

Southcentral Foundation's 8th Annual

Nuka

SYSTEM OF CARE CONFERENCE

June 18–22, 2018
ANCHORAGE, ALASKA

EXPERIENCE

Southcentral Foundation's
Nuka System of Care



NUKA LEARNING & WELLNESS CENTER

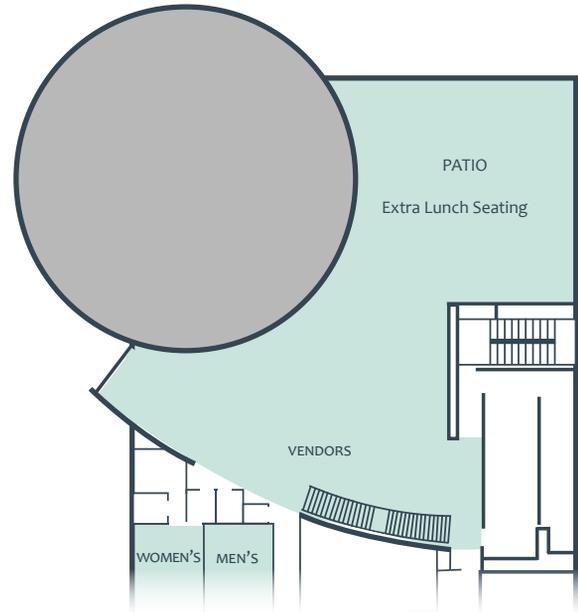
FIRST FLOOR

Conference activities are held on the first floor.
Vendor booths will be set up in Halibut and Beluga rooms.



THIRD FLOOR

The outdoor patio will be open for breaks.
Vendor booths will be set up for the general conference on the third floor.





A message from Southcentral Foundation President/CEO
Dr. Katherine Gottlieb, MBA, DPS, LHD

CAMAI! WELCOME!

Welcome to Southcentral Foundation's 8th Annual Nuka System of Care Conference! This past year has been very exciting for us, with SCF being awarded the Malcolm Baldrige National Quality Award for the second time. This award is a testament to SCF's dedicated workforce, and to the customer-owners we serve, who have transformed the way health care is delivered in our system. Our system of relationship-based care has improved health outcomes and customer satisfaction. We are excited to bring you the lessons we have learned over years of working with customer-owners to improve the system!

Operating under the Tribal authority of Cook Inlet Region, Inc. SCF was founded in 1982 and since then has grown from a small organization with a handful of employees to more than 2,300 employees and over 80 programs. SCF is an Alaska Native customer-owned 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 a major shift from volume-to value-based care, when the Indian Health Service transferred ownership of the entire primary care system in southcentral Alaska to SCF. With that transfer, SCF leadership sought input from Alaska Native and American Indian people on the health care system. Through community collaboration, Alaska Native people developed the Nuka System of Care.

While you are here, you will discover 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. At SCF, our journey is ongoing, and we hope to learn from you as you learn from us. Please do not hesitate to talk to any of our presenters and share stories from your health care systems; at SCF, we know how valuable this kind of exchange can be. The theme of the 8th Annual Nuka System of Care Conference is relationship-based care, and we look forward to exploring the elements of this with you in the days ahead.

The system transformation that established SCF's Nuka System of Care was based upon four simple, yet revolutionary, philosophies:

- Customer-ownership – Not called patients, customer-owners are treated as equals and share decision-making for their health and wellness. Health care is a service, of which they are customers, and they own their health and the health care system.
- Relationship – Relationship between the primary care team and the customer-owner is the most important means to effect change. Recognizing customer-owners are ultimately in control of their own lifestyle choices and health care decisions, the Nuka System of Care focuses on understanding each customer-owner's unique story, values and influencers to support them on their journey to wellness.
- Whole system transformation – Customer-ownership and relationship impact the entire system, not just health care delivery. All five key work systems in the Nuka System of Care were redesigned, including medical, behavioral, dental, tribal and health care support.
- Ownership – Leadership principles that align decision making with SCF's vision and mission to ensure a sustainable future while adhering to SCF's core concepts and operational principles.

Enjoy your time discovering, learning and thinking about ways to transform your organization! I look forward to sharing more with you as part of our Nuka System of Care Conference June 18-22, 2018, at SCF's main campus in Anchorage, Alaska.

Sincerely,
SOUTHCENTRAL FOUNDATION

Katherine Gottlieb, MBA, DPS, LHD
President/CEO

SOUTHCENTRAL FOUNDATION'S NUKA SYSTEM OF CARE

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*



OPERATIONAL PRINCIPLES

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.

Relationships between the customer-owner, the family and provider must be fostered and supported

Emphasis on wellness of the whole person, family and community including physical, mental, emotional and spiritual wellness

Locations that are convenient for the customer-owner and create minimal stops for the customer-owner

Access is optimized and waiting times are limited

Together with the customer-owner as an active partner

Intentional whole system design to maximize coordination and minimize duplication

Outcome and process measures to continuously evaluate and improve

Not complicated but simple and easy to use

Services are financially sustainable and viable

Hub of the system is the family

Interests of the customer-owner drive the system to determine what we do and how we do it

Population-based systems and services

Services and systems build on the strengths of Alaska Native cultures

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.

Work together in relationship to learn and grow

Encourage understanding

Listen with an open mind

Laugh and enjoy humor throughout the day

Notice the dignity and value of ourselves and others

Engage others with compassion

Share our stories and our hearts

Strive to honor and respect ourselves and others

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



2017 Nuka Conference ATTENDEES

attendees participated from all around the world

68 PRE-CONFERENCE
131 GENERAL CONFERENCE

attendance by health care ORGANIZATION TYPE



attendance by PROFESSION



PRE-CONFERENCE WORKSHOP

MONDAY-WEDNESDAY, JUNE 18 – 20

8 a.m.-5 p.m. daily

Registration and breakfast begins at 7 a.m.

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.

GENERAL CONFERENCE

THURSDAY-FRIDAY, JUNE 21 – 22

Registration begins at 6:30 a.m.

Breakfast begins at 7 a.m.

The **2018 Nuka System of Care General Conference** offers plenary, keynote and concurrent sessions both days. The 29 concurrent sessions are offered in beginner, intermediate and advanced categories.

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

“ 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 work. 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 21

- 6:30-8 a.m.** On-site Registration and Breakfast
- 7-7:45 a.m.** Sponsored Breakfast Presentation by Quest Diagnostics - Innovative Population Health Approaches
- 8-8:30 a.m.** Welcome and Blessing
- 8:30-9:30 a.m.** Keynote: Dr. Katherine Gottlieb
- 9:45-10:45 a.m.** Plenary: Workforce Development
- 11 a.m.-12:15 p.m.** Concurrent Session 1
- 12:15-1:15 p.m.** Lunch, Tours of Anchorage Native Primary Care Center, Strategic Planning Software Demos
- 1:15-2:15 p.m.** Plenary: Integrated Care Delivery
- 2:30-3:45 p.m.** Concurrent Session 2
- 4-5 p.m.** Keynote: Dr. Eric D. Green
- 6-8 p.m.** Optional Networking and Cultural Reception

DAY TWO, FRIDAY, JUNE 22

- 7-8 a.m.** Breakfast available
- 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 p.m.** Lunch, Tours of Anchorage Native Primary Care Center, Strategic Planning Software Demos
- 1-2 p.m.** Plenary: Customer-Owner Panel
- 2:15-3:30 p.m.** Concurrent Session 5
- 3:45-4:45 p.m.** Keynote: Cheryl Hankard
- 4:45-5 p.m.** Closing Plenary: Dr. Katherine Gottlieb

CUSTOMER-OWNER PANEL PLENARY SESSION

Day two of the general conference will have a panel of customer-owners sharing their personal stories of how they experienced health care in the past and how they experience it today. Past attendees have found this session very moving as the presenters share their stories from the heart.

what attendees said about the GENERAL CONFERENCE

100% "Provided materials you can use at your organization"

Everyone who responded felt they received information that would be of use to them and their organization

97% "Will make improvements"
97% of respondents agreed that they would use what they learned to improve their agency with 78% "strongly agreeing"

96% "will recommend the Nuka Conference to Colleagues"

OPTIONAL NETWORKING AND WELLNESS ACTIVITIES

WEDNESDAY



FLATTOP MOUNTAIN HIKE

6 – 9 p.m.

Sign in at the registration table in the lobby before the shuttle departs from the Nuka Learning and Wellness Center at 6 p.m. No additional charge for this event. *Weather permitting

Difficulty level: This is a fairly moderate hike. The trail is nearly all uphill, but provides switchbacks for most of the way. The last short portion of the hike also involves scaling some rocky sections, though nothing too difficult. The view at the top is amazing!

THURSDAY



NETWORKING AND CULTURAL RECEPTION

6 – 8 p.m.

SCF and the Alaska Native Heritage Center offer an opportunity to network and experience Alaska Native cultures and traditions. The event is free for conference attendees and will take place at the Alaska Native Heritage Center, located at 8800 Heritage Center Drive in Anchorage. A meal will be provided and as a special part of the evening’s entertainment, all guests are invited to participate in a time to share a piece of their culture. At past gatherings, guests have chosen to drum, sing or play instruments from their culture.

EACH DAY



WORK OUT AT SCF’S WELLNESS CENTER

Open 6:15 a.m. – 6:30 p.m., Monday through Friday

SCF’s Wellness Center at 4201 Tudor Centre Drive is open to conference participants. Join one of the classes or workout on your own.



WALK, RUN OR BIKE ON THE TRAIL OUT BACK

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)

SCF BOARD OF DIRECTORS



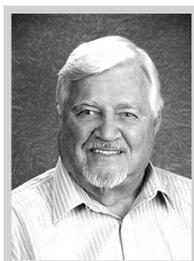
JAMES SEGURA
CHAIRMAN, 2004-PRESENT
DIRECTOR, 1982-PRESENT

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.



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.



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.



LORETTA J. THROOP
DIRECTOR, 2008-PRESENT

Loretta Throop has had a long career in health care, including serving as a U.S. Public Health Service nurse, a community health aide instructor, a youth and family counselor, and a school nurse and nurse mentor for the Anchorage School District. In the 1970s, she helped write the guidelines for primary health care in rural Alaska.



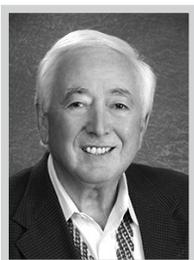
KAREN CAINDEC
SECRETARY/TREASURER, 2008-PRESENT
DIRECTOR, 2004-PRESENT

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.



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.



ROY M. HUHDORF
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.

SCF VICE PRESIDENTS



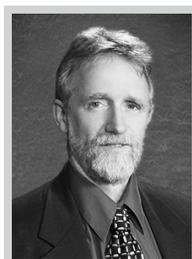
ILEEN SYLVESTER, MBA
VICE PRESIDENT OF EXECUTIVE
& TRIBAL SERVICES

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 &
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 & 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, JUNE 21

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

THURSDAY | 8:30 – 9:30 a.m.

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



Dr. 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 Dr. 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.

PLENARY: Workforce Development, *Karen McIntire, Leandra Ross, Dr. Michelle Tierney*

THURSDAY | 11 a.m. – 12:15 p.m.

CONCURRENT SESSIONS:

CONCURRENT SESSIONS	DESCRIPTION	LEARNING OBJECTIVES
<p>A Roadmap for the Future: A Customer-Owner Driven Strategic Planning Process <i>Sherrilyn Westdahl</i> <i>Sonda Tetpon</i></p> <p>[Level: Intermediate] [Room: Driftwood]</p>	<p>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 2,000 employees and 65,000 customer-owners.</p>	<ul style="list-style-type: none"> • Explore the Nuka System of Care approach to strategic planning • Explain the specific planning steps and tools applied • Review how planning aligns with other processes
<p>Family Wellness Warriors Initiative: Addressing Domestic Violence, Child Abuse and Child Neglect <i>Marcel Bergeron</i> <i>Polly Andrews</i> <i>Bobbi Outten</i></p> <p>[Level: Beginner] [Room: Salmon]</p>	<p>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 domestic violence, child sexual abuse and child neglect.</p>	<ul style="list-style-type: none"> • 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

CONCURRENT SESSIONS	DESCRIPTION	LEARNING OBJECTIVES
<p>Improvement Culture: Empowering Employees Through Organizational Structure Sharon Fenn Tamara Brown</p> <p>[Level: Beginner] [Room: Tribal Drum]</p>	<p>Improvement work in health care is often linked to a specific project or an organization undergoing 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 the Vision and Mission and encourages improvement at every level of the organization.</p>	<ul style="list-style-type: none"> • Define improvement culture • Describe the organizational structure for improvement as part of the Nuka System of Care • Determine ways that accessing the voice of the customer helps in the improvement cycle
<p>A Comprehensive Approach to Employee Learning and Development Brenda Metrokin Ricco Ramos Guil Prickette Dorothy Fredenberg</p> <p>[Level: Beginner] [Room: Kayak]</p>	<p>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.</p>	<ul style="list-style-type: none"> • Connect how SCF’s learning and development approach supports the SCF vision, mission and corporate initiatives • Examine SCF’s learning and development philosophy • Describe SCF’s learning and development structures, processes and workforce support
<p>Recruiting and Behavioral-Based Interviewing for Best Fit Stephanie Francis Barb Sappah</p> <p>[Level: Beginner] [Room: Kayak]</p>	<p>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.</p>	<ul style="list-style-type: none"> • 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
<p>Creating Effective Social Campaigns to Influence Healthy Behaviors Laurie Wiese Katie Montanelli</p> <p>[Level: Beginner] [Room: Beluga]</p>	<p>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.</p>	<ul style="list-style-type: none"> • 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 Wworksheet • Identify ways to determine the impact of your campaigns using an Evaluation Plan

THURSDAY | 1:15 – 2:15 p.m.

PLENARY: Integrated Care Delivery, Dr. Donna Galbreath, Dr. Douglas Eby

THURSDAY | 2:30 – 3:45 p.m.

CONCURRENT SESSIONS:

CONCURRENT SESSIONS	DESCRIPTION	LEARNING OBJECTIVES
<p>From Theory to Practice: Integrated Care Teams in Action Ryan McWilliams Tisha Benson Tessie Estes</p> <p>[Level: Intermediate] [Room: Anchor]</p>	<p>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.</p>	<ul style="list-style-type: none"> • Describe how SCF uses integrated care teams to manage workflow and customer-owner panels • Examine segmentation of high utilizers to optimize resources
<p>Introduction to Behavioral Health Care Integration Melissa Merrick Justin Atteberry</p> <p>[Level: Beginner] [Room: Driftwood]</p>	<p>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.</p>	<ul style="list-style-type: none"> • 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
<p>Staffing and Systems for Effective Data Management Evan Kennedy</p> <p>[Level: Beginner] [Room: Salmon]</p>	<p>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.</p>	<ul style="list-style-type: none"> • Examine SCF’s journey toward data management • Describe the Nuka System of Care approach and deployment of data management • Explore SCF’s Data Mall
<p>Human(ity) Resources: Relationship-Based HR Model Karen McIntire Patricia Seizys</p> <p>[Level: Beginner] [Room: Kayak]</p>	<p>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.</p>	<ul style="list-style-type: none"> • 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

THURSDAY | 2:30 – 3:45 p.m.

CONCURRENT SESSIONS	DESCRIPTION	LEARNING OBJECTIVES
<p>Raising the Bar: The Board’s Role in Whole System Transformation SCF Board of Directors Dr. Katherine Gottlieb</p> <p>[Level: Intermediate] [Room: Tribal Drum]</p>	<p>A strong, transparent relationship between senior leadership 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 twice recognized as a Baldrige Award winning health care system. In this session, SCF President/CEO Dr. Katherine Gottlieb and SCF’s Board of Directors will discuss their work and lead a participant-driven question and answer session.</p>	<ul style="list-style-type: none"> • Describe the key governance components • Tell the story of the relationship between Board and senior leadership • Respond to audience inquiries about governance
<p>Using the Voice of the Customer to Drive Improvement Elizabeth Rasmussen Barb Sappah</p> <p>[Level: Beginner] [Room: Beluga]</p>	<p>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.</p>	<ul style="list-style-type: none"> • 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

THURSDAY | 4 – 5 p.m.

KEYNOTE: Dr. Eric D. Green, MD, PHD
 NATIONAL HUMAN GENOME RESEARCH INSTITUTE DIRECTOR
 NATIONAL INSTITUTES OF HEALTH



Dr. Eric D. Green, M.D., Ph.D. is the Director of the National Human Genome Research Institute (NHGRI) at the National Institutes of Health (NIH), a position he has held since late 2009. Previously, he served as the NHGRI Scientific Director, Chief of the NHGRI Genome Technology Branch, and Director of the NIH Intramural Sequencing Center.

While directing an independent research program for almost two decades, Dr. Green was at the forefront of efforts to map, sequence, and understand eukaryotic genomes. His work included significant, start-to-finish involvement in the Human Genome Project.

As Director of NHGRI, Dr. Green is responsible for providing overall leadership of the Institute’s research portfolio and other initiatives. In 2011, Dr. Green led NHGRI to the completion of a strategic planning process that yielded a new vision for the future of genomics research, entitled *Charting a Course for Genomic Medicine from Base Pairs to Bedside* (Nature 470:204-213, 2011). Since that time, he has led the Institute in broadening its research mission; this has included designing and launching a number of major programs to accelerate the application of genomics to medical care. Beyond NHGRI-specific programs, Dr. Green has also played an instrumental leadership role in the development of several high-profile efforts relevant to genomics, including the Smithsonian-NHGRI exhibition *Genome: Unlocking Life’s Code*, the NIH Big Data to Knowledge (BD2K) program, the NIH Genomic Data Sharing Policy, and the U.S. Precision Medicine Initiative.

FRIDAY | 8 – 9 a.m.

PLENARY: Redesigning Behavioral Health, *April Kyle, Chelsa Dorman*

FRIDAY | 9:15 – 10:30 a.m.

CONCURRENT SESSIONS:

CONCURRENT SESSIONS	DESCRIPTION	LEARNING OBJECTIVES
<p>Population Based Case Management <i>Brenda Cook</i> <i>Chelsa Ryan</i></p> <p>[Level: Beginner] [Room: Driftwood]</p>	<p>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.</p>	<ul style="list-style-type: none"> • 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
<p>Advanced Behavioral Health Care Implementation and Applications <i>Melissa Merrick</i> <i>Sarah Switzer</i> <i>Roger Fox</i></p> <p>[Level: Intermediate] [Room: Anchor]</p>	<p>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 and psychiatry, including reorientation for primary care teams and new roles and processes.</p>	<ul style="list-style-type: none"> • 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
<p>Tools and Processes for Strategically Integrating Improvement Work <i>Stephanie Francis</i> <i>Adyson Hayden</i></p> <p>[Level: Beginner] [Room: Salmon]</p>	<p>Health care organizations are undergoing rapid change. Change doesn’t always lead to improvement. In this session, learn how SCF aligns various improvement tools such as the Model for Improvement, tests changes on a small scale using Plan-Do-Study-Act (PDSA) cycles, and Baldrige framework.</p>	<ul style="list-style-type: none"> • Explain how SCF’s strategic approach to improvement supports our journey to achieve SCF’s vision and mission • Describe key continuous improvement tools including the Model for Improvement • Identify structures which support deploying improvement initiatives
<p>Onboarding Programs That Increase Satisfaction, Productivity and Retention <i>Solveig Johnson</i> <i>Dorothy Fredenberg</i> <i>Shirley Tuzroyluke</i></p> <p>[Level: Intermediate] [Room: Kayak]</p>	<p>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.</p>	<ul style="list-style-type: none"> • 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

CONCURRENT SESSIONS	DESCRIPTION	LEARNING OBJECTIVES
<p>Engaging the Community to Own and Design the Health System Katherine Gottlieb</p> <p>[Level: Intermediate] [Room: Tribal Drum]</p>	<p>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. Dr. Katherine Gottlieb, President/CEO, will discuss how SCF listens to and incorporates the feedback of 65,000 customer-owner voices.</p>	<ul style="list-style-type: none"> • 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
<p>Identifying High Risk Patients in Pediatrics Julia Smith Pam Finch Emi Williams</p> <p>[Level: Beginner] [Room: Beluga]</p>	<p>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.</p>	<ul style="list-style-type: none"> • 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

“ I view Nuka as our “true north.” Nuka’s focus on working with patients and communities to create and promote health in both mind and body serves as a model to us all. Nuka inspired the Center for Primary Care at Harvard Medical School to expand our own focus from health care to health. We look forward to working with Nuka to lead change throughout the world. ”

- Russell Phillips, Harvard Director of the Center for Primary Care and 4th Annual Nuka Conference keynote speaker

CONCURRENT SESSIONS	DESCRIPTION	LEARNING OBJECTIVES
<p>Medication Assisted Treatment: Addressing Substance Abuse in Primary Care Melissa Shein Whitney Branshaw Kristin Allmaras</p> <p>[Level: Intermediate] [Room: Kayak]</p>	<p>According to the NIH National Institute on Drug Abuse, an estimated 2.1 million people 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. Medicated 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.</p>	<ul style="list-style-type: none"> • 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
<p>Facility Design that Promotes Health Care Delivery Doug Eby James Sears Melanie Binion</p> <p>[Level: Beginner] [Room: Driftwood]</p>	<p>As primary care changes, facilities must be redesigned to meet changing organizational needs and strategies. Facility design affects efficiency and collaborative care by either supporting or hindering team communication. In this session, learn how SCF’s intentional and culturally-driven facility design fosters relationships and influences wellness.</p>	<ul style="list-style-type: none"> • Describe how the Nuka System of Care’s philosophy is infused in outstanding facility design • Define how the beautiful facilities contribute to Alaska Native pride, honor, dignity and self-confidence • Relate facility design to effective clinical interactions
<p>Managing Change and Innovation Michelle Tierney Karen McIntire</p> <p>[Level: Intermediate] [Room: Tribal Drum]</p>	<p>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.</p>	<ul style="list-style-type: none"> • 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
<p>Using Data for Improvement David Fenn Mike Hirst Nellie Anagick</p> <p>[Level: Intermediate] [Room: Salmon]</p>	<p>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.</p>	<ul style="list-style-type: none"> • 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

FRIDAY | 10:45 a.m. – Noon

CONCURRENT SESSIONS	DESCRIPTION	LEARNING OBJECTIVES
<p>Compliance & Quality: Supporting Operational Excellence <i>Denise Morris</i> <i>Michelle Aregood</i> <i>Donna Galbreath</i></p> <p>[Level: Beginner] [Room: Beluga]</p>	<p>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.</p>	<ul style="list-style-type: none">• 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 | 1-2 p.m.

PLENARY: Customer-Owner Panel



CONCURRENT SESSIONS	DESCRIPTION	LEARNING OBJECTIVES
<p>Culturally Appropriate Alternatives: Traditional Healing in Primary Care <i>Buz Daney</i> <i>Lois Law</i> <i>Angela Michaud</i> <i>Jessie Takak</i></p> <p>[Level: Beginner] [Room: Driftwood]</p>	<p>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.</p>	<ul style="list-style-type: none"> • 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
<p>Learning Circles: Bringing People Together <i>Robert Heffle</i> <i>KJ Worbey</i></p> <p>[Level: Intermediate] [Room: Salmon]</p>	<p>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.</p>	<ul style="list-style-type: none"> • Describe SCF’s corporate Learning Circle philosophy • Explain how and why Learning Circles developed • Examine customer feedback on Learning Circles
<p>Integrating the Baldrige Framework for Continuous Improvement <i>Sharon Fenn</i> <i>Tiffany Guinn</i></p> <p>[Level: Intermediate] [Room: Beluga]</p>	<p>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.</p>	<ul style="list-style-type: none"> • 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
<p>How SCF Uses Coaching to Drive Performance, Learning and Teamwork <i>Kristi Brenock-Leduc</i> <i>Karen McIntire</i></p> <p>[Level: Intermediate] [Room: Anchor]</p>	<p>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.</p>	<ul style="list-style-type: none"> • Describe the Nuka System of Care’s approach to coaching • Explain SCF’s coaching journey • Practice elements of SCF’s Model for Coaching

FRIDAY | 2:15 – 3:30 p.m.

CONCURRENT SESSIONS	DESCRIPTION	LEARNING OBJECTIVES
<p>Leadership Principles That Build a Culture of OWNERSHIP Dr. Katherine Gottlieb</p> <p>[Level: Intermediate] [Room: Tribal Drum]</p>	<p>Leading in an industry that is rapidly changing is a complex endeavor. Leaders need to rely on decision makers at every level of an organization. SCF’s leadership implemented a unique set of principles to guide decision-making and ensure continuity and a commitment to our vision and mission. In this session, President/CEO Dr. Katherine Gottlieb will share these leadership principles and how they will guide an organization’s work for the future.</p>	<ul style="list-style-type: none"> • Describe SCF’s leadership principles of OWNERSHIP • Describe how these principles apply on the job • Explore applying these leadership principles
<p>Optimizing High Quality Care in Remote Locations Donna Galbreath Martha Cotten Michelle Baker</p> <p>[Level: Beginner] [Room: Kayak]</p>	<p>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.</p>	<ul style="list-style-type: none"> • 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

FRIDAY | 3:45 – 4:45 p.m.

KEYNOTE: Cheryl Hankard
 MENTAL WELLNESS MINOBIMAADIZING PROGRAM, NAANDWE NOOJIMOWIN PROGRAM TEAM LEAD



Cheryl is the mother of 3 sons and a grandmother of 2 grandsons. She is the ninth born of eleven children to her parents “Molly” and “Scotty” Johnston. Cheryl has been blessed with strong lineage from parents. On her mother’s side the Algonquian and Chippewa Nations and from her father, his Scottish and Irish ancestry.

Cheryl’s passion has always been to be a “Helper” which led to her work as a Registered Practical Nurse in the health care field for 22 years. When she heard the ‘big drum’ at the Toronto Sky Dome Powwow in 1991, she began a personal journey to discover who she is as an Anishnaabe-kwe, and a career change to development and delivery of culturally specific health care programs.

Since 2003, Cheryl has been privileged to work at Maamwesying North Shore Community Health Services (Inc.) as the Traditional Health Program Coordinator. In 2016, she moved into the Mental Wellness Minobimaadizing Program as the Naandwe Noojimowin Program Team Lead.

NUKA CONFERENCE ADDITIONAL INFORMATION

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 the SCF Health Education and Wellness Center (4201 Tudor Centre Drive), Monday through Friday, 6:15 a.m. to 6:30 p.m. Please present your conference badge at the front desk and wear non-street shoes on the exercise equipment. Showers are available in the facility.

SHUTTLES

Shuttles will be available to take you to the 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 and the Cultural and Networking Reception.

WI-FI

Free Wi-Fi is available throughout the conference.

LOCKERS & CHARGERS

Lockers with plug-ins are available 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 SCFNukaevents@scf.cc. Cancellations will be assessed a \$250 administrative fee until May 17. Fifty percent (50%) of the registration fee will be refunded for cancellations received from May 17 through May 31. Cancellations received after May 31 are nonrefundable. Registrations may be transferred to another person by requesting the change and emailing the replacement attendee's name and contact information to SCFNukaevents@scf.cc.

NUKA STRATEGIC PLANNING SOFTWARE DEMOS

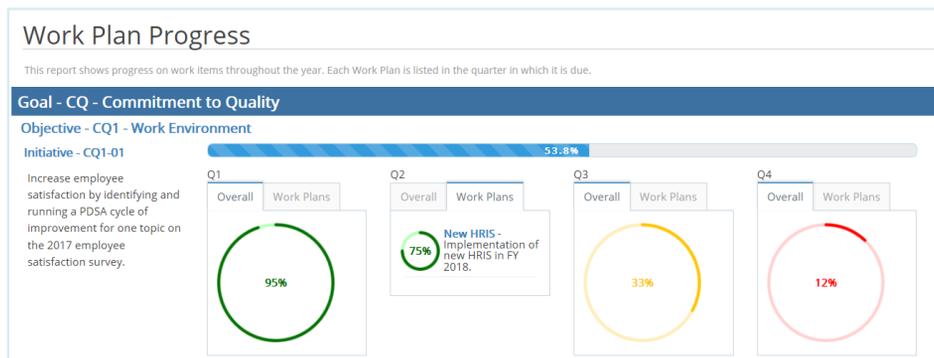
Held in the **first-floor Reflection Room** on Thursday and Friday during lunch and breaks

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, 2,300 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.



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**WELLS
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Couldn't make it to the Core Concepts pre-conference or stay after the conference for more in-depth training?

There are other opportunities to attend!

INTEGRATED PRIMARY CARE TEAM TRAINING

June 27 – 29 and Aug. 8 – 10

BEHAVIORAL HEALTH INTEGRATION TRAINING

June 27 – 29 and Aug. 8 – 10

MOTIVATIONAL INTERVIEWING

June 25 – 26 and Aug. 6 – 7

QUALITY MANAGEMENT TRAINING

June 25 – 29, Sept. 10 – 14, and Nov. 5 – 9

CORE CONCEPTS TRAINING

Sept. 19 – 21 and Dec. 5 – 7

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!

#NUKA2018

SCAVENGER HUNT

Thursday, June 21 – Friday, June 22

- 1 Find Twitter post opportunities in the checklist below.
- 2 Tweet using #NUKA2018 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 Dr. Katherine Gottlieb
- a quote from Dr. Eric Green
- a quote from Cheryl Hankard
- a key insight from a presenter
- a photo of a keynote speaker
- a statement about a plenary session
- a photo on Flattop Mountain
- a photo at University Lake
- a photo during the cultural reception



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