



November 11, 2010

Greetings,

The Alaska Native Tribal Health Consortium and Southcentral Foundation are opening the doors of the Alaska Native Medical Center to all insured employees and their insured dependents. We believe this will provide numerous advantages to our customer-owners.

**The financial impact alone is positive.** Employee health plan costs have been a major expense for ANTHC and SCF — this change means additional resources can be put back into the system to expand and improve services for our Alaska Native and American Indian customer-owners.

Productivity will increase, since employees will no longer need to travel off-site to receive care. We expect employee satisfaction and retention to improve as well, when employees begin to connect with ANMC as customers. (Lower turnover rates also reduce costs associated with recruitment and training, and positively impact patient care due to lower vacancy rates, increased institutional knowledge, and continuity of relationships between customer-owners and employees.)

Finally, we know our customer-owner employees are invested in their work because it impacts the care their families receive. When non-Native employees become customers of our system, they will have additional motivation for quality and improvement.

We have carefully studied the potential impacts of allowing non-beneficiary employees and their dependents access to ANMC health services, and have found no major barriers. **This undertaking is in the best interest of the Native community**, and we are developing a robust monitoring system to ensure it will in no way diminish the level of services provided to Alaska Native beneficiaries. Customer-owner feedback will continue to play a key role in our quality improvement efforts.

You can expect continued information on this initiative as we make accommodations and create new processes and procedures to achieve a smooth transition. We appreciate your support, and the support of your communities, as we make improvements that ultimately result in the delivery of ever-better health care services to the Alaska Native people.

Sincerely,

A handwritten signature in black ink, appearing to read "Andy Teuber".

Andy Teuber  
ANTHC Chair and President