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THE Mukluk Telegraph



THE QUARTERLY NEWSPAPER OF THE ALASKA NATIVE TRIBAL HEALTH CONSORTIUM

JULY - SEPTEMBER 2019

ANMC hospital receives 3-year reverification as a Level II Pediatric Trauma Center



The Alaska Native Medical Center was recently reverified as a Level II Pediatric Trauma Center by the Verification Review Committee (VRC), an ad hoc committee of the Committee on Trauma (COT) of the American College of Surgeons (ACS). This achievement recognizes ANMC’s dedication to providing optimal care for injured pediatric patients.

Established by the American College of Surgeons in 1987, the COT’s Consultation/Verification Program for Hospitals promotes the development of trauma centers in which participants provide not only the hospital resources necessary for trauma

care, but also the entire spectrum of care to address the needs of all injured patients. This spectrum encompasses the prehospital phase through the rehabilitation process.

“Our team is very excited to be able to provide the highest level of trauma care for children in Alaska. Holding status as a pediatric center allows us to focus on pediatric issues related to trauma care,” said Dr. Elisha Brownson, ANMC Trauma Medical Director. “We helped develop guidelines for the care of children with head injuries, a common injury in Alaska due to ATV, sports injuries, and motor vehicle crashes. This allows us to provide excellent pediatric

care and avoid unnecessary transfers of injured children out of the state.”

ANMC offers a wide range of pediatric trauma care services and admits between 100-125 pediatric trauma patients each year. ANMC provides specialty care for pediatric burn patients, which allows many children who would otherwise have to travel to Seattle, the ability to be treated right here at home. Care for the seriously injured child is supported by all medical and surgical specialties at ANMC, as well as our incredible staff of pediatric therapists, child life specialists, nurses, and other staff dedicated to

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ALASKA NATIVE TRIBAL HEALTH CONSORTIUM

HEALTH ADVOCACY

Are you traveling out of Alaska anytime soon? Answers to your questions for emergency medical care

ANMC Purchased Referred Care (PRC) offers limited benefits to eligible Alaska Native and American Indian people to help with emergency medical care while traveling out of Alaska.

WHO IS ELIGIBLE?

Patients who meet ANMC's eligibility criteria and residency requirements are eligible for PRC. To meet residency requirements, the individual must not have been absent from Alaska for more than 180 consecutive days in the last calendar year; and intend to live in Alaska indefinitely.

Other criteria for eligibility includes: must provide proof of tribal enrollment or descent, legal dependents of Alaska Native and American Indian people including foster children, adopted children, and non-Native women who are pregnant with a Native man's child (additional documentation required).

Contact your local PRC office if your permanent or last place of residency is in the service areas of the Tanana Chiefs Conference, Ketchikan Indian Community, Metlakatla Indian Community, or Southeast Alaska Regional Health Consortium.

For a full list of who and what is covered please visit anmc.org/patients-visitors/prc.

WHAT IS COVERED?

The traveler program may help patients cover the

cost of emergency medical care while traveling out of Alaska including traveling out of the United States. Emergency is defined as any medical condition for which immediate medical attention is necessary to prevent the death or serious impairment of the health of the individual.

Services not covered include non-emergent care, routine care, dental care, medications purchased while traveling, inpatient and outpatient mental health services, or inpatient and outpatient substance abuse services.

If you are moving, ANMC PRC is only able to provide coverage for emergent medical services for 180 days from the day you left Alaska.

WHAT DO I NEED TO DO?

1. Prior to your travel verify if there is an Indian Health Service or Tribal facility close to where you are traveling to. If an IHS or Tribal facility is not available for emergencies, seek care at the closest medical facility. To find the nearest IHS facility go to ihs.gov/locations.
2. The patient or the patient's family has the responsibility to notify ANMC PRC within 72 hours, including weekends and holidays, after receiving medical treatment.
3. If you are traveling out of the United States you may be required to pay for the emergency medical care up front. Notify ANMC PRC within 72 hours

and provide the receipts.

4. Provide ANMC PRC with required supporting documents including medical records, flight itinerary or boarding pass, or proof of eligibility within 30 days for all out-of-state medical care received.
5. Other documents for dependents and/or non-Native women pregnant with a Native man's child include: birth certificate, marriage certificate, or other document establishing paternity.

When all necessary documentation is received, your request for coverage will be reviewed to determine if you are eligible for PRC services. Coverage may be approved or denied based on the documentation. Federal regulations mandate that PRC is the payer of last resort. You may be contacted for health benefits screening or to verify your primary insurance coverage.

HOW DO I CONTACT PRC?

For questions regarding ANMC PRC's traveler program, full details or to provide your 72-hour notice, call the ANMC PRC office at (907) 729-2470 or 1-800-478-1636. If the office is closed, leave a detailed message and include the patient's name, date of birth, and contact phone number.

You may also go to anmc.org/patients-visitors/prc/#contact and submit an online message to ANMC PRC.

CELEBRATING ANTHC STAFF

Work by ANTHC staff honored with award from Director of the Indian Health Service

The Director of the Indian Health Service (IHS) recognizes individuals or groups of employees whose special efforts and contributions, beyond regular duty requirements, have resulted in significant benefits to IHS programs, priorities, or customers and fulfillment of the IHS mission.

LEADERSHIP TEAM WINS IHS DIRECTOR'S AWARD FOR PROVIDING PHARMACY SUPPORT IN TIME OF NEED

In partnering with a Tribal health organization in need of support, ANTHC was honored with the

Indian Health Service Director's Award for helping to improve the quality and delivery of pharmaceutical care services at the Bristol Bay Area Health Corporation.

The ANTHC leadership consultative team that earned the award was headed by Vivian Echavarría, VP of Professional and Support Services, Capt. Kara King, Director of Pharmacy, and Cmdr. Sara Doran-Atchison, Manager Pharmacy Quality Improvement.

According to IHS, the award, "recognizes service significantly advancing the IHS mission and goals

through work focused on IHS priorities: People, Partnerships, Quality, and Resources, with particular emphasis on quality improvement activities."

The team has provided continued support of pharmaceutical services at the Kanakanak Hospital in Dillingham since October 2018. With their help, the hospital was able to provide uninterrupted pharmacy services to the 7,500 patients in the Bristol Bay region.

See Page 3, Award

THE MUKLUK TELEGRAPH

The Mukluk Telegraph is the official newspaper of the Alaska Native Tribal Health Consortium.

The paper is published quarterly and distributed at no charge to patients, employees and partners of ANTHC statewide.

Have a suggestion or a compliment for the Mukluk Telegraph? We would love to hear from you. E-mail the ANTHC Marketing Department at marketing@anthc.org.

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MISSION

Providing the highest quality health services in partnership with our people and the Alaska Tribal Health System

VISION

Alaska Native people are the healthiest people in the world

Award*Continued from page 2***COMMANDER SHAD SCHOPPERT RECEIVES IHS DIRECTOR'S AWARD**

Commander Shad Schoppert, ANMC Supervisory Facilities Management Engineer, received the 2018 IHS Director's Award for his exceptional leadership of the ANMC Facilities team following the 7.1-magnitude earthquake on Nov. 30, 2018.

"This honor is really just a reflection of the amazing work ethic of the folks in my crew," said Schoppert. "They are an incredible group of skilled tradespeople who passionately care about providing the best facilities for our patients to heal in, our staff to work in, and our guests to rest in."

Schoppert was nominated by his supervisor, LeeAnn Garrick, Vice President of ANMC Administrative Services.

Garrick wrote in her nomination that Commander Shad Schoppert, reported to the Hospital Incident Command Center and then directed the actions of a 45-person team of facilities and maintenance staff in the midst of unknown disaster conditions, immediately following the earthquake. Cmdr. Schopper was on planned station leave but had come to the medical center early that morning to complete performance evaluations. Knowing the medical center relies on its infrastructure, Cmdr. Schoppert sprang into action as the goals to his team were clear: ensure infrastructure safety and operational continuity for the staff and patients at ANMC.

Cmdr. Schoppert's leadership is built on trust and competence and this combination was particularly important on the day of the earthquake and the several long days of repairs ahead. He quickly organized the team into a satellite incident command in the facilities maintenance control room with roving team members reporting damage across the campus. Several strong aftershocks followed the initial earthquake which made this assessment more difficult, but Cmdr. Schoppert kept his team's goals at the forefront to continue the critical work. With damage already reported in some buildings, he stayed focused and prioritized the safety of patients and staff followed by building damage mitigation.

Further in the letter, Garrick said that, "Cmdr. Schoppert exemplified the IHS priorities of People, Partnerships, Quality and Resources. His ability to quickly assess and repair the damage from the earthquake to ensure that ANMC and the ANTHC campus could continue providing high quality of care for our people and patients was nothing short of heroic."

Pediatric*Continued from page 1*

providing the highest quality pediatric care available in Alaska.

Verified trauma centers must meet the essential criteria that ensure trauma care capability and institutional performance.

An on-site review of ANMC was conducted by a team of reviewers experienced in the field of trauma. Using the current Resources for

Optimal Care of the Injured Patient manual as a guideline, the team determined that ANMC met the criteria as a Level II Pediatric Trauma Center; this verification will continue for a period of three years.

In addition to the verification as a Level II Pediatric Trauma Center, ANMC is also recognized as a Comprehensive Pediatric Emergency Center, the highest certification in the Pediatric Facility Recognition Program,

since 2015.

Together, these two recognitions ensure ANMC provides the highest quality emergency and trauma care for Alaska's youngest patients.

HEALTHY FOODS, HEALTHY RECIPES:**Red Salmon Salad****RED SALMON SALAD****INGREDIENTS**

- 1 can red salmon, drained and flaked
- 1 lemon, juiced
- 1/2 cup golden raisins
- 1 red delicious apple, cored and minced
- 1 1/2 stalks celery, chopped fine
- 1/3 cup mayonnaise, or to taste
- 1/4 teaspoon crushed red pepper flakes
- Whole wheat crackers or bread of choice

PREPARATION

1. Combine red salmon and lemon juice in a glass bowl; mix well.
2. Stir in golden raisins, apple, celery, mayonnaise and crushed red pepper flakes; mix thoroughly.
3. Serve on whole wheat crackers or bread of choice.



ALASKA NATIVE
TRIBAL HEALTH
CONSORTIUM

Sharing our tradition of health

ALASKA NATIVE MEDICAL CENTER

ANTHC working to improve travel and housing coordination for our people

One of ANTHC's top priorities is increasing access to care for our people. As more than 60% of our patients travel from outside the Anchorage area for care, increased patient access also means increased demand for travel and housing services.

ANTHC is working on key initiatives around travel management and housing. These are important to ANTHC's strategic goals to increase coordination and access to care within the Tribal health system.

ANTHC's Travel Management Office (TMO) was established in July 2016 and continues to evolve and improve patient travel coordination. In the past when patient travel authorization was received, the patient and/or escort called to make their own airline arrangements and make additional calls to arrange hotels in Anchorage. Many times, patients didn't have a say in the air carrier they flew, it was determined by contract.

Now, once authorization is received, the ANMC Patient Travel Coordinator makes every effort to contact the patient to coordinate their travel arrangements according to their preferences. Patients now receive a global itinerary with all their lodging,



More than 60% of our patients travel from outside Anchorage for care.

travel and appointment information in one document. Patients who cannot be reached also receive a global itinerary with information on how to confirm lodging, travel and appointment information.

As ANTHC has increased the number of specialty care appointments available, the demand for patient housing has increased for those patients traveling to Anchorage. In 2017, ANTHC opened a 200-bed facility on campus but availability of

specialty care appointments continues to outpace the number of on-campus lodging options, so outside hotel rooms continue to be booked for some patients. ANTHC is also improving our processes to let patients know where they are staying in advance and ensuring all parts of the patient travel and care experience meet patient expectations.

In October 2018, the Housing Department at ANMC started confirming guests into their preferred

location prior to arrival, which allows our people to better plan their trip to ANMC for their care. A patient recently commented on the convenience of knowing her accommodations in advance of arrival, "My first time here at the new building. The whole trip was such a breeze. I knew my room number and status before I got there. It was great!"

Another new feature is the Medicaid Travel Desk located near Admitting at ANMC. A TMO employee is now available for our customers to pick up their Medicaid vouchers and itineraries. The hours of operation are Monday-Friday from 7:30 a.m.- 8 p.m. and Saturday and Sunday from 9 a.m.- 8 p.m.

In the past, patients couldn't call to check on the status of their authorization, they had to wait for their medical provider and/or clinic to contact them. Today, patients can directly call our authorization team for status of their authorization. This process helps us obtain patient travel preferences and alert clinics if travel requests have not been received.

We will continue to provide updates about our ongoing efforts to improve access to care, travel management and housing services for our people.

HEALTH ADVOCACY

Keep appointments for your health and the health of those around you

Missed appointments increase costs and delays for the Alaska Tribal Health System. We all make our medical appointments for health care with the best intentions to be there on time. But sometimes things come up, and we skip our appointment or show up late. No harm done, right?



With your help, we can achieve our vision that Alaska Native people are the healthiest people in the world.

Unfortunately, missed appointments or late arrivals have a broader reach than just one appointment and your own health care needs. Missed and late appointments also harm our health system, fellow community members and increase the cost of health care for the Alaska Native community.

Each year, staff working at Alaska Native Medical Center, schedule more than 400,000 appointments for Alaska Native and American Indian people. As the need for health care services continues to increase without matching increases in funding, it becomes more important for each person to keep his or her appointments.

Why? Because each time someone misses an appointment, it takes the opportunity away from another member of the Native community to obtain health care services. A missed appointment also harms your health care system by taking valuable staff time and hospital space for people who do not show up while others are waiting.

For some specialty clinics, as many as one in five appointments have late arrivals or are missed

HOW CAN YOU HELP?

- 1) Be sure your provider or clinic staff writes down your follow-up appointment times for you before you leave.
- 2) Help your family members or friends get to their appointments on time.
- 3) If an emergency does arise that keeps you, your friend or family member from making an appointment on time, please call as soon as possible to reschedule. Often, we can reassign that time to someone else.

altogether. As a result, the Alaska Native community loses more than \$4 million in wasted health care staff time and facilities at ANMC alone.

With your help, we can achieve our vision that Alaska Native people are the healthiest people in the world.

HEALTH ADVOCACY

Why do we ask if you have insurance?

ANMC provides world-class care—but government funding alone is not enough to stay the best. When you use your private insurance, Medicaid, Medicare, disability or Denali KidCare, you strengthen the Alaska Native health care system for everyone.

By using your private insurance, you can make more services available for all Alaska Native and American Indian people. Private health insurance and other benefits can also help you receive medical care when you are traveling or are away from Tribal health facilities.

When you use private insurance or other benefits at ANMC, you may receive an Explanation of Benefits (EOB) in the mail. This is not a bill—it is an explanation of how your benefits were applied to that particular claim. It includes the date you received the

service, the amount billed, the amount covered and the amount we paid.

If you are a beneficiary and receive care at a Tribal facility, you will not receive a bill for the services provided. However, there are some out-of-pocket fees associated with certain services, such as audiology, dental and optometry. Your providers will make that clear in advance.

Thank you for allowing the Alaska Tribal Health System to ensure your health care needs are met and you are as healthy as possible!

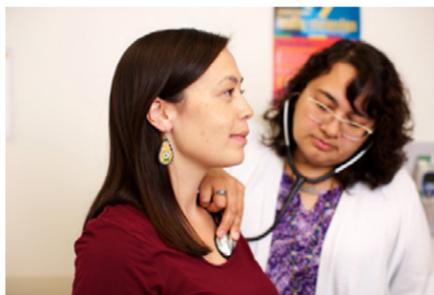
If you would like to add your insurance, please provide it to the clinic prior to your appointment, or call ANMC Admitting at (907) 729-1395. If you do receive an EOB and have any questions, please contact the ANMC Billing Office at (907) 729-2460.



When you use your private insurance, Medicaid, Medicare, disability or Denali KidCare, you strengthen the Alaska Native health care system for everyone.

The Walk-in Clinic at ANMC Open seven days a week!

For our patients living outside of the Anchorage Service Unit, ANMC offers a Walk-in Clinic for non-emergent health care services for our people while visiting Anchorage.



ANMC's Walk-in Clinic is for patients of all ages who have an illness or injury that needs immediate care but are not experiencing a medical emergency. Here are some reasons to visit the Walk-in Clinic at ANMC:

- Medication refills
- Vaccinations
- Fever
- School and DOT physicals
- Sore throats and colds
- Cuts and minor skin infections
- Sinus and ear infections
- Muscle strains and sprains
- Urinary tract infections
- STI testing

**Located on the third floor of the Healthy Communities Building, 3900 Ambassador Drive
Open Monday-Saturday from 9 a.m.-9 p.m. and Sunday from 10 a.m.-6 p.m.**

Phone: (907) 729-1500



ALASKA NATIVE
MEDICAL CENTER



HEALTHY HOMES AND COMMUNITIES

Eek flushes the honey bucket with completion of water and sewer project

When Eek Elder, Elias Keyes, turned on his new faucet for the first time and watched the water flow down his sink, he saw his relative's prophetic words come to life.

"My grandfather used to say a time would come when we could push a button and everything would happen. Now, I see that it is," Keyes said. "When I'm gone, I won't have to worry about my grandchildren having safe water."

In March, workers on the project to bring first-time running water and sewer services to the entire community of Eek tightened the final fixture and turned on the faucet in the last home. The construction effort took five years to complete, but was worth the wait for residents like Keyes, who hauled water and disposed of waste in honey buckets their entire lives. In total, 100 homes and six other buildings were outfitted with water and sewer services.

The project to bring water to Eek homes began in 2014 with the construction of the sewage lagoon. The crew began laying pipe in 2015 and in 2017 started bringing water and sewer services inside the homes.

The community project also installed a new point for raw water intake, added water and sewer main lines, and built a water circulation building. Ready for construction, ANTHC engineers have designed upgrades to the boiler room in the water treatment plant and are designing a sewer maintenance shop. Once installed by ANTHC and local community hires, the boiler upgrades will maximize efficiency in the water treatment plant. A system to use waste heat from the Alaska Village Electric Company power plant will be installed to help prevent freezing in the circulating water distribution system. The final step is to close the old honey bucket lagoon and forget about honey buckets altogether.

Right: Along with the improved health outcomes the community will see from running water and sewer services, the project brought construction jobs and skills to many residents.



"This crew is one of the finest I've ever had the privilege to work with, and certainly the strongest, most cohesive one I've had over the course of this project," said Steve Wilson, ANTHC Superintendent of the Eek project. "Without the local hires we've been able to bring on and their dedication to complete this project, we wouldn't be here today."



The majority of the crew are local residents from Eek. These workers attended trainings and gained certifications and job skills they can take with them now that the project has concluded.



The first families to receive services were newer HUD homes, which required few upgrades to the interior and plumbing systems. Homes in the older part of town, many built in the late 60s and early 70s, required extensive retrofitting.



Some homes needed to be raised and leveled, while others began as a single room and needed rooms built to serve as new bathrooms.



“I want to continue working for ANTHC as an apprentice plumber so that I can travel around to different projects in the state and become a journeyman plumber,” said Nicolas Henry (left) with his brother Terrance Henry (right). “After the on the job training I’ve received, I plan to go back to college and complete my degree.”



Above: “A flu goes around, it doesn’t last as long because you can flush it away and wash your hands and disinfect your home,” said Minnie Brown (left) with her auntie Annie Pete (right). “Our community will be so much healthier now.”
Left: Eek is a close-knit community of some 250 residents, located 51 miles southeast of Bethel. The residents understand the positive impact running water and sewer will have on health outcomes.



Left: Elias Keyes washes an ulu. Having running water has made it easier to keep dishes and kitchens clean.

HEALTHY HOMES AND COMMUNITIES

Septic tank and outfall project improves quality of life in Angoon

ANTHC's latest sanitation project in Angoon completed, with critical infrastructure upgrades that will improve the quality of life for the whole community. Angoon's new, custom-built septic tank and outfall pipe are up and running, diverting waste from sensitive areas previously impacted by deficiencies in the old system. Mabel Jack, a community Elder whose yard had suffered wastewater discharges for years, enjoys a clean property. Area birds that formerly fed in contaminated areas are no longer enticed by wastewater spills. The new outfall pipe protects Angoon's beaches from septic leakage, while the new 30,000-gallon septic tank will extend the service life of Angoon's wastewater system.

The project has presented a number of unique challenges, including fabrication, delivery and installation of the tank. Its unusual size required custom fabrication out of state. ANTHC contracted with California-based Xerxes Corporation, an industry leader in composite storage engineering and anti-corrosion technology, to build the tank. ANTHC engineers traveled to Xerxes' production facility to ensure that design specifications were being met. Transport logistics were equally complicated, as the tank barged up to Angoon, loaded onto a lowboy boom truck and then craned into place.



In spite of these challenges, ANTHC was able to provide uninterrupted water and sewer service to the City of Angoon for the duration of the project.

In every phase, ANTHC has remained committed to engineering high-quality solutions to meet rural Alaska's sanitation needs.

HEALTHY HOMES AND COMMUNITIES

New Saxman wastewater system provides health solution for Ketchikan Gateway Borough

ANTHC partnerships with the Ketchikan Gateway Borough and the City of Saxman have led to the completion of a new wastewater collection system that replaces aging infrastructure in the community. ANTHC partnered with the borough and city to lead the construction effort, which included replacing three existing ocean outfalls, construction of three community sewer lift stations and 16 manholes, and installation of approximately 5,200 feet of buried sewer mains.

The added infrastructure in Saxman enables sections of the Ketchikan Gateway Borough that were previously unconnected to water infrastructure to link up with existing sewer piping, making the wastewater collection system more efficient, lowering operational costs and providing a

public health solution that keeps communities healthier.

This new development in wastewater collection was not without its challenges: the construction effort had to avoid disturbing wildlife, occasionally blast and bore into bedrock, and negotiate heavy traffic on the active highway between Saxman and the community of Ketchikan. In order not to disturb the nesting eagles located near the project site and avoid the tourist season, construction crews couldn't work during the summer months, which are prime months for construction. Instead, crews worked through the inclement weather of the shoulder seasons and were able to complete the project on schedule, providing the City of Saxman and the borough with much-needed new infrastructure.

Missed the 2018 ANTHC Annual Meeting?



Learn more about ANTHC's work!

Read about and watch highlights of our latest work in our 2018 annual report and year in review video at anthc.org.



ALASKA NATIVE MEDICAL CENTER

Alaska Native Medical Center receives prestigious international recognition as a Designated Baby-Friendly birth facility

Baby-Friendly USA, Inc is the U.S. authority for the implementation of the Baby-Friendly Hospital Initiative (“BFHI”), a global program sponsored by the World Health Organization (WHO) and the United Nations Children’s Fund (UNICEF). The initiative encourages and recognizes hospitals and birthing centers that offer an optimal level of care for breastfeeding mothers and their babies. Based on the Ten Steps to Successful Breastfeeding, this prestigious international award recognizes birth facilities that offer breastfeeding mothers the information, confidence, and skills needed to

successfully initiate and continue breastfeeding their babies.

There are more than 20,000 designated Baby-Friendly hospitals and birth centers worldwide. Currently there are 570 active Baby-Friendly hospitals and birth centers in the United States. The “Baby-Friendly” designation is given after a rigorous on-site survey is completed. The award is maintained by continuing to practice the Ten Steps as demonstrated by quality processes.

Our staff’s hard work and dedication made a long sought after designation come to fruition. ANMC’s

journey officially started last year, and earned the designation on May 22. This effort required many meetings, discussion and organization-wide cooperation. This journey, is not about the destination or simply the designation, but delivering the best care possible to our families.

ANMC joins Bartlett Regional Hospital and SEARHC Mt. Edgecumbe Hospital as Alaska’s only hospitals with this distinction.

ALASKA NATIVE MEDICAL CENTER

Alaska’s Cleft Lip and Palate Program at ANMC designated by the American Cleft Palate-Craniofacial Association

On Jan. 1, Alaska’s Cleft Lip and Palate Program at ANMC became a designated cleft palate team by the American Cleft Palate-Craniofacial Association (ACPA). ANMC’s program is the only one in the state to receive this designation. The Commission on Approval of Teams voted to fully approve the ANMC’s Cleft Lip and Palate Program as a Cleft Palate Team (CPT) for a period of five years.

Alaska’s Cleft Lip and Palate Program at ANMC has a long history, going back decades – it was originally organized by the State of Alaska – but for the last several years has

been managed by ANMC. The clinic continues to see all Alaskan families, Native and non-Native.

“ANMC’s support has allowed for growth and development of the team, and it is a testament to its members and the larger organization that we received approval status by the ACPA,” said Dr. Daniel Suver, Medical Director of Alaska’s Cleft Lip and Palate Program at ANMC. “This is a great honor and a recognition of the incredible care we provide every day to patients and families with clefts and associated disorders.”

ACPA created standards for cleft

palate teams across the country to ensure coordinated and consistent care for people with cleft palates and cleft lips. The ACPA oversees the Commission on Approval of Teams that is responsible for reviewing applications across North America. Applications take about six months to process; the review includes examining the six different standards, including: team composition, management and responsibilities, patient and family communication, cultural competence, psychological and social services, and outcomes assessment. Receiving the designation allows people to be

referred for services from the national association.

ACPA is a nonprofit 501(c)(3) association of interested individuals and health care professionals who treat and/or perform research on oral cleft and craniofacial conditions. ACPA is unique – it is a multidisciplinary organization of more than 2,400 members who represent more than 30 disciplines in 60 countries and support patients and families to ensure the best outcomes.



Celebrating 25 years!

Alaska Tribal Conference on Environmental Management

November 19-22, 2019
Anchorage, Alaska

atcemak.com

THINKING ABOUT COLLEGE?

Alaska Pacific University offers up to a 50% discount to ALL Alaska Tribal Health System employees and dependents who are newly enrolled APU Students.



For more information, visit anthc.org/apuscholarship

HEALTH ADVOCACY

ANMC implements Quietness Campaign to provide a more restful, healing environment for our people

Hospitals can be noisy and overwhelming to patients. All the necessary rushing around of staff and constant beeping and ringing of lifesaving devices can make it difficult to rest. In an effort to provide a more restful, healing environment, ANMC has implemented a Quietness Campaign in order to make our inpatient floors a quieter, healing environment for our patients.

Patients and visitors to ANMC will notice a couple of changes – signage has been placed throughout ANMC reminding people that the hospital is a healing environment for our patients and to please keep voices down and to silence cell phones while in inpatient areas. In addition, the double doors leading on to ANMC's fourth and fifth floor inpatient units are also now closed to keep the areas quieter for our patients who may be resting and to remind staff and visitors entering inpatient unit to please help us support a quiet, healing environment.

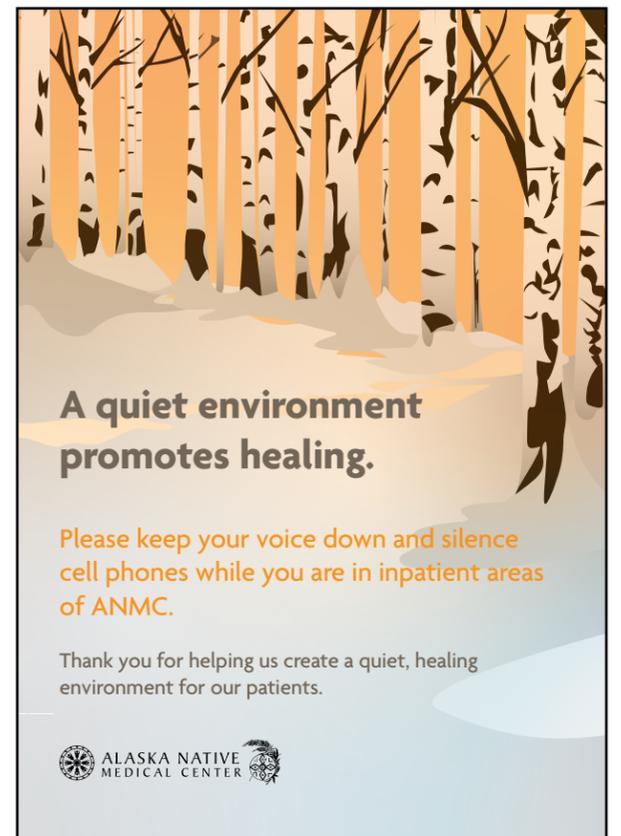
“We are really making a concerted effort with staff and visitors to remind them that the hospital's inpatient units are healing environments where

our patients are resting and appreciate their surroundings to be as quiet as possible,” said Allison Knox, ANMC Vice President of Customer Experience.

QuietPacs are also given to adult inpatients on ANMC's fourth and fifth floor units. QuietPacs contain headphones; an eye mask; ear plugs; lip balm; a “voices down please” card, which is reminder to staff to come back later; and a “questions for my care team” notebook, that prompts patients and family members to record questions and jot down things to remember. The QuietPacs are designed to reduce noise and improve quietness during a patient stay, in addition to empowering our patients with some control over noise and improving the overall patient experience.

“Our intention is for your hospital stay to be as pleasant as possible by providing you with a comfortable, restful environment and treating you with courtesy, dignity and respect,” added Knox.

If you have comments or questions, please reach out to ANMC Customer Experience at (907) 729-3990 or customercontact@anmc.org.



HEALTHY PEOPLE AND PREVENTION

Protect your health with immunizations: Total U.S. measles cases in 2019 climbs to the hundreds

This spring, the national Centers for Disease Control and Prevention (CDC) confirmed hundreds of individual cases of measles across the United States. U.S. outbreaks are linked to travelers who brought measles back from other countries where large measles outbreaks are occurring. The majority of people who got measles were unvaccinated.

There have been no cases of measles reported in Alaska this year as of May.

Measles is prevented by the measles, mumps and rubella (MMR) vaccine. Two doses of MMR are recommended for all children starting with the first dose at 12-15 months of age and the second dose at 4-6 years of age. Teens and adults should also confirm that they are up to date on their MMR vaccination. One dose of MMR vaccine is approximately 93% effective for the prevention of measles and two doses are approximately 97% effective.

The summer travel season is here. Are you, your family and your community protected?

Ensure you and your family members are up to date on MMR and

all vaccinations by talking with your health care provider. To see a full list of recommended childhood and adult vaccinations, please visit cdc.gov/vaccines/schedules/parents-adults/index.html.

If you are in Anchorage, you can visit the ANTHC Walk-in Clinic for the MMR and other vaccinations without an appointment. The Walk-in Clinic is open Monday – Saturday from 9 a.m. – 9 p.m. and Sunday from 10 a.m. – 6 p.m. The Walk-in Clinic phone number is (907) 729-1500.

ABOUT MEASLES

Measles is a highly contagious, vaccine-preventable disease caused by a virus. It spreads in the air through coughing and sneezing. Measles starts with a fever, runny nose, cough, red eyes and sore throat. A rash breaks out three to five days after symptoms begin. It usually begins as flat red spots that appear on the face at the hairline and spread downward to the neck, trunk, arms, legs and feet. Serious complications can occur.

Persons with measles are most infectious four days before the rash

onset to four days after the rash onset. If you develop symptoms of measles, call your health care provider or the emergency department, before coming

into the clinic.

More information on measles is available from the CDC: cdc.gov/measles/index.html.

Protect your child from measles

Measles is still common in many parts of the world. Unvaccinated travelers who get measles in other countries continue to bring the disease into the United States.

Give your child the best protection against measles with **two** doses of measles-mumps-rubella (MMR) vaccine:

1st dose at 12-15 months

2nd dose at 4-6 years

Traveling abroad with your child?

Infants 6 to 11 months old need 1 dose of measles vaccine before travelling abroad. Children 12 months and older should receive 2 doses before travel. Check with your pediatrician before leaving on your trip to make sure your children are protected.

CDC

HEALTHY PEOPLE AND PREVENTION

#CultureHeals: September is Suicide Prevention Month

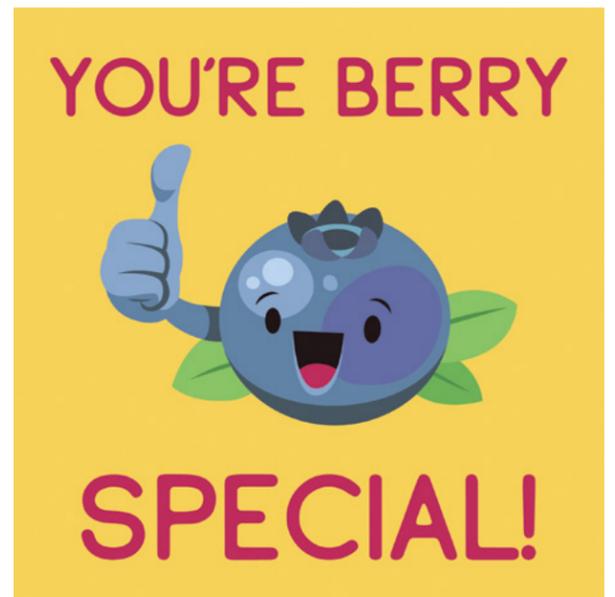
Many families and communities across Alaska experience the impacts of suicide and this is especially painful in rural Alaska, where people and regions are so closely connected. Every September, the Alaska Native Tribal Health Consortium joins national efforts to bring awareness to suicide prevention.

At ANTHC we understand the difficulties of losing someone to suicide and urgency to provide support. Our Suicide Prevention Program collaborates with community partners and Tribal health organizations within the Alaska Tribal Health System to provide evidence-based education and training about suicide prevention, intervention and postvention.

- Applied Suicide Intervention Skills Training (ASIST) is a two-day intensive workshop created by LivingWorks to teach participants effective suicide intervention skills.
- safeTALK is a suicide alertness workshop created by LivingWorks for anyone ages 15 and older. The workshop, which can last up to four hours, teaches participants to recognize basic suicide warning signs and connect at-risk individuals to intervention resources in their community.
- QPR (Question, Persuade, Refer) Gatekeeper is a one-hour course taught in a clear, concise format

using the latest in educational technology and practices.

ANTHC also works with communities to reduce shame and stigma through our message campaign, Tell Your Heart Story. View and share the Tell Your Heart Story public service announcement on YouTube at <https://youtu.be/a9f-lzzIoD4>. Use the hashtag #CultureHeals to help share the reasons you enjoy life.



WARNING SIGNS OF SUICIDE

- Talking about wanting to die
- Looking for a way to kill oneself
- Talking about feeling hopeless or having no purpose
- Talking about feeling trapped or in unbearable pain
- Talking about being a burden to others
- Increasing the use of alcohol or drugs
- Acting anxious, agitated or recklessly
- Sleeping too little or too much
- Withdrawing or feeling isolated
- Showing rage or talking about seeking revenge
- Displaying extreme mood swings
- The more signs a person shows, the greater the risk. Warning signs are associated with suicide but may not be what causes suicide.

WHAT TO DO

- If someone you know exhibits warning signs:
- Stay with them, do not leave the person alone
 - Remove any firearms, alcohol, drugs or sharp objects that could be used in a suicide attempt
 - Call the U.S. National Suicide Prevention Lifeline at 800-273-TALK (8255)
 - Take the person to an emergency room or seek help from a medical or mental health professional
 - If you are in need of an immediate intervention or someone you know is in crisis or having thoughts of suicide, please talk to someone you trust, call 911 or call the Alaska Careline at 1-877-266-4357 or text HELLO to the crisis text line at 741741. The Alaska Careline Crisis line is here for you 24 hours a day, 365 days a year, and your calls and texts are free and completely confidential. You can also visit carelinealaska.com.



ALASKA NATIVE MEDICAL CENTER

Alaska Native Tribal Health Consortium named Best-In-State Employer for Alaska by Forbes

ANTHC was named by Forbes as the Best-In-State Employer for Alaska, in the first-ever ranking of America's best employers by state.

Forbes partnered with Statista, a market research company, to pinpoint the organizations liked best by employees across the U.S. The ranking is divided into 51 lists: one for each of the 50 states, plus the District of Columbia.

"Every day, ANTHC staff inspire me with the work they do for our people. This national distinction reflects the commitment and passion of our staff to achieve our vision," said Andy Teuber, ANTHC Chairman and President. "On behalf of ANTHC's Board of Directors, we appreciate our staff and their

commitment to the health our people."

To determine the list, Statista surveyed 80,000 Americans working for businesses with at least 500 employees. All the surveys were anonymous, allowing participants to openly share their opinions. The respondents were asked to rate, on a scale of zero to 10, how likely they'd be to recommend their employer to others. Statista then asked respondents to nominate organizations in industries outside their own. The number of businesses ranked in each state was dependent on two factors — the number of qualifying employers and the size of the state's workforce — and those with operations in more than one state had the opportunity to be listed

multiple times. The final list ranks the 1,430 employers that received the greatest number of recommendations in each of the 50 states as well as the District of Columbia.

When ANTHC employees recently participated in an employee engagement survey, staff mentioned several different reasons why they enjoy working at ANTHC. The survey consisted of 25 questions including two open-ended questions for comments. The first open-ended question, "What do you like most about working for this organization?" received 1,445 written responses.

Many employees reported they enjoy the people they work with and the work they do. Staff also commented on the

excellent benefits offered and felt as though the organization supported education and career growth as well as having a healthy work-life balance. In the survey, 89% of staff said they like the work they do, 84% of staff said they are proud to work for ANTHC and 78% of staff said they would recommend ANTHC as a good place to work.

"There are many innovative and inspiring organizations doing amazing work in our state. To be considered, and chosen, by our employees and Forbes is a humbling recognition," said Roald Helgesen, ANTHC CEO and Administrator.

Learn more about joining the ANTHC team at anthc.org/careers.

