



Photo by Elin McWilliams

Marie Ayagalria, daughter of YKHC Nicotine Dependence Treatment Counselor Moses Ayagalria, proudly shows off a fish she caught while ice fishing with her family in Bethel. This photo of Marie was taken as part of the Tobacco Prevention department's #CraveTheWorldNotTobacco November social media campaign. The campaign, launched in coordination with the Great American Smoke Out and Spit Out, sought to inspire tobacco quit journeys by highlighting positive things in life someone might crave instead of tobacco!

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FYI

Wellness Walk for Diabetes Awareness

Please join the Diabetes Prevention and Control Department on a Wellness Walk for Diabetes Awareness! The walk occurs at noon on the second Thursday of each month, starting in front of the CHSB (new YK building across from the hospital).

Meet the Diabetes Department in the lobby and plan to walk for about 20 to 30 minutes. Don't forget to bring your cold weather gear and ice cleats!

Everyone is also welcome to participate in the Diabetes Support Group after the Wellness Walk and enjoy a healthy snack. It will take place at 12:30 in its NEW location in the CHAP Conference Room on the second floor of CHSB. Feel free to come to one or both of these events!

Umyuarpeggun cakviuqvet qayaagaurluten ikayuastekavnek
 Call for help if you're having a tough time
543-6499
 or toll-free 844-543-6499
 YKHC BEHAVIORAL HEALTH

RESOURCES

YKHC main switchboard543-6000
Toll Free 1-800-478-3321

APPOINTMENTS

Outpatient Clinics (Yukon, Kusko, Delta) 543-6442
Dental543-6229
Optometry543-6336
Audiology.....543-6466

SUBREGIONAL CLINICS

Aniak675-4556
Emmonak949-3500
St. Mary's.....438-3500
Toksook Bay427-3500
Hooper Bay758-3500

SERVICES

Inpatient (North Wing)543-6330
Pharmacy.....543-6382
Physical Therapy543-6342
Women's Health543-6296
Irnivik Birthing Center.....543-6346
Behavioral Health Services.....543-6100
 Substance Abuse Treatment.....543-6730
 Sobering Center.....543-6830
 Developmental Disabilities.....543-2762
Emergency Room543-6395
Office of Environmental Health & Engineering
Injury Control & EMS543-6420

ADMINISTRATION & SUPPORT

Administration.....543-6020
Human Resources543-6060
Public Relations.....543-6013
Travel Management.....543-6360
Facilities & Maintenance543-6203

BETHEL & REGIONAL RESOURCES

Public Health Nursing543-2110
Tundra Women's Shelter543-3444
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 907-677-2232.
E-mail: publicrelations@ykhc.org.

Deadline is the 10th of the month, or the preceding Friday if the 10th is on a weekend, for publication on the first of the following month.

The Messenger is also available for download on our website at www.ykhc.org/messenger. Please ask permission to reprint articles or pictures.

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Message from the President/CEO

Happy holidays!

We have much to be thankful for as we reflect on this past year.

YKHC had another great year financially. We have earned enough to pay our bills, offer our employees raises again and save for the Paul John Calricaraq Project.



Dan Winkelman,
President/CEO

We still have many challenges, but we continue to work on them diligently. As our customers know, we are working to improve appointment availability in our outpatient, village and dental clinics. Despite making provider salaries more competitive against other Alaska and national employers, vacancies for these three departments have not stabilized.

Over the last five years, we have seen increased vacancies in key healthcare provider positions as six new tribal health facilities have opened in Barrow, Copper Center, Fairbanks, Kenai, Nome and Wasilla. Besides having six new tribal facilities in the State, these new facilities have also expanded their total number of provider positions and so the market for new providers has shrunk considerably.

In addition to offering more competitive salaries, we have also started recruiting more providers for villages that experience chronic health aide shortages. These are typically our smaller villages. We expect to share more on this in a future edition of the Messenger. Regardless of these challenges, we continue to do everything possible to fill these critical vacancies so we can offer more appointments.

We also have numerous providers who have received recognition over the year for exemplary work. Many of them are showcased in later pages. I hope you enjoy reading about what each does every single day to ensure our customers come first.

I wish each of you a wonderful and safe holiday season!

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

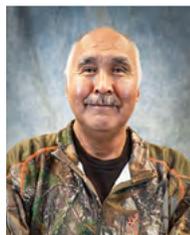


Billy Jean Stewart Kalskag



Betty Turner Lower Kalskag

Unit 4



Phillip K. Peter, Sr Akiachak



Mildred Evan Akiachak

Unit 5



Stan Hoffman, Sr. Bethel



Gloria Simeon Bethel



Hugh Snyder Bethel



Chris Larson Napaskiak

Unit 6



Esai Twitchell, Jr. Kasigluk



Adolph Lewis Kwigillingok

Unit 8



James Charlie, Sr. Toksook Bay



James Sipary Toksook Bay

Unit 9



Patrick Tall Chevak



John Uttereyuk Scammon Bay

Unit 10



Joshua Cleveland Quinagak

Unit 11



Marvin Deacon Grayling

YKHC's Full Board of Directors welcomes new and re-elected members

During the November Full Board meeting, YKHC welcomed three board members returning for service after re-election: Stanley Hoffman, Sr. of Bethel (Unit 5); Esai Twitchell, Jr. of Kasigluk (Unit 6); and James Sipary of Toksook Bay (Unit 7). The Full Board also welcomed two new members: Adolph Lewis of Kwigillingok (Unit 7) and John Uttereyuk of Scammon Bay (Unit 9).



Stanley Hoffman, Sr., Adolph Lewis, James Sipary, Esai Twitchell, Jr., and John Uttereyuk receive their oath of office from Sharon Sigmon, Associate General Counsel.

Congratulations Ann Glasheen!

Prenatal Case Manager Ann Glasheen, RN, ARNP, WHNP, is receiving the American Association of Nurse Practitioners State Award for Excellence.



Ann has been providing healthcare to women and families in the YK Delta for more than 25 years. During her time in Bethel, she has offered quality care and promoted healthy prenatal and postpartum care to some 15,000 mothers, babies and families.

Ann will be honored in June at the American Association of Nurse Practitioners National Conference.

Congratulations on this well-deserved recognition Ann! And, on behalf of all you serve, thank you.

2016 Health Aides of the Month

(Selections for November and December have not yet been made)

January: Joseph Okitkun, Session III CHA, Kotlik

Joseph Okitkun has proven to be a reliable and outstanding health aide. In the month of January, 2016, he examined a patient who had been in a snow machine accident. The patient had rolled over and hit the ice at about 20 mph and went to the clinic complaining about shoulder pain.



Joseph completed a thorough evaluation and detected signs of a skull fracture, which led to a doctor examining the patient via VTC. The patient was sent to the Bethel ER and was found to have a large epidural hematoma that required a medevac to Anchorage. At first, the patient had only complained of shoulder injuries, but Joseph's careful examination led the patient to appropriate care and may have saved this patient's life.

February: Nathan Lake, Session II, Chevak

In February, Nathan assisted with an OB patient at the village clinic who went into early labor. During this time, he was an avid communicator with the physician in Bethel, calling every 15 minutes to report new vital signs. He had all of the medications prepared and remained calm, documenting a complex situation appropriately, working to keep mom and baby safe.



March: Jeremy Woods, Session II CHA, Marshall

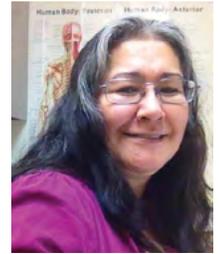
Jeremy saw a patient who had multiple fractures to his pelvis, a fracture to one rib and thoracic vertebra. The patient was also diagnosed with acute Pneumothorax. Jeremy was the only health aide in the village when he responded to the patient. The patient was in terrible pain and Jeremy did his best to manage the pain and keep the patient calm until the medevac arrived. That same day, right before this incident, Jeremy assisted a patient who was extremely dehydrated and inserted an IV successfully and the patient felt better after they received fluids.



April: Connie Walker, CHP, Holy Cross

Connie Walker has been working as the only Health Aide at the Holy Cross clinic for eight years. She enjoys working and providing to her community. She is also involved in City Council in her village and is a part of the RAVEN Application

sub-team committee at YKHC, which focuses on improvements in YKHC's electronic health record system.



Connie is a reliable and dedicated Health Aide who not only volunteers to be on-call for Holy Cross, but for surrounding villages as well. Connie says she likes being a health aide because when she helps sick patients and elders, it's such a rewarding feeling.

May: Martha Constantine, CHP, Kwethluk

Martha Constantine has been working as a Health Aide for more than 17 years. She is always willing to take the on-call phone for surrounding villages when they don't have coverage. In May she received an urgent call from Tuluksak regarding a patient who was vomiting and was extremely weak. She went to the Kwethluk clinic to fill out the necessary documents on RAVEN with the help of a former Health Aide in Tuluksak who checked the vital signs. After continued communication to the doctor about the patient's well-being from the health aide in Tuluksak, they activated a medevac and the patient was sent to Bethel.



June: Paul Kassock, CHA II, Alakanuk

Paul responded to a large number of emergency calls in June, including bad accidents and other traumas. He responded along with the police and had to endure extremely stressful situations and remained calm and professional so patients could get the necessary care.

It takes a lot of determination and strength to continue to respond to emergencies, see patients, and go to work every day. Even though Paul isn't the only one at the clinic, he is sharing responsibilities of the Office Assistant—making travel and scheduling appointments for patients as well as his regular duties as a Health Aide, being on-call and responding.

July: Kimberly Beebe-Hoffman, CHP, Eek

During the month of July, Kim responded to urgent calls from elders. Her patients were safely transferred on for additional care. She is reliable, responsible and always willing to respond day or night. Kim has been on-call most of the time since January and she has proven her dedication and



willingness to provide emergency care to anyone needing it.

August: Hope Brown, CHA II, Quinhagak

Hope has been working since last December at the Quinhagak clinic. She has been very busy responding to emergency calls. Even after working long days at the clinic she never complains and has a positive attitude.



Hope has been working tirelessly and still gets all of her required work assignments done on time. She finished Session II training in Anchorage this year, and she was a standout student. Hope went above and beyond during her training and passed her exams with 100 percent.

Hope says she likes to hope for the best and treats her patients as if they are part of her family. She learns new things every day, and hearing “Quyanaqvva” or “Quyana Cakneq!” is always a rewarding and joyful feeling.

September: Ross Nicholas, CHA III, Napaskiak

As soon as Ross was able to assist with patients, he was giving his co-workers a break from the on-call phone and was on-call all of September, including the coverage of several other villages.



Ross has proven to be a reliable and punctual employee at the Napaskiak clinic. Ross assisted in a village delivery in Napaskiak, doing an excellent job of taking care of the baby and mother who were able to jump on a regular carrier flight to Bethel for check-ups.

October: Kasigluk Clinic Health Aide Team

Congratulations to the team of Health Aides, CHA trainee, and other YKHC providers who came together in October to care for patients in Kasigluk during a possible foodborne outbreak of mild to severe gastro-intestinal (GI) symptoms.

Wassilene Andrew, CHA, was on call. She worked from the time she received the first call in the early morning of Friday, October 21 until evening. She then went to Bethel to take

her son to ER while Sharon Slim, CHP, worked with patients at the clinic. Immediately afterward, she returned to the village to care for patients throughout the weekend.



Sharon Slim, CHP, was across the river from the clinic site when the calls began to come in; she found a boat ride and went across the “unsafe” river and immediately went to work at the clinic, calling and seeing patients continually. She calmly did her job even though she was alone until Wassilene and Theresa Twitchell were able to join her.



Theresa was on PTO, but when she arrived at the village late Friday she immediately responded to help Sharon with the growing number of patients. Since Wassilene had been without sleep for close to 24 hours, Theresa volunteered to take over the on-call Friday night so Wassilene could sleep a bit before returning to help with patients.

Renaee Keene, CHA Trainee, was working as Office Assistant at the time. She was flexible, helping with phones, maintaining patient flow, and supporting the Health Aides and phone triage with Bethel doctors. Everyone worked under the Providers of YKHC hospital by constantly communicating with them for many hours. According to the SI, not one person complained that they were tired or seeing too many people.

They deserve kudos for their positive, can-do attitude, amazing teamwork, mutual support, and collaboration with all other providers involved. Very few patients had to be flown to Bethel for follow-up; most were treated and discharged from the clinic. The Health Aides also welcomed and collaborated with the OEH and Epidemiology team sent to collect samples and support the outbreak containment on Saturday while the clinic was used as a staging area.

This is a team to be proud of indeed!

Airport Shuttle Schedule

| RT # | DEPART HOSPITAL | DROP OFF YUTE | DROP OFF RAVN | DROP OFF GRANT | PICK UP YUTE | PICK UP RAVN | PICK UP GRANT | RETURN TO HOSPITAL |
|------|-----------------|---------------|---------------|----------------|--------------|--------------|---------------|--------------------|
| 1 | 10:00 AM | 10:08 AM | 10:16 AM | 10:24 AM | 10:30 AM | 10:38 AM | 10:46 AM | 10:55 AM |
| 2 | 1:00 PM | 1:08 PM | 1:16 PM | 1:24 PM | 1:30 PM | 1:38 PM | 1:46 PM | 1:55 PM |
| 3 | 2:00 PM | 2:08 PM | 2:16 PM | 2:24 PM | 2:30 PM | 2:38 PM | 2:46 PM | 2:55 PM |
| 4 | 4:00 PM | 4:08 PM | 4:16 PM | 4:24 PM | 4:30 PM | 4:38 PM | 4:46 PM | 4:55 PM |

Introducing the Napartet Strategy

YKHC Public Relations and Senior Leadership

As described by our late honorary board member Dr. Paul John, “*napartet*” is the mast of a boat that led he and his father out to traditional fishing waters. At YKHC, we have used Dr. John’s story throughout the years to inspire our strategic plan and annual goal-setting to improve our region’s health.

In the November edition of the Messenger, we described our journey to become a High Reliability Healthcare Organization and to learn and adopt Lean practices in management and performance improvement. The daily use of these practices, at every level of the organization, is intended to cultivate a culture of problem-solving and efficiency that will have long-term gains in performance, quality, and patient safety. In other words, we want to provide culturally relevant and high quality and safe care, resulting in the best health of our people and our communities.

Over the past several months, while working to update our strategic plan, we decided it was time to bring together our long-term goals and our efforts to shape organizational culture and develop our ability to manage and improve. The Napartet Pillars we have used for the last 10 years have evolved to a new Napartet Strategy. Our new Napartet Strategy has four key elements and goals associated with each strategy:

Healthy Community

By partnering with our Tribes and other stakeholders, we recognize the interaction between the environment and the impacts it has on human health. We will work toward a safe and clean environment for our people.

- Extend and sustain water and sewer projects
- Advocate for public funding and new projects

Healthy People

YKHC will partner with communities to empower individuals and families to make decisions that will improve personal health.

- Improve our children’s oral health
- Reduce drownings, accidents, and suicides
- Reduce tobacco use



Care Delivery

We will continually strive to increase access and improve the quality of health care services at YKHC.

- Implement a new model of care
- Begin and successfully complete the Paul John Calricaraq Project
- Strengthen village health programs

Corporate Capability and Culture

We will maintain financial and human resources to ensure the organization has the capability to continue to offer customer-oriented services throughout the region.

- Recruit and retain clinical staff
- Use high reliability tools and methods
- Develop and retain Alaska Native workforce

These new Napartet Strategies replace the pillar structure. The new strategies also establish a new framework for annual corporate goals and goal-setting to more accurately reflect the priorities set annually by our Tribes, focus on more meaningful impacts throughout the region, and set us on a long-term trajectory toward meeting our Mission and Vision.

Stay tuned through the Messenger, Facebook, and on our website for more information about the Napartet Strategy!

December 2016

Dr. Paul John Calricaraq Project

For more information about PJCP, visit our website: www.ykhc.org/pjcp



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

PJCP Design

Bettisworth North Architects and Planners (BNAP) continued to refine the PJCP Clinic and Hospital design as part of the 65% Design Development (DD) phase. Floor plan revisions included updates to the following areas: Wellness, Eye Care, Infusion, LDR/C-Section and Entry.

In mid-October, the YKHC Board of Directors and Senior Leadership Team toured the Tanana Chief Conference Chief Andrew Isaac Center and the Morris Thompson Center in Fairbanks. Both facilities were designed by BNAP and had strong cultural design features.



Board Members and Senior Leadership tour the Chief Andrew Isaac Health Center in Fairbanks.

The first of four Design Development Workshops was held in Bethel on October 24–27. The second is scheduled for December 12–15. These workshops are key opportunities for the design team to collaborate with YKHC and stakeholders on advancing the project design, ensuring the design continues to meet the project goals, budget and program. The team discussed advantages and disadvantages of various options. Revisions were made to increase the size of the new clinic entrance.

The PJCP team is working to complete the structural steel drawings in late November and GMP estimate will begin in early December. Following these critical milestones, the materials and equipment for the new clinic's entire core and shell is scheduled for barge delivery during the 2017 season.

PJCP Construction

ASKW/Davis Constructors began installing steel piling for the PJCP clinic foundation on October 21. The modules for the construction worker "man-camp" arrived in Bethel and the site work preparation for the man-camp pad is complete. Construction site fencing was installed. The design team secured the State Fire Marshal footing and foundation permit. ASKW/Davis completed the solicitation period for Mechanical and Electrical Request for Proposals and is analyzing the bid proposals. The revised cost estimate was completed for reduced PJCP square footage area. Construction housing is still being set up and utilities connected and will be available for use in May.

YKHC Staff Housing

YKHC is processing Change Order No. 1 to Bethel Services Inc. (BSI) to provide the floor plan and site layout for the 54-unit staff housing development. YKHC coordinated site access for 40-foot road easement and DOC mitigation. BSI submitted 50% Housing Design Documents to YKHC for review. Selection of interior/exterior finishes and paint colors for the new housing unit were finalized.

Piling work progresses



PJCP webcam shows progress of pile driving work.

Work on driving pilings will continue through December. There will be increased noise and heavy equipment traffic during this time. Crews are expected to be working for 10 hours a day, six days a week.

We will do our best to minimize disruption to patients, employees, and neighbors. Follow progress at www.ykhc.org/pjcp or by liking YKHC's Facebook page!

New web page for PJCP

A new home page and website are being designed especially for information about the Paul John Calricaraq Project. Please visit www.ykhc.org/pjcp to take a look.

The new site includes photos, links to job information and regular updates on the progress of construction. You can also find background information about Dr. Paul John and his legacy as well as Calricaraq, the guiding philosophy for the model of care facilitated by the hospital expansion and the new primary care clinic.



Artist rendering of the new clinic.

Talking Wall Question of the Month:

What types of amenities are important to include in the Chapel/Meditation Room?

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

Working with your Health Care Team

It is important to work well with your health care team. However, sometimes health care can be frustrating. There are often long waits, limited appointment times, and it may seem difficult to see the same provider consistently. Luckily, this too is something that you can take charge of for better health. Here are a few tips to help you work better with your health care team:

- Use preventative health care. Eat well, exercise, and quit tobacco to improve your health now so that you won't need to heavily rely on the hospital later on.
- Schedule regular appointments in advance so that your needs can be taken care of without urgency.
- Keep track of your progress between appointments. Write these things down to have available during your next visit. This helps providers better understand your needs.
- Write down your main concerns or questions before your appointment, and make sure they're answered before you leave.
- If you have barriers to following provider recommendations, let the provider know. Ask him/her for written instructions if needed.

Looking for a new way to receive health care?

In addition to Specialty Clinics, the Diabetes Prevention & Control Department is now offering Group Medical Appointments. This new kind of appointment is designed to improve your health through discussion and education within a small group of others with diabetes, pre-diabetes, and gestational diabetes.



Patients complete each other's foot exams during the Anvik Group Medical Appointment

These appointments have already been a success in Bethel, Grayling, and Anvik with the help of Dr. Phil Johnson and Ayanna Galloway, PA-C.

Call the Diabetes Prevention & Control Department at 543-6133 to schedule your appointment today.)

Remember that health care professionals work under many stressors, including limited time and lack of information. Understand that providers are human just like us, and need to know they are appreciated as well. A simple "thank you" can help all of us towards our greater goal of working together to achieve excellent health.

Recipe of the Month

Christmas Moose Cross Rib Roast

Ingredients

- Cross Rib Moose Roast (2-3 pound)
- 6 cloves garlic - peel garlic cloves and coarse chop.
- 3/4 cup beef broth
- 3 tablespoons Dijon mustard
- 1/2 cup red wine vinegar
- 1 medium onion coarse chopped
- Fresh ground pepper
- 1 tablespoon Herbes de Provence



Image from yummlly.com

Instructions

1. Prepare your slow cooker by pouring 1/8 cup olive oil in the bottom
2. Remove silver skin from roast, this usually involves cutting the butcher twine and re-tying
3. Place roast in slow cooker
4. Add beef broth and vinegar
5. Smear roast with mustard
6. Scatter onions and garlic onto roast
7. Sprinkle Herbes de Provence over the roast
8. You may also want to add your vegetables at this point; or cook them separately
9. Grind pepper onto roast to suit your taste
10. Cook your roast covered for about 4 hours on high or 7 hours on low until you reach your required doneness
11. When done, remove from slow cooker, let stand for 5-10 minute before cutting. If you don't do this all the juice will run out of the meat
12. Save remaining broth for later use. Serve with mashed potatoes and vegetables.

Recipe adapted from all-about-moose.com

National Diabetes Month and World Diabetes Day

The Diabetes Prevention & Control team conducted region-wide outreach in November for National Diabetes Month to raise awareness about Diabetes and offer insight into risk factors.



Venassa Yazzie prepares an A1c screening in the Bethel Hospital.

World Diabetes Day was November 14. The department's team of 11 and a pharmacy student provided free blood screenings at AC and the Bethel hospital, led grocery store tours to highlight healthy food options, and engaged in countless educational conversations.

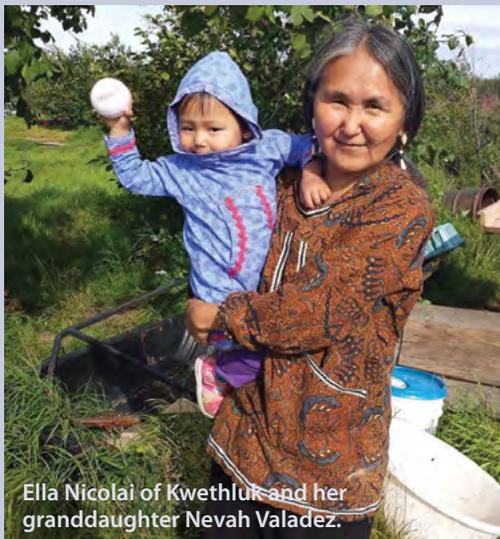
Village clinic staff also did their part in raising awareness by wearing promotional "Go Blue for Diabetes" on Monday, Nov. 14.

Approximately 300 World Diabetes Day shirts were sent to village clinic staff and 260 shirts were given to the patients and community members in Bethel who participated in various activities. The team conducted 160 free A1c screenings, gave away 250 diabetes bracelets, provided 150 free diabetes-friendly meals, and gave 20 vouchers (for \$7) to individuals to purchase fresh produce at AC.



Emmonak Subregional Clinic staff "go blue" for Diabetes awareness. Renee Cheemuk, Katrina Patrick, Hunter Manumik, Cheryl James, Laurentia Redfox, Norma Shorty, Travis Kassaiuli, Christina Talley-King, Linda Haessler, Jordan Andrews, Jace Slats, Gary Haynes, and Gerald Lamont.

Your Flu Vaccine Protects Me



Ella Nicolai of Kwethluk and her granddaughter Nevah Valadez.

My Flu Vaccine Protects You

The flu vaccine is safe. You can't get the flu from a flu vaccine. Pneumonia and flu are a leading cause of death among Native elders. Even healthy people can get the flu, and it can be serious. Everyone 6 months and older should get a flu vaccine.

Please get a flu vaccine each year to protect you and your family.

Want to quit tobacco?

If you would like to make a positive change in your life and stop using tobacco, YKHC's Tobacco Prevention Dept. is available to help. Our Tobacco Cessation Counselors **Henry George (left)** and **Moses Ayagalria (right)** are both available from 8 a.m. to 5 p.m. Monday through Friday to help you take advantage of our services.



The program offers counseling support for quitting tobacco as well as optional Nicotine Replacement Therapies including nicotine gum, nicotine patches, nicotine lozenges and prescription aids with your provider's approval. Counseling services are available in both Yup'ik and English, and you can enroll by walking in, asking your provider to make a referral, or calling 907-543-6312 or 1-800-478-3321 ext. 6312.

YK DHATs sweep awards

Three YK Delta Dental Health Aide Therapists have won all three of the brand new state-wide awards presented by the DHAT Academic Review Committee of the state Community Health Aide Program. The awards were given in November to recognize DHAT's outstanding service in their communities.

Mary Williard, DDS, of the Alaska Native Tribal Health Consortium's DHAT training program, said, "You have a great group of DHAT, your dedication to continual quality improvement in the way you run your DHAT program is commendable and the 'clean sweep' of the awards by YKHC DHATs is a testament to your hard work and theirs. Congratulations!"

The Outstanding Accomplishment Award goes to Melanie Kerschner, DHAT, Aniak SRC

The award recognizes a provider involved in an event that has made a substantial impact in the community. The goal to improve the oral health of 0-8 year olds by 10% was set by our corporation. Melanie surpassed the goal. She developed strategies and systems that make it possible to focus on this population and get them in for full exams and follow through with them to get their treatment completed. She is changing oral health outcomes and expectations for the entire region she serves.

The Rising Star Award goes to Angelica Afcan, DHAT, Hooper Bay SRC

The Rising Star recognizes a Dental Health Aide (DHA) who has been employed less than five years who has continuously delivered exceptional patient care, improved the healthcare delivery system and enhanced the level of care in her community, and has demonstrated a balance between work and personal life.

When Angelica and her daughter moved to Hooper Bay there was no existing DHAT to learn from, and the staffing in her clinic was going through a major change. Her constant optimism and willingness to work hard meant she figured out how to overcome these obstacles and make things work and has done an excellent job improving



DHAT award winners. Angeleca Afcan, Bonnie Johnson and Melanie Kerschner.

the healthcare delivery system and enhancing the level of care in her community. When she moved out there, only 12 zero to five year olds had current full exams. Since she has been there, she has increased that number to 92!

The Shining Star Award goes to Bonnie Johnson, DHAT, Emmonak SRC

This award recognizes a DHAT who has been employed for five years or more, has improved the healthcare delivery system and enhanced the level of care in her community.

Bonnie has worked with four different supervising dentists. She has mentored two fellow DHATs. She has given presentations around the nation. The communities she serves respect her as a provider and she has become a role model to the children there. In the past year, she has spent 80 days travelling to surrounding villages to make sure that her entire region receives the care it needs. She is an inspiration.

How to get your medications delivered DIRECT TO YOU—

- 1 CALL US** at the Pharmacy **7 days** before you run out of medicine **1-877-543-6988**
- 2 TELL US...**
 - Your full name (Please spell it)
 - Your date of birth or medical record #
 - What village you are calling from
 - **Name of the medication**
 - **Prescription number**
 - **Prescription expiration date**
 - Your phone number
- 3 PICK UP** your medication at **YOUR** Post Office Box in 1-3 days



After Hours Nurse Hotline

Do you need to speak to a nurse, after hours?
Call your local AFTER-HOURS NURSE HOTLINE
and speak to a nurse, for free.

Q *What is the after hours nurse hotline?*

The after hours nurse hotline is a way to screen after hours calls to determine if there is an emergency, or if the caller can wait till regular business hours.

Q *Why should you call the after hours hotline?*

- To get guidance on whether an appointment is needed
- To get informed about medications, medical tests, or procedures
- Learn how to take care of a new or chronic condition
- Find ways to talk more effectively with your healthcare provider

Q *Who answers the after hours hotline?*

A trained triage nurse will answer the phone calls

Q *Will the nurses speak Yupik?*

No, but they will have access to the translators on call for YKHC.

Q *What will they ask me?*

They will ask you your name and locations first. Then they will ask you about your medical issue and determine if you need to be in contact with the Health Aide.

Q *What indicates an emergency?*

An emergency is any condition if it goes untreated will result in a loss of life, loss of limb or permanent physical/mental damage.

Q *When can I call to reach the after hours nurse hotline?*

- Monday – Friday, 4 p.m. to 9 a.m.
- Saturday and Sunday, all day and night

Find Your Community's After Hours Phone Number

| | |
|-----------------|----------|
| Akiak | 756-7125 |
| Alakanuk | 238-3210 |
| Anvik | 633-6334 |
| Atmautluak | 553-5114 |
| Chefornak | 867-8919 |
| Chevak | 858-7069 |
| Chuathbaluk | 467-4114 |
| Crooked Creek | 432-2222 |
| Eek | 536-5314 |
| Grayling | 453-5120 |
| Holy Cross | 476-7174 |
| Kasigluk | 477-6210 |
| Kipnuk | 896-5334 |
| Kongiganak | 557-5127 |
| Kotlik | 899-4511 |
| Kwethluk | 757-6627 |
| Kwigillingok | 588-8813 |
| Lower Kalskag | 471-2294 |
| Marshall | 679-6225 |
| Mekoryuk | 827-8111 |
| Mt. Village | 591-2926 |
| Napakiak | 589-2711 |
| Napaskiak | 737-7329 |
| Newtok | 237-2111 |
| Nightmute | 647-6312 |
| Nunam Iqua | 498-4229 |
| Nunapitchuk | 527-5339 |
| Oscarville | 737-7231 |
| Pilot Station | 549-3728 |
| Pitka's Point | 438-2546 |
| Russian Mission | 584-5611 |
| Scammon Bay | 558-5511 |
| Shageluk | 473-8231 |
| Sleetmute | 449-4222 |
| Stony river | 537-3228 |
| Tuluksak | 695-6991 |
| Tuntutuliak | 256-2717 |
| Tununak | 652-6012 |
| Upper Kalskag | 471-2276 |

RSV: It's not just kids—Adults get RSV too

Rosalyn Singleton MD MPH, Leisha Nolen MD, PhD, Joseph Klejka MD

YKHC, Arctic Investigations Program and CDC launch new study

Respiratory syncytial virus, also known as RSV, causes nearly two-thirds of lung infections in babies around the world. We know that YK Delta babies get sick with RSV more often than other U.S. babies but we don't know how often YK adults get sick with RSV. Adults in this region often get winter colds leading to lung infections and have to be admitted to the hospital. It is possible RSV causes many of these illnesses. New RSV treatments and vaccines are just a few years away. Knowing how many adults are hospitalized with RSV will help us prevent and treat pneumonia. This can also prevent people with chronic lung problems from being hospitalized.

YKHC is joining the Center for Disease Control's Arctic Investigations Program to study RSV in YK Delta adults. We are checking adults hospitalized with pneumonia or lung problems to find out how many are hospitalized because of RSV. We will also check to see how many adults are infected with two other viruses—influenza (Flu) and metapneumovirus. We want to find out if long-term lung problems, heart failure, or immune problems increase an adult's risk of getting hospitalized with RSV.

We are asking YK adults who are hospitalized with a lung infection to partner with us. For adults who agree, we will do

a nose swab to test for viruses. We will ask the patient some health questions and check their medical charts for previous hospitalizations and medical conditions. We will also do nose swabs on household members who are visiting the patient if they're interested. This will help us understand how the virus is passed around. Everyone who takes part will get \$25 for their time.

This study will help us find out how many adults are hospitalized with RSV. Flu or metapneumovirus. We will learn what symptoms adults have with these viruses and how sick the virus makes them. We will also learn how the virus is passed between people. This information will help doctors know how best to use future treatments and vaccines for RSV.

We hope that our work on RSV can improve health as much as our past work on pneumococcus. In 2008 pneumococcus bacteria was a big cause of meningitis, pneumonia, and blood infections in YK babies. We studied pneumococcus bacteria in the YK Delta—many people had nose swabs to look for pneumococcus bacteria and we tested the vaccine to make sure it worked well in YK babies. This work has paid off. Pneumococcus infections in YK babies are at an all-time low. In the last half of 2015, there were no pneumococcus infections in YK babies. This study will help us lower RSV infections in the same way we have lowered pneumococcus infection. Our goal is to prevent RSV hospitalizations in both YK children and adults.

YKHC staff recognized at Behavioral Health Aide Forum

Two of YKHC's Behavioral Health Aides (BHA) received awards at the 8th Annual Behavioral Health Aide Forum this year, held on November 24 in Anchorage.

Joyce Brown, BHA in Mt. Village, was recognized as the Shining Star. Bernice Hetherington, BHA in Kalskag, received the Super Star award. In addition, Michael Vigil, director of Village Services Behavioral Health for YKHC, took home the outstanding supervisor of the year award.

Native healers from around the state converged in Anchorage to attend the forum. The Forum, facilitated by the Alaska Native Tribal Health Consortium, offered continuing education units (CEUs) to be used towards BHA certification, opening and closing ceremonies in Native tongue, and an awards reception to honor and recognize fellow BHAs.

Let's all take a moment to congratulate and recognize our be-

havioral health providers for the exceptional work they provide throughout the YK Delta Region!



Joyce Grown, Michael Vigil, and Bernice Hetherington were recognized as outstanding Behavioral Health providers.