



# SCAHC

## Your Weekly News Dose!

ISSUE 45, August 4, 2016



Quote of the week:

*"The sign of a beautiful person is that they always see beauty in others"*  
~ Omar Suleiman

**Greeting's everyone!**

**We are continuing to provide you information regarding the latest updates, messages from the department managers as well as news from Vicki Began, Interim CEO of the San Carlos Apache Healthcare Corporation.**

### "PATIENT FIRST JOURNEY"

What does this mean at San Carlos Apache Healthcare Corporation?

Simply stated, it means patients come first here at SCAHC.

#### Individualized Patient-Family Centered Healthcare

A team of healthcare providers working together for your individual needs to enhance your care!

Healthcare will no longer focus on the needs of the provider or polices; the focus will be on you (each individual).

#### How will this be accomplished?

- \* By developing a dedicated team of providers that will continually work with you individually vs. a revolving door of who you see when you come to the clinic/hospital
- \* By ensuring all healthcare decisions involve you as an individual as an equal player and focus on your best interests and personal goals
- \* By ensuring that your individual values and needs are included in every decision (customized care)
- \* By allowing and encouraging your participation in your healthcare.
- \* By developing a continuous care model to provide healthcare across a the continuum
- \* By ensuring the environment where care is provided is comfortable, peaceful, and supportive
- \* By ensuring open and transparent communication
- \* By developing scheduled clinic appointments vs. walking in to try to get an appointment
- \* By understanding that you as the individual are the primary source who controls your care and that healthcare providers are here to assist and provide guidance (individual ownership)



Waiting for Immunization

*Submitted by: Eric C. Kutscher, Chief Clinical Officer*

**\*\* We are requesting that you share your departmental Patient First experience by submitting your article, for the weekly newsletter .— Thank you—Therlen Benally, ext. 1234 :therlen.benally@scahealth.org \*\***

**Ahi'ye'e'**



The San Carlos Diabetes Program is a new grant program offered at the San Carlos Apache Healthcare Corporation (SCAHC) (*different from the "Diabetes Prevention" grant*) of years past. The current SCAHC Diabetes Program has three teams:

- Clinical Team (*working to lower A1c in those with A1c over 9%*)
- Outreach Team (*providing diabetes prevention activities to children and adults in the community*)
- Fitness Center Team (*providing activities to help people prevent and manage their diabetes*)

The Clinical Team is the biggest difference from the previous grant program. In order to show that the Diabetes Program should continue to receive funding, Congress in Washington, DC has requested to see more clinical information and data. Almost 40% of people with diabetes in our community, or 927 people, are at very high risk for other health problems (which is seen when the A1c is greater than 9%). Our clinical team is working with these high-risk individuals to lower their A1c through nutrition education, physical activity, and medication management. Although people with an A1c greater than 9% is our target population, we have several education options for anyone wanting to know more about diabetes. The first step into getting connected with either the Diabetes Program or a Registered Dietitian, is to make an appointment with a provider at the outpatient clinic. The provider can talk with you and find out what kind of visit you might benefit from the most and will send a consult to that program. Call 928-475-1467 to learn more!

**Expect to see the Outreach Team in the community!** They will be having events and giving education at the schools, Boys and Girls Club, Headstart and at the Dripping Springs Tree Farm. Interactive ways of learning about foods and activity are the goal for this team. We will also offer diabetes education to adults at places such as the San Carlos Training Institute, work sites, and churches. If you have a group of people ready to learn more, call us to schedule a time for our team to come to you!

The Fitness Centers in both Bylas and San Carlos offer fun group classes and individualized personal training. A new addition to our team is a master fitness trainer who has advanced certifications to work with individuals with multiple medical issues safely. Call 928-475-5363.

Our program is very new and we are still in the process of growing. Look for even more offerings and events in the future.

If you would like to learn more, please call: 928-475-1216.

*Submitted by:*  
**Kristy Klinger, Diabetes Program Director — (928) 475-1468**



As part of Risk Management and Safety programs, incidents that occur at work, they must be reported.

Examples of occurrences to report are:

- \* Falls
- \* Employee injuries
- \* Equipment problems
- \* Bloodborne pathogens exposures

Please report on Webcident at:

<https://webcident.ihs.gov>

I highly recommend to place the website on your desktop for future use. The reporting mechanism is user friendly.

In addition to reporting on Webcident, please inform your Supervisor of the occurrence.

For any type of fraud, waste and abuse, or sentinel event (e.g. death or serious harm) please report or call Melinda at ext. 1228 or email:

[melinda.white@scahealth.org](mailto:melinda.white@scahealth.org)

Or contact:

Christine Reede at Ext. 1331 or email her at:

[christine.reede@scahealth.org](mailto:christine.reede@scahealth.org)

Tank you - Melinda White, RN,  
 MHA Quality Assurance Officer  
 Ext. 1228

### THE CAFETERIA!

- Breakfast 7—10 am
- Lunch 11—2 pm
- Dinner 4—7 pm

It opens up at 7 am and closes at 8pm. The café has daily specials on lunch and dinner, Monday through Friday. For more information call ext. 7262



**Thank you for you do!**