing, camping and hiking. He has been at SCF for over 14 years and earned his Doctor of Medicine from University of Southern California and completed his Family Practice Residency at the University of New Mexico.

For more information or to be added to the list for future events, please contact Native Men’s Wellness Program at (907) 729-5208.

Harvard Medical School Center Partnership, Continued from page 1

SCF’s Healthcare Effectiveness Data and Information Set (HEDIS), which measures performance on important dimensions of care and service of more than 90 percent of America’s health plans, exceeds the 90th percentile in board certification, diabetes care, tobacco screening and quit rates, and are in the 75th-90th percentile for screening rates for colorectal cancer, cervical cancer, breast cancer and depression. In addition, 2014

customer and employee satisfaction rates were at 93 percent.

The Harvard Medical School Center for Primary Care works to improve the health of communities through transformation in primary care practice and education. The Center recently profiled SCF’s Nuka System of Care in a case series that supports leadership development curriculum and programs for physicians, other healthcare workers

and staff. The SCF cases focus on organization culture, leadership, governance, succession planning, teams, finance, sustainability and the integration of primary care with other health services and wellness programs. While creating the cases, the leaders of the two organizations were impressed by the alignment of goals between the two organizations and committed to work together to achieve those shared goals.

“Medicine is more than pills, diagnoses, tests or procedures, it’s about relationships. We hope that sharing our story will inspire and provoke creative ideas to transform health care globally,” said Gottlieb.

We work to promote wellness that goes beyond absence of illness and prevention of disease.

Southcentral Foundation CEO recognized for inspirational leadership and performance excellence

By SCF Public Relations

Southcentral Foundation President/CEO Dr. Katherine Gottlieb accepted the 2015 Harry S. Hertz Leadership Award April 15 during the 27th Annual Quest for Excellence® Conference in Baltimore, Maryland. Dr. P. George Benson, chair of the Baldrige Foundation, shared that Gottlieb was chosen for “her visionary leadership and commitment to customer-driven quality improvement in health care.”

The Harry S. Hertz Leadership Award was established in 2013 as an annual award to recognize an outstanding leader who serves as a role model for performance excellence and inspirational leadership. In its inaugural year, its namesake, Dr. Harry Hertz, received the award for his legacy of leadership (1995-2013 as director, since 2013 as director emeritus) of



Southcentral Foundation President/CEO Dr. Katherine Gottlieb receives the Harry Hertz Award during the 27th Annual Quest for Excellence® Conference in Baltimore, Maryland.

the Baldrige Performance Excellence Program. Last year, the award was presented to Sister Mary Jean Ryan, the longtime president/CEO of the nation’s first health care organization to be recognized with a Malcolm Baldrige National Quality Award.

“The Harry S. Hertz Leadership Award embodies the very best qualities of servant leadership,” said Al Faber, president and CEO of the Baldrige Foundation. “While no one person in an organization can be credited with the achievement of excellence, this award recognizes and sets forth role-model behaviors that inspire, encourage, challenge and empower others to lead performance excellence.”

Continued on page 11, “Inspirational leadership and performance excellence”

‘CARF accredited’: What does it mean?

By SCF Public Relations

Southcentral Foundation (SCF) has a 14-year history with the Commission on Accreditation of Rehabilitation Facilities, or CARF. In 2001, The Pathway Home became the first SCF program to be accredited. SCF’s Dena A Coy residential program followed in 2002, and then its outpatient services (now known as Four Directions) in 2005. In 2011, Qu yana Clubhouse was added to SCF’s list of CARF-accredited programs. Last fall, all four of these programs received CARF accreditation again at the highest level awarded.

We’re proud to announce that all outpatient programs, including Fireweed Behavioral Health, Anchorage Native Primary Care Center Behavioral Health, Benteh Nuutah Valley Native Primary Care Center Behavioral Health and McGrath Behavioral Health, have also received CARF’s three year accreditation.

The surveyors visited in March and shared the following compliments:

- “Customer-owners report receiving high quality services that provide life changing benefits.”

- “The organization has committed resources to the development of an impressive staffing infrastructure to facilitate program development, oversee service delivery and monitor the results of performance improvement.”
- “SCF utilizes a team approach to clinical operations and service delivery that has resulted in integrated, quality services to customer-owners.”

Why should this feedback and the accreditation matter to SCF customer-owners? Founded in 1966, CARF is an international, independent, nonprofit organization whose focus is on advancing the quality of services that facilities provide to their customers in order to achieve the best possible outcomes. They have the highest possible standards in the industry for quality of care.

For many years in Alaska, CARF accreditation services were requested by health and human services organizations who wanted to demonstrate their commitment to being among the best in the field. Now, this gold standard has become a more common goal

shared by Alaskan organizations as a result of a State of Alaska mandate. All behavioral health programs in the state must be accredited by June 30, 2016, in order to receive any state funding or reimbursement.

Shining Stars of Accreditation

Southcentral Foundation’s preparation for the CARF accreditation surveys in March required considerable team effort and consistent dedication. A huge thank you to everyone involved, including customer-owners and the teams within the SCF Behavioral Services and SCF Organizational Development and Innovation divisions.

SCF is fortunate to receive accreditation well in advance of the state’s deadline. By meeting these standards, and in many cases, exceeding them, over a period of many years, funders, referral sources and other stakeholders can be confident that SCF is providing the best possible care to customers-owners.

Achieving Highest Level of Recognition as “Medical Home”

By SCF Public Relations

Southcentral Foundation (SCF) has received Level III Patient Centered Medical Home™ (PCMH) three-year recognition from the National Committee for Quality Assurance for the following locations:

- Anchorage Native Primary Care Center (2009-2012, 2012-2015, 2015-2018)
- Benteh Nuutah Valley Native Primary Care Center (2015-2018)
- McGrath Regional Health Center (2015-2018)
- Nilavena Subregional Clinic (2015-2018)

PCMH is a care delivery model that is gaining a lot of followers in the health care industry. In a PCMH, care is coordinated through a primary care provider to ensure customer-owners receive the necessary care

when and where they need it, in a manner they choose.

SCF has been practicing the key elements of PCMH since 1998 and continues to receive Level III recognition status, which is the highest level achievable. To be eligible for Level III, SCF uses customer-centered processes that focus on long-term relationships and highly coordinated care.

Research shows that PCMH clinics offer customers better access to care and improved quality by combining teamwork and information technology to improve the experience and reduce costs. SCF’s Nuka System of Care has decreased costs, improved health outcomes and improved employee and customer satisfaction. Compared nationally,

SCF’s performance measures in the Healthcare Effectiveness Data and Information Set (HEDIS) exceed the 75th and 90th percentile in many areas, including board certification, asthma medication, diabetes care, and breast cancer screening.



McGrath Regional Health Center receives Level III Patient Centered Medical Home™ (PCMH) three-year recognition from the National Committee for Quality Assurance

Four Directions and the road to recovery

By SCF Four Directions

If you or a loved one have a problem with alcohol or drug use, Southcentral Foundation’s (SCF) Four Directions outpatient program is available for support. Immediate access to a provider, the same day you call in for services, is now available most days of the week in addition to other enhanced program resources. This means that wait times to talk with someone - and maybe even begin to understand your journey better - will be dramatically reduced.

“Our customer-owners are often coming to us at the most difficult times in their lives,” says SCF Four Directions Manager Shannon Hall. “With this new process, we’ll be able to reach more people, much more quickly. Our goal is to be the available resource when they realize they need help. It is a huge concern when customer-owners who have been placed on our waitlist are never heard from again.”

Substance use can negatively impact physical, mental, emotional and spiritual wellness. While it can begin as a way to cope with life’s problems, or because a drug is prescribed after a medical diagnosis or accident, it can get out of hand quickly. Factors such as depression, anxiety and other behavioral health concerns can create more complex needs and challenges, along with genetics, family history and social acquaintances.

“We see alcohol, pot, opiates, crack, tar, spice and bath salts as the more common challenges addressed at Four Directions,” adds Hall.

It may be difficult to know where to draw the line before alcohol and drug use becomes a problem. Common signs of problem use are:

- Neglecting your responsibilities at work or home.
- Using substances when they put you or others at risk (e.g., driving while under the influence).
- Legal problems on account of substance use.
- Using as a way to relax or cope with stress.
- Continuing use even when it causes problems with relationships.

When in recovery, it is important to have ongoing support and care. Four Directions and other SCF programs encourage participation in SCF’s Learning Circles. Learning Circles (with specific educational, therapeutic/clinical, and support goals) establish supportive relationships among small “communities” of customers, and are aligned with Alaska Native cultural traditions. They have been used effectively in other SCF programs, such as the Family Wellness Warrior Initiative, for 15 years.

Four Directions is working hard to build

relationships with customers and decrease wait times. As Hall adds, “The important thing is to get the right type of help, if and when it is needed.”

For more information, please contact SCF Four Directions at (907) 729-6300.



SCF Four Directions Manager Shannon Hall offers an overview of the Four Directions program, including recent program enhancements.

Supporting speech development

By ANMC Maternal Child Health

Did you know that your baby’s babbling and cooing is the first speech sounds that they learn to make?

If you notice that your child isn’t making speech milestones, see box, talk with your child’s pediatrician, primary care provider or make an appointment. Your pediatrician may recommend a speech and language screening or refer you to a speech therapist for an evaluation.

You can help your child to learn by playing and reading with your child. Talk about the things your child sees and hears and answer their questions. Provide a good language model to help your child know how to communicate.

Speech therapy takes a commitment of time for families, and attending sessions is very important for your child’s developing brain. Therapy begins at a young age, and we have noted that the best outcomes for children are when a family is involved and committed to taking their child to all sessions.

The SCF pediatric speech therapists specialize in helping children, from birth to age seven, with instruction to speak. For children older than 7 years of age, your pediatrician may be able to help find a speech therapist.

For more information about pediatric speech therapy, or to make an appointment call (907) 729-1000 or your child’s pediatrician or primary care provider, and visit www.southcentralfoundation.com.



Reading to, talking with and playing with your child are important activities for his/her language development.

Speech Milestones

- Babbling should begin at 3 months of age, and cooing sounds turn in to speech sounds like “bababa” or “mmmmm.”
- A child’s often says their first word close to 1 year of age.
- At 2 years of age, your child should begin to combine words, such as “mama no.” They should also be using sounds of “t, d, p, b, m.”
- At 3 years of age, your child should say short sentences such as “look, two cats!”
- Around 4 years of age, others should understand 75 percent of your child’s speech.
- At 5 years, your child should be able to tell you a basic story about their day.

Keep our families safe: wash your hands

By SCF Public Relations

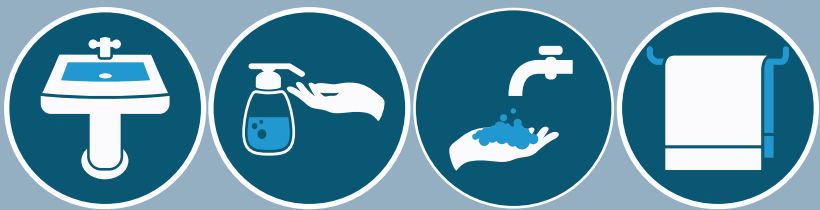
Did you know that the flu virus can live for two to eight hours after being deposited on a surface? People who touch the contaminated surface within that timeframe may be infected by the flu virus. If they touch their eyes, nose or mouth after touching the contaminated surface, this further increases the likelihood. This is also true for other communicable diseases, such as pink eye, strep throat and rotavirus.

Practicing proper hand hygiene greatly reduces your risk of infection. Washing your hands with soap is the best way to remove germs. If soap and water are not available, it is best to use an alcohol-based sanitizer. However, using hand sanitizer is not as effective as hand washing with soap. Hand sanitizer does not remove all germs.

In addition to reducing your risk of infection, hand washing also:

- Prevents contamination of food or beverages, where germs can multiply.
- Prevents contamination of surfaces that may potentially infect another person.
- Reduces respiratory illnesses, like colds and pneumonia, by 21 percent.

THE BEST METHOD TO WASH YOUR HANDS



- Wet** your hands with clean water and apply soap.
- Lather** your hands with soap. Don’t forget to wash the backs of your hands, between your fingers and under your nails.
- Scrub** your hands for 20 seconds. Sing the “Happy Birthday” song twice to measure 20 seconds.
- Rinse** your hands well in clean water.
- Dry** your hands using a clean towel or air dry them.

Please help keep our families and communities healthy by practicing proper hand hygiene!

Southcentral Foundation Learning Circles

These activities are free and are open to the community. Please visit the Learning Circle and Events Calendar online at southcentralfoundation.localist.com for more information.

JUNE - WEEKLY

June 15-19
SCF's Men's Health Week
11 a.m.-2.p.m.
Anchorage Native Primary Care Center lobby
4320 Diplomacy Drive

Men's Health Week is all about improving awareness of preventable health problems and encouraging early detection and treatment of disease among Alaska Native and American Indian men. For more information, please contact SCF Native Men's Wellness Program at (907) 729-5208.

June 18
Minds Matter at SCF
Who's on Your Team?
11 a.m.-2.p.m.
Anchorage Native Primary Care Center lobby
4320 Diplomacy Drive

Learn about what services are available from your provider while you are visiting your providers at the Anchorage Native Primary Care Center. You wouldn't wait to see someone about a broken arm. Ask about behavioral health services when you see your provider. SCF offers many services which work together – in relationship – to support wellness for our customer-owners. Included services are medical care, behavioral, dental, learning circles and traditional practices. Let's circle up! For more information, please contact SCF Behavioral Health Services at (907) 729-2500.

JULY - WEEKLY

Rest and Refresh, VNPCC
Thursdays, 1-1:30 p.m.
Susitna Room
Benteh Nuutah Valley Native Primary Care Center
1001 S. Knik Goose Bay Road, Wasilla

Join us for this learning circle focusing on connecting mind and body through attention to breathing, meditation and relaxation techniques. Walk-in participation is welcome. This learning circle is for adults ages 18 and older.

Wellness Factor
Thursdays, 3:30-5 p.m.
Fireweed Building
4341 Tudor Centre Drive

Join us for this learning circle and learn new skills and better coping practices. Trauma is a real experience and a life challenge, while healing comes through the mourning.

Men's Cultural Learning Circle
Thursdays, 6-7:30 p.m.
Fireweed Building
4341 Tudor Centre Drive

Join us for this learning circle featuring activities such as storytelling, drum making, dancing and song, as well as other Native cultural activities both contemporary and traditional. Open to Native and non-Native men, ages 18 and older.

INTERESTED IN VOLUNTEERING WITH ELDERS?


No experience is needed. Volunteers must be 18 years or older and participate in the application process.



For more information, contact Kira Bouwens in SCF Human Resources at 729-5235.

Measles


IT ISN'T JUST A LITTLE RASH




Measles can be dangerous, especially for babies and young children.

MEASLES SYMPTOMS TYPICALLY INCLUDE


- High fever (may spike to more than 104° F)
- Cough
- Runny nose
- Red, watery eyes
- Rash breaks out 3-5 days after symptoms begin




Measles Can Be Serious




About 1 out of 4 people who get measles will be hospitalized.



1 out of every 1,000 people with measles will develop brain swelling due to infection (encephalitis), which may lead to brain damage.




1 or 2 out of 1,000 people with measles will die, even with the best care.




You have the power to protect your child.

Provide your children with safe and long-lasting protection against measles by making sure they get the measles-mumps-rubella (MMR) vaccine according to CDC's recommended immunization schedule.

WWW.CDC.GOV/MEASLES



American Academy of Pediatrics
DEDICATED TO THE HEALTH OF ALL CHILDREN™



AMERICAN ACADEMY OF FAMILY PHYSICIANS
STRONG MEDICINE FOR AMERICA

Take the “Smoke Fish, Not Tobacco” challenge

By SCF Health Education

Southcentral Foundation (SCF) hosted a “Smoke Fish, Not Tobacco” Health Fair at the Anchorage Native Primary Care Center (ANPCC) lobby on May 29 in recognition of World No Tobacco Day. World No Tobacco Day is organized by the World Health Organization and its partners to promote refraining from all forms of tobacco use for 24 hours.

SCF’s “Smoke Fish, Not Tobacco” event offers an additional benefit of increasing awareness about the broad effects of tobacco use.

One out of every four Alaska Native and American Indian adults living in Alaska uses tobacco. SCF’s Quit Tobacco program is designed to help people quit and live a healthy life through a variety of offerings, including:

- Certified Tobacco Treatment Specialists;
- One-on-one counseling and group counseling;
- Follow-up services to help participants stay tobacco free; and

- Access to medications and nicotine replacement therapy.

The “Smoke Fish, Not Tobacco” Health Fair offered information about quitting tobacco from a range of activity booths and shared stories of what it means to be tobacco free, as well as opportunities to connect with one of SCF’s tobacco treatment specialists. Small “smoke salmon” packages were handed out. A new display helped parents and guardians familiarize themselves with products that tobacco companies are currently marketing to younger generations – such as e-cigarettes, vapors and smokeless tobacco.

Help promote a healthier Native Community!

For more information or to schedule a *Quit Tobacco appointment*, please call SCF Health Education at (907) 729-2689 or online at www.southcentralfoundation.com.



Your Privacy is Important

By SCF Research Department

Today, cell phones, tablets, portable laptops and other electronic devices make it possible for anyone to access all sorts of information and provide that information instantly. Three incidents within one year involving major health data breaches at Premera Blue Cross, Anthem Inc., and Community Health Systems Inc. demonstrate that even the largest health care organizations can be vulnerable to computer vulnerabilities and malware. It is essential that various safeguards are established to protect electronic health information.

Southcentral Foundation (SCF) is committed to customer-owner privacy and protection. Just as homeowners would ensure their home and family members are protected from fire, burglary and other potential hazards by having adequate smoke detectors, locks or security systems, SCF has various safeguards in place to protect any information you provide to SCF.

These safeguards include up-to-date computer technologies such as firewalls, which are designed to monitor and control the information coming into and going out of the computer systems. Also, access to electronic databases is limited only to authorized employees who need it to perform their job responsibilities. SCF monitors employee accesses on a daily

basis to ensure they are appropriate and work-related. Access to information systems while outside of the SCF campus is limited to even fewer employees and is only allowable on devices with secure connections.

SCF Policies and Procedures and the SCF Code of Conduct provide SCF employees with guidelines and expectations on how to protect the confidentiality of electronic health information. These processes extend to the protection and safeguarding of any portable electronic devices, such as cell phones, tablets or other portable devices that may be used to access information in SCF databases. The devices must be password protected and SCF employees are instructed to safeguard against loss or theft at all times. Information is also required to be encrypted on the devices so that only people with the encryption key can access it.

SCF takes the protection of your information very seriously. If you have additional questions or concerns, please contact the SCF Compliance Department at (907) 729-4200.



SCF is committed to customer-owner privacy and protection.

Audiology services available to customer-owners in the Valley

By SCF Public Relations



Benteh Nuutah Valley Native Primary Care Center (VNPCC) is proud to announce the opening of the VNPCC Audiology Department. Customer-owners of all ages living in the Matanuska-Susitna Valley now have access to audiology services at the VNPCC. Audiology specializes in the prevention, detection, assessment and rehabilitation of hearing disorders.

VNPCC Audiology is open Monday-Friday, 8 a.m.-5 p.m. Services available include:

- Comprehensive hearing evaluations
- Special diagnostic procedures
- Counseling for hearing loss and prevention
- Hearing aid evaluations and consultations
- Selection and fitting of assistive listening devices, hearing aids, customer swim plugs and noise protection
- Hearing aid programming and adjustments
- Hearing aid repairs (in-house when possible, or manufacturer repair if necessary)
- Electroacoustic analysis of hearing aids
- Newborn hearing screening and follow-up

To schedule an appointment, please contact VNPCC Audiology at (907) 631-7640.

The Anchorage Native News (ANN) is published bi-monthly by the Southcentral Foundation (SCF) Public Relations Department. If you have questions, comments, want to submit articles or be added to our mailing list, please contact the editor per the information below. ANN reserves the right to edit all submissions for clarity, length and content. Every article will be considered for publication depending upon space available.

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Southcentral Foundation is an Alaska Native owned health care organization serving Alaska Native and American Indian people living in Anchorage, the Mat-Su Valley and 55 rural villages in the Anchorage Service Unit.

Incorporated in 1982 under the tribal authority of Cook Inlet Region Inc., Southcentral Foundation employs more than 1,850 people in 80 programs.

Southcentral Foundation Mission

Working together with the Native Community to achieve wellness through health and related services.

Southcentral Foundation Vision

A Native Community that enjoys physical, mental, emotional and spiritual wellness.

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SCF NUKA SYSTEM OF CARE GLOBAL UPDATE

A first in Hawaii Nuka System of Care Conference in Honolulu

Southcentral Foundation (SCF) held its first-ever Nuka System of Care Hawaii Conference: Beyond Primary Care in Honolulu, Hawaii, March 5. The one-day conference featured a virtual experience of the Alaska Native Health Campus, a customer-owner panel and an in-depth look at SCF’s Nuka System of Care.

The conference attracted participants from health care organizations serving the people of Hawaii, including Hawaii Pacific Health, the University of Hawaii John A. Burns School of Medicine and Queen’s Health Systems.



SCF Vice President of Medical Services Dr. Douglas Eby presented at the Nuka System of Care Hawaii Conference in Honolulu, Hawaii. The conference attracted participants from health care organizations in Hawaii including Hawaii Pacific Health, the University of Hawaii John A. Burns School of Medicine and Queen’s Health Systems

Participants were surveyed at the end of the conference and asked which tools or techniques they would like to implement at their organizations. Here are a few of their responses:

- “The importance of relationship, training and communication. The ability to influence and give away power at the same time.”
- “Increase the role of customer meetings to find out what concerns customers.”
- “I would like to use the idea of building efficient teams by developing a training program, because currently where I work we have no established training for employees.”
- “Empower our community to lead a change for healing (using Family Wellness Warriors Initiative as an example), and improve our team approach to care delivery.”

The event was a scaled-down version of the larger SCF Nuka System of Care Conference held every June in Anchorage. For more information on SCF’s Nuka System of Care or upcoming presentations or workshops, please call the SCF Nuka Institute at (907) 729-8608 or visit www.southcentralfoundation.com/nuka.

Sharing data ‘secrets’ at IHI

SCF shared data secrets found within SCF’s Nuka System of Care during a presentation at the 16th Annual International Summit on Improving Patient Care in the Office Practice and the Community. The three-day conference was held in Dallas, Texas, March 15-17.

The SCF presentation, titled “Nuka System of Care: Using Data for Improvement,” covered current approaches and methods of using data to discover and manage processes within any health care organization. It also emphasized the importance of incorporating socio-economic factors into data methods.

Bringing Nuka to forum in London

SCF representatives were invited to speak at the European Collaboration Forum 2015 in London.

“Anticipate. Innovate. Engage.” was the theme of the event and SCF presented “Care Models by Southcentral Foundation’s Nuka System of Care.”

SCF has built a strong relationship with Cerner® over the years and working together on a project to design a population health management platform that will aid in the reinvention of the approach to health care.

“Cerner has joined with SCF to redesign the electronic workflow of medicine, and how population health is performed,” said SCF Medical Director for Quality Assurance Steve Tierney. “Together we are partners in redefining team-based health care that includes the customer-owner as an equal member of the health care team.”

Southcentral Foundation CEO recognized for inspirational leadership and performance excellence, Continued from page 7

“The Harry S. Hertz Leadership Award embodies the very best qualities of servant leadership,” said Al Faber, president and CEO of the Baldrige Foundation. “While no one person in an organization can be credited with the achievement of excellence, this award recognizes and sets forth role-model behaviors that inspire, encourage, challenge and empower others to lead performance excellence.”

SCF’s Healthcare Effectiveness Data and Information Set (HEDIS), which measures performance on important dimensions of care and service of more than 90 percent of America’s health plans, exceeds the 90th percentile in board certification, diabetes care,

tobacco screening and quit rates, and are in the 75th-90th percentile for screening rates for colorectal cancer, cervical cancer, breast cancer and depression. In addition, 2014 customer and employee satisfaction rates were at 93 percent.

The Harvard Medical School Center for Primary Care works to improve the health of communities through transformation in primary care practice and education. The Center recently profiled SCF’s Nuka System of Care in a case series that supports leadership development curriculum and programs for physicians, other healthcare workers and staff. The SCF cases focus on organization culture, leadership, governance, succession planning,

teams, finance, sustainability and the integration of primary care with other health services and wellness programs. While creating the cases, the leaders of the two organizations were impressed by the alignment of goals between the two organizations and committed to work together to achieve those shared goals.

“Medicine is more than pills, diagnoses, tests or procedures, it’s about relationships. We hope that sharing our story will inspire and provoke creative ideas to transform health care globally,” said Gottlieb.

Elder Drum

MONDAY

Shopping

12:30 to 2 p.m.

Value Village
Northway Mall
Fred Meyer
Sears Mall
Wal-Mart
Please call
(907) 729-6500
for transportation.
Space is limited!



TUESDAY

Sew and Bead Group

9:30 a.m. to 3:30 p.m.



WEDNESDAY

Bingo

12:15 to 1 p.m.



THURSDAY

Health Education on Nutrition and Wellness

12:30 to 2 p.m.

Please call the Southcentral Foundation Health Education Department at (907) 729-2689 for more information.

FRIDAY

Game Day

10 a.m. to 3 p.m.
(Every first, second and third Friday of each month)

Game Day is Elder directed, with a variety of games offered.

Movie Day

12:30 p.m.
(Fourth Friday of each month)

Popcorn and juice are provided.

Located at the SCF Elder Program (6901 East Tudor Road, Anchorage)

Important Phone Numbers

SCF Elder Program Event Hotline (907) 729-6588
Alaska Native Medical Center (907) 563-2662
Cook Inlet Housing Authority (907) 793-3000
Senior Benefits (907) 352-4150
Anchor Rides (907) 343-2550
People Mover (907) 343-4536

Food Bank of Alaska (907) 272-3663
Division of Public Assistance (907) 269-6599
American Association of Retired Persons (AARP) (907) 272-1444
Salvation Army Meals on Wheels (907) 349-0613
Anchorage Police Department (non-emergency) (907) 786-8500

Spring brings Elder Day of Caring, Citywide Cleanup

By SCF Public Relations

This year's Elder Day of Caring event was held May 8. Annually Southcentral Foundation (SCF) employees take time out of their work day to help clean the inside and outside of Elder's homes around Anchorage.

SCF employees washed windows, cleaned kitchens, totes bags of garbage, raked yards, and more. The Elder Day of Caring coincided with the Citywide Cleanup Week, May 2-9. The mission of the Citywide Cleanup is to remove unwanted trash from around the city's streets, parks and neighborhoods after the winter snow melts.

One of the advantages of holding the Elder Day of Caring during the Citywide Cleanup is the "Free Dump Days." Solid Waste Services will accept free loads on May 2 and May 9 from 8 a.m. to 5 p.m. at the Anchorage Regional Landfill and 10 a.m. to 5 p.m. at the Girdwood Transfer Station. You can find more information about the Citywide Cleanup at anchoragechamber.org/programs/citywide-cleanup

The Elder Day of Caring is coordinated by the SCF Elder Program.



SCF volunteer worker cleans outside windows.



SCF volunteer works on yard work for Elder Marge Parker



Elder Marge Parker poses with a group of SCF volunteer workers.

Promoting independent living through fostering an environment of quality, dignity and pride.