Welcome to the 9th Annual Nuka System of Care Conference

June 17 – 21, 2019

Connect – Share – Continue the Journey
**FIRST FLOOR**
Conference activities are held on the first floor. Vendor booths will be set up in Orca and Beluga rooms.

**THIRD FLOOR**
The outdoor patio will be open for breaks.
A message from Southcentral Foundation President/CEO
Katherine Gottlieb, MBA, DPS, LHD

CAMAI! WELCOME!

Welcome to Southcentral Foundation’s 9th Annual Nuka System of Care Conference! The theme of this year’s conference is Connect, Share, and Continue the Journey. We look forward to connecting with you during the conference, sharing stories from our health care system, and hearing stories from your experiences.

Winning the Malcolm Baldrige National Quality Award for the second time in 2017 with the Alaska Native and American Indian people has strengthened the bond between SCF employees and the community. SCF has transformed our health care system based on principles of customer-ownership and relationships the Nuka System of Care was established. This has led to improved health outcomes and customer satisfaction, and we are excited to share the lessons we have learned over the years of working with the community.

Operating under the Tribal authority of Cook Inlet Region, Inc., SCF was founded in 1982 and has grown from a small organization with a handful of employees to more than 2,400 employees and over 80 programs. SCF is an Alaska Native customer-owned, value-based and driven nonprofit health care organization using the operational principles and Core Concepts of the Nuka System of Care to innovate for over 30 years. 1998 marked the transfer of ownership of Indian Health Services to the Alaska Native people for health care services under Southcentral Foundation.

SCF training objectives will cover methods to reduce health care costs and improve health outcomes; learn how to increase customer-owner satisfaction; and find out how to transform your system into one that is customer-driven, relationship-based, and focused on whole person health. We hope to learn from you as you learn from us. We know how valuable this kind of exchange may be.

Warm Regards,
SOUTHCENTRAL FOUNDATION

Katherine Gottlieb, MBA, DPS, LHD
President/CEO
VISION STATEMENT
A Native Community that enjoys physical, mental, emotional and spiritual wellness.

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

GOALS

**SHARED RESPONSIBILITY**
We value working together with the individual, the family and the community. We strive to honor the dignity of every individual. We see the journey to wellness being traveled in shared responsibility and partnership with those for whom we provide services.

**COMMITMENT TO QUALITY**
We strive to provide the best services for the Native Community. We employ fully qualified staff in all positions and we commit ourselves to recruiting and training Native staff to meet this need. We structure our organization to optimize the skills and contributions of our staff.

**FAMILY WELLNESS**
We value the family as the heart of the Native Community. We work to promote wellness that goes beyond absence of illness and prevention of disease. We encourage physical, mental, social, spiritual and economic wellness in the individual, the family, the community and the world in which we live.

“I saw that through a shared vision and key goals, staff and patients alike sharing the culture, the teams in Alaska had developed a truly integrated way of working and whilst it’s not feasible to do a ‘copy and paste’ with their model here in the UK, there is definitely a number of things we can replicate and use in our local hubs to seriously help more people within our local communities.”

—Lisa Pammen, clinical advisor, West Wakefield in England
Our operational principles were developed based on input from customer-owners and are used to provide guidance when improving systems and/or developing new programs or services. Our mission and goals emphasize working together with individuals, families, and the community, which means our systems and services are built on RELATIONSHIPS. We believe that multidimensional wellness can only occur effectively in a relationship-based system of care designed by and for the customer-owner, when, where, and how they want it.

R elationships between the customer-owner, the family and provider must be fostered and supported  
E mphasis on wellness of the whole person, family and community including physical, mental, emotional and spiritual wellness  
L ocations that are convenient for the customer-owner and create minimal stops for the customer-owner  
A ccess is optimized and waiting times are limited  
T ogether with the customer-owner as an active partner  
I ntentional whole system design to maximize coordination and minimize duplication  
O utcome and process measures to continuously evaluate and improve  
N ot complicated but simple and easy to use  
S ervices are financially sustainable and viable  
H ub of the system is the family  
I nterests of the customer-owner drive the system to determine what we do and how we do it  
P opulation-based systems and services  
S ervices and systems build on the strengths of Alaska Native cultures

**OPERATIONAL PRINCIPLES**

**CORE CONCEPTS**

To achieve our operational principles, we must focus on WELLNESS. Our organizational core concepts provide the foundation of relationship-based care and customer-ownership.

W ork together in relationship to learn and grow  
E ncourage understanding  
L isten with an open mind  
L augh and enjoy humor throughout the day  
N otice the dignity and value of ourselves and others  
E ngage others with compassion  
S hare our stories and our hearts  
S trive to honor and respect ourselves and others
Southcentral Foundation’s Nuka System of Care is a relationship-based, customer-owned approach to transforming health care, improving outcomes, and reducing costs.

The Nuka System of Care is a name given to the whole health care system created, managed, and owned by Alaska Native people to achieve physical, mental, emotional, and spiritual wellness. Many cultures around the world use the word Nuka. Some of the common meanings include honor, strength, big living things, dignity, love, generosity, and support; these are many of the things that make up who we are.

The relationship-based Nuka System of Care is comprised of organizational strategies and processes; medical, behavioral, dental, and traditional practices; and supporting infrastructure that work together – in relationship – to support wellness.

By putting relationships at the forefront of what we do and how we do it, the Nuka System of Care will continue to develop and improve for future generations.

“Our (health care) costs are too high, our quality is too low. Nuka’s reversed that. It’s among the highest quality of care I’ve ever seen anywhere in the world.”

— Don Berwick, Former Administrator, Centers for Medicare and Medicaid Services
2018 Nuka Conference ATTENDEES

attendees from all around the world participated

115 PRE-CONFERENCE
164 GENERAL CONFERENCE

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<tr>
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<td>CHIEF MEDICAL OFFICER/MEDICAL DIRECTOR</td>
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<td>COORDINATOR/SUPERVISOR</td>
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attendees from all around the world participated

115 PRE-CONFERENCE
164 GENERAL CONFERENCE
CORE CONCEPTS is an intensive, three-day workshop with small learning circles where you learn:

- How you impact others
- How to articulate your story from the heart
- To understand your personal and professional aspirations
- Methods for good dialogue and productive conversation

Southcentral Foundation believes our ability to develop relationships with customers-owners directly impacts our effectiveness. The training experience is interactive and includes individual work, small learning circles, pairs and large group discussion. The tools you will learn during Core Concepts will help you as you walk beside your customers and co-workers on a journey toward wellness.

For the benefit of the small learning circle as well as for each individual, it is important that all participants are engaged and responding for the full three days.

Hot breakfast and lunch in addition to snacks will be provided.

If you have questions about Core Concepts, please contact our Learning Institute at (907) 729-6852 or email us at scfnukaevent@scf.cc.

The Core Concepts idea is still fresh for me and certainly, it will take some time to get fully involved; but I must admit SCF Core Concepts works. It connects people and builds relationships and I can still feel a close connection with my learning circle of friends at the Southcentral Foundation.

— Harold D. Goings Jr., Talent Management Officer, Los Angeles Ambulatory Care Center
GENERAL CONFERENCE SCHEDULE

DAY ONE, THURSDAY, JUNE 20

6:30 – 8 a.m.   On-site Registration and Breakfast
8 – 8:30 a.m.   Welcome and Blessing
8:30 – 9:30 a.m.   Keynote: Katherine Gottlieb, President/CEO, Southcentral Foundation
9:45 – 10:45 a.m.   Keynote: Derek Feeley, President/CEO, Institute for Healthcare Improvement
11 a.m. – 12:15 p.m.   Concurrent Session 1
12:15 – 1:15 p.m.   Lunch
1:15 – 2:15 p.m.   Plenary: Integrated Care Delivery
2:30 – 3:45 p.m.   Concurrent Session 2
  4 – 5 p.m.   Plenary: Workforce Development
  5 – 5:45 p.m.   Tour: Anchorage Native Primary Care Center
  6 – 8 p.m.   Networking and Cultural Reception (optional)

DAY TWO, FRIDAY, JUNE 21

7 – 8 a.m.   Breakfast
7 – 7:45 a.m.   Sponsored Breakfast Presentation by Spokane Tribe of Indians, Dr. Doug Harrington from T-Creek Research & Diagnostics Lab
8 – 9 a.m.   Plenary: Redesigning Behavioral Health
9:15 – 10:30 a.m.   Concurrent Session 3
10:45 a.m. – noon   Concurrent Session 4
Noon – 1:30 p.m.   Lunch: Tours of Anchorage Native Primary Care Center, Strategic Planning Software demos
1:30 – 2:45 p.m.   Concurrent Session 5
3 – 3:30 p.m.   Closing Plenary: Katherine Gottlieb
3:30 – 4:30 p.m.   Tour: Anchorage Native Primary Care Center

Strategic Planning software demos are available during breaks in the first floor Reflection Room.

what attendees said about the GENERAL CONFERENCE

86% said information provided at the conference will be of immediate use to them

98% said they will use the information the conference provided to improve their agency

96% will recommend the Nuka Conference to colleagues
OPTIONAL NETWORKING AND WELLNESS ACTIVITIES

WEDNESDAY

FLATTOP MOUNTAIN HIKE / SCENIC DRIVE
6 – 9 p.m.
Join us for one of these great opportunities to see beautiful Alaska on Wednesday, June 19 at 6 p.m.: Hike up Flattop Mountain in Chugach State Park. Southcentral Foundation’s Physical Therapy & Exercise team will lead several hiking/walking options for various levels of ability and interest. Shuttles will be provided. OR sign up for the shuttle headed along Turnagain Arm, a National Forest Scenic Byway, for dramatic views of the Chugach Mountains and Cook Inlet.

THURSDAY

NETWORKING AND CULTURAL RECEPTION
6 – 8 p.m.
Network with other health care professionals and experience an introduction to many Alaska Native cultures and traditions in a business-free environment. 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. In the past, we have had guests drum, sing and play instruments from their culture. You may bring an additional guest for $100. Please see the registration desk to add a guest.

EACH DAY

WORK OUT AT SCF’S WELLNESS CENTER
Open 6:15 a.m. – 6:30 p.m., Monday through Friday
You are invited to use Southcentral Foundation’s Health Education and Wellness Center (4201 Tudor Centre Drive), Monday through Friday, 6:15 a.m. to 6:30 p.m. Please check-in at the front desk to complete an orientation and fill out a waiver. Wear non-street shoes on the exercise equipment. Showers are available in the facility.

WALK, RUN OR BIKE ON THE TRAIL BEHIND THE CONFERENCE CENTER
Right behind the Nuka Learning and Wellness building is a beautiful trail that wraps around University Lake. It couldn’t be more convenient to enjoy the great Alaskan outdoors! (See map in SCF Visitor’s Guide at Nuka.com)

“Experiencing the Nuka System of Care first hand was truly inspiring for our team, and one which we found provided important and relevant learning for our work with First Nations communities in Northern Ontario.”

- Janet Gordon, Director of Health Services, Sioux Lookout First Nations Health Authority

We support nonprofit innovation for community building, education, health and the environment.

- Funding
- Subject matter expertise
- Networking
- Professional development

Are you collaborative? Entrepreneurial? Ready?
Deadline August 1.

www.thegreatersum.org @greatersumfound
The Camden Coalition of Healthcare Providers is proud to sponsor the 2019 Nuka System of Care Conference.

The Camden Coalition has been working to improve care for people with complex health and social needs in Camden, NJ and across the country since 2002.

Building the complex care field

The emerging field of complex care is uniting innovators from healthcare, social services, criminal justice, and more to create new models of care for individuals with complex health and social needs.

Our recently released Blueprint for Complex Care provides an overview of the field and recommendations to chart a path forward together.

Learn more: www.nationalcomplex.care/blueprint

Join us at our national conference

Putting Care at the Center 2019 is the only annual conference on complex care in America.

November 13-15, 2019 | Memphis, TN

Co-hosted with Regional One Health

Tickets available at www.centering.care
JAMES SEGURA
CHAIRMAN, 2004-PRESENT
DIRECTOR, 1982-PRESENT

As one of Southcentral Foundation’s founding board members, James Segura has been instrumental in influencing positive changes for Alaska Native health care since 1982. Mr. Segura also serves the people of his region through the Salamatof Native Association’s board of directors, Chair of Hunting and Fishing Commission and Housing board.

CHARLES G. ANDERSON
VICE CHAIRMAN, 2005-PRESENT
DIRECTOR, 2003-PRESENT

Charles Anderson has dedicated his working life to public service. He is a former Anchorage chief of police and state legislator and served on a number of state advisory boards and commissions. He has served on the Cook Inlet Region Inc. (CIRI) board of directors since 1987, and is Chairman Emeritus.

KAREN CAINDEC
SECRETARY/TREASURER, 2008-PRESENT
DIRECTOR, 2004-PRESENT

Karen Caindec was an early scholarship recipient of The CIRI Foundation, and subsequently earned a degree from Georgetown University. She developed her financial and business acumen in marketing at Nestle Beverage and applies these key skills to her community and philanthropic work.

ROY M. HUHNDORF
DIRECTOR, 1995-PRESENT

Early in his career, Roy Huhndorf worked for the Alaska Federation of Natives and served as director of the Indian Health Service’s Community Health Aide program. He went on to serve as a CIRI incorporator and was continuously elected to the board through 1998. He also served as CIRI President/CEO for 21 years and is Chairman Emeritus.

DR. TERRY SIMPSON
DIRECTOR, 2003-PRESENT

Dr. Terry Simpson, a surgeon, began his career with the Indian Health Service. He owns a private practice, as well as served his community as a chief of vascular surgery and as a clinical assistant professor. He has authored six books and a number of scientific papers. He is also a former chairman of the CIRI board of directors.

THOMAS HUHNDORF
DIRECTOR, 2019-PRESENT

Born in Anchorage and raised in Nikiski, Mr. Huhndorf is married and has three children. He grew up commercial fishing in Cook Inlet and is the current chairman of the Cook Inlet Region Inc. board, serving since 2004. Mr. Huhndorf has worked for Alyeska Pipeline Service Company since 1996 and is a member of Alyeska Pipeline Service Company’s Section 29 Advisory Board. He is a former director of the Alaska Federation of Natives, CIRI Alaska Tourism Corporation, Salamatof Native Association, and a former owner of Huhndorf Electric. Mr. Huhndorf has also served on the Cook Inlet Tribal Council Board of Directors for several years.

CHARLES J. AKERS
DIRECTOR, 2008-PRESENT

Early in his career, Charles Akers spent four years in the U.S. Navy as a hospital corpsman. His post-military career has been focused primarily on business management, including 12 years as executive director of the Alaska Rural Development Council. In this position, he was involved in the precursor to what is now telemedicine.
ILEEN SYLVESTER, MBA
VICE PRESIDENT OF EXECUTIVE AND TRIBAL SERVICES

Ileen Sylvester, of Yup’ik, Athabascan and Aleut descent, is enrolled as a tribal member of the Native Village of Ekwok. She has served as a Southcentral Foundation vice president since 1996. She currently oversees tribal relations and village initiatives for health care delivery to 55 rural villages, as well as traditional healing, youth internship and Elder programming, public relations, planning and grants, and more. She holds bachelor’s and master’s degrees in business administration.

KEVIN GOTTLIEB, DDS
VICE PRESIDENT OF RESOURCE AND DEVELOPMENT/CHIEF OF STAFF

Dr. Kevin Gottlieb, DDS, transitioned out of an Indian Health Service career in 1982 to become the first dentist hired by SCF. Dr. Gottlieb helped conceive a health care organization designed to function well into the future as a system the Native Community would own and operate. Today, he serves as the SCF Chief of Staff and Vice President of Resource and Development and oversees several programs and departments, including SCF’s dental programs.

LEE OLSON, CPA
VICE PRESIDENT OF FINANCE CHIEF FINANCIAL OFFICER

Lee Olson has served as the Southcentral Foundation (SCF) Vice President of Finance since 1997. As the organization’s chief financial officer, he plans, organizes, and coordinates its finances under the general direction of the president/CEO. Prior to his career with SCF, he worked in Bethel, Alaska. He has a bachelor’s in business administration and is a certified public accountant.

MICHELLE TIERNEY, MPA, PHD
VICE PRESIDENT OF ORGANIZATIONAL DEVELOPMENT AND INNOVATION

Dr. Michelle Tierney has worked in support of organizational change at SCF since 1996. She held both medical services and organizational development leadership positions within the organization before assuming her vice president role in 2009. She served for multiple years on the Board of Examiners for the Malcolm Baldrige National Quality Program. She holds a master’s degree in public administration from the University of Alaska Anchorage and a master’s degree in human and organizational systems from Fielding Graduate University in Santa Barbara, California. She recently earned her PhD in Human and Organizational Systems at Fielding Graduate University.

DOUG EBY, MD, MPH
VICE PRESIDENT OF MEDICAL SERVICES

Dr. Doug Eby has served on the leadership teams of SCF and the Alaska Native Medical Center since 1995. He has played a key role in the development of SCF’s innovative primary care system, and speaks, nationally and internationally, on health care system design and quality improvement. In addition to his medical degree, he holds a master’s in public health.

APRIL KYLE
VICE PRESIDENT OF BEHAVIORAL SERVICES

April Kyle, of Athabascan descent and a CIRI shareholder, joined SCF in 2003 as the SCF Human Resources Manager of Employment and Recruitment. Kyle was recently promoted to vice president of the behavioral services division. A Montana State University at Bozeman graduate with a bachelor’s degree in sociology, Kyle rose through the years to become the human resources director. She has a certification in the Alaska Native Executive Leadership Program from the Alaska Pacific University.
THURSDAY SCHEDULE

All sessions are at Nuka Learning & Wellness Center
4085 Tudor Centre Drive, Anchorage, Alaska 99508

THURSDAY
8:30 – 9:30 a.m.

KEYNOTE: Katherine Gottlieb,
MBA, DPS, LHD
SOUTHCENTRAL FOUNDATION
PRESIDENT/CEO

Katherine Gottlieb joined Southcentral Foundation in 1987 and has served at the helm of the organization since 1991. She is a Tribal member of the village of Old Harbor, a Tribal member and elected Tribal council member for Seldovia Village Tribe, and an honorary member of the Native Village of Eklutna.

Under Gottlieb's direction and guidance, SCF has become a leader among the nation’s health care organizations. She was a founding board member of Cook Inlet Native Head Start, served on the National Library of Medicine Board of Regents, and is active at the national level in Alaska Native and American Indian policy issues. In 2004, she was a recipient of the MacArthur Genius Award. She is also the recipient of the 2015 Harry S. Hertz Leadership Award presented by the Foundation for the Malcolm Baldrige National Quality Award. In 2005, she received an honorary doctoral degree, a doctor of public service, honoris causa, from Alaska Pacific University in recognition of her extraordinary public service.

THURSDAY
9:45 – 10:45 a.m.

KEYNOTE: Derek Feeley
PRESIDENT AND CEO, INSTITUTE FOR HEALTHCARE IMPROVEMENT

Derek Feeley, President and CEO, Institute for Healthcare Improvement (IHI), previously served as IHI’s Executive Vice President from 2013 to 2015, during which time he had executive-level responsibility for driving IHI’s strategy in five focus areas: Improvement Capability; Person- and Family-Centered Care; Patient Safety; Quality, Cost, and Value; and the Triple Aim.

Prior to joining IHI in 2013, Mr. Feeley served as Director General for Health and Social Care in the Scottish Government and Chief Executive of the National Health Service (NHS) in Scotland. In that role he was the principal advisor to the Scottish Government on health and health care policy and on public service improvement. He also provided leadership to NHS Scotland’s 140,000 staff in their delivery of high-quality health and health care.

In 2013, Mr. Feeley was made a Companion of the Order of the Bath by Her Majesty, Queen Elizabeth II, in recognition of his services to health and health care.
## CONCURRENT SESSIONS:

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<th>LEARNING OBJECTIVES</th>
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<tr>
<td><strong>Nuka Strategic Planning Process</strong>&lt;br/&gt;Sherrilyn Westdahl&lt;br/&gt;Carla Dudley</td>
<td>Given the ever-increasing complexity of health care delivery, strategic alignment is crucial to delivering high quality care. Grounded in customer-owner feedback and aligned with the Baldrige framework, all SCF employees participate in the strategic planning process. In this session, discover the structures in place to align work and deliver focused, effective initiatives at an organization with over 2,500 employees and 65,000 customer-owners.</td>
<td>• Explore the Nuka System of Care approach to strategic planning&lt;br/&gt;• Explain the specific planning steps and tools applied&lt;br/&gt;• Review how planning aligns with other processes</td>
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<td><strong>Governance: Raising the Bar</strong>&lt;br/&gt;SCF Board of Directors&lt;br/&gt;Katherine Gottlieb</td>
<td>A strong, transparent relationship between a CEO and a governing board creates an environment for organizational success. Through strong relationships built over time, SCF’s Board of Directors and President/CEO accomplished whole system transformation and were recognized as a Baldrige award-winning health system.</td>
<td>• Describe the key governance components&lt;br/&gt;• Tell the story of the relationship between Board and senior leadership&lt;br/&gt;• Respond to audience inquiries about governance</td>
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<td><strong>Improvement Culture: Empowering Employees Through Organizational Structure</strong>&lt;br/&gt;Nellie Anagick&lt;br/&gt;Darci Nevzuroff</td>
<td>Improvement work in health care is often linked to a specific project or as an organization undergoes major changes. Fostering an improvement culture, however, can have long-term impacts on every facet of an organization. In this session, learn the organizational structure that aligns improvement efforts with SCF’s Vision and Mission and encourages improvement at every level of the organization.</td>
<td>• Define improvement culture&lt;br/&gt;• Describe the organizational structure for improvement as part of the Nuka System of Care&lt;br/&gt;• Determine ways that accessing the voice of the customer helps in the improvement cycle</td>
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<td><strong>A Comprehensive Approach to Employee Learning and Development</strong>&lt;br/&gt;Dawson Hoover&lt;br/&gt;Christa Phelps&lt;br/&gt;Dorthy Fredenberg</td>
<td>Due to constant change in health care, there is an increased need to go from “just training” employees to offering a more strategic approach that supports the performance outcomes you need from your workforce. Learning and development at SCF is tailored to the customer’s needs—by being relationship focused, discipline specific, multi-faceted collaboration. In this session, learn the unique structure and dynamic processes that support a comprehensive approach to learning and development.</td>
<td>• Connect how SCF’s learning and development approach supports the SCF Vision, Mission and Corporate Initiatives&lt;br/&gt;• Examine SCF’s learning and development philosophy&lt;br/&gt;• Describe SCF’s learning and development structures, processes, and workforce support</td>
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Creating Effective Social Campaigns to Influence Healthy Behaviors
Jessica Davis
Gretchen Sagan

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.

• Examine effective health marketing campaign strategies and discuss how they can help community members make healthy lifestyle choices
• Develop a plan to execute a successful health marketing campaign using our simple 10-step checklist
• Discover how to budget for a successful campaign with our campaign budget worksheet
• Identify ways to determine the impact of your campaigns using an Evaluation Plan

Recruiting and Behavioral-Based Interviewing for Best Fit
Barb Sappah
Tess Johnson

Retention is an issue for every health care organization. Recruiting, interviewing and hiring for “best fit” is an effective way to address turnover. SCF aligns workforce competencies with the Vision and Mission across all levels of the organization. In this session, learn how to recruit for fit and conduct behavioral-based interviewing.

• Summarize how behavioral-based interviewing is used as a tool to support SCF's approach to ensuring best-fit hiring
• Examine how SCF aligns workforce competencies in behavioral-based interviewing to support the vision and mission
• Describe how implementing a centralized interview process improves the hiring and selection of new SCF employees

THURSDAY | 11 a.m. – 12:15 p.m. continued
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<td>• Examine effective health marketing campaign strategies and discuss how they can help community members make healthy lifestyle choices • Develop a plan to execute a successful health marketing campaign using our simple 10-step checklist • Discover how to budget for a successful campaign with our campaign budget worksheet • Identify ways to determine the impact of your campaigns using an Evaluation Plan</td>
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THURSDAY | 12:15 – 1:15 p.m.
LUNCH

THURSDAY | 1:15 – 2:15 p.m.
PLENARY: Integrated Care Delivery April Kyle, Douglas Eby (Tribal Drum)

THURSDAY | 2:30 – 3:45 p.m.
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<td>From Theory to Practice: Integrated Care Teams in Action Ryan McWilliams Tisha Benson Tessie Estes</td>
<td>More and more health systems are adapting team-based care as their delivery model. At SCF, we successfully deliver this model every day through our Integrated Care Teams (ICTs). Designed for audience members who want to see how our ICTs work, SCF staff will demonstrate both the common scenarios encountered in our clinics every day and the communication tools used to make teams work.</td>
<td>• Describe how SCF uses integrated care teams to manage workflow and customer-owner panels • Examine segmentation of high utilizers to optimize resources</td>
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| **Introduction to Behavioral Health Care Integration**  
*Melissa Merrick*  
*Justin Atteberry*  
*Elizabeth Edwards*  
[Level: Beginner]  
[Room: Driftwood] | Behavioral health needs presented in primary care make up a majority of visits. Seamlessly integrating behavioral health in primary care teams meets customer needs, reduces no-show rates and assists providers with complicated cases. In this session, discover various models for integrating behavioral health and learn SCF’s journey working toward bridging primary care with behavioral health. | • Define behavioral health integration  
• Explore existing models of integration  
• Describe behavioral health integration at SCF and where it is implemented in our system  
• Explain brief intervention  
• Explore the common clinical issues addressed, and the standard screening tools used |
| **Effective Data Management**  
*Charles Fletcher*  
*Steve Tierney*  
[Level: Beginner]  
[Room: 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. You also don’t want IT working in a silo, separate from the on the ground clinic employees. In this session, discover the high level of data support and infrastructure that allowed SCF’s primary care clinics to focus on medicine, not IT. | • Examine SCF’s journey toward data management  
• Describe the Nuka System of Care approach and deployment of data management  
• Explore SCF’s Data Mall |
| **Human(ity) Resources: Relationship-Based HR Model**  
*Patricia Seizys*  
*Barb Sappah*  
[Level: Beginner]  
[Room: Halibut] | The key to effective human resources is aligning the Vision and Mission with workforce competencies that are criteria expected of each individual. Performance management, retention, job descriptions, and every facet is impacted by workforce competencies. In this session, learn how SCF’s relationship-based approach shapes human resources. | • Summarize how workforce competencies drive performance management in alignment with SCF’s Nuka System of Care  
• Explore how SCF’s Human Resources department utilizes a relationship-based approach  
• Describe the Nuka System of Care’s method for performance management |
| **Family Wellness Warriors Initiative: Addressing Domestic Violence, Child Abuse and Child Neglect Wellness**  
*Kyle Newman*  
*Bobbi Outten*  
[Level: Beginner]  
[Room: Kayak] | Health care organizations struggle with how to incorporate the voice of the customer-owner 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. | • Recognize the purpose and goal of FWWI  
• Review the FWWI process of large group and small group sessions, and how these two session types help participants connect with topics such as anger, recovery, responding, disappointment, shame, and relational style  
• Identify how addressing trauma leads to improved health outcomes |
| **Leadership Principles That Build a Culture of OWNERSHIP**  
*Katherine Gottlieb*  
[Level: Intermediate]  
[Room: 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 SCF’s Vision and Mission. In this session, Katherine Gottlieb, SCF President/CEO, will share these leadership principles and how they will guide the organization’s work for the future. | • Describe SCF’s leadership principles of OWNERSHIP  
• Describe how these principles apply on the job  
• Explore applying these leadership principles |
FRIDA Y | 7 – 7:45 a.m.
Sponsored Breakfast Presentation by Spokane Tribe of Indians, Dr. Doug Harrington from T-Creek Research & Diagnostics Lab

FRIDA Y | 8 – 9 a.m.
PLENARY: Redesigning Behavioral Health, April Kyle, Chelsa Dorman

FRIDA Y | 9:15 – 10:30 a.m.
CONCURRENT SESSIONS:

### Population Based Case Management
Brenda Cook  
Chelsea Ryan  
Danelle Stein

- **Level:** Beginner  
- **Room:** Anchor

Traditional case management is usually diagnosis or cost based, often posing obstacles to the provider/customer relationship and fragmenting 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.

- Define Case Management in the Nuka System of Care
- Examine the core competencies for Case Management in the Nuka System of Care
- Identify the role of the Case Manager in internal and external relationships to support continuity of care

### Advanced Behavioral Health Care Implementation and Applications
Melissa Merrick  
Sarah Switzer  
Roger Fox

- **Level:** Intermediate  
- **Room:** Driftwood

Preparing primary care providers and behaviorists 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 care and psychiatry, including reorientation for primary care teams and new roles and processes.

- Review of behavioral health integration (BHI) clinical work
- Explore Behavioral Health Consultants (BHCs) clinical assessment tools
- Provide overview of hiring, training and leadership of BHCs
- Discuss financial structure of BHI services
- Describe expansion of BHI services, including integrated psychiatry
- Describe expanding BHI services to non-primary care settings

### Using the Voice of the Customer to Drive Improvement
Cheryl Leonard  
Christopher Koski

- **Level:** Beginner  
- **Room:** Salmon

Being customer-driven is a top priority for most health care organizations. Surveys are mailed or offered after visits to identify opportunities to improve. Then what? In this session, review how customer-ownership at SCF has shaped efforts to listen and respond to the voice of the customer.

- Explain why the voice of the customer is a valuable and critical source of data
- Describe various ways SCF listens to the customer
- Determine ways that accessing the voice of the customer helps in the improvement cycle
FRIDAY | 9:15 – 10:30 a.m.  continued

CONCURRENT SESSIONS:

<table>
<thead>
<tr>
<th>SESSIONS</th>
<th>DESCRIPTION</th>
<th>LEARNING OBJECTIVES</th>
</tr>
</thead>
</table>
| **Onboarding**                                                          | 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. | • Describe the importance of onboarding as an approach to supporting SCF’s Vision and Mission  
• Define the role of onboarding in increasing retention and employee satisfaction  
• Examine the use of onboarding as a tool in promoting career development throughout the workforce |
| **Engaging the Community to Own and Design the Health System**          | Health care organizations built around and tailored to the communities they serve are incredibly successful at addressing the needs of their customer-owners (i.e. patients). This approach is foundational to everything we do at SCF, and is a core value of leadership at the organization. Katherine Gottlieb, SCF President/CEO, will discuss how SCF listens to and incorporates the feedback of 65,000 customer-owner voices. | • Discuss SCF practices in partnering with a customer-owner population  
• Examine the effects of partnering with customer-owners on health outcomes and design aspects of health care delivery |

ALASKA’S HEALTH INFORMATION EXCHANGE

Provides you with valuable health information on your patients. We connect you to hospitals and providers throughout the state of Alaska via our healthHealtheConnect helps you gain a broader view of your patients and gives you real time alerts.

Together we can improve the quality, safety and continuity of care for all Alaskans.

Learn more at www.healtheconnectak.org or call us at 907-770-2626
# FRIDAY | 10:45 a.m. – Noon
## CONCURRENT SESSIONS:

<table>
<thead>
<tr>
<th>SESSIONS</th>
<th>DESCRIPTION</th>
<th>LEARNING OBJECTIVES</th>
</tr>
</thead>
</table>
| **Medication Assisted Treatment: Addressing Substance Abuse in Primary Care**  
*Melissa Shein*  
*Catherine Arnatt*  
[Level: Intermediate]  
[Room: Kayak] | According to the NIH National Institute on Drug Abuse, an estimated 2.1 million people in the United States are suffering in the United States suffering from substance use disorders related to prescription opioid pain relievers in 2012, and an estimated 467,000 are addicted to heroin. Medication assisted treatment delivery in primary care, in conjunction with opioid treatment programs and behavioral therapy, can increase access to valuable treatments. In this session, learn SCF’s whole person, integrated approach to substance abuse, and the challenges and successes of providing medicated assisted treatment. |  
- Identify the elements of SCF’s approach to handling opioids and opioid addiction, and describe system of relationship-based care enables and supports our approach  
- Analyze SCF’s results from its approach to opioids and opioid addiction  
- Examine SCF’s organizational approach to handling opioids and opioid addiction and opportunities for reform |
| **Advanced Behavioral Health Care Implementation and Applications**  
CONTINUED  
*Melissa Merrick, Sarah Switzer, Roger Fox*  
[Room: Driftwood] | |  
  
| **Managing Change and Innovation**  
*Michelle Tierney*  
*Karen McIntire*  
[Level: Intermediate]  
[Room: Tribal Drum] | People say they love change until it happens to them. Change is a difficult process -- especially 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. |  
- Learn about the tools and systems SCF uses to facilitate change  
- Share lessons learned in large scale change  
- Learn how to support staff during times of change |
| **Using Data for Improvement**  
*David Fenn*  
*Mike Hirst*  
*Anna King*  
[Level: Intermediate]  
[Room: 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. |  
- Explore how the Nuka System of Care uses data to determine acceptable performance levels  
- Recognize how the Nuka System of Care utilizes data for improvement  
- Discuss what is done if data shows performance is not acceptable |
| **Compliance & Quality: Supporting Operational Excellence**  
*Denise Morris*  
*Michelle Aregood*  
*Donna Galtbreath*  
[Level: Beginner]  
[Room: Halibut] | Issues of quality, compliance and ethics are foundational for any organization. Instead of behaving like the corporate police, SCF’s Quality Assurance and Corporate Compliance use a team-based structure to partner with customer-owners and organizational partners to answer questions, resolve issues and serve as a resource at all levels of the organization. In this session, learn the SCF approach and run through interactive scenarios that illustrate how strong relationships facilitate this type of work. |  
- Examine the role of compliance and quality assurance in supporting the Nuka System of Care  
- Discuss how compliance and quality assurance work with employees to ensure cross-divisional alignment  
- Review how SCF leadership supports our organization’s commitment to ethical operations (compliance) and quality care |
FRIDAY | 10:45 a.m. – Noon continued

**CONCURRENT SESSIONS:**

<table>
<thead>
<tr>
<th>SESSIONS</th>
<th>DESCRIPTION</th>
<th>LEARNING OBJECTIVES</th>
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</thead>
</table>
| Identifying High Risk Patients in Pediatrics | Prior to creation of a new system, SCF’s Pediatrics manually tracked care coordination in spreadsheets; these spreadsheets varied by teams and were not accessible to other providers, which created care management and continuity disruptions. In this session, discover the Nuka system that identifies and categorizes complex chronic conditions among our pediatric population and creates actionable tracking lists, accessible by any SCF health care provider, to ensure continuity and systematic care delivery. | • Describe how SCF identifies and categorizes complex chronic conditions among its pediatric population  
• Examine the use of data through provider-accessible actionable tracking lists to ensure continuity of care |

FRIDAY | Noon – 1:30 p.m.

**LUNCH**

**TOURS:** Anchorage Native Primary Care Center. Meet at the front entrance of the Nuka Learning & Wellness Center. Sign up at registration or at Nuka.com

FRIDAY | 1:30 – 2:45 p.m.

**CONCURRENT SESSIONS:**

<table>
<thead>
<tr>
<th>SESSIONS</th>
<th>DESCRIPTION</th>
<th>LEARNING OBJECTIVES</th>
</tr>
</thead>
</table>
| Culturally Appropriate Alternatives: Traditional Healing in Primary Care                     | Health care organizations often struggle to provide services that help customers-owners 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. | • Define key elements of traditional healing  
• Describe how SCF coordinates traditional healing practices with western medicine to incorporate Alaska Native values  
• Examine culturally appropriate alternatives |
| Learning Circles: Bringing People Together | 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. | • Describe SCF’s corporate learning circle philosophy  
• Explain how and why learning circles developed  
• Examine customer feedback on learning circles |
FRIDAY | 1:30 – 2:45 p.m. continued

CONCURRENT SESSIONS:

<table>
<thead>
<tr>
<th>SESSIONS</th>
<th>DESCRIPTION</th>
<th>LEARNING OBJECTIVES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integrating the Baldrige Framework for Continuous Improvement Sharon Fenn Tamara Brown</td>
<td>Baldrige criteria are a valuable framework for health care organizations. In 2011 and 2017, SCF received the Malcolm Baldrige National Quality Award. In this session, discover SCF’s journey and how the Baldrige framework influences continuous improvement.</td>
<td>• Define the Baldrige Performance Excellence Program framework, criteria and the ADLI evaluation tool  • Describe how SCF applies the Baldrige framework and uses Baldrige feedback as a tool for continuous improvement  • Identify opportunities to apply the Baldrige framework within your organization</td>
</tr>
<tr>
<td>How SCF Uses Coaching to Drive Performance, Learning and Teamwork Kristi Brenock-Leduc Karen McIntire</td>
<td>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.</td>
<td>• Describe the Nuka System of Care’s approach to coaching  • Explain SCF’s coaching journey  • Practice elements of SCF’s Model for Coaching</td>
</tr>
<tr>
<td>Optimizing High Quality Care in Remote Locations Donna Galbreath Martha Cotten Michelle Baker</td>
<td>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.</td>
<td>• Explore SCF’s strategy in delivering care to customer-owners in rural communities  • Examine the role of SCF’s rural community health care program  • Summarize how SCF uses innovative methods, such as tele-pharmacy and tele-behavioral health, in providing real-time care in remote areas</td>
</tr>
<tr>
<td>Customer-Owner Panel</td>
<td>Customer-Owners share their health care stories at Southcentral Foundation</td>
<td></td>
</tr>
</tbody>
</table>

FRIDAY | 3 – 3:30 p.m.
CLOSING Katherine Gottlieb (Tribal Drum)

FRIDAY | 3:30 - 4:30 p.m.
TOUR: Anchorage Native Primary Care Center. Meet at the front entrance of the Nuka Learning & Wellness Center. Sign up at registration or at Nuka.com
SESSION SLIDES AVAILABLE AT NUKA.COM
If you would like any of the conference presentation slides, you may download them at nuka.com.

CONTINUING MEDICAL EDUCATION (CME) CREDITS/HOURS
CME credits/hours will be available for both the pre-conference and general conference.

Pre-Conference
On Wednesday afternoon, ask your learning circle leader for the CME survey, complete it and turn it into registration for your certificate.

General Conference
On Friday afternoon, find your CME survey in your conference bag, or ask registration for an additional copy.
Fill out the survey and return it to registration to receive your certificate.

WELLNESS CENTER
You are invited to use Southcentral Foundation's Health Education and Wellness Center (4201 Tudor Centre Drive), Monday through Friday, 6:15 a.m. to 6:30 p.m. Please check-in at the front desk to complete an orientation and fill out a waiver. Wear non-street shoes on the exercise equipment. Showers are available in the facility.

SHUTTLES
Shuttles will be available to take you to your hotel at the end of each day. You are responsible for transportation to the conference in the morning. Many hotels provide complimentary shuttles. Shuttles will also be available for off-campus conference activities, such as the Flattop Mountain hike, the scenic drive, and the Cultural and Networking Reception.

WI-FI
Free Wi-Fi is available throughout the conference area. Please bring your own cord. Password: Nuka2019

LOCKERS AND CHARGERS
Lockers with plug-ins are available for you to charge your devices in the first floor hallway between the lobby and the Gulf of Alaska and on the second floor in the south lobby area.

CANCELLATION POLICY
A cancellation must be in writing and emailed to scfnukainstitute@scf.cc. Cancellations will be assessed a $250 administrative fee until May 13. Fifty percent (50%) of the registration fee will be refunded for cancellations received from May 14 through May 31. Cancellations received after May 31 are nonrefundable.

TOBACCO-FREE CAMPUS
The Alaska Native Health Campus is tobacco free. This includes the parking lots, sidewalks, walkways, and roadways between and surrounding the property.
Southcentral Foundation’s Nuka Strategic Planning Software is proven to bridge the gap between employees and the mission and vision of your organization, encourage and support continual improvement, develop shared accountability, track progress, and report on successes.

We use this strategic planning software to support more than 100 operational plans, 2,500 employees, and 65,000 customers. SCF can help you implement the software that contributed to Southcentral Foundation’s Nuka System of Care receiving two Malcolm Baldrige National Quality Awards.

Come see a quick demo from the experts that developed the software at any of your breaks throughout the general conference and feel free to ask questions.
#NUKA2019
SCAVENGER HUNT
Thursday, June 20 – Friday, June 21

1. Find Twitter post opportunities in the checklist below.
2. Tweet using #NUKA2019 and tag @SCFNuka.
3. Each tweet will give you one entry to win a prize.

Three winners will be chosen randomly at the end of each day.

TWEET:
- a group selfie
- a photo with someone you just met
- a photo with your face as a fish, fisherman, or bear
- a photo during a Strategic Planning Software demo
- a statement about what you’re looking forward to most
- a photo with someone wearing a kuspuk
- a quote from Katherine Gottlieb, SCF President/CEO
- a quote from Derek Feeley
- a key insight gained from a presenter
- a photo of a keynote speaker
- a statement about a plenary session
- a photo on Flattop Mountain or scenic drive
- a photo at University Lake
- a photo during the cultural reception
Couldn’t make it to the Core Concepts pre-conference or would like more in-depth training?

There are other opportunities to attend!

**IMPROVEMENT AND INNOVATION: READI, SET, GO!**  
Aug. 12 – 16

**INTEGRATED PRIMARY CARE TEAM TRAINING**  
Oct. 30 – Nov. 1

**BEHAVIORAL HEALTH INTEGRATION TRAINING**  
Oct. 30 – Nov. 1

**CORE CONCEPTS TRAINING**  
Oct. 23 – 25

**MOTIVATIONAL INTERVIEWING**  
Oct. 28 – 29

All trainings can be tailored to fit your organization’s needs. Training is available virtually and at your location. Visit SCFNuka.com for more information or to register!
# SCF ACRONYMS

We will do our best to avoid using acronyms. However, if we do, we’re sorry. Please see here:

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AN/AI</td>
<td>Alaska Native / American Indian</td>
</tr>
<tr>
<td>ANCSA</td>
<td>Alaska Native Claims Settlement Act</td>
</tr>
<tr>
<td>ANMC</td>
<td>Alaska Native Medical Center</td>
</tr>
<tr>
<td>ANP</td>
<td>Advanced Nurse Practitioner</td>
</tr>
<tr>
<td>ANPCC</td>
<td>Anchorage Native Primary Care Center</td>
</tr>
<tr>
<td>ANTHC</td>
<td>Alaska Native Tribal Health Consortium</td>
</tr>
<tr>
<td>ARO</td>
<td>Annual Reorientation</td>
</tr>
<tr>
<td>ASTP</td>
<td>Administrative Support Training Program</td>
</tr>
<tr>
<td>BFA</td>
<td>Beauty for Ashes Training: an FWWI training</td>
</tr>
<tr>
<td>BHA</td>
<td>Behavioral Health Aide</td>
</tr>
<tr>
<td>BHC</td>
<td>Behavioral Health Consultant</td>
</tr>
<tr>
<td>BIA</td>
<td>Bureau of Indian Affairs</td>
</tr>
<tr>
<td>BOD</td>
<td>Board of Directors</td>
</tr>
<tr>
<td>BSD</td>
<td>Behavioral Services Division</td>
</tr>
<tr>
<td>BURT</td>
<td>Behavioral Urgent Response Team</td>
</tr>
<tr>
<td>Camai</td>
<td>Welcome</td>
</tr>
<tr>
<td>CARF</td>
<td>Commission on Accreditation of Rehabilitation Facilities</td>
</tr>
<tr>
<td>CHAP</td>
<td>Community Health Aide Program</td>
</tr>
<tr>
<td>CIRI</td>
<td>Cook Inlet Regional Incorporated</td>
</tr>
<tr>
<td>CMA</td>
<td>Certified Medical Assistant</td>
</tr>
<tr>
<td>CMI</td>
<td>Continuously Mental Ill</td>
</tr>
<tr>
<td>CMS</td>
<td>Case Management Support</td>
</tr>
<tr>
<td>CNM</td>
<td>Certified Nurse Midwife</td>
</tr>
<tr>
<td>C-O</td>
<td>Customer-Owner, the SCF term used for patient</td>
</tr>
<tr>
<td>Comp. Med</td>
<td>Complimentary Medicine</td>
</tr>
<tr>
<td>CRS</td>
<td>Community Resource Specialist</td>
</tr>
<tr>
<td>Dashboard</td>
<td>Operational performance indicators in strategic planning</td>
</tr>
<tr>
<td>Data Mall</td>
<td>SCF’s organizational data analysis and clinical measures database</td>
</tr>
<tr>
<td>DHAT</td>
<td>Dental Health Aide Therapist</td>
</tr>
<tr>
<td>ECAF</td>
<td>Employee and Community Assistance Fund</td>
</tr>
<tr>
<td>EHR</td>
<td>Electronic Health Record</td>
</tr>
<tr>
<td>ETS</td>
<td>Executive and Tribal Services</td>
</tr>
<tr>
<td>FWWI</td>
<td>Family Wellness Warriors Initiative</td>
</tr>
<tr>
<td>Health Ed</td>
<td>Health Education and Wellness Services</td>
</tr>
<tr>
<td>HEDIS</td>
<td>Healthcare Effectiveness Data and Information Set</td>
</tr>
<tr>
<td>HIPPPA</td>
<td>Health Insurance Portability and Accountability Act</td>
</tr>
<tr>
<td>ICT</td>
<td>Integrated Care Team</td>
</tr>
<tr>
<td>IHI</td>
<td>Institute for Healthcare Improvement</td>
</tr>
<tr>
<td>IHS</td>
<td>Indian Health Service</td>
</tr>
<tr>
<td>Inpt</td>
<td>Inpatient</td>
</tr>
<tr>
<td>Joint Commission</td>
<td>The national accreditng body to help health care organizations measure, assess and improve performance</td>
</tr>
<tr>
<td>L and D</td>
<td>Learning and Development</td>
</tr>
<tr>
<td>LC</td>
<td>Learning Circle</td>
</tr>
<tr>
<td>LCL</td>
<td>Learning Circle Leader</td>
</tr>
<tr>
<td>LMS</td>
<td>Learning Management System</td>
</tr>
<tr>
<td>MAT</td>
<td>Medication Assisted Treatment</td>
</tr>
<tr>
<td>Mat-Su</td>
<td>Matanuska-Susitna Borough, part of SCF’s Service Area</td>
</tr>
<tr>
<td>MSD</td>
<td>Medical Services Division</td>
</tr>
<tr>
<td>NP</td>
<td>Nurse Practitioner</td>
</tr>
<tr>
<td>Nuka</td>
<td>An Alaska Native word used for strong, giant structures and living things. Short for Nuka System of Care.</td>
</tr>
<tr>
<td>OB / GYN</td>
<td>Obstetrics / Gynecology</td>
</tr>
<tr>
<td>OD</td>
<td>Organizational Development Department</td>
</tr>
<tr>
<td>ODI</td>
<td>Organizational Development and Innovation</td>
</tr>
<tr>
<td>OFI</td>
<td>Opportunity for Improvement</td>
</tr>
<tr>
<td>OT</td>
<td>Occupational Therapy</td>
</tr>
<tr>
<td>OTP</td>
<td>Office of the President</td>
</tr>
<tr>
<td>Outpt</td>
<td>Outpatient</td>
</tr>
<tr>
<td>PCP</td>
<td>Primary Care Provider</td>
</tr>
<tr>
<td>PDP</td>
<td>Personal Development Plan</td>
</tr>
<tr>
<td>PDSA</td>
<td>Plan Do Study Act; an assessment tool used in improvement processes and projects</td>
</tr>
<tr>
<td>PI</td>
<td>Private Insurance</td>
</tr>
<tr>
<td>Provider</td>
<td>General Practitioner</td>
</tr>
<tr>
<td>PT</td>
<td>Physical Therapy</td>
</tr>
<tr>
<td>Quyana</td>
<td>Thank you</td>
</tr>
<tr>
<td>R and D</td>
<td>Resource and Development</td>
</tr>
<tr>
<td>RD</td>
<td>Registered Dietician</td>
</tr>
<tr>
<td>RELATE</td>
<td>Respond, Engage, Listen, Advocate, Thank, Encourage, SCF’s standards for a positive customer experience</td>
</tr>
<tr>
<td>RN</td>
<td>Registered Nurse</td>
</tr>
<tr>
<td>SAMHSA</td>
<td>Substance Abuse and Mental Health Services Administration</td>
</tr>
<tr>
<td>SBIRT</td>
<td>Screening, Brief Intervention, Referral,</td>
</tr>
<tr>
<td>SCF</td>
<td>Southcentral Foundation</td>
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<tr>
<td>SME</td>
<td>Subject Matter Expert</td>
</tr>
<tr>
<td>SWOT</td>
<td>Strengths, Weaknesses, Opportunities, Threats</td>
</tr>
<tr>
<td>Telemed</td>
<td>Telemedicine</td>
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<tr>
<td>VNPCC</td>
<td>Valley Native Primary Care Center</td>
</tr>
<tr>
<td>VSMT</td>
<td>Village Service Management Team</td>
</tr>
<tr>
<td>WCP</td>
<td>Wellness Care Plan</td>
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</tbody>
</table>
The Only Health Care Organization to be a Two-Time Recipient of the Malcolm Baldrige National Quality Award 2011 & 2017 Award Recipient

Southcentral Foundation

NUKA SYSTEM OF CARE

4085 Tudor Centre Drive, Anchorage, Alaska | @SCFNuka | SCFNuka.com