

# Nuka System of Care Overview

*Partnership HealthPlan and Tribal Health Centers  
in Partnership Service Area*

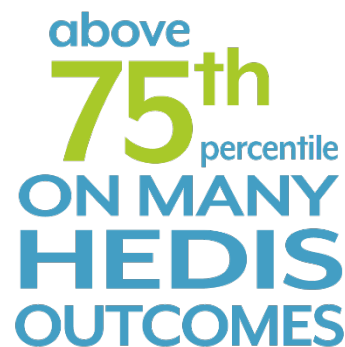
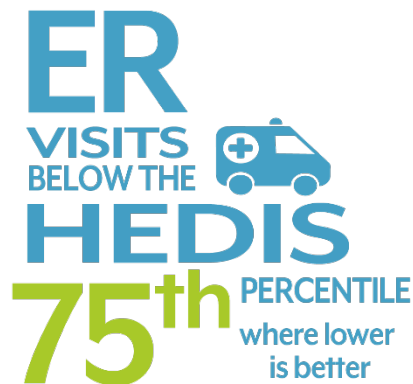
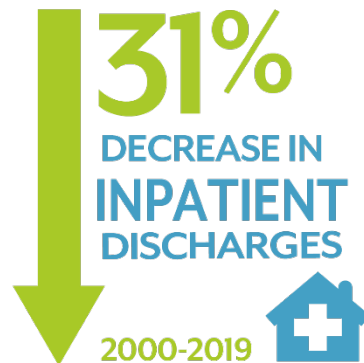
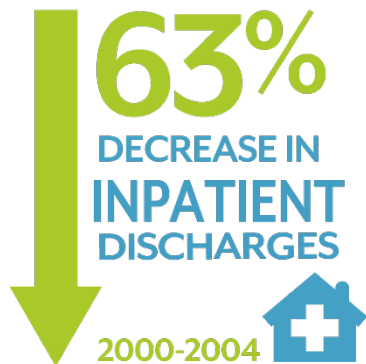
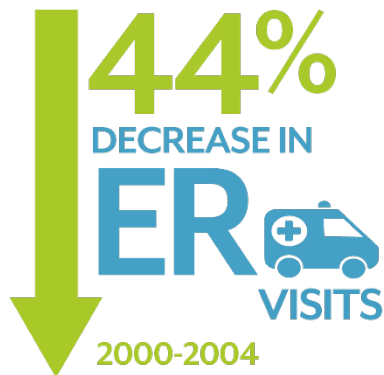
April Kyle, President & CEO



# 70,000 Voices



# Why listen to our story





# Where We Started







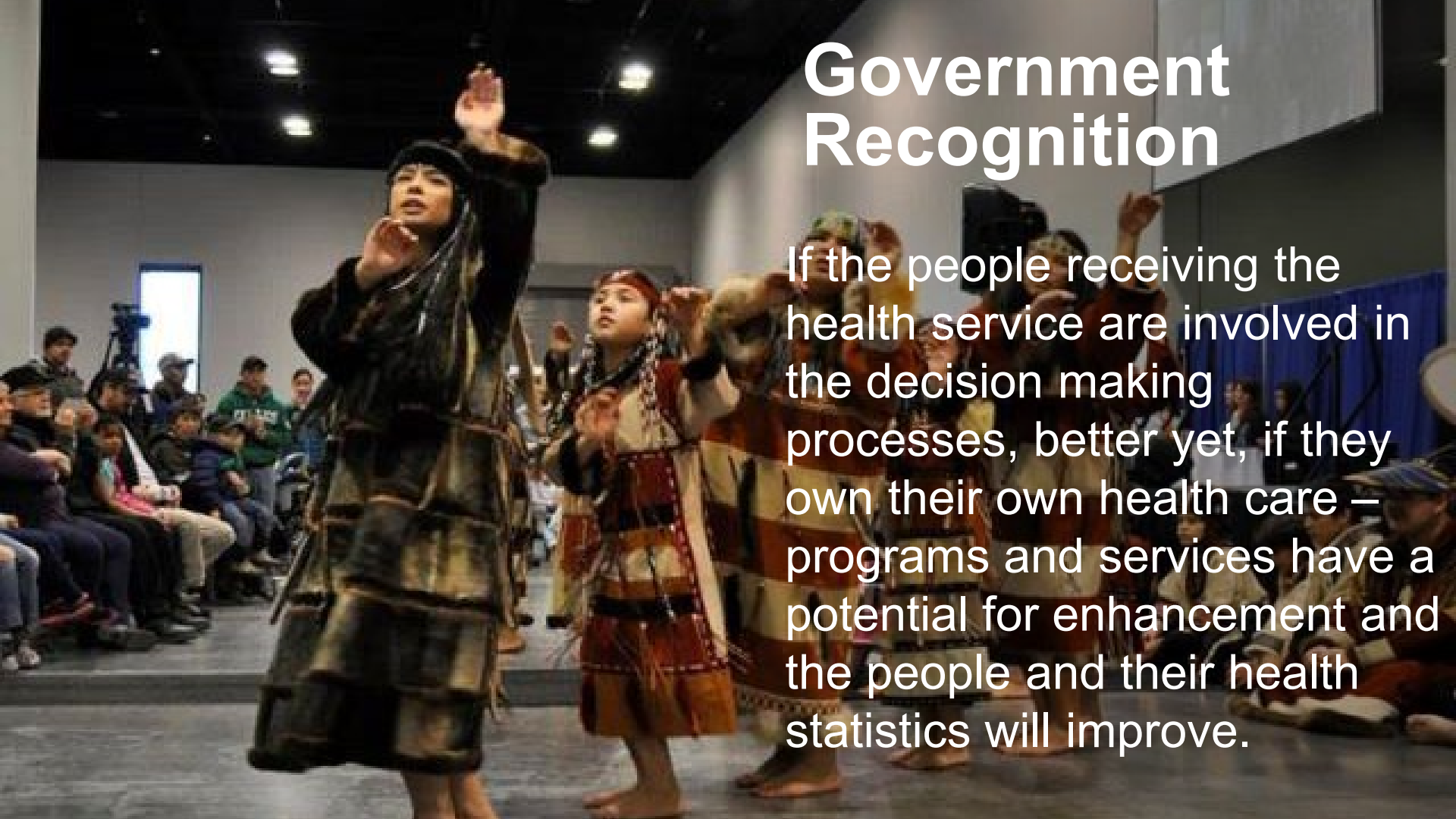
# Indian Self Determination & Education Assistance Act of 1975

- Prolonged federal domination of Indian Health Service programs has served to retard rather than enhance progress of Indian people and their communities.

*“From the time of European occupation and colonization through the 20th century, policies and practices of the United States caused and/or contributed to the severe health conditions of Indians.”*

# Government Recognition

If the people receiving the health service are involved in the decision making processes, better yet, if they own their own health care – programs and services have a potential for enhancement and the people and their health statistics will improve.

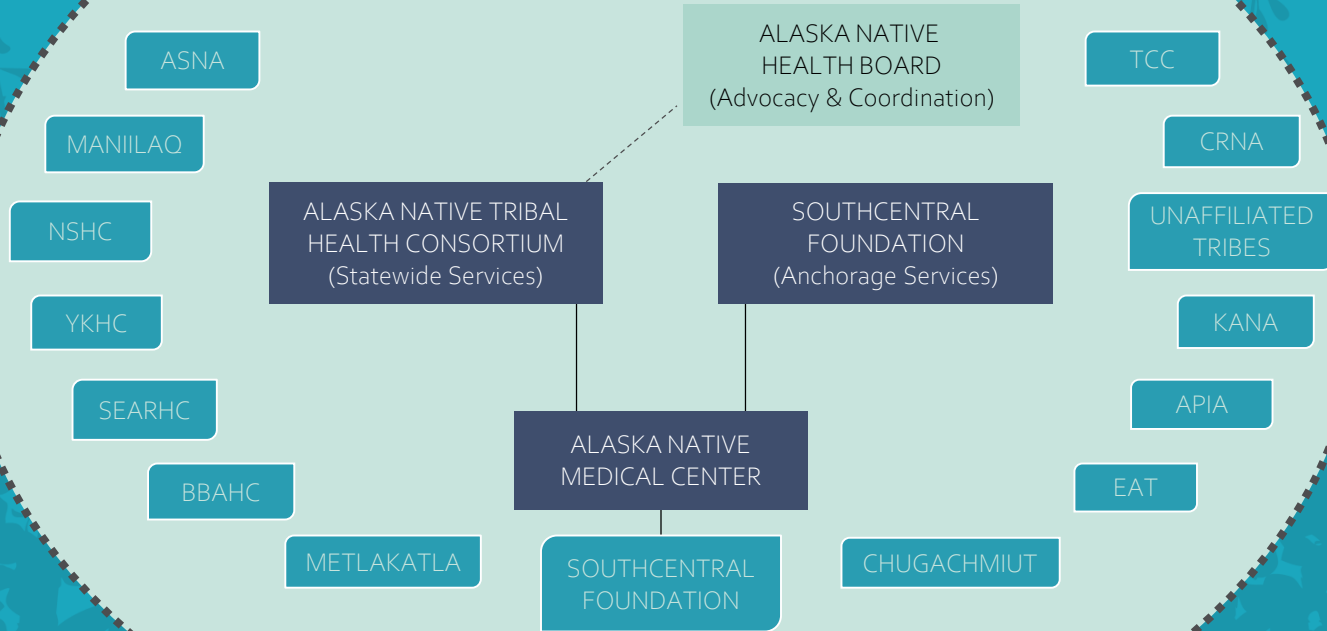






**Alaska Native people chose  
to assume responsibility**

# ALASKA NATIVE HEALTH SYSTEM INDIAN HEALTH SERVICE

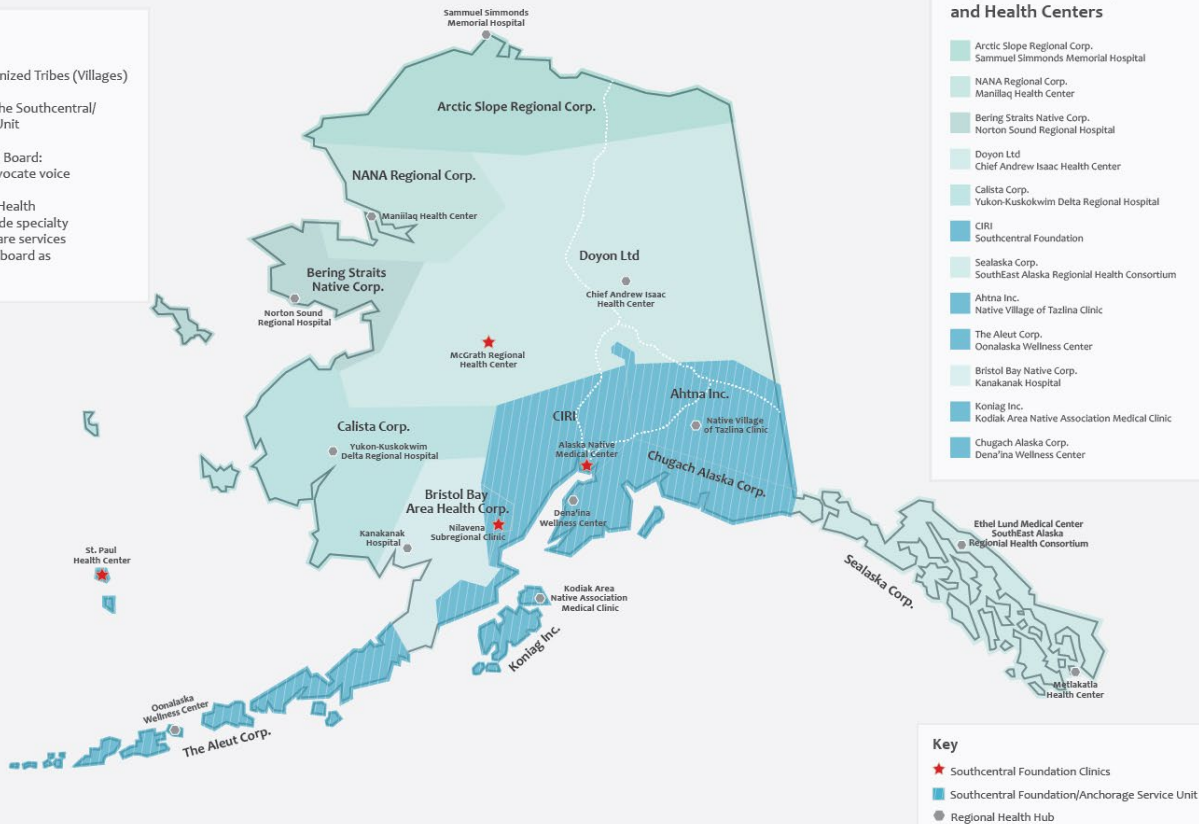


Regional and Local Health Providers  
TRIBAL GOVERNMENTS

# Alaska Health System

## Facts

- 229 Federally Recognized Tribes (Villages)
- Over 60 Villages in the Southcentral/Anchorage Service Unit
- Alaska Native Health Board: Statewide health advocate voice
- Alaska Native Tribal Health Consortium: Statewide specialty and tertiary health care services  
Regionals seated on board as governance





The background is a solid teal color with a subtle, repeating pattern of white floral and leaf motifs. The text is centered and written in a bold, white, sans-serif font.

**We Asked the Customer-Owner**  
**We Asked the Employees**



**People said...unfriendly staff, long waits, no customer input, inconsistent treatment, desired their own primary care provider, cleaner and better facilities.**



**People said...Cleaner and  
Better Facilities**





**People said...Access to Own Provider  
and Culturally Appropriate Care**





**We Changed Everything**





# Customer-Ownership





The background of the slide is a scenic landscape. In the foreground, there are tall, vibrant pink and yellow wildflowers. In the middle ground, a calm lake reflects the sky. In the background, there are snow-capped mountains under a clear blue sky.

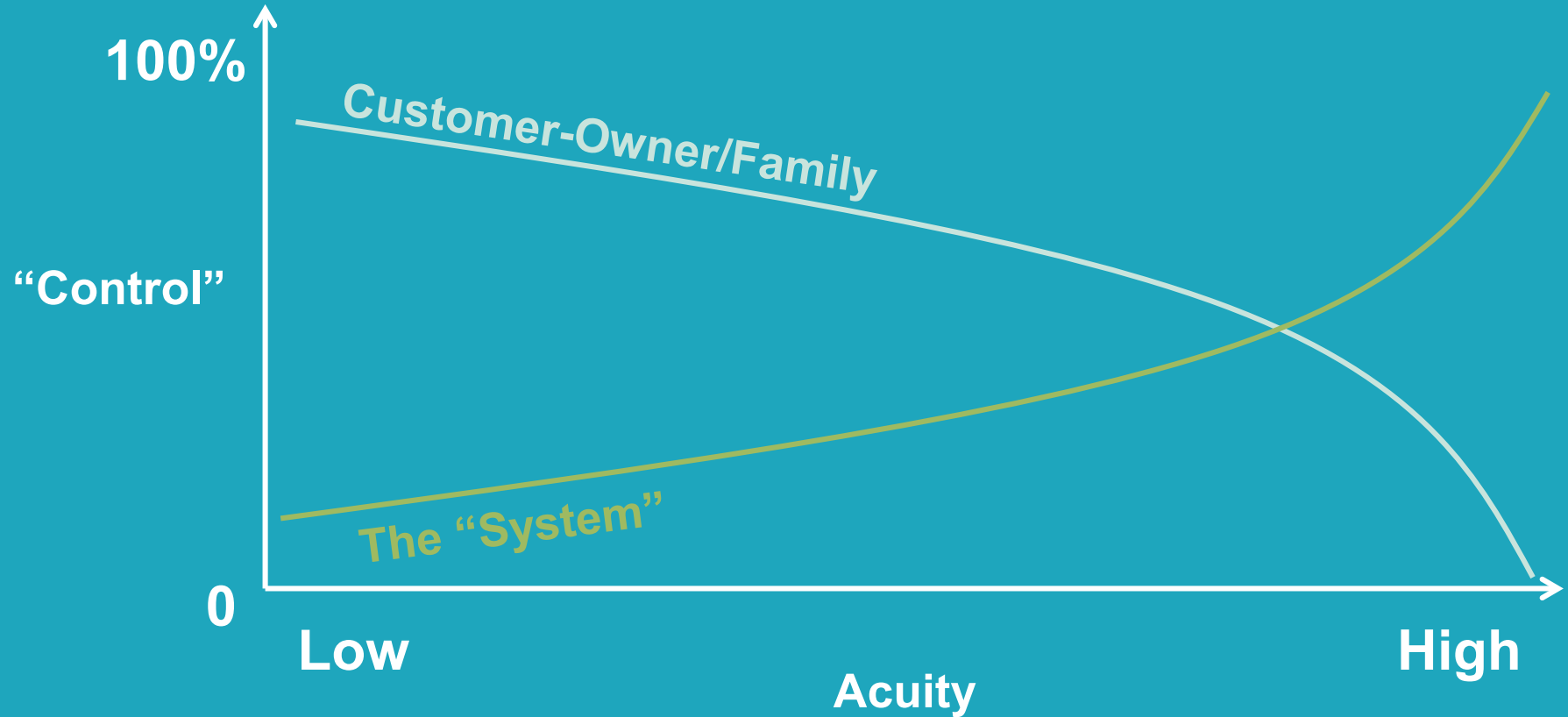
# Vision

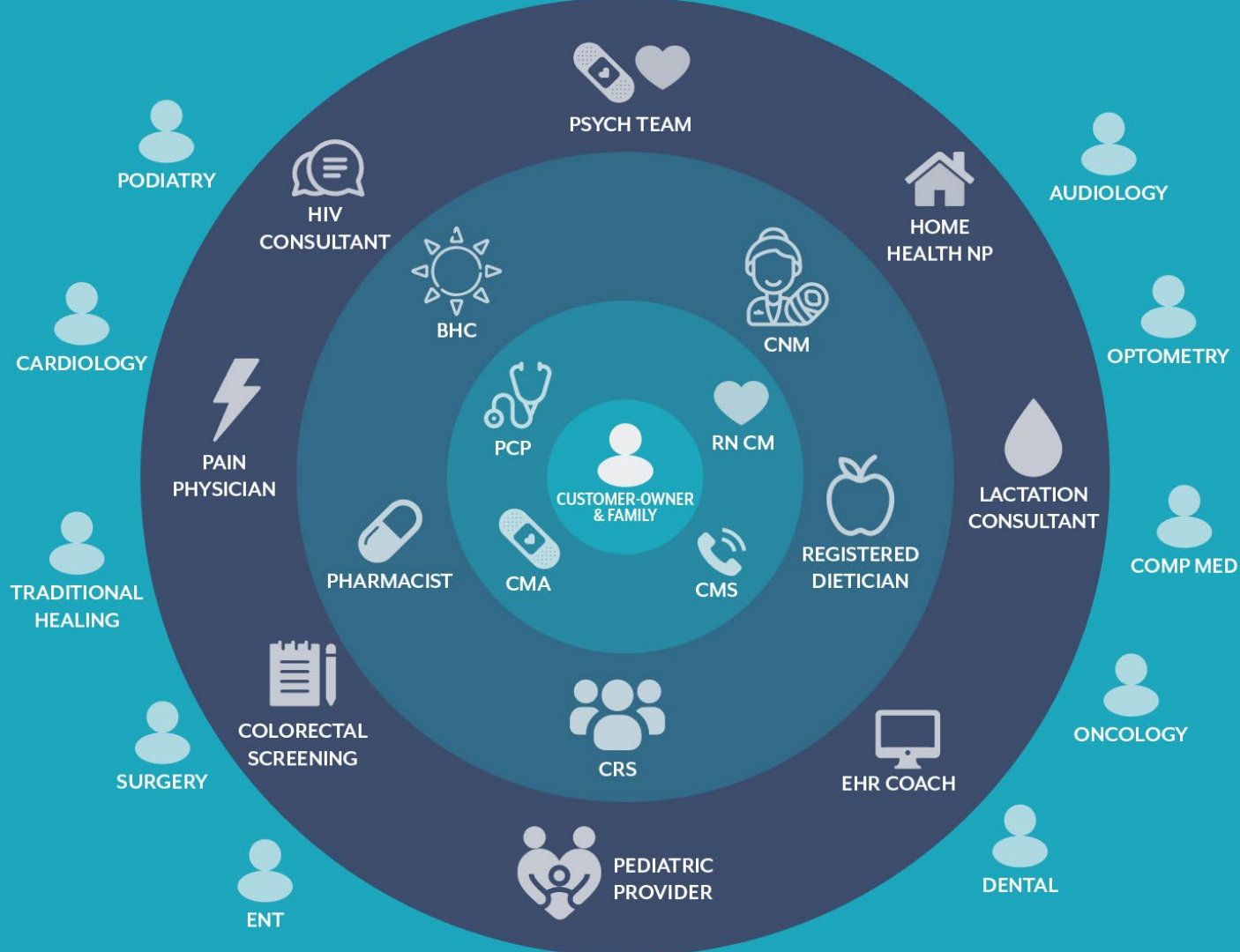
A Native Community that enjoys physical, mental, emotional and spiritual wellness

# Mission

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

# Who really makes the decisions?









# Integrated Care Teams



**Providers and Customer-Owners  
in Shared Responsibility**



# Continuum of Behavioral Health Care

- **Substance Use Treatment**

- Dena A Coy
- Four Directions Anchorage
- Four Directions Valley
- SCF Detox Program

- **Youth**

- TRAILS
- The Pathway Home

- **Adult Intensive Services**

- Qu yana Clubhouse
- Intensive Case Management

- **Integrated Services**

- BHC's

- Primary Care Behavioral Health

- **Crisis / Supportive**

- Behavioral Urgent Response Team

- **Rural**

- Behavioral Health Aides
- Community Health Centers

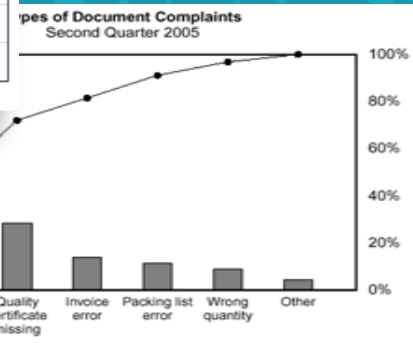
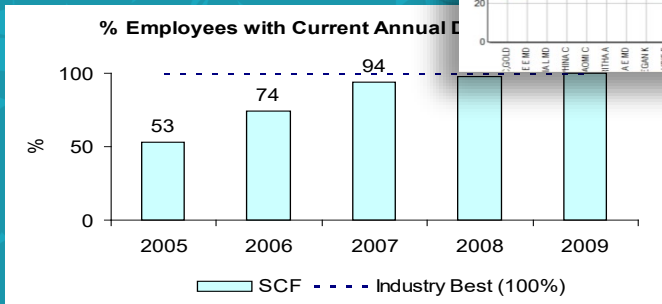
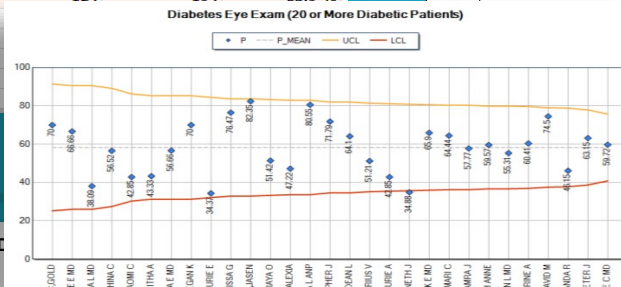
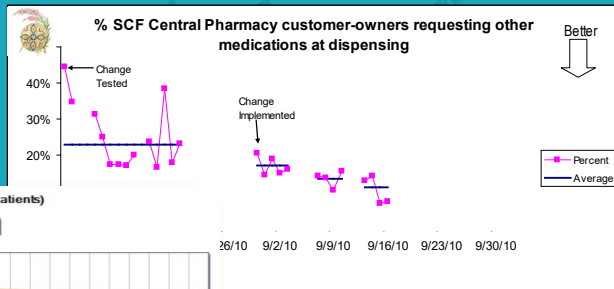
- **Outpatient Behavioral Health Services**

- Behavioral Health Fireweed
- Adult Outpatient - 999
- Child and Family Development Services
- Children and Family Services 2
- VNPCC Behavioral Health



# Data and Information Management

Team	Provider	Numerator	Denominator	% Screened
		696	1194	58.3 %
		660	1104	59.8 %
1 East		79	157	50.3 %
1 West		89	160	55.6 %
2 East		123	210	58.6 %
2 West		111	176	63.1 %
3 East		134	207	64.7 %
3 West		124	194	63.9 %
	JAMES, DAVID M			
	KANTOR, LINDA L ANP			
	LINFELD, JANA L			
	NORRIS, KENNETH J			
	WRIGHT, TAMARA J			



# Workforce Development

## Four Workforce Competencies

**Customer Care  
and  
Relationships**

**Communications  
and  
Teamwork**

**Improvement  
and  
Innovation**

**Workforce Development  
Skills and Abilities**

# Leadership Development & Succession Planning System

Leadership Orientation and Onboarding

Foundations of Leadership Theories and Practices

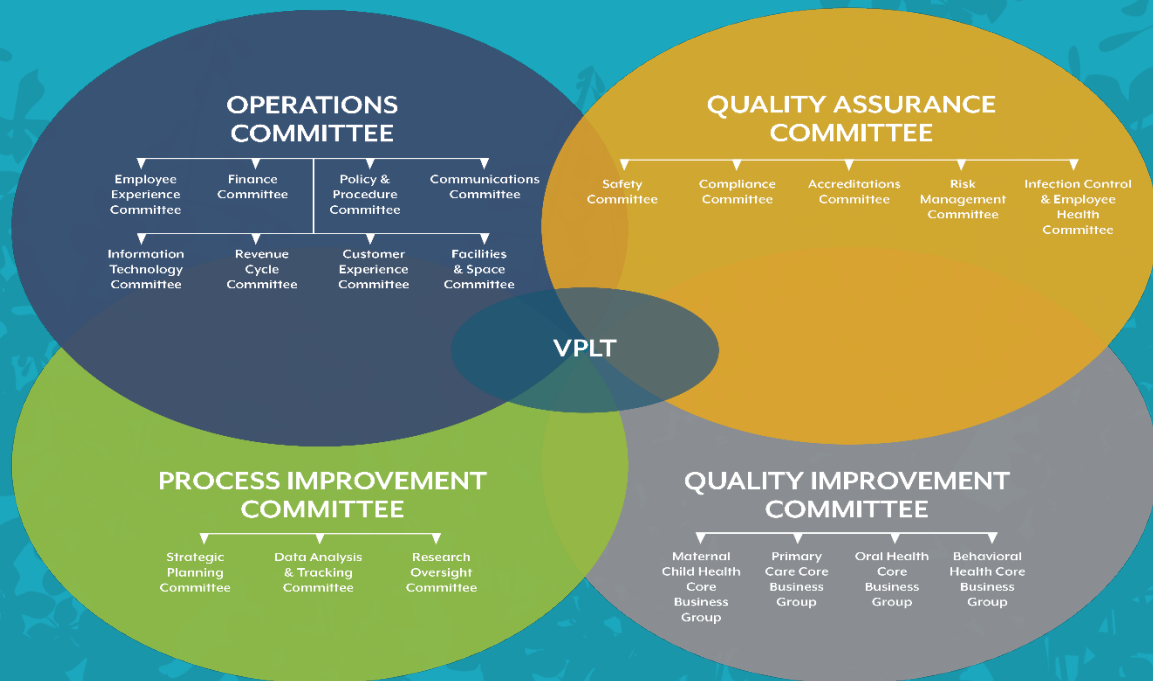
Advanced Leadership Excellence and Development

The Journey Continues



# Functional Committee Approach

## Employees Have Voice



Four oversight committees report to Vice President Leadership Team (VPLT).

# We Continue to Ask the Community

- Governing Board
- Advisory Committees
- Elder Council
- Annual Gatherings
- 24-Hour Hotline
- Personal Interactions
- Customer-Owners
- Satisfaction Surveys and Comment Cards
- Employee Survey
- Employee Interactions (Over 55% are Customer-Owners)



Malcolm Baldrige  
National Quality Award



# CELEBRATE!



# Thank You!

**Qa̕aasakung**

*Aleut*

**Quyanaa**

*Alutiiq*

**Quyanaq**

*Inupiaq*

**AwA'ahdah**

*Eyak*

**Mahsi'**

*Gwich'in Athabascan*

**Igamsiqanaghalek**

*Siberian Yupik*

**Háw'aa**

*Haida*

**Quyana**

*Yup'ik*

**T'oyaxsm**

*Tsimshian*

**Gunalchéesh**

*Tlingit*

**Tsin'aen**

*Ahtna Athabascan*

**Chin'an**

*Dena'ina Athabascan*