FYI

Construction Disruptions

In the coming weeks and months, the Clinical Laboratory and Diagnostic Imaging Services will be undergoing several different phases of remodeling, as construction of the Paul John Calricaraq Project (PJCP) continues.

Some expected delays in services include Microbiology downtime (of a minimum of 36 hours) for Identification and Sensitivities, as well as relocation of different modalities (Sonography in particular) that will be separated from the main imaging department and result in longer patient transport times.

There are other items of concern that will be communicated as these two departments undergo various stages of the remodel.

Thank you for your patience as we undergo these improvements for the future.

See more about PJCP progress on page 5

Kotlik Celebrates Their Health Aides (from left): Supervisor Instructor Adeline Wiseman congratulates Kotlik Health Aides Michaela Okitkun and Laurencia Mike, YKHC Health Aides of the Month for October 2017. YKHC Board Members and Leadership travel each month to celebrate with previous Health Aides of the Month, their families, clinic staff and the community.

YKHC INTRODUCES A NEW LOOK AND LOGO THIS MONTH. LEARN THE STORY BEHIND THESE HISTORIC CHANGES AND WHY IT’S ALL ABOUT YOU, OUR NEIGHBORS AND THE LAND WE LIVE IN — PAGE 3.
RESOURCES

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 .......... 543-6730
Sobering Center ............................ 543-6830
Developmental Disabilities .......... 543-2762
Emergency Room ........................ 543-6395
Office of Environmental Health & Engineering, Injury Con tro & EMS .................. 543-6420

ADMINISTRATION & SUPPORT

Administration ............................. 543-6020
Human Resources ........................ 543-6060
Public Relations ............................ 543-6013
Travel Management ...................... 543-6360

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

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

This institution is an equal opportunity provider.

ATTENTION: If you speak Yup’ik, free translations services are available to you. Call 907-543-6603.

YKHC BOARD OF DIRECTORS

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James Charlie, Sr.
Toksook Bay
Message from the President & CEO

Waqaa!

I hope everyone is enjoying their summer activities. At YKHC we have been busy ensuring all aspects of our organization focus on you, our customer. Whether it is our new hospital project or the way we provide care, we are working in a variety of ways to improve customer satisfaction. I would like to introduce you to Tiffany Zulkosky, VP of Communications, who will introduce you to YKHC’s new logo and its meaning.

Sincerely,

President and CEO
Dan Winkelman

Over the past few years, YKHC has been making historic changes. In 2014 and early 2015, we began work on the Paul John Calricaraq Project—construction of a new 271,800 square-foot three-story clinic, new staff housing, and remodel of the existing Bethel hospital. These infrastructure improvements express our commitment to the region and inspired additional improvements.

As a healthcare organization, our purpose is to serve our customers. In 2016, we began developing a patient-centered, integrated model of care. This approach places the patient at the heart of all our work, surrounding the customer with a comprehensive, team-based approach to serve the whole person instead of a single problem. Our renewed commitment to the customer was also realized in 2017 with our first-ever, corporate-wide customer service training.

With all of these improvements, we needed a new look to complete our transformation.

In early 2017, we launched a design process that incorporated the feedback and input of customers, staff, leadership and the public. We listened to stakeholders to understand the true essence of our organization.

What did we learn? YKHC is you – our customer, our employee and our neighbor. It was clear that our communities wanted to see our people, our region’s cultural values and heritage, and our customer-oriented community reflected in YKHC’s logo. After sketches, several rounds of refining design concepts, and the approval of the YKHC Board of Directors, we finalized the new design.

The new logo honors the people of our region, the land that nourishes us and the cycles of life and seasons that guide us. Our transition to our new look will take some time – through this summer and fall – but you’ll be seeing us around!

Logo Details

Our logo features three people, representing our Yup’ik, Cup’ik and Athabascan cultures. They emphasize our corporate values of elder knowledge and the importance of family.

The traditional clothing details show the significance of culture in our region, of our self-determination as a Tribal Organization, as well as the role cultural knowledge plays in wellness and healing.

see LOGO, p. 11
TRIBAL PRIORITIES HELP SET FOCUS FOR YKHC’S WORK PLAN

At the 2018 Tribal Unity Gathering, held April 5–6 in Bethel, facilitated dialogue with Tribal delegates to set annual priorities for the organization took a slightly different approach. Rather than talking broadly about a wide range of community concerns, the discussion was framed around identifying how to enhance the partnership between Tribes and YKHC in a joint effort to improve community and population health. By seeking input from community leaders on important healthcare issues, we work together to realize our vision of supporting culturally-relevant health care to become the “healthiest people.”

The priority setting focused on the Healthy Community Napartet Strategy, which is YKHC’s partnership with “communities, to empower individuals and families, to make decisions that will improve personal health.” Specific tactics are aimed at improving children’s oral health, reducing drowning and unintentional injuries, and preventing suicide.

Drawing from the great ideas put forward by Tribal delegates, the YKHC Executive Board adopted the following action items at their June meeting—setting the focus for YKHC’s Healthy Community initiatives in 2018/2019. These action items included:

PREVENTING OPIOID ADDICTION, SUICIDES AND REDUCING ALCOHOL/DRUG USE

- YKHC will partner tribes to provide information and support to educate school children about alcohol and drug abuse, opioids (what they are, what they do, treatment for addiction, overdose response), and effective ways to prevent suicide.

ORAL HEALTH

- YKHC will work with tribes to organize, present and distribute education materials about the effects of sugary drinks.
- Direct education efforts will be made to inform parents about sugar consumption, baby bottle tooth decay, and proper regular tooth-brushing.
- YKHC will work with tribal councils to reduce the availability of sugary drinks in the villages (making water more readily available, instead of soda pop)

PREVENTION OF DROWNING AND OTHER INJURIES

- For tribes that enact local ordinances or policies requiring (encouraging) float coats, helmets, etc., YKHC will develop a three-day program to train people (selected by the tribe) in techniques for intervening in situations where people are not complying with the community requirements.

During the coming months, the YKHC programs and departments relevant to each of these areas will develop plans of action and work with tribes to follow through on the priorities. Progress reports will be presented at the next Tribal Gathering in April 2019.

In April, 2018, delegates of the 25th Tribal Gathering, discuss ways their tribes can work with YKHC to improve health in our region’s communities.

BOARD OF DIRECTORS APPROVES 2019 CAPITAL BUDGET

Due to our positive financial performance, for the fourth year in a row, YKHC’s Board of Directors has approved a capital budget for medical equipment, patient transport, and technology and security upgrades. A total of $1.6 million in requests was prioritized and vetted by the Capital Projects and Equipment Committee.

The committee spent many hours over several weeks identifying corporate needs from department leaders at the hospital, behavioral health facilities and the sub-regional and village clinics. Then they scored each request by various ratings including: urgency, customer care and satisfaction, need, safety, and age. This scoring developed the recommended list that was presented to YKHC leadership and then approved by the Board of Directors.

see CAPITAL BUDGET, p. 11
Dr. Paul John Calricaraq Project

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

PJCP Design
The design team is providing construction administration services and responding to requests for information by the contractor. Jones and Jones has been working with YKHC to finalize the cultural wall graphics. Agnew::Beck was contracted to design the patient communication white boards that will be in the Inpatient, Acute Care and Labor and Delivery rooms.

PJCP Construction
ASKW/Davis is painting walls and door frames at the first floor and east exit stairs. Installation of data/communication and HVAC control wires continues at the first floor and in the interstitial space. Electrical rough-in work continues on the second and third floors. Plumbers are installing waste and vent piping, water lines and medical gas lines on the second floor. Plumbing in the central utility plant continues. ASKW/Davis is installing drywall on the third floor and insulated metal wall panels on the clinic’s exterior.

Special Inspections:
QA Services visually inspected the structural framing welds for the hospital rooftop air handler units and ultrasonic testing for the welds on the bottle storage steel frame. YKHC is inspecting firestopping at walls and joints, and elsewhere. YKHC inspections will continue throughout construction.

Hospital Renovation
Structural steel platforms were erected on the hospital roof for placement of the four new air handler units. The new exterior bottle storage structure was erected at the rear deck. Contractors and YKHC have been working on removal of equipment and demolition of the kitchen. Infection control barriers have been installed to contain hospital construction areas. ASKW-Davis continues placement and welding of structural steel in the hospital’s interstitial space. Plumbers and electricians continue installation of drilled-in embeds for pipe hangers and conduits on the bottom of the hospital floor, and selective demolition of existing pipes and conduits as required. Daily construction activities are planned around operations to limit disruption of services.

Other Program Elements
Medical Equipment: Arcadis continues to coordinate acquisition of medical equipment with the design team, YKHC, and multiple vendors when necessary. CME and Henry Schein submitted proposals in response to the second step of the Medical Equipment RFP and those proposals are under review.

Dental Equipment: YKHC is reviewing the list of dental cassettes and hand instruments prior to competitive solicitation.

Furniture: BiNW is coordinating with furniture manufacturers to begin production of the furnishings for the 2018 barge shipment. Furniture for clinic floors 1 and 3 and some hospital phases will be shipped to Bethel this fall.

Power/Temporary Power: YKHC continues to negotiate temporary (construction phase) and permanent power agreements and schedules with AVEC.

YKHC Staff Housing
The staff housing project was completed in June. Furniture arrived in Bethel on the first 2018 barge.
The Physical Therapy Department is located in the Bethel hospital, across the lobby from Pharmacy. We see any and all patients with physical problems needing rehabilitation occurring from injury or other causes.

**WE OFFER:**
- Individualized and on-going physical therapy evaluations.
- Progressive individualized therapeutic exercise programs.
- Wound care.
- Advice on ergonomics and home safety.
- Orthopedic supplies such as braces and exercise bands, etc.
- Education on and ordering of mobility equipment.
- Stroke and other neuro rehabilitation.

We also travel to each of the sub-regional clinics six times a year to treat patients in these areas.

Our patient appointment hours are Monday–Friday from 9 a.m. to 5 p.m. Appointments are 40 minutes each. To make appointments, please call 543-6342.

**KEIRA GEFRÖH, MSPT, WCC**  
**MANAGER OF PHYSICAL THERAPY**

Keira went to Physical Therapy school in Dallas, Texas, and graduated in 2005. She practiced in Colorado (her home state), China and Oregon before coming to Bethel in early 2012.

She first came to Bethel as a traveling Physical Therapist and was scheduled to be here only 10 weeks—then she met her future husband and the rest is history.

She is drawn to the area for the cultural experience, the way of life and the outdoor adventure. She and her husband have made Bethel their home and now have a daughter who is one-and-half and full of energy. Together, they love to explore the outdoors no matter what the weather is like. Some favorite activities include hiking, camping and packrafting.

**JESSE GEFRÖH, DPT, MDT**  
**SENIOR PHYSICAL THERAPIST**

Jesse received his undergraduate degree in Kinesiology and Health Promotion from the University of Wyoming in 2008, then went on to receive a Doctorate of Physical Therapy from Eastern Washington University in 2011.

He wasn’t sure where he was going to work after school, but knew he wanted to come to Alaska. He looked at several places and chose the position here at YKHC. Jesse really enjoys the unique area, culture and lifestyle here.

Jesse started volunteering with the Bethel Fire Department in 2015 to help his community and enjoys the comradery it brings. He is an avid outdoorsman and loves the hunting, fishing, and camping opportunities this area offers. Other hobbies include hockey, backpacking, any kind of building, and fitness.

**ELIZA CAGUIOA, DPT, CMTPT**  
**STAFF PHYSICAL THERAPIST**

Eliza went to Physical Therapy school in San Marcos, California, and graduated in 2010. After graduation, she relocated to Lawton, Oklahoma, for her first job as a physical therapist. She soon took an Outpatient Physical Therapist job in Norman, Oklahoma and felt that she had found her forever home. But something told her she needed a new adventure. She visited Arizona, California, and Alaska sites and fell in love with the remoteness and different way of life in Alaska. This brought her to join the YKHC team of physical therapists.

She enjoys the people she meets through work, church, patient care, and Bethel activities. Eliza enjoys traveling, camping, hiking, and living the unconventional life in Bethel.

CONTINUES ON NEXT PAGE
AMY SPATZ, DPT
STAFF PHYSICAL THERAPIST

Amy went to Physical Therapy school at Lebanon Valley College in central Pennsylvania and graduated in 2012. She practiced near her hometown in Pennsylvania for five years and took several short-term medical trips to work as a PT in Honduras and West Africa during that time.

Two months before their first wedding anniversary, in August of 2017, Amy and her husband packed their car, drove across the country and moved to Bethel. They were brought to the area by an opportunity to work at YKHC, but have come to love the people, the way of life and the unique beauty of this part of Alaska. A few hobbies include running, anything outdoors, and, recently, gardening.

ERIN KNOWLES, DPT
STAFF PHYSICAL THERAPIST

Erin attended Physical Therapy school in Indianapolis, Indiana, and graduated in 2018. She moved to Bethel to join her husband, who preceded her, for the adventure of a new career and a new home.

Since arriving in Bethel, she has enjoyed Saturday Market at the Cultural Center, Farmer’s Market, and walking her dog on the tundra with friends.

Erin enjoys the company of friends and the outdoor lifestyle that is a part of living on the YK Delta.

GETTING TO KNOW THE TYPES OF PROVIDERS AT YKHC

YKHC has several different types of providers that care for our patients.

We have **Physicians**—either medical doctors (MD) or osteopathic doctors (OD)—who get four years college and four years of medical school and residency in certain fields. The osteopathic physicians also have additional training in muscles and bones of the body and can do bone and muscle manipulations to help with painful backs and body parts.

YKHC has several types of **Advanced Practice Practitioners** who have college degrees and then additional years of training at the Masters and/or Doctorate level in how to care for patients, diagnose and treat medical illnesses, and promote wellness.

**Nurse Practitioners** (NP) have college Bachelor’s degrees in nursing and additional training at a Masters or Doctorate level. There are several different types of Nurse Practitioners working at YKHC. There are Family Nurse Practitioners (FNP) that care for people of all ages, Women’s Health Nurse Practitioners (WHNP) who care for women, adolescent girls and pregnant patients. Pediatric Nurse Practitioners (PNP) care for children up to 21 years of age. Psychiatric Nurse Practitioners see patients with mental health illnesses and stress and prescribe medication.

**Certified Nurse Midwives** are nurses who have received additional training in care of women and pregnant women in the outpatient setting or in the inpatient setting with labor and delivery.

**Physician Assistants** (PA) have a college bachelor’s degree plus additional training in being a medical provider in Physician Assistant School.

**Certified Registered Nurse Anesthetists** have college Bachelor’s degrees plus additional training for providing anesthesia medicine to decrease pain and put patients to sleep when they are having surgery.

We also have **Physical Therapists** (PT) who care for our patients with muscle pain and trauma, and **Audiologists** who care for patients with hearing and ear issues. **Behavioral Health Clinicians** help counsel and support our patients struggling with mental illness.

**Pharmacists** are also providers who help our direct care providers determine the correct medication to be given and help us manage the care of patients with chronic illnesses such as diabetes or high blood pressure.
Healthy Living

JOIN THE ST. MARY’S FUN RUN ON JULY 27!

This summer the Diabetes Prevention & Control department will be traveling to St. Mary’s to host a 5K fun run.

The 5K fun run event is open to everyone and we encourage those in surrounding communities to come and join us if you are able. If you’re not sure about running, feel free to walk or bike the trail with us! There will be giveaways and t-shirts for participants.

Immediately following the run we will be having a community potluck, in conjunction with Camp Fire Alaska, to celebrate the end of the summer camp season.

Camp Fire Alaska is an organization that sends camp counselors to various locations throughout the YK Delta to host a month-long session of summer camp for children and teens. The summer camp focuses on learning cold water safety and having kids participate in wellness activities.

The Diabetes Prevention & Control department would like to thank all of the Camp Fire staff for their work this summer and for providing wellness education throughout the region!

ST. MARY’S 5K FUN RUN DETAILS

Registration begins at 6:30 p.m. on July 27 in the elementary school parking lot. The race will begin at 7 p.m. and will be approximately three miles.

Immediately following the run we will begin the community potluck. The location for the potluck is to be determined. Please bring a dish to share!

We encourage folks from surrounding communities to join us for the run and potluck too!

If you have any questions about the run, or want updates on the location of the community potluck, please contact the Diabetes Prevention & Control department at 907-543-6133 or by e-mail at diabetes_program@ykhc.org!

Recipe of the Month: Baked King Salmon Head

INGREDIENTS
- 1-4 King Salmon Heads
- 1-4 baked potatoes
- 3-6 cups of broccoli
- Carrots (raw, steamed, or baked to taste)

DIRECTIONS
1. Use only fresh King Salmon heads. Take out gills and discard
2. Cut heads in half splitting, evenly between the eyes
3. Lay heads eyes facing up on a baking sheet prepared with olive oil or non-stick spray
4. Brush heads with olive oil (enough to coat), sprinkle with fresh ground pepper and salt lightly
5. Wrap potatoes in foil and bake along with Salmon Heads
6. Bake in pre-heated oven at 400° F for 25-35 minutes, depending on size and quantity
7. When done, skin will be very wrinkled and the eye lens will be white
THE IMPORTANCE OF TAKING YOUR MEDICATIONS CORRECTLY

To get maximum benefit from your medications, it is important to take them exactly as prescribed by your doctor. In fact, your chance of a better health outcome improves when you take your medications as directed.

But four out of 10 older people who take more than one drug still do not take one or more of their prescriptions according to their doctor’s instructions. Could you be one of them?

TALK TO YOUR HEALTH CARE PROFESSIONAL
Make sure you understand the following points before you start taking any medication

- Why you need the drug
- How and when to take the drug
- How to store the drug
- What might happen if you don’t take the drug as prescribed

Don’t hesitate to ask your health care professional to write down any medication instructions.

OTHER TIPS
When it comes to taking your medications, it’s essential to follow your health care professional’s instructions. Make sure you never:

- Use your medication for any symptom of illness other than the one for which it was prescribed
- Take someone else’s medication or give your medication to someone else
- Take more or less of a medication, unless directed by your health care professional

GET ORGANIZED
The following steps are designed to make it easier for you to organize your medications and related information.

- List all medications that you take, which include prescriptions, over-the-counter drugs, vitamins, and supplements.
- Jot down questions you want to ask your health care professional.
- Write down your medical information. This includes emergency contact, primary physician, and allergies. Keep it in your wallet along with your insurance information.
- Review the tips and information on this site to understand the importance of taking your medications correctly.

HOW DO YOU FAIRE?
Read the following statements. If any of these apply to you, you may not be getting the full benefit of your medications.

Remembering

- I sometimes forget/put off having my medication refilled
- I sometimes forget to take my medication.
- I sometimes take my medication at the wrong times.
- I take many different medications and sometimes it’s hard to keep them straight.

“Playing Doctor”

- I sometimes stop taking medication once I feel better.
- I sometimes take more or less of my medication than my doctor prescribed.
- I sometimes stop taking my medication because I think it is not working.

Other

- I don’t understand when I am supposed to take my medication.
- I don’t ask my health care professional questions about my medication because I am shy or embarrassed.

We encourage you to talk to your health care professional about taking your medications correctly.
HEALTH AIDE OF THE MONTH: Leonard Manchuak, CHA I, Kwigillinok

Earlier this year, Leonard provided much-needed support to a medevac for an individual needing further medical attention.

Young patients were in Leonard’s hands. These patients were very sick and at any moment could have needed life-saving measures. One of the patient’s oxygen saturation kept dwindling; Leonard was fast on his feet about getting back to the doctors. He was on the phone for nearly three hours until a medevac was activated. Leonard, a CHA I, used his skills and training to advocate for the patient who needed medical attention.

Weather has always been a big impediment for many flights getting in and out of villages, especially medevacs that could save someone’s life. The second patient was in a battle with the weather—the “waiting game,” as health aides call it. The clock was ticking and he was counting the minutes until the medevac team could arrive. Although it seemed like forever, the medics did arrive and were able to take over the care for the patient.

Leonard, your thoroughness and perseverance continues to show in the work you do. We never ask for emergencies to happen, but, thankfully, you were there when it happened. Quyana, Leonard, for caring for our patients of the YK Delta, we appreciate your hard work and dedication.

WHO ARE THE CHAP ITINERANT PROVIDERS?

The Itinerant providers for the Community Health Aide Program are either Nurse Practitioners (NP) or Physician Assistants (PA) that rotate weekly through the village clinics to provide patient care close to home and increase village coverage by mid-level providers.

Itinerants follow specific criteria in scheduling patients such as elders or children that may have difficulty with travel, or patients that may have chronic health issues or other health conditions that require a higher level of care and frequent follow-up visits.

The CHAP Itinerant NP/PA provider program was launched specifically to promote and support full rotating coverage in the YK Delta along with the existing framework of visiting provider programs from the sub-regional clinics and Bethel-based clinics.

This service provides opportunities for patients to receive care close to home when possible, prevent unnecessary and inconvenient patient travel, and support continuity of care within the new model of care for YKHC, with a team approach (patient centered), in collaboration with other visiting providers to care for the whole person.

With a commitment to improving the patient experience, this program supports the Healthy People and Healthy Community priorities of YKHC. Patient comments have described satisfaction with the care received in their own village by the itinerant provider and a grateful attitude that this service is available.

—Asela M. Calhoun, CHAP Director
**CENTRAL CASTING**

Orthopedic Physician Assistant Dusty Goodman (center), from ANMC, recently held a training on casting and splinting for bone fractures and ligament damage with hospital staff. Cameron Mortenson, PAC, and family medicine resident Nentanya Hotimsky, MD, practice putting on casts and taking them off.

**SECURITY OFFICERS GRADUATE**

Four YKHC Security Officers graduated from the Alaska Department of Public Safety Village Police Officer Academy on June 7, 2018.

The course included two weeks of learning basic public safety skills such as Basic First Aid/CPR, report writing, defensive tactics, domestic violence, drug and alcohol procedures, and crime scene investigation (CSI).

We are extremely proud of the efforts Seth Tetoff, Harold Fisher and Evan Dyment put into completing this course, and especially the valedictorian earning a score of 100% on his final examination. Congratulations!

—Alyssa L. Gustafson, REHS, Director of Safety & Security

**CAPITAL BUDGET, from p. 4**

YKHC will be replacing medical equipment in several departments to utilize cutting edge healthcare technology to provide the best care to our patients. Included in equipment upgrades are: $288,000 in radiology equipment at our SRCS, $333,000 in fetal monitoring system for our infants in the OB Department, and additional tens of thousands of dollars in portable dental equipment and security equipment in various departments and locations.

Upgraded warming equipment was on the list for the Emergency Department to provide more effective treatment for hypothermic patients.

Additionally, hookup to the community sewer system in Kwigillingok will enable significant cost savings as well as maintaining proper sanitation for the clinic.

Leveling and other repairs on aging housing units in Kasa-yuli subdivision will be happening this summer. We will also be upgrading computers and network systems throughout the corporation.

Just as our people have worked together throughout the millennia to be the healthiest people, we will continue working together to achieve excellent health.

Quyana!

Seth Tetoff, Harold Fisher, Hunter Mortensen and Evan Dyment.

The two crescents supporting our people represent the waters that sustain us—the Kuskokwim and Yukon Rivers and the Bering Sea.

The implied circle created by the crescent shapes is open to share the welcoming nature of our region, the seasonality of our lives, and our corporate value of optimism.

The colors in our logo remind us of the berries, salmon, landscape, and waters that surround us.