



Provider Profile

Meet Lavonne Heckman, Behavioral Health Aide, Pilot Station

by Miranda Johansson, Public Relations

Lavonne Heckman is a Behavioral Health Aide in Pilot Station. She was born in Anchorage and grew up moving back and forth between Mountain Village and Anchorage. She graduated high school in 2006 in Mountain Village, and continued her school at the Career Academy for Business in Anchorage.

Eventually she wants to go to culinary arts school and open up her own cooking and baking business, which is quite the contrast to her current occupation. After she finished career school she started working as a home visitor—an in-house teacher for pre-natal to 3-years-olds. After a year and a half she had some kids of her own, and took a break from home schooling. As her children got older she decided to apply for the Behavioral Health Aide position, and in May, 2011, she started her training.

She was kept busy, raising two children, learning a new job and planning a wedding as well. But she didn't mind. She said, "If I'm not busy I'm not myself." And even now she keeps herself busy. Not only with helping her family and raising her three children, but she helps the community as well by giving educational presentations about topics like suicide prevention, STDs, domestic violence and prescription drug abuse. However, Lavonne still finds time to clean house and go for walks with her children. Her husband, [NAME?], is a commercial fisherman, so her family doesn't see much of him during the summer.

Having such a busy job and raising three children is not easy, but Lavonne feels that she learns so much from her job that she can apply to everyday life in a way that benefits her home and family. She works from 8 a.m. to 5 p.m. five days a week, working with drug, alcohol and anger management both individually and in groups. It can be quite a heavy workload—dealing with clients and the amount of paperwork that follows.

Lavonne said that spending the majority of her time in her office alone and meeting with her clients makes her feel a bit secluded from the rest of the clinic. Luckily, the team of Behavioral Health Aides within YKHC supports each other, teaching one another things that may alleviate their individual work. This team spirit is quite essential to not feeling left out.

Lavonne enjoys her job a lot; she feels that it teaches her so much she never would have really given much thought to about life as well as receiving so many different perspectives and



Lavonne Heckman with her youngest son.

YKHC Surplus Sale July 11 and 12

Open at 9:00 a.m. Close at 4:30 p.m.

- Vehicles
- Appliances
- Construction materials
- Furniture

Sale Locations:

**Appliances/Furniture:** 1275 Chief Eddie Hoffman Highway

**Vehicles/Construction Materials:** 700 Chief Eddie Hoffman Highway (Hospital)

All items will be sold "as is" and "where is." All sales are final. Items will be sold in a variety of ways including: piece by piece (cash & carry), "silent auction" and sealed bid. All large items must be picked up by July 18.

For more information contact Sylvia Arnold at 543-6050

VA Stand Down August 1-3

Alaska's VA Health Care system is collaborating with YKHC to host a Veteran Stand Down August 1-3 at the Old Armory/ Ayaprun gym.

What is a Stand Down? It is a community event that honors our veterans with great ceremony, gifts, drawings and more. It is also an important opportunity for the VA hosts to enroll veterans for healthcare benefits and includes a lot of sponsorship where surplus military items will be given away.

YKHC is participating in the planning stages for this event, and encourages our veterans, their families, friends and relatives to save this important date and attend the Stand Down.

New Prematernal Home Oct. 1

The friendly staff that has served the Prematernal Home over the years will move to the brand new facility in October. Ladies with a Sept. 1 Be In Bethel date will be affected and everyone after that date. The ladies already here will "roll with the move" says Program Director Doreen O'Brien.



understandings from people. As she helps people deal with their situations and she sees them grow as persons and sees how thankful they are for her being there for them, she understands that her position is very important to the society. She can see that people know that if they need help or someone to talk to, they can always turn to her. Sadly, often times people will not show up to their appointments, or will reschedule them. She said, "A successful week is a week when everyone shows up!"

Many times people will question why she is in her position, not only because of her young age, but also because of lack of understanding for what a Behavioral Health Aide does. But the gratitude her clients show her in return for her being there and supporting them in growth to be better people outweighs the negativity she meets. ▲

## Data Center Upgraded

Have you ever had to personally set up your home TV, DVD, Video Game equipment or personal computer? Imagine all of the necessary wiring components and multiply that by a hundred, or even a thousand. . . now imagine having to unplug them all in order to move this equipment into a more ideal area under a very restricted time frame.



**IT personnel rewiring the Data Center.**

This is exactly what 30 of YKHC's dedicated IT individuals did on Saturday June 7 as part of YKHC's data center upgrade—all in the space of 12 hours.

The upgrade was long overdue. YKHC's data processing hardware, the servers and technology infrastructure behind RAVEN, the email system, storage and communication network, all had become too close to crashing and failure for comfort.

The corporation's entire data center was down for those 12 hours, but this allowed YKHC to simulate a network-wide disaster drill and identify areas to improve. Safety Manager Billy Harkins prepared an "after action" report documenting where and when safety issues occurred as part of the disaster drill and planning exercise.

According to Chief Information Officer Karl Powers, "Everything went extremely well with the move and there were no complaints by any of the workforce who had to work with paper charts or other back-up methods during the down time. Everyone maintained positive attitudes throughout our campus during the transition and upgrade, and some nurses were even excited when RAVEN was up and running at 8 p.m. that same evening. I want to thank the entire IT team for executing this necessary task."

This cross-divisional exercise and necessary course of action took a tremendous amount of dedication and time spent by the workforce over the weekend, and YKHC is better off as a result. ▲

## CEO Message: 100 Day Report

*by Dan Winkelman, President/CEO*

When I became President/CEO earlier this year, The Board and I developed a 100-day plan for improvements. Since the hundred days passed in June, I wanted to provide you an update. The plan has three components: 1, Increasing leadership visibility and engagement. 2, Improving our patients' experience. 3, Improving our financial performance.

### Increasing Visibility and Engagement

Over the last 100 days, the Directors of the Board and I have met with our teammates and numerous tribal leaders in 15 villages with more planned. We have been to



**Dan Winkelman, Gretchen Anaver, Lucy Martin, Pearl Andrew, Elisabeth Evon and Daniel Clark at the Kwigillingok Clinic.**

Hooper Bay, Scammon Bay, Kasigluk, Akiak, Kwethluk, Napakiak, Napaskiak, Atmautluak, Mekoryuk, Tuluksak, Aniak, Toksook Bay, Kwigillingok, Emmonak, and Lower Kalskag. I have also met with many of the tribal and non-tribal leaders here in Bethel, Anchorage and our region's Senators and Representatives in Juneau.

### Improving Our Patient's Experience

Cleanliness of our facilities and improving access to our outpatient, emergency department and dental clinics is essential. Recently, we completed training our environmental service workers in the most current hospital cleaning techniques. Other hospital improvements are underway, including painting worn areas, purchase of new cleaning equipment and systems, and replacement of badly worn and damaged furniture in public areas.

We recently expanded our recruitment efforts to aggressively hire additional physicians. The dental department has improved access by assigning three chairs per dentist as opposed to one chair, which has significantly increased the number of patients our dental department can see.

We are also proud of changes in the emergency department with real time patient satisfaction surveys that show 85 percent of our patients feel that the care they received was excellent.

### Improving Our Financial Performance

With only a month into my new position, we immediately formed

two plans: a plan to decrease our expenses and a plan to improve our revenue collections.

### A Plan to Decrease Our Expenses

The first week of June was difficult for all of us as we were forced to reduce our workforce due to very large past operating losses and a large projected budget shortfall.

We have offered severance to all affected teammates and are assisting with job placement. Although it does not make the situation any better for affected teammates, my thoughts are with them and their families as I hope they are able to transition to new employment as soon as possible.

The lay-off of approximately 101 positions included 51 positions in our Health Services Division, 43 in Support Services and 7 in Information Technology and Finance Divisions. Approximately 50 additional vacancies company-wide were closed and will not be filled.

### A Plan to Improve Our Revenue Collections

I formed and chair a team that has one goal—to ethically and lawfully improve our revenue collections. This includes addressing a big coding backlog to bring our billing up to date.

These past four months have been extremely busy. Trust that YKHC is working as fast as humanly possible to improve our revenue collections while we simultaneously take necessary actions to reasonably contain our expenses. Meanwhile, we must continue to provide high quality health care for the people of the Yukon-Kuskokwim Delta and keep that as our primary focus and commitment.

*Respectfully, Dan Winkelman*

## Transitions within Revenue Management

James Marks has accepted the position of Director of Revenue Management. In turn, Denise LaForce has agreed to oversee and serve as the Director of Patient Financial Services. The Business Resource Center will merge with RAVEN, YKHC's electronic health record system.

James Marks comes with the Business Resource Center for more than five years. His past experience in analytics, system design, decision support, and process improvement for all Revenue Cycle areas makes him particularly suited to working through the problems we are currently experiencing with a clear and positive vision for YKHC's financial health. James will oversee and provide direction to Revenue Cycle departments to include Patient Access, Utilization Review, HOPE, Health Information Management and Quality & Compliance.

As Director of Patient Financial Services reporting directly to Interim Chief Financial Officer (CFO) Tommy Tompkins, Denise LaForce will oversee billing and collections. She has years of experience working in rural healthcare in patient financial services.

Interim CFO Tommy Tompkins has restructured these key components of Revenue Management Administration to improve YKHC's financial performance. Tompkins worked previously for YKHC for almost six years as Controller and then as CFO.▲

## STAYING HEALTHY

# Preventing Tooth Decay

Tooth decay, or cavities, continues to be a concern in the Yukon Kuskokwim Delta. This disease is common in our children, especially those from birth to five years old.

These cavities may cause the child pain, difficulty with eating or speaking, problems with learning, and crowded teeth later in life.



### So what should a parent of a young child do?

The chance of getting cavities, or the cavity risk, can be reduced with the help of a dedicated parent. Here are a few ways.

- See a dental provider when the first baby tooth arrives!
- Paint fluoride on the child's teeth—a Health Aide, a DHAT, or Dentist can help with this.
- Brush the child's teeth every day in the morning and at night, even if the child doesn't want you to.
- No sweet drinks in bottles at bed time.

Following these simple steps can help lower the cavity risk that a patient will develop cavities. Look at your child's teeth to watch for problems.

Below is a photo of the progression of cavities in a young child.



Together we can help keep our children healthy and smiling!

# RESOURCES

## YKHC Website: [www.ykhc.org](http://www.ykhc.org)

YK Delta Regional Hospital.....	543-6000
YKHC main switchboard.....	543-6000
Toll Free.....	1-800-478-3321
Yukon-Kuskokwim Delta Regional Hospital .....	543-6300

### APPOINTMENTS

Outpatient Clinics (Yukon, Kusko, Delta) .....	543-6442
Dental.....	543-6229
Optometry.....	543-6336
Audiology.....	543-6466

### SUBREGIONAL CLINICS

Aniak SRC.....	675-4556
Emmonak.....	949-3500
St. Mary's.....	438-3500
Toksook Bay.....	427-3500
Hooper Bay.....	758-3500

### SERVICES

Inpatient (North Wing).....	543-6330
Pharmacy.....	543-6382
Physical Therapy.....	543-6342
Women's Health.....	543-6296
Irnivik Birthing Center .....	543-6346
Behavioral Health Services .....	543-6100
Substance Abuse Treatment PATC .....	543-6730
Sobering Center .....	543-6830
Developmental Disabilities.....	543-2762
Emergency Room .....	543-6395
Office of Environmental Health & Engineering Injury Control & EMS.....	543-6420

### ADMINISTRATION & SUPPORT

Administration .....	543-6020
Human Resources .....	543-6060
Public Relations.....	543-6037/38
Travel Management.....	543-6360
Facilities & Maintenance.....	543-6203

### BETHEL & REGIONAL RESOURCES

Public Health Nursing.....	543-2110
Tundra Women's Shelter .....	543-3444
Alaska State Troopers .....	1-800-764-5525

## Come get your float coat!



It's that time of year again. The fish are waiting! Make sure your family has their float coats when boarding boats!

The YKHC Retail Store has restocked their shelves with float coats in many sizes. Come by the Community Health Services Building in Bethel, first floor at the end of the entryway, during regular business hours.

Float vests and coats can be mailed to the villages.

**1-800-478-6599**  
or **907-543-6420** for more details.

**Be safe!**  
You can't float without your coat!

YKHC's strategic plan for achieving excellence in health care is called **Napartet**, a Yup'ik word for a ship's mast, a trail marker, or a supporting pillar.



### Alaska Native Workforce Development

**Goal:** Complete second expanded Compass cohort and implement sustainable transition to a permanent HR department by September 30, 2014

#### Compass Cohort 2014

The 2014 Compass cohort is off and running. The six participants have undergone a serious vetting and nomination process as well as two in-depth interviews to qualify for YKHC's management development training program. The 12-week program began on June 9 and will continue through August.

This year's participants will play an instrumental role in providing ongoing evaluation about their Compass experiences, which includes half-day intensives in various YKHC departments to better learn how and why YKHC's cross-divisional teams work.

In addition, the Compass cohort will complete a value-added project in alignment with YKHC's Napartet pillars and strategic plan. This will likely incorporate reducing costs, increasing efficiencies, and improving the patient experience.

This is the second year of the program. Another round may kick off as early as October, 2014.

For more information visit [www.ykhc.org/compass](http://www.ykhc.org/compass)



**2014 Compass Cohort: Ray Petersen, CHAP; Suzanne Agathluk, Pharmacy; Sammijo Smith, Human Resources; Melody Hoffman, Village Operations; Sophie King-Moses, Outpatient Services; Beverly Wulf, CHAP.**

## DD Services gets after the grime!

The Developmental Disabilities Services Car Wash, held June 7 in Bethel, was a success!

The event The DD Car wash was a fundraiser to purchase skill-building supplies/materials for individuals with Developmental Disabilities that we serve across the YK Delta. The supplies will help people increase their skill development in activities and/or arts and crafts of their interest or to meet daily living needs.

We would like to extend our thanks to everyone that came to show support and to the DDS staff, their families, McCann, and the Bethel Fire Department for volunteering time and bringing supplies to make this event possible! Qu yana Cakneq.

Developmental Disabilities Director Jeanne Evans adds, "And a big thank you goes out to Serena Solesbee, her husband Darren and the boys, for coordinating and doing the extra clean up. We appreciate all your hard work!" ▲



Bethel cars get pretty grimy after breakup. YKHC's Developmental Disabilities Services Dept. took it on last month.



Effective July 1, 2014, YKHC will be offering patients an opportunity to enroll in *myYKHealth* upon registration at Bethel's YK Delta Regional Hospital.

## Immediate, online access to your medical information!

Sign up for the free *myYKHealth* to get on-the-go access via your smart phone or home computer.

### Get convenient access to many *myYKHealth* services

- Communicate with your provider or case manager
- Access most clinic test results
- Request prescription renewals
- Review your health history

### It's easy – get started today

Visit registration staff at the hospital, or any village or subregional clinic to sign up.



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## Be prepared to go boating

You never know how your day is going to end on the water, so take time to:

- Check the weather.
- Gather together and take along the proper equipment.
- Make sure your boat is loaded properly.
- Put on your personal flotation device.
- Tell someone your float plan.

## Have a Float Plan

Before you begin your trip, tell a *responsible person* what your plans are. If you end up missing, he/she can get help.

### Make sure the person knows:

- Who is going
- Where you are going
- When you expect to arrive there and when you expect to return
- What you are carrying for survival gear
- A description of your boat
- And remember when you change your destination tell the responsible person.

**Don't drink and drive and don't ride with someone who has been drinking!**

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## Drowning & Safe Boating Practice

The drowning death rate for Yukon-Kuskokwim Alaska Native people was significantly higher than the rate for Alaska Native people statewide between 1992 and 2011. - *Alaska Native Injury Atlas*

Drowning is the second leading cause of death in the YK Delta.

- Wear a personal flotation device that will keep you afloat and help you stay warm if you end up in the water.
- Make sure the weather and water conditions are safe. If they aren't, don't go, or stop and wait until they improve.

Using small boats is a way of life in Alaska. Don't make it a way to disaster. Wear your personal flotation device!



**Everyone gets a float coat or PFD!**