



PearlAnn Tucker gets a check-up with Bonnie Johnson, YKHC's Dental Health Aide Therapist at the Emmonak Subregional Clinic. As it becomes harder to recruit dentists—and with the high rate of dental disease in rural Alaska—the DHATs are filling a vital role providing quality preventive services and routine dental care in the villages. Read about the good work the DHATS are doing on page 7, along with some other ways the YKHC Dental Department is taking care of your teeth.

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## SAVE THE DATE

March 13–19.....Patient Safety Awareness Week  
 March. 15..Next Messenger Deadline  
 April 2 .....Smile Alaska Style—BRHS

## Tribal Unity Gathering XXIII



Yupiit Piciryarait Cultural Center  
 Bethel, AK • April 6-7, 2016

For more than two decades we have come together to address ways to improve our health care services and access to care for patients in the YK Delta. Because of the direction our tribes have given during our Tribal Gathering conferences over the years, YKHC's services have grown and improved.

Registration is open now to all online at [www.ykhc.org/tribalgathering](http://www.ykhc.org/tribalgathering). **The DEADLINE to register is March 10, 2016.**

This year's Gathering is a two-day conference. We will start on day one to review the region's overall Health Status Report Card, as well as updates about important health program services and initiatives. We will finish our conference by establishing health care priorities for 2016/2017.

## RESOURCES

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

YKHC main switchboard ..... 543-6000  
Toll Free ..... 1-800-478-3321

**APPOINTMENTS**

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

**SUBREGIONAL CLINICS**

Aniak ..... 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 ..... 543-6038  
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

The Messenger is a monthly publication produced by the Yukon-Kuskokwim Health Corporation's Public Relations Department as a report to Tribal Members.

For questions, comments, submission of articles, or subscription information, write to Messenger Editor, Yukon-Kuskokwim Health Corporation, P.O. Box 528, Bethel, Alaska 99559; or call 907-543-2232. E-mail: michael\_faubion@ykhc.org.

Deadline is the 15th of the month, or the preceding Friday if the 15th is on a weekend, for publication on the First of the next month.

The Messenger is also available for download on our website at [www.ykhc.org/messenger](http://www.ykhc.org/messenger).

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**Message from the President/CEO**

## Our Journey Towards High Reliability



Dan Winkelman, President/CEO

Waqaa! Over the last couple of years YKHC has dramatically improved its financial performance. Our financials will continue to be a priority but we are now beginning to focus on how we can systematically improve quality, safety and process improvement outcomes. YKHC, as all health systems do, holds quality, safety and process improvement paramount. Nevertheless, we recognize that we can always do better and we have recently taken steps that will lead to systematic improvements across all service lines. We call this, "Our journey towards high reliability."

"High reliability" organizations have three common attributes—high levels of quality, safety and robust process improvement that saturate their organizations. These three building blocks make up high reliability science and enable error rates near zero. No hospitals or health systems have achieved high reliability. It is the adaptation of this science to health care that will someday enable hospitals and health systems to achieve near zero error rates comparable to the aviation and nuclear power industries which are highly reliable.

Our first step on our journey towards high reliability is to develop a culture of robust process improvement. Process improvement is not new to YKHC but we have chosen a new method, it is called Lean production. "Lean" was a term used to describe the Toyota production system that enabled Toyota to achieve robust process improvement and high levels of quality. Over the last thirty years Lean has been adapted to numerous industries, including health care, with great success.

In February, twenty employees began learning the principles of Lean production. This month, twenty more employees will also learn Lean. In the following months we will begin and complete numerous process improvement projects in most major service lines resulting in improved quality and safety outcomes. I look forward to reporting these results.

Although the Dental department was not yet under Lean production, the department is one of many examples of how we used process improvement over the last year to enhance outcomes. Melanie Jayne, RDH, is a hygienist who led Dental's recent redesign of its sterilization process. Melanie researched nationwide best practices and implemented a process change that, as our Dental Director Dane Lenaker says, "enhanced sterile processing." Over the past year, Conan Murat and Melanie Kerschner, Dental Health Aide Therapists (DHATs), improved the oral health of children in Aniak and the surrounding villages by partnering with schools that led to better dental access. Generally, this is true of all of our DHATs at our subregional clinics and the surrounding villages. Appointment availability at our

see **HIGH RELIABILITY**, p. 3

# YKHC Board of Directors

## Unit 1



Mary Ayunerak Alakanuk



Michael Hunt, Sr. Kotlik

## Unit 2



Geraldine Beans St. Mary's



James C. Landlord Mtn. Village

## Unit 3

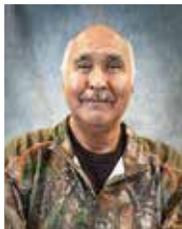


Billy Jean Stewart Kalskag



Betty Turner Lower Kalskag

## Unit 4

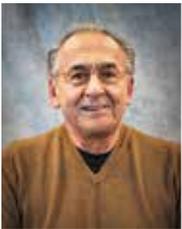


Phillip K. Peter, Sr Kwethluk



Mildred Evan Akiachak

## Unit 5



Stan Hoffman, Sr. Bethel



Gloria Simeon Bethel



Hugh Snyder Bethel



Chris Larson Napaskiak

## Unit 6



Esai Twitchell, Jr. Kasigluk



Robert Enoch Tuntutuliak

## Unit 8

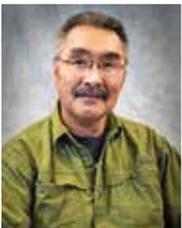


James Charlie, Sr. Toksook Bay



James Sipary Toksook Bay

## Unit 9



Patrick Tall Chevok



Maria Theresa Friday Hooper Bay

## Unit 10



Joshua Cleveland Quinagak

## Unit 11



Marvin Deacon Grayling

## HIGH RELIABILITY, from p. 2

Bethel dental clinic remains challenging but I am pleased to report that I recently worked with the clinic to improve the retention and recruitment of more dentists. Join me in congratulating Melanie, Dane, Conan, Melanie and our entire dental team for their efforts of process improvement!

While high reliability remains elusive to the health care industry, YKHC is nevertheless beginning to implement the three building blocks of high reliability by focusing on our quality, safety and process improvement. Qu yana.

## NEWS NOTES

### Financial Update for the First Quarter of FY16

With revenue reports in for the first quarter of FY 2016 (October–December, 2015), collections are above what was budgeted for by \$4.2 million.

Chief Financial Officer Tommy Tompkins says, “Overall, 2016 is a year very similar to the record year we had in 2015, but we are not likely to finish anywhere close to the profit we had last year.”

Here is the financial snapshot as of the end of December.

- Net Operating gain of \$1.3 million for December; Year-To-Date gain of \$4.6 million
- Total Revenue of \$46 million is over budget by \$3 million
- YTD Net Patient Revenue of \$21.8 million; over budget by \$2.1 million
- Cash collections for December were \$8.6 million ; over goal by \$2 million
- Cash collections YTD of \$23.9 million—over goal by \$4.2 million.

NEWSNOTES continues on p. 11

# HEALTHY LIVING

## Peer Educators Support Tobacco Quitters

YKHC's Tobacco Prevention Peer Educator Beautrice Heckman of St. Mary's recently worked with a young high school student to help her stay on the basketball team after the student was caught using tobacco. Beautrice held weekly sessions with the student throughout December and January and together they completed a tobacco awareness curriculum as an alternative to the student being suspended from the team. The student is now back on the team and committed to being tobacco-free.

The Tobacco Prevention Dept. is recruiting for three peer educator positions in Emmonak, Hooper Bay and Aniak. See the notice on this page for more information and let us know if you're interested.

*My name is Beautrice Heckman, born and raised in the city of Pilot Station. I attended boarding school at Mt. Edgecumbe High School, class of 2011. After high school I attended the University of Alaska Fairbanks. I am a Peer Educator with Nicotine Control. I am the mother of my beautiful baby girl Courtney. I love to travel, shop, eat out, cook, and I love spending time with family and friends. I love working with people and being interactive. I'm still on my way up and still exploring new and exciting things.*



Beautrice Heckman



Mary Kailukiak

Mary Kailukiak is our Peer Educator in Toksook Bay, working with youngsters as well as adults who are ready to quit tobacco.

*My name is Mary Kailukiak and I have been working with children half of my life and still at it for their safety and their well-being. Also, I have five grown children and have six grandchildren. I try to be a role model for them by being on the positive side of life.*

Are you interested in working to reduce the use of tobacco?

Do you enjoy community activities?

Do you have an interest in promoting a healthy community?

## The YKHC Nicotine Control & Research Department is looking to hire Peer Educators in villages across the YK Delta.

If you are 18 or older and interested, please contact: YKHC Nicotine Control @ 543-6244.



YKHC's Tobacco Prevention Program visits schools and local communities throughout the YK Delta to help educate youth and adults about the impacts of tobacco use. Our staff is available to travel anywhere in the region, and we have upcoming outreach events scheduled in Akiachak, Akiak, Tuluk-sak and Mountain Village. If you would like our team to participate in a tobacco education event in your community, please contact Sara Stockton at 907-543-6146 or [sstockton@ykhc.org](mailto:sstockton@ykhc.org)

## Yucky Gunk



Sara Stockton and Melanie (Plucky) Roland held an outreach event at Bethel Regional High School and shared the message of tobacco prevention with 7th and 8th grade students. (left) The "Tar Jar" seemed to hold a fair degree of fascination for Jacob Bierley and Garreth Alexie.

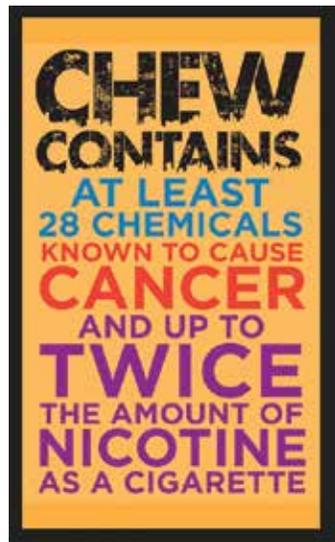
## Be Through With Chew

Tobacco use remains the single largest preventable cause of disease and premature death in Alaska and the U.S. Currently in Alaska, 4.9 percent of adults and 13.4 percent of high school youth use smokeless tobacco.

The use of smokeless tobacco, including chewing tobacco, continues to be a problem in Alaska. Many people believe that smokeless tobacco is less harmful than cigarettes. The truth is, smokeless tobacco is NOT a safe alternative to cigarettes, and has serious health effects, including cancer, gum disease, and heart disease.

At least 28 chemicals in smokeless tobacco have been found to cause cancer, including oral, esophageal and pancreatic cancer. Using smokeless tobacco may also cause heart disease, gum disease, and oral lesions other than cancer, such as leukoplakia (precancerous white patches in the mouth).

While quitting is hard, you don't have to do it alone—there are FREE resources available to help. Contact YKHC's Tobacco Cessation Counselors today at 1-800-478-3321 or call Alaska's Tobacco Quit Line at 1-800-QUIT-NOW. Both programs offer support services, including coaching and nicotine replacement therapies.



*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.*



### Patient Centered Excellence

**FY 16 Goal:** Increase patient satisfaction as measured by "I received excellent care today" by 10%

The Patient Centered Excellence team has a goal to improve patient satisfaction as measured by a survey that is administered at the end of every visit at YKHC.

With YKHC's mission to *Work Together To Achieve Excellent Health*, this goal is an important part of how we measure whether or not we are accomplishing the mission.

We are currently working on making sure the electronic tablets with which the survey is administered are available in all clinical areas for patients to use.

We are also working on reviewing the reports generated from the surveys to identify trends that will help us understand the things we can do as a company to improve patient satisfaction.

It is important that we get surveys completed by as many of our patients as possible in order to make the improvements needed as wide-spread and valuable as possible. You should be offered a chance to complete a survey after every visit.

**Please help us improve our service to all our patients by taking the brief survey and letting us know how we're doing.**

## Correction

We mistakenly identified Elias Venes as Elias Gray last month. We regret the error as we certainly know who Elias is. And we misspelled Darrell Garrison's first name.



YKHC was honored to receive a check award of \$4,528.02 from the Betty Guy Memorial Nursing Home Fund at Bethel Community Services Foundation. Three Bethel community members started this fund—Elias Venes, Gladys Jung, and Nora Guinn. From 2015 forward, this fund will continue to make grants each year to the YK Elders Home.

## Patient Safety Awareness Week March 13–19

Stop by the information table at the Hospital for information about our commitment to patient safety. Learn more about "Ask Me 3" — The National Patient Safety Foundation's campaign to encourage patients to ask their provider three questions:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

Health information is not clear at times. The Ask Me 3® program run by the National Patient Safety Foundation can help. The program gives you three questions to ask your health care provider during a health care visit, either for yourself or for a loved one.

**CULTURE OF SAFETY ~ CULTURE OF CARE**

# Taking Care of Your Teeth

## Sippy Cups and Your Child's Teeth

### Why worry about sippy cups?



Tooth decay can occur when a baby is put to bed with a bottle. Infants should finish their naptime or bedtime bottle before going to bed. Because decay can destroy the teeth of an infant or young child, you should encourage your children to drink from a sippy cup by their first birthday.

### Tips on Sippy Cups

- Don't let your child carry the sippy cup around. Toddlers are often unsteady on their feet. They take an unnecessary risk if they try to walk and drink at the same time. Falling while drinking from a sippy cup has the potential to injure the mouth.
- A training cup should be used temporarily. Once your child has learned how to sip, the sippy cup has achieved its purpose. It can and should be set aside when no longer needed.
- For sipping success, carefully choose and use a sippy cup. As the first birthday approaches, encourage your child to drink from a sippy cup. As this changeover from baby bottle to sippy cup takes place, consider the following:
  - Children between 1 and 2 years of age should only drink milk, water, and up to four ounces of juice a day.
  - Sippy cups should only be available at meal times.
  - Your child should not carry the sippy cup around.

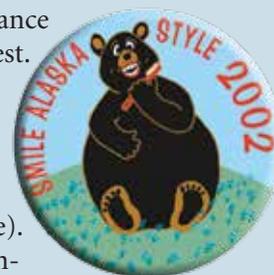
## Smile Alaska Style

Saturday, April 2, 2016, the YK Dental Department will be hosting the 27th Smile Alaska Style at Bethel's Cama-i Dance Festival. At Smile Alaska Style the dental team will provide dental screening, education, perhaps a prize, and the opportunity to enter the Smile Alaska Style Contest.



The dental screening gives you the opportunity for a dental professional to assess your oral health. You will then be provided with dental education to assist you with prevention techniques to ensure/improve your oral health.

You will then have the chance to enter the Smile Alaska Style contest. Prizes will be awarded for the BEST ALASKAN SMILE. Judges take into consideration the oral health of the contestant, the traditional Alaska attire worn, and the smile (of course).



Two grand prize winners will be named for over 18 and under 18 years old.



Smile Alaska Style was started 27 years ago by Dr. Fritz Craft. Dr. Robert Allen has kept the tradition going. The community has come to love the screening, the smile contest, the prizes, as well as the buttons. Many people in the community ask for the button because they have been collecting them "for years."

Come join us for fun, prizes, pictures, and great information to enable you to keep your teeth a lifetime.



Dental providers at last year's Smile Alaska Style event.

## Advances in Dentistry: Silver Diamine Fluoride (SDF)

Advances in dentistry have inspired the creation of a dental product that is new to the United States: Silver Diamine Fluoride. Products that protect teeth, like fluoride rinse and fluoride varnish have been around for many years. Most recently, silver has been added to fluoride products to create an even more powerful cavity-fighting tooth protector. YKHC Dental plans to begin using this product on our young children later this year.

### When we may use it

- Patients with many cavities that cannot be treated at once.
- Young patients who may not be able to cooperate with a dentist or DHAT.

### Who cannot have this product put on their teeth?

- Patients with an allergy to silver or patients with certain gum conditions.

### Important Facts!

- SDF Decayed teeth will darken as the cavity is stopped.
- The part with the cavity will turn black or brown (see photo).
- SDF may stain gums and skin for 2-3 weeks.
- SDF may need to be placed on teeth two times a year, until the tooth can be filled.
- Silver Diamine Fluoride is as safe as water to treat patients with cavities.



SDF turns cavities dark, but that means it's working.

## Dental Appointments in Bethel

Dental appointments in Bethel are becoming tighter as we move towards spring. Over the past year, the Bethel Dental Clinic had four dental providers leave us. At the same time, we have been unable to attract new providers. As a result, there may be less availability for routine visits moving into summer as we continue to manage urgent and emergent patient needs.

On the positive side, availability for routine dental care in the subregional clinics remains very good, as all five subregional clinics are fully staffed with dental providers. Recruiting to fill our vacant positions is a high priority for us. We recently adjusted our compensation package and are optimistic that we will be back up to speed towards the end of summer.

—Dane Lenaker, DMD, MPH, Dental Director

## Dental Health Aide Therapists

### Who are they?

A DHAT is a dental team member similar to physician assistants (PAs). They focus on a limited number of much needed procedures and go through a rigorous educational program.



Emmonak DHAT Bonnie Johnson takes a look at Pearlann Tucker's teeth.

The DHAT education is two years in length and is followed by at least three months of preceptorship with a supervising dentist. They work under the supervision of a dentist and are re-certified every two years. The services they can provide include community-based preventive dental care, comprehensive examinations, basic restorations and uncomplicated extractions.

### What are they doing?

Our intent is to increase access to care for our patients throughout the YK Delta. We have been employing DHATs at YKHC since 2005. We started out with two DHATs and are up to eight actively practicing certified DHATs with five more currently in some stage of the training program. We have certified DHATs stationed in Toksook Bay, Hooper Bay, Emmonak, St. Mary's, Mountain Village and Aniak. We are hoping to start placing some of our DHATs in the villages surrounding Bethel that are not currently served by a subregional clinic. We are hoping to have a DHAT stationed in Napaskiak very soon.

### Have they been successful? — YES!

A study titled "Evaluation of the Dental Health Aide Therapist Workforce Model In Alaska" was completed by Research Triangle Institute International. Findings showed that Alaska's DHATs are providing safe, competent and appropriate care in their scope of practice, and that patients are highly satisfied with the care they receive.

Other states are excited about the success of the DHATs in Alaska and have come up several times to visit YKHC to learn about how our program works. Other states are replicating what we have done here and are actually sending their candidates to Alaska to complete the DHAT training program.

A pilot study by ANTHC, partners in the CDC and YKHC found that 50–60 percent of 6-year-old children living in communities not served by DHATs receive dental care. One hundred percent of 6-year-old children living in DHAT communities received dental care.

March, 2016

For more information about PJCP, visit our website: [www.ykhc.org/pjcp](http://www.ykhc.org/pjcp)



# Dr. Paul John Calricaraq Project

**Guiding Principles:** Represent the Y-K region's Culture & Identity | Promote Customer Centered Care | Affordable Cost & Sustainable Operations

## PROJECT UPDATE

### Talks Bring IHS Closer to Signing Agreement

President/CEO Dan Winkelman and senior leaders recently met with Indian Health Service (IHS) OEH Director Gary Hartz and IHS leadership to discuss the populations, services, housing and staffing issues still needing to be resolved before the PJCP's joint venture agreement can be completed and construction work can get underway. Support Services VP Newton Chase says the talks were productive and positive and have brought the parties closer to signing an agreement..

### Contractor Selected

The firms of Davis Constructors and SKW, an Arctic Slope Corporation, have been selected by YKHC to help design and then possibly build the new clinic and hospital renovation project.

Davis Constructors has built more than a billion dollars worth of hospitals and health care projects across the state, including the newly completed Providence Alaska Medical Center "Generations" project. SKW has completed numerous remote healthcare projects in Nome, Kotzebue and Barrow. Combined, the two teams bring a wealth of experience and commitment to this project.

"We are excited to have Davis/SKW join our team to potentially build this project," said Winkelman. "They bring extensive hospital construction and renovation experience in both rural and urban areas, a commitment to local hire and focus on completing projects on schedule and within budget."

If a joint venture agreement can be negotiated this month and we have financing in place, work on the project could begin as soon as this summer with driving the pile for the new 130,000 sq. ft. clinic. Otherwise, the project will be delayed at least a year and may become unfeasible. If plans fall into place as hoped, the overall project could be complete in 2021.

### FY17 Budget Request Goes to Congress

The President's fiscal year 2017 budget for the Indian Health Service proposes \$6.6 billion, with targeted investments in behavioral health, staffing, infrastructure and health information technology. The proposed budget supports self-determination by fully funding the Contract Support Costs of Tribes managing their own health care programs. Read the press release on our website: <http://www.ykhc.org/pjcp/news-articles-and-press-releases/>.



Clinic and hospital renovation concept.

## Feedback

Project staff have been collecting comments from the Talking/Listening Walls in village clinics, SRCs and Bethel facilities. Here is a sampling.

### CHSB Comment Box

*Please make a sky-bridge to connect CHSB and Hospital!*

*Create cards to swipe/check in for appointments. (Like credit cards) (RFID)*

*Please provide new housing in Bethel for the traveling health aides.*

### Pilot Station Listening Wall

*Healing Circle room for both Health Aide and people/family that are affected by traumatic events.*

*A resting lounge (with bed cots for Elders to go for appointments or walk-in ER and have to sit waiting long hours)*

### Hospital Comment Box

*Offer "Shuttle Bus" to and from airports to assist patients/clients*

*Put in lockers or some other type of storage for personal belongings. .*

### Aniak Talking wall

*More Yup'ik translators.*

*Volunteers that can walk throughout the hospital to greet patients, and can share traditional items and stories.*

*Photos of fish, rivers, boats, airplanes, dogs, other animals of this area.*

*In order for all patients to feel comfortable in new building, maybe somehow acknowledge that we do serve all other cultures aside from the Native people in our region.*

*Workshops in hospital that are tied in with the season such as summertime workshop on something related to fishing and trapping in winter.*

## Talking Wall Question of the Month:

**What are your ideas for the ground breaking ceremony?**

**Write on the Wall, or call into our suggestion line: 907-543-6600 or send an email to [ykhcproject@ykhc.org](mailto:ykhcproject@ykhc.org).**

## Senators visit Delta, Lunch at YK Elder's Home

On Monday, Feb 15, Senators Lisa Murkowski, John Barrasso of Wyoming, Steve Daines of Montana and Shelley Moore Capito of West Virginia, along with Washington Democrat Maria Cantwell, and Angus King, an independent from Maine, flew out to Bethel to examine energy innovation in high-cost areas of the country, especially Alaska.



**Governor Bill Walker talks about the high cost of energy in rural Alaska. From left: YKHC CEO Dan Winkelman, Sen. Lisa Murkowski, Energy Secretary Earnest Moniz, First Lady Donna Walker, Margaret and Bob Herron.**

Other dignitaries included Governor and Mrs. Bill Walker, U.S. Energy Secretary Earnest Moniz, State Representative Bob Herron and his wife Margaret.

Tiffany Tony catered lunch at the YKHC Long Term Care facility for the senators, along with community leaders from Bethel. During the lunch our community members were able to voice the needs and obstacles that we face here, such as lack of water and sewer systems and high fuel costs.



**State Trooper Keenan Mulvaney, Pauline Bialy and Eileen Arnold of TWC, First Lady Donna Walker, CEO Dan Winkelman, Hospital Services VP Jim Sweeney, and Outpatient Clinic Director Dawn Hackney.**

## Alaska First Lady Visits SART & TWC

On Monday, Feb 15, First Lady Donna Walker visited the YKHC Sexual Assault Response Team with TWC representative Eileen Arnold. The team consists of medical, law enforcement, and advocacy professionals. Mrs. Walker learned about the work the team does in case of emergencies and how TWC's Teens Acting Against Violence are working towards safer communities and healthier relationships.

## World Tuberculosis Day March 24

*by YKHC Infection Control*

Tuberculosis, often called "TB," is caused by germs spread through the air from person to person. It can affect different parts of the body, but commonly infections are seen in the lungs.

A check can be done to see if a person had been exposed to TB. This is called a PPD, or TB skin test. People with a positive TB skin test will have a hard, raised area where the test was placed; a positive result means the person has been exposed to the TB germ.

Most of the time people who get the TB germ do not develop the active disease. This is called latent TB. People with latent TB do not have symptoms and can not spread the germs to other people. They may be asked by their provider to take a medicine to make sure the TB germs are dead.

Sometimes people who are exposed may develop active TB. People with active TB in the lungs can spread it to other people through the air when they speak, cough, sneeze, or

sing. Active TB can be treated and cured in most cases.

Medicines for TB work very well. Treatment with these medicines usually lasts a few months to make sure all the TB germs are killed.

Symptoms of people with active TB include a cough that lasts more than three weeks, with sputum that may or may not have blood in it, chest pain, night sweats, losing weight without trying, and feeling sick or weak.

People most at risk of becoming infected with TB are those who spend more than four hours a day in a home or other small area with a person who has active TB of the lungs.

World TB day helps us remember that each of us can do our part to help stop TB from spreading.

We must all be proactive to keep our communities safe. Do you know or spend time with anyone who may have the symptoms of active TB? If so, talk with them and encourage them to get checked by their provider. This is a great step in helping us become healthier people!

## Meet RAVEN “SuperUser” Brenda Lamont, Centering Pregnancy Program Coordinator

**SUPER USER:** *A super user is someone who is both knowledgeable about Cerner Millennium/RAVEN and approachable.*

### How long have you been using RAVEN?

Since day one of Go LIVE!

### Share with us an overview of how you use RAVEN in your role at YKHC:

I am the GYN Case Manager, so I use RAVEN for the case management of all patients that are referred to our GYN services, both here and from other facilities. I use RAVEN to document all referrals internally and externally, and all attempts at contacting the patient or actual contact with them.

This allows for a quick view of what I’ve done with them in the past, currently, and what’s expected for the future. I also add notes from outside facilities so our providers can look to see what other services the patient has received outside of YKHC.

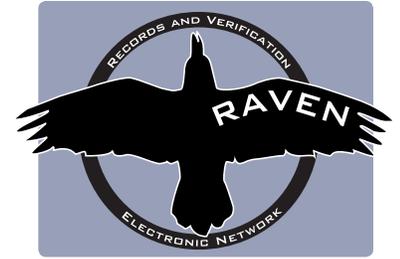
I use RAVEN numerous times throughout the day to send and receive messages from providers and other staff at YKHC, in regards to the patients’ care plans. I also propose numerous labs and tests so that the patient can continue with their care plan.

### Have you used other EHR systems? If so, how does RAVEN compare?

I did use a system at the hospital I worked at before I moved here, but the workflow process was very different. However,



Brenda Lamont, RAVEN Super User



RAVEN stands for Records and Verification Electronic Network—YKHC’s electronic health record system. Since going live three years ago, RAVEN has greatly improved providers’ access to patient histories and the health status of people coming in from the villages.

from the few times that I have seen the documentation system for our OB department here, RAVEN may lack a bit as far as ease of documentation of OB services. I know our available case management resources are limited with RAVEN as well, so I think there is a lot of room for improvement there.

### How do you promote the use of RAVEN to your colleagues?

Mostly I encourage people to use the Communicate button to send messages regarding patient care. I know for me it was a hard transition to start using that instead of email, but it’s much more efficient when everyone uses that feature. It’s also extremely helpful to document conversations with patients and pass them along to providers or include others who are involved with a patient’s care.

### What is your favorite aspect of RAVEN?

My favorite aspect of RAVEN? I have so many! Quick access to the patients chart, notes, lab work, etc. So much easier and efficient than paper charting.

## Not Just Super at RAVEN...

Brenda Lamont has led the effort to establish a Centering Pregnancy program for expectant mothers of the Delta.

“I have seen a great need in our population here for more support and education for our women. More importantly, what’s needed is not just education or information from us as their medical providers, but information from other women who are in a similar season of their life and who have experienced and faced some of the same issues.”



Brenda Lamont, right, at the Women’s Care and Support Center.

Women’s Care & Support Center 907-543-6760

## NEWS NOTES continued from p. 3

### Lean Healthcare Training

On Tuesday, February 9, Senior Leadership, along with selected directors and managers from the corporation, participated in a kick-off meeting for the Lean healthcare training. This meeting started a 10-month engagement where a Lean representative will travel to Bethel to do a 3–3.5 day training once a month.

Lean management was started in 1980 by Toyota Production Systems. Lean is an approach to managing an organization that supports the concept of continuous improvement, a long-term approach to work that systematically seeks to achieve small, incremental changes in processes in order to improve efficiency and quality.

The approach is based on four principles: Purpose, Process, People, and Problem Solving. Lean aligns the entire enterprise based on continuous pursuit of excellence through the development of people to solve problems, improve processes, and create value for the customer.

This begins with driving out waste so that all work adds value and serves the customer's needs. Identifying value-added and non-value-added steps in every process is the beginning of the journey toward lean operations.

For the next 10 months, YKHC will be participating in training to become a Lean Healthcare corporation. The training will occur in waves of groups, working from management to entry-level. In order for the Lean principles to take root, leaders must first work to create an organizational culture that is receptive to Lean thinking.

### Interim Chief Information Officer

I am pleased to announce that Susan Wheeler has agreed to serve as our Interim Chief Information Officer and all special inquiries for IT should be addressed to her.

Many of you are aware that Susan also has a full time job as Raven Administrator and I would appreciate everyone's patience as she responds to the many requests from throughout the company.

We continue to search for the best CIO possible for YKHC and hope to have a permanent hire for the position in the near future.

– Tommy Tompkins, CPA, CFO



Susan Wheeler

### Zika Virus mosquitos don't live in Alaska

#### State Section of Epidemiology

Zika virus is a mosquito-borne flavivirus, transmitted primarily by *Aedes aegypti* mosquitoes (which do not live in Alaska). The most common symptoms of Zika virus are fever, rash, joint pain and conjunctivitis, which can occur from 3 to 12 days after exposure. The illness is usually mild, with only one out of five infected people developing symptoms.

Symptoms usually last less than one week.

Outbreaks of Zika have occurred in Africa, Southeast Asia, the Pacific Islands, and the Americas, with Puerto Rico reporting its first case of locally-acquired disease in December 2015. Locally transmitted Zika has not been reported anywhere else in the United States, but cases in returning travelers have been reported. In 2007, a case of Zika was confirmed in an Alaskan who traveled to Yap.

There is more information on Zika on the CDC website: <http://www.cdc.gov/zika/>

### On the Move—New Faces at YKHC

#### Catherine Ewing

Please join me in welcoming Catherine Ewing to the Hospital Services Team as the Chief Nurse Executive reporting to the Vice President of Hospital Services. Catherine comes to us from the Veterans Administration in Oklahoma City where she has worked in various nursing positions since 2008. Catherine holds a Doctorate in Nursing Practice—Advance Leadership in Healthcare from Regis University in Denver. Catherine relocated with her husband Craig to Bethel in December. Her office is located in the West Wing.



Sara Guinn and Catherine Ewing.

#### Sara Guinn

Please join me in welcoming Sara Guinn to the Hospital Services Team as the Executive Assistant to the Vice President of Hospital Services. Sara most recently worked in the Recruitment Department in Human Resources. Sara is originally from Bethel. She holds a BA in English from Portland State University in Oregon.

– James Sweeney, VP of Hospital Services

## March is National Nutrition Month!

This year's theme is "Savor the Flavor of Eating Right."

What does this mean to you? Is it:

- Enjoying your traditional foods?
- Sitting down to a family meal?
- The social experience of sharing food?
- Cooking a healthy native dish?

We want to know! Send responses and recipes to: **Diabetes\_Program@ykhc.org** for a chance to win a Meyer's Farm box! Please include name, address, and contact information with submission.

**To celebrate Nutrition Month, WIC and the Cooperative Extension will be hosting an event at AC Grocery Store on March 26 from 11 am. – 2 p.m.**

There will be games, health screenings, drawings for PRIZES! and a flavorful traditional recipe to try!

Bring your whole family to celebrate this event and to "Savor the Flavor of Eating Right"!

One great way to "Savor the Flavor of Eating Right" is to experiment with nutritious herbs and spices *instead of* adding salt. Too much salt can raise blood pressure and increase risk for heart attack, heart disease, and stroke!

## Recipe of the Month

### Arctic Fajitas

- 1 lb moose, caribou, reindeer, or musk ox
- 1 pepper, red or green, sliced
- 1 medium onion, sliced
- 1 medium tomato, chopped (try canned!)
- Pepper to taste
- 2-3 tsp. garlic powder or crushed cloves
- More herbs and spices if desired
- Sour cream
- ½ cup salsa
- Whole wheat tortillas



### Preparation

- Slice meat in very thin strips. Brown meat in skillet.
- Add peppers, onion and tomato. Cook with meat until tender.
- Season with pepper, garlic, and desired herbs and spices.
- Wrap filling in whole wheat tortilla. Top with salsa and sour cream. Makes 4 servings

*Recipe adapted from "Build Strong Families – Arctic Home Cooking", 2<sup>nd</sup> edition by Maniilaq Association Employees, Kotzebue, Alaska*

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