**2019 Nuka Conference Schedule**  
4085 Tudor Centre Drive | Anchorage, Alaska

### Day 1 June 20, 2019

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>6:30-8 a.m.</td>
<td>Registration &amp; Breakfast</td>
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<tr>
<td>8:30-10 a.m.</td>
<td>Welcome &amp; Blessing (Tribal Drum)</td>
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<tr>
<td>6:30-10 a.m.</td>
<td>Keynote: Nuka System of Care [Katherine Gottlieb, President/CEO, Southcentral Foundation (Tribal Drum)]</td>
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<tr>
<td>10:45-11 a.m.</td>
<td>Break</td>
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<tr>
<td>11 a.m. - 12:15 p.m.</td>
<td>Nuka Strategic Planning Process [Intermediate]</td>
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<tr>
<td>12:15-1:15 p.m.</td>
<td>Lunch, Strategic Planning Software Demos Available</td>
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<tr>
<td>1:15-2:30 p.m.</td>
<td>Plenary: Integrated Care Delivery [April Kyle, Dr. Douglas Eby (Tribal Drum)]</td>
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<tr>
<td>2:30-3:45 p.m.</td>
<td>Break, Strategic Planning Software Demos Available</td>
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<tr>
<td>3:45-4 p.m.</td>
<td>Break, Strategic Planning Software Demos Available</td>
</tr>
<tr>
<td>4:45-5:45 p.m.</td>
<td>Plenary: Workforce Development [Dr. Michelle Tierney, Karen McIntire, Leandra Ross (Tribal Drum)]</td>
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<tr>
<td>5:45-6:45 p.m.</td>
<td>Tour of Anchorage Native Primary Care Center</td>
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<tr>
<td>6:45-8 p.m.</td>
<td>Networking and Cultural Reception</td>
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</table>

**In the past, we have had guests drum, sing and play instruments from their culture. You may bring an additional guest for $100.**

**As a special part of the evening’s entertainment, all guests are invited to participate in a Cultural Expression time as an opportunity to share a piece of their culture with attendees.**

The event is free for conference attendees and will take place on Thursday, June 20 at the Alaska Native Heritage Center. Shuttles are provided.

As a special part of the evening’s entertainment, all guests are invited to participate in a Cultural Expression time as an opportunity to share a piece of their culture with attendees. You may bring an additional guest for $100.

**Creating Effective Social Campaigns to Influence Healthy Behaviors [Beginner] Jessica Davis, Gretchen Sagan (Halibut)**  
Whether it’s exercising more, eating healthier, quitting smoking, or increasing cancer screening rates, there’s no shortage of health and wellness needs. It’s critical to partner with customers and providers to impact long-term population health. In this session, receive steps for creating your own social campaigns with examples from SCF’s successful methods.

**Human(ity) Resources: Relationship-Based HR Model [Beginner] Charles Fletcher, Steve Tierney (Salmon)**  
The widespread implementation of electronic health records (EHRs) has resulted in an increased need for staffing solutions. You don’t want your high performing clinicians working on IT solutions. And you also don’t want your IT working in a silo, separate from the “on the ground” clinic employees. In this session, discover various models for integrating behavioral health and learn SCF’s journey working toward bridging primary care with behavioral health.

Health care organizations struggle with how to incorporate the voice of the customer or more importantly how to be customer-driven. In this session, discover SCF’s Family Wellness Warriors Initiative, a culturally appropriate model that addresses root issues, not just symptoms for addressing domestic violence, child sexual abuse and child neglect.

**Leadership Principles That Build a Culture of OWNERSHIP [Intermediate] Katherine Gottlieb (Tribal Drum)**  
Leading in an industry that is rapidly changing is a complex endeavor. Leaders need to rely on decision makers at every level of the organization. SCF’s leadership implemented a unique set of principles to guide decision-making and ensure continuity and a commitment to our Mission and Vision. In this session, President/CEO Dr. Katherine Gottlieb will share these leadership principles and how they will guide the organization’s work for the future.
Noon-1:30 p.m.  
Lunch Tours Available at the Anchorage Native Primary Care Center, Strategic Planning Software Demos Available

Day 2  June 21, 2019

7-8 a.m.  
Breakfast

Breakfast Sponsored Presentation - PULS Test: Heart Disease Prevention to Decrease Costs and Improve Outcomes
Join Dr. Doug Harrington from T-Creek Research & Diagnostics Lab for breakfast and an informative session on the new, innovative Protein Unstable Lesion Signature Cardiac Test (PULS). PULS predicts the risk of a heart attack in the next five years by measuring bio-markers of the immune system response to endothelial damage/inflammation. In this session, learn how this tool provides a baseline for providers, empowering them to design wellness plans and better support patients to prevent heart disease.

8-9 a.m.  
Plenary: Behavioral Health  April Kyle, Chelsa Dorman

9:15-10:30 a.m.  
Break, Strategic Planning Software Demos Available

Population Based Case Management  [Beginner] Brenda Cook, Chelsea Ryan, Danielle Stein  [Anchor]
Traditional case management is usually diagnosis or cost based, often placing obstacles to the provider/customer relationship and segmenting care. SCF’s whole-person case management model fosters relationships, integrates chronic and preventative care and emphasizes shared responsibility. In this session, learn the roles, processes and best practices for whole-person case management.

Advanced Behavioral Health Care Implementation and Applications  [Intermediate] Melissa Merrick, Sarah Switzer, Roger Fox  [Driftwood]
Preparing primary care providers and behavioralists to work collaboratively requires new roles, steps and screening tools. A consulting psychiatrist in a primary care team can increase access, address complicated visits, and play an integral role in collaboration with behavioral health consultants. In this session, learn the steps for fully integrating behavioral health and psychiatry, including reorientation for primary care teams and new roles and processes.

Managing Change and Innovation  [Intermediate] Karen McIntire, Michelle Tierney, Sharon Fenn  [Tribal Drum]
Everyone says they love change until it happens to them. Change is a difficult process – especially so in health care. At SCF, we’ve been changing for the last 20 years, and continue to do so every day. In this session, learn SCF’s tools used to facilitate change across an organization while balancing the needs of customer-owners and employees.

Using Data for Improvement  [Intermediate] David Fenn, Mike Hirst, Anna King  [Salmon]
To use the wealth of data that health care organizations have access to, the information must be standardized, actionable, easy to understand, and secure. Processes must be in place to manage the information and prioritize what’s being collected. In this session, learn SCF’s approach to data and using it for improvement.

Onboarding Programs That Increase Satisfaction, Productivity and Retention  [Intermediate] Brenda Metroskin, LJ Noreen, Jessica Smith  [Kayak]
Onboarding and orientation programs may seem costly, but the investment results in employees who understand corporate culture; feel connected and confident; are ready to hit the ground running; and are more likely to stay with the company. In this session, learn about the various onboarding and orientation programs offered at SCF.

Engaging the Community to Own and Design the Health System  [Intermediate] Katherine Gottlieb  [Tribal Drum]
Health care organizations built around and tailored to the communities they serve are incredibly successful at addressing the needs of their customer-owners. This approach is foundational to everything we do at SCF, and is a core value of leadership at the organization. Dr. Katherine Gottlieb, President/CEO, will discuss how SCF listens to and incorporates the feedback of our 65,000 customer-owner voices.

10:30-10:45 a.m.  
Break, Strategic Planning Software Demos Available

10:45-Noon  
Available

Nutritional Series: Optimal Heart Health
Katherine Gottlieb, President/CEO, Southcentral Foundation
PULS Test: Signature Cardiac Test (PULS). PULS predicts the risk of a heart attack in the next five years by measuring bio-markers of the immune system response to endothelial damage/inflammation. In this session, learn how this tool provides a baseline for providers, empowering them to design wellness plans and better support patients to prevent heart disease.

12:30-2:30 p.m.  
Lunch Tours Available at the Anchorage Native Primary Care Center, Strategic Planning Software Demos Available

Culturally Appropriate Alternatives: Traditional Healing in Primary Care  [Beginner] Kay Wallis, Angela Michaud, Jessie Takak  [Driftwood]
Health care organizations often struggle to provide services that help customers address acute pain, manage chronic pain, and cope with stress and grief. In this session, discover how SCF offers culturally appropriate alternatives through traditional healing and integrates spirituality into the healing process.

Learning Circles: Bringing People Together  [Intermediate] Bobbi Outen, Kyle Newman  [Salmon]
Support groups, called “learning circles” at SCF, provide effective opportunities for personal growth and wellness on topics ranging from grief and loss, substance recovery support, anxiety, and other life support. In this session, discover SCF’s method for providing more than 80 learning circles and learn the steps for starting your own group program.

Baldrige Framework for Continuous Improvement  [Intermediate] Sharon Fenn, Tamara Brown  [Halibut]
Baldrige criteria are a valuable framework for health care organizations. In 2011, SCF received the Malcolm Baldrige National Quality Award. In this session, discover SCF’s journey and how the Baldrige framework influences continuous improvement.

How SCF Uses Coaching to Drive Performance, Learning and Teamwork  [Intermediate] Kristi Brennocks-LeDuc, Karen McIntire  [Anchor]
With relationships, optimistic stance, and a genuine learner-led learning approach at its core, SCF’s unique coaching approach facilitates the continuous development of employees. In this session, learn how SCF’s coaching approach applies to performance management, individual learning and growth, and even personal development.

Customer-Owner Panel  [Tribal Drum]
Optimizing High Quality Care in Remote Locations  [Beginner] Donna Galbreath, Martha Gotten, Michelle Baker  [Kayak]
How does a rural health care organization meet the needs of a community with limited resources? SCF operates several federally qualified health centers (three of which are certified Level III Patient-Centered Medical Home by the NCQA) and provides care in more than 55 rural villages with tools like telemedicine, tele-behavioral health, and more. In this session, discover solutions that keep customers close to home. Learn how to scale best practices to fit the unique challenges of a small community.

2:30-3 p.m.  
Closing Katherine Gottlieb, President/CEO, Southcentral Foundation
3:30 p.m.  
Tour of Anchorage Native Primary Care Center