

Customer Ownership in Southcentral Foundation's Nuka System of Care

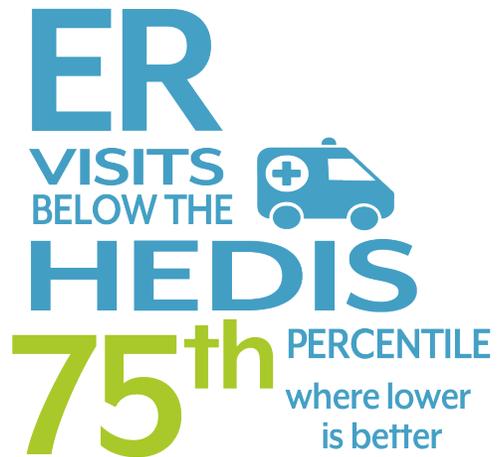
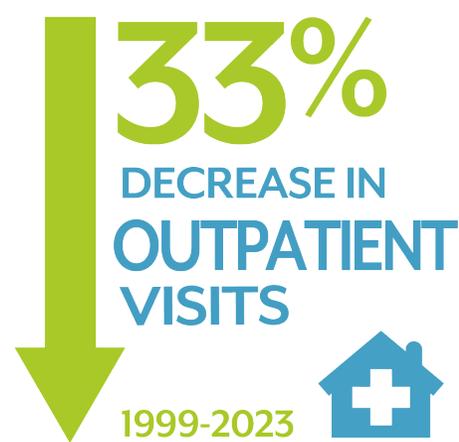
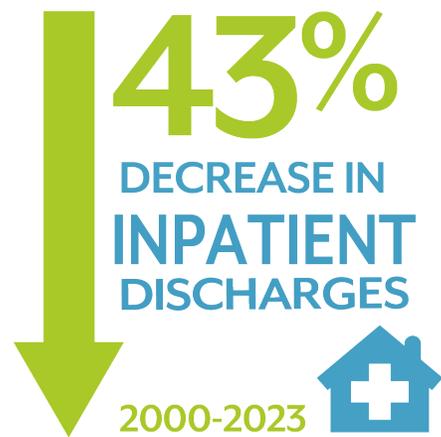
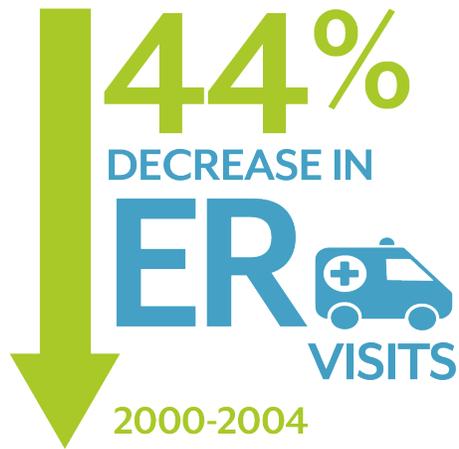
Donna Galbreath
Senior Medical Director Quality Assurance



*Alaska Native
People Shaping
Health Care*



Why listen to our story



Where We Started



Indian Self Determination & Education Assistance Act of 1975

Prolonged federal domination of Indian Health Service programs has served to retard rather than enhance progress of Indian people and their communities.

“From the time of European occupation and colonization through the 20th century, policies and practices of the United States caused and/or contributed to the severe health conditions of Indians.”



Government Recognition



If the people receiving the health service are involved in the decision-making processes, better yet, if they own their own health care – programs and services have a potential for enhancement and the people, and their health statistics will improve.

Alaska Native people chose to assume responsibility





Customer-Ownership



Strong Foundation

Vision

A Native Community that enjoys physical, mental, emotional and spiritual wellness



Mission

Working together with the Native Community to achieve wellness through health and related services



Goals

Shared Responsibility

Ensure systems and services that are respectful and culturally appropriate
Achieve excellence in customer-owner satisfaction
Increase community awareness of SCF's services and programs

Commitment to Quality

Improve work environments and employee development systems with an emphasis on Alaska Native employees
Ensure continuous improvements of systems and processes
Increase the number of Alaskan Native employees in all job categories

Family Wellness

Reduce the rate of domestic violence, child abuse and neglect
Reduce the rate of and improve the management of cancer
Reduce the incidence of suicide
Reduce the rate of obesity
Reduce the rate of substance abuse
Reduce the rate of and improve the management of diabetes
Improve oral health
Reduce the rate of and improve the management of cardiovascular disease

Operational Excellence

Improve the management of expenses
Improve utilization of information technology and data support systems and services
Improve SCF systems for third party revenue generation and collection



Customer-Ownership

Operational Principles

- R** Relationships between customer-owners, family and provider must be fostered and supported
- E** Emphasis on wellness of the whole person, family and community (physical, mental, emotional and spiritual wellness)
- L** Locations convenient for customer-owners with minimal stops to get all their needs addressed
- A** Access optimized and waiting times limited
- T** Together with the customer-owner as an active partner
- I** Intentional whole-system design to maximize coordination and minimize duplication
- O** Outcome and process measures continuously evaluated and improved
- N** Not complicated but simple and easy to use
- S** Services financially sustainable and viable
- H** Hub of the system is the family
- I** Interests of customer-owners drive the system to determine what we do and how we do it
- P** Population-Based system and services
- S** Services and systems build on the strengths of Alaska Native cultures

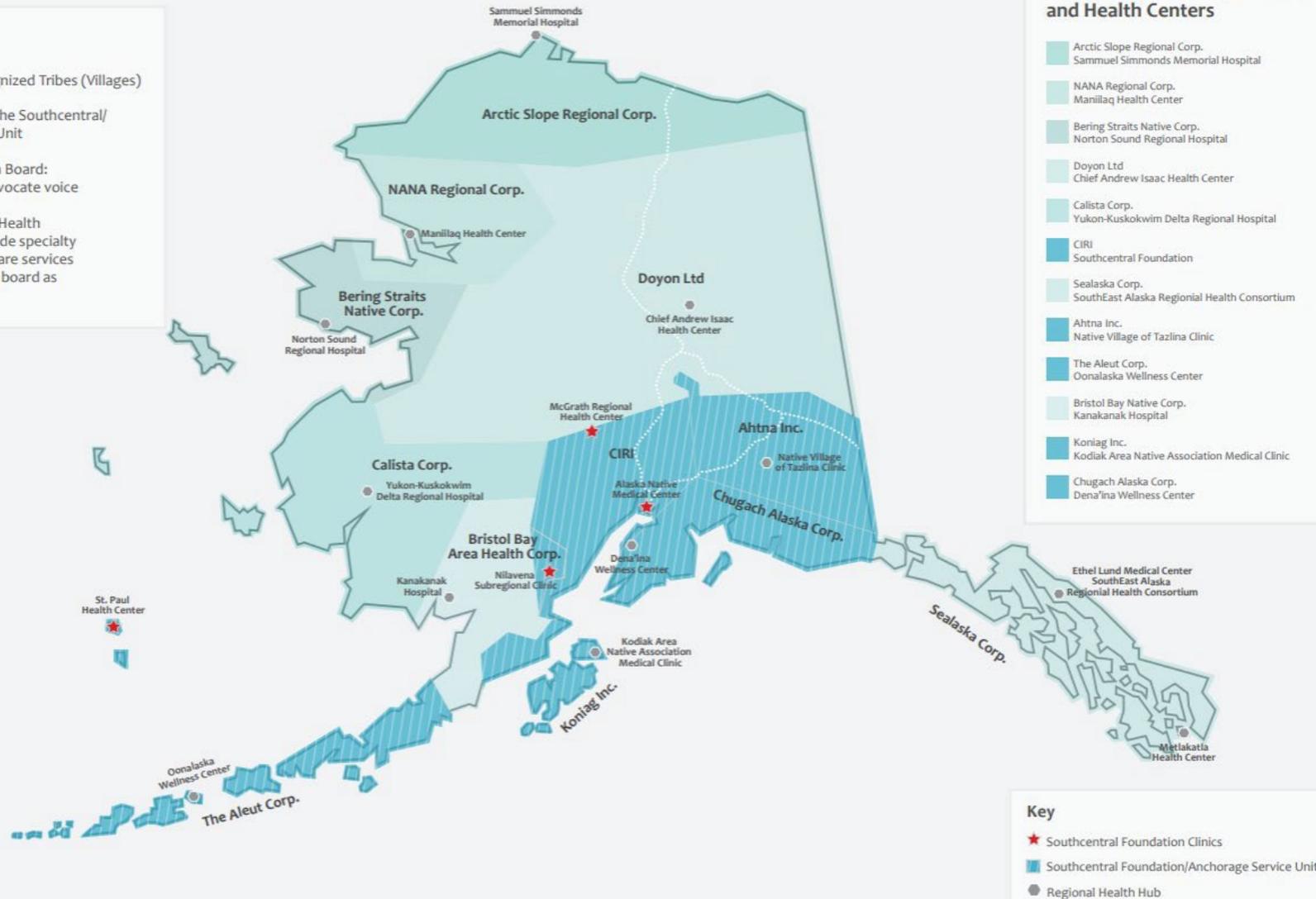
Core Concepts

- W** Work together in relationship to learn and grow
- E** Encourage understanding
- L** Listen with an open mind
- L** Laugh and enjoy humor throughout the day
- N** Notice the dignity and value of ourselves and others
- E** Engage others with compassion
- S** Share our stories and our hearts
- S** Strive to honor and respect ourselves and others

Alaska Tribal Health System

Facts

- 229 Federally Recognized Tribes (Villages)
- Over 60 Villages in the Southcentral/Anchorage Service Unit
- Alaska Native Health Board: Statewide health advocate voice
- Alaska Native Tribal Health Consortium: Statewide specialty and tertiary health care services
Regionals seated on board as governance





**We Asked the Customer-Owner
We Asked the Employees**

People said...unfriendly staff, long waits, no customer input, inconsistent treatment.
Desired their own primary care provider, cleaner and better facilities.



We Asked the Customer-Owners and Employees



People said: Cleaner and Better Facilities



People said: Access to Own Provider and Culturally Appropriate Care

We Developed the Nuka System of Care

- Customer-owner
- Relationships
- Community based – Elders, Veterans, Family Wellness Warriors
- Access to own provider, culturally appropriate care
- Integrated primary care teams includes Behavioral Health Consultants
- Behavioral Health redesign includes learning circles
- Improved facilities

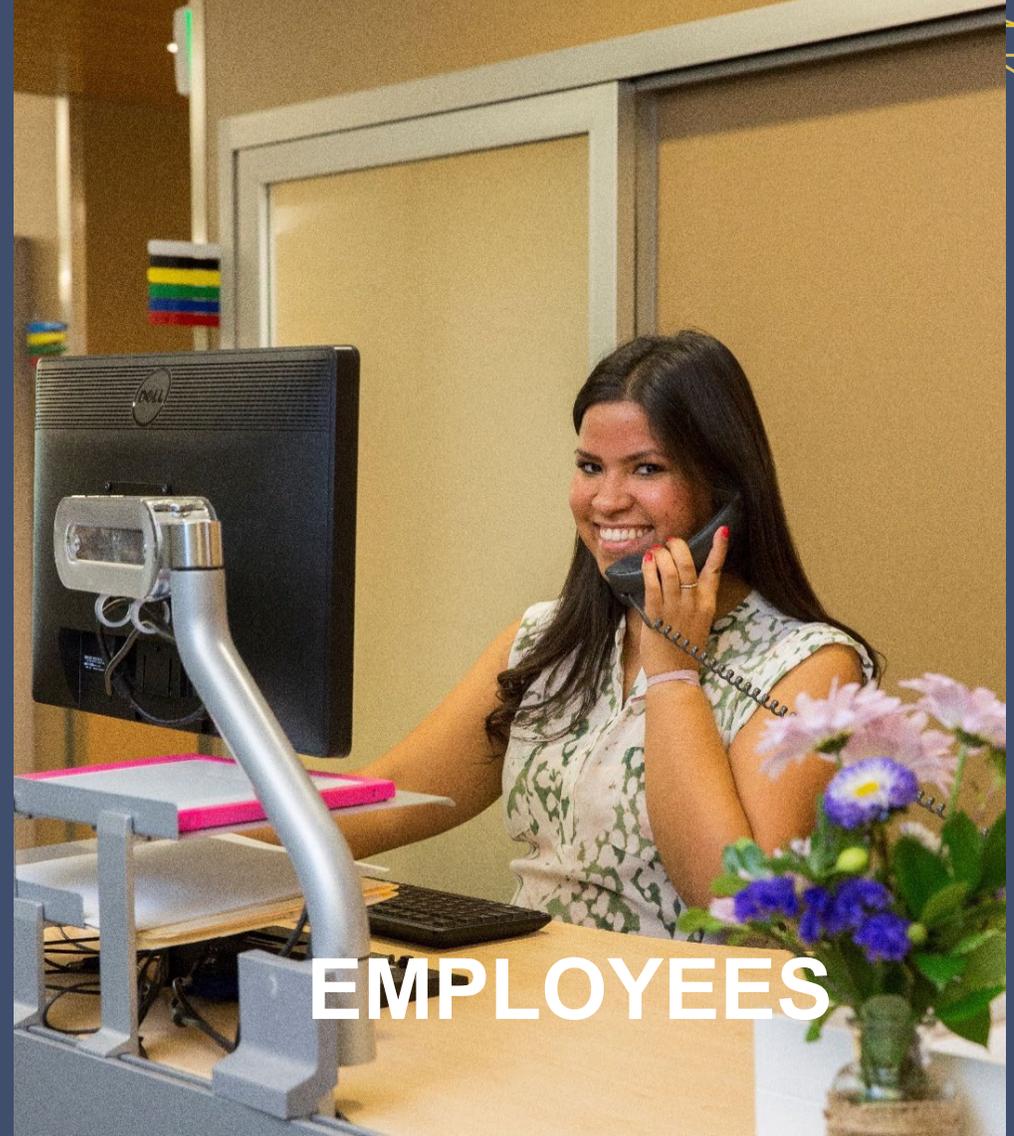
Integrated Care Teams



Using the Voice of the Customer to Drive Improvement



CUSTOMERS



EMPLOYEES



We Changed Everything



Providers and Customer-Owners in Shared Responsibility



Key Improvements

Customer-Owner changes

- We are active
- We are responsible
- We seek information
- We ask questions
- We seek advice and options
- We become a partner with the provider

Health care provider changes

- No longer gives orders
- No longer just prescribes meds
- No longer our hero
- No longer controls
- Provides customer-owners options
- Provides customer-owners with resources
- Provider becomes our partner

Voice of the Customer



We Continue to Ask the Community

- Governing Board
- Advisory committees
- Elder Council
- 24-hour hotline
- Personal interactions
- Customer-owners
- Satisfaction surveys and comment cards
- Employee survey
- Employee interactions (more than 55% are customer-owners)

Questions?



Qa̱gaasakung
Aleut

Quyanaa
Alutiiq

AwA'ahdah
Eyak

Mahsi'Gwich'in
Athabaskan

Igamsiqanaghalek
Siberian Yupik

Háw'aa
Haida

Quyana
Yup'ik

T'oyaxsm
Tsimshian

Gunalchéesh
Tlingit

Tsin'aen
Ahtna Athabaskan

Quyanaq
Inupiaq

Chin'an
Dena'ina Athabaskan



Thank you!

