

# EASTERN ALEUTIAN TRIBES

## 2010 Annual Report



*Providing quality  
and reliable  
Medical, Dental  
and Behavioral Health care  
to the people of:  
Adak  
Akutan  
Cold Bay  
False Pass  
King Cove  
Nelson Lagoon  
Sand Point  
Whittier*

In a year dominated by change and uncertainty, both nationally and locally, returning to fundamentals was never more important than in 2010. In 2010, Eastern Aleutian Tribes focused relentlessly on strengthening our core values and reforming the organization to improve the delivery of our health care services to the people of the Aleutian Chain and Whittier.

To make good on our mission, EAT took a page from our past and recommitted to our five pillars of strength that have always served us, our stakeholders, and our customers well. The pillars, *Service, Quality, Financial, People, and Growth* provide the foundation for setting organizational goals and direction for service and operational excellence.

In 2010, it was “mission critical” to eliminate unnecessary costs, improve operational execution, and raise the caliber of our senior leadership team. While these initiatives showed positive results in 2010, we still have many opportunities to improve and will vigorously pursue even greater results during 2011.

**Working Together to Promote Healthy Communities**

## OUR BOARD OF DIRECTORS

EAT's Board of Directors and alternates are appointed by the federally recognized tribal governments of Sand Point – Qagan Tayagungin Council, Unga Tribal Council, and Pauloff Harbor Tribal Council; King Cove – Agdaagux Tribal Council; Akutan – Akutan Traditional Council; False Pass – False Pass Tribal Council; and Nelson Lagoon – Nelson Lagoon Tribal Council.



From back, left: **Edith Jacobsen**, Primary, Qagan Tayagungin Tribal Council; **William Dushkin, Sr.**, Primary, Pauloff Harbor Tribal Council; **Jennie Webster**, Alternate, Akutan Traditional Council; **Joe Bereskin**, Primary, Akutan Traditional Council; **Rita Uttecht**, Alternate, Agdaagux Tribal Council; front row, **Elaine Dey**, Alternate, Unga Tribal Council; **Leona Nelson**, Alternate, Nelson Lagoon Tribal Council.

**Not available for picture:**

**Paul Gundersen, Jr.**, Alternate, Pauloff Harbor Tribal Council; **Jason Bjornstad**, Alternate, Qagan Tayagungin Tribal Council; **John Foster**, Primary, Unga Tribal Council; **Donna Walker**, Primary, Agdaagux Tribal Council; **Danny Johnson**, Primary, Nelson Lagoon Tribal Council, and **Melanie Hoblet**, Primary, False Pass Tribal Council.

*"Eastern Aleutian Tribes has the healthiest people in the nation."*

## NEW EXECUTIVE DIRECTOR HAS NEW VISION FOR EAT

**Michael Christensen**, a seasoned and skilled senior healthcare executive, took over the reins of EAT in February, and immediately hit the ground running. He advocated for EAT at the Alaska Native Health Board in Juneau, spoke in support of the proposed road corridor from King Cove to Cold Bay at a scoping meeting in Anchorage, held “listening sessions” throughout the region, facilitated a strategic planning meeting for EAT directors, and is taking an active role in assembly meetings for the Aleutians East Borough. All that plus learning the ins and outs of the two-decades-old organization, becoming familiar with complicated data retrieval systems, and getting to know nearly 100 employees, including community health aides, nurse practitioners, behavioral health clinicians and support staff. By year’s end, there was no indication he was going to slow down.



With a long-range vision for EAT to become a premier world class provider of health and wellness in the Aleutian region, he has improved the grant-seeking process, introduced new communication tools, and implemented the Executive Leadership Institute with a mission of “Shaping the next generation of Aleutian leaders.” He has also initiated full accreditation for EAT through The Joint Commission.



## EAT ESTABLISHES DIRECTOR OF ORGANIZATIONAL IMPROVEMENT/ORGANIZATIONAL MANAGEMENT

Transforming eight diverse clinics spread over the isolated and remote Aleutian Chain and Whittier into highly functioning medical homes with a focus on continuous quality improvement is a pretty tall order. Yet, as EAT’s new Director of Quality Improvement/Quality Management, **Tara Ferguson** is up to the challenge. In her new position, Tara is responsible for overseeing, developing, implementing, and evaluating EAT’s organizational activities related to risk management, compliance, patient satisfaction, safety and regulatory compliance, and adherence to state and federal regulations. Drawing upon her experience as Team Leader with Innovations in Planned Care, (a collaborative effort between IHI and Indian Health Services), and her training as the only Improvement Advisor in Alaska, Tara’s team efforts have already paid off with improved GPRA\* scores in both diabetes glycemic control and colorectal cancer screening along with improved patient experiences and outcomes, reduced costs and wait times.

\*Government Performance and Results Act

# EAT HIGHLIGHTS

## AT A STRATEGIC PLANNING MEETING EARLY IN 2010, EAT:

**Adopted a vision:** Eastern Aleutian Tribes has the healthiest people in the nation.

**Revised our mission:** Eastern Aleutian Tribes will provide and continually improve quality services in all aspects of health care, supporting the well-being of our people.

### Created eight primary goals:

**People:** Invest in, support, and acknowledge our people to establish a dedicated, stable, and satisfied workforce.

**Programs:** Expand and enhance programs and align partnerships to improve regional health, social, and economic stability.

**Outreach:** Establish and provide preventive, education, and wellness programs.

**Elders:** Improve effective, sustainable, accessible programs and partnerships to support elder care.

**Communication:** Develop and engage in transparent continuous communication efforts with our people for health care services.

**Information Technology:** Identify and advance information technology, enhancing the quality of services and the patient's health care experience.

**Finance:** Increase financial stability and strength to maintain a sound financial foundation.

**Quality Improvement:** Develop and implement an organizational quality improvement program based on measurable indicators.

### Rededicated the Organization to our Core Values:

- Respect
- Integrity
- Dignity
- Caring
- Empowerment
- Innovation
- Collaboration

## EAT INITIATES ACCREDITATION EFFORT THROUGH HRSA

EAT has been accepted into a new Health Resources and Services Administrative Initiative that will cover all costs associated with becoming fully accredited through The Joint Commission. This distinction will place EAT as having the first free-standing non-hospital clinics to earn such accreditation in Alaska, and being one of the first tribal organizations with such status in the nation. The effort involves a rigorous and comprehensive improvement process to achieve national benchmarks that will demonstrate the highest standards of health care quality. Accreditation visibly demonstrates to patients and our communities that EAT is committed to providing high quality health care services.

## **EAT ADVANCES TO NEXT PHASE OF IPC: LEARNING NETWORK**

EAT has been selected to participate in the Quality and Innovation Learning Network in the Improving Patient Care Program, in partnership with the Institute for HealthCare Improvement, as it continues to spread the foundational work IPC1 and IPC2 teams developed and completed over the past several years. Plans are underway for the IPC Learning Session I for the Improving Patient Care 3 Collaborative, the Learning Network, Improvement Support Teams, and Leadership activities. With a vision of creating a healthcare system American Indian and Alaska Native people can call their own, IPC teams will be provided with the skills, knowledge, and tools necessary in improving our patients' experiences and the quality of and access to care. EAT will play an important role in helping other Alaska Native health organizations with their efforts to improve patient care.

## **EAT IMPLEMENTS ELECTRONIC HEALTH RECORD (EHR)**

In support of implementing the new Electronic Health Record (EHR), **Rhoda Baines**, Clinical Information Director, and **Nellie Beilke**, Clinical Applications Coordinator, have mentored staff and provided instruction throughout the year. **Nellie Roehl**, Clinical Information Technician in Sand Point, and **Cherylyn Dushkin**, Clinical Information Technician in King Cove, assists in this complex process that will eventually affect every employee in every EAT department. EHR is designed to improve access to important clinical information, direct entry of data by clinicians and other users, and provide clinical decision support tools at the point of care.

## **EAT CREATES AN EMPOWERING WORK ENVIRONMENT**

To sustain a level of operational excellence, EAT must attract and retain outstanding people. **William Kost**, Director of Operations, is the champion of the People goal in EAT's Five-Year Strategic Plan which states that EAT will "Invest in, support, and acknowledge our people to establish a dedicated, stable, and satisfied workforce." He has been instrumental in strengthening EAT's Recognition and Rewards program, establishing a standardized in-house employee growth/succession program for all EAT positions, and promoting the Employee Education Assistance Program, encouraging employees to use their skills to the fullest, setting high expectations and celebrating extraordinary accomplishments.

## **EAT ESTABLISHES PATIENT NAVIGATOR POSITION**

EAT has designed a new process for integrating care coordination to ensure a seamless delivery of health care treatment across all the systems patients encounter while being treated. **Sara Pullen**, RN, our new Nurse Case Manager/Patient Navigator is located in the primary care clinic at Southcentral Foundation and works closely with regional clinics sending patients in as well as with each of the four village physicians serving our patients in the primary care clinic.

### **DHATS “PUT SOME TEETH” TO CONTINUITY OF CARE**

**Erik Linduska** of King Cove and **Chelsea Shoemaker** of Sand Point have officially become Dental Health Aide Therapists (DHATs) after graduating from a two-year course of study in December. They’re now moving back home to their communities on the Aleutian Chain. By living in the region and providing mid-level dental care year-round, Erik and Chelsea will offer a new mix of skills, including the behavioral and public health skills needed to affect change. They’ll take a biological approach to oral disease, focusing on reducing the bacteria in the mouth that produce caries and periodontal disease. Their DHAT training emphasized behavior change through patient education, motivational interviewing, and risk assessment. They’ll be supervised by Dr. Michael Costa, who is expected to arrive in Alaska early in 2011.

### **DIABETES RN CASE MANAGER POWERS UP WITH NUTRITION AND EXERCISE**

The importance of good nutrition combined with physical exercise was the message that **Louise Zeile**, RN, BSN, BA, AS, Diabetes RN Case Manager/Educator, shared at the 2010 Diabetes Conference in December where **Susan Shoemaker**, CHA/P-c, participated as living proof that small changes add up to big changes. Susan had lost over 100 pounds by learning to make better lifestyle choices through nutrition and exercise programs at the Sand Point Clinic. As one of 13 conference presenters, Louise reiterated the message that she’s been delivering to remote sites as part of her “Power Up” campaign. She has met with each diabetic on her caseload, coordinated the Aleutian Olympics, completed a federal audit of diabetic patients, and put together a resource base for diabetes prevention and education.

### **EAT LAUNCHES TRANSITION COACHES**

EAT was chosen as a pilot for a project designed to provide tools and support that promote skills and self-management as patients move from hospital to home. Community Health Representatives **Kathy Bear**, King Cove, **Mary Mobeck**, Sand Point, and **Katie Johnson**, Nelson Lagoon, came to Anchorage to learn about their roles as patient educators-advocates and patient empowerment facilitators at the remote sites. As transition coaches, they’ll provide information and guidance to patients and/or families for effective care transitions, improved self-management skills and enhanced patient-practitioner communication.

### **EAT ACHIEVES 100% CERTIFICATION RATE FOR CHA/PS**

The Community Health Aide Program Certification Board recognized EAT for achieving a 100% certification rate for our Community Health Aide/Practitioners. In his April 2010 letter, Dr. Kenneth Gliffort, Area Deputy Director and Chief Medical Officer for the Alaska Area Native Health Service, acknowledged the hard work and dedication it takes to maintain this level of certification. EAT is one of only a few organizations statewide to achieve this distinction.

## **CHAS INCREASE SKILL LEVELS**

**Susan Shoemaker** of Sand Point has earned credentials as a Community Health Aide Practitioner-Certified. **Chris Diaz** of Adak has been recredentialed as a CHA/P-c, **Sandy Lopez**, health care provider at the Anna Livingston Memorial Clinic in Cold Bay, and **Lou Kuchenoff**, health care provider at Sand Point, earned certifications as CHA-IV. **Tasha Cavasoz** of Nelson Lagoon is currently a CHA-III.

## **EAT PARTNERS WITH APCA AND ADEC FOR MOCK DISASTER DRILL**

EAT coordinated with the Alaska Primary Care Association and the State of Alaska Department of Environmental Conservation to test the collective response to a hazardous material spill in a mock disaster drill in King Cove in June. The table top exercise proved to be a great success, noted **Clarence Gould**, Director of Organizational Development. He said it also pointed out the need for various entities to share pre-plans, improve on formalized plans, and clarify the roles of agency integration. The group discussed on-scene spill response, how the clinic would cope with many patients at one time, and how objectives and priorities change throughout the emergency response process.

## **EAT UPGRADES NETWORK**

The Information Technology staff upgraded the network, redid subnet changes in the Anchorage office, and installed server equipment for EHR at the GCI COLO, reports **Edgar Smith**, Director of IT. IT added video endpoints for specific departments and users in each clinic. His department will be placing video endpoints within Southcentral Foundation and wherever EAT contracts medical services. The bandwidth for each clinical site has been doubled. Akutan is the last site to get the upgrade; all other sites have a larger bandwidth to and from Anchorage, with some of the sites having direct hops to each other. The upgrade in bandwidth now makes three-digit internal telephone calls possible, saving long distance charges over time. EAT's network upgrades improve patient care, increase speeds, reduce bottlenecks, and give priority over what protocol has precedence in the network. These changes are the foundation for sending radiology images, entering information into EHR, and conducting Behavioral Health consults between sites and off site with video.

## **REGION NEEDS INCREASED FOCUS ON DOMESTIC VIOLENCE**

Directly aligned with decreased employment, increased substance use and the higher cost of living, EAT communities are showing a need to focus on the prevention of domestic and family violence. EAT continues to address the issue by screening, providing education and prevention materials to patients/clients, and submitting public service announcements through the regional radio station in Sand Point.

**EAT EARNS THREE-YEAR CERTIFICATION FOR BEHAVIORAL HEALTH PROGRAM**

The State of Alaska Department of Health and Social Services, Division of Behavioral Health, completed a review of EAT's behavioral health program, and certified the program for three years. The effort included a rigorous self assessment by EAT, followed by onsite reviews at the King Cove clinic and the Anchorage administration office by State representatives. The State representatives discussed changes which are coming in Behavioral Health standards of the State in the spring of 2011 which are expected to follow The Joint Commission behavioral standards.

**EAT CONDUCTS RETINAL IMAGING FOR DIABETIC PATIENTS**

Retinal imaging with the Joslin Vision Network (JVN) of diabetic patients has been conducted in all sites except Whittier. After a digital photo of the diabetic patient's eyes, images are electronically transferred to Phoenix Indian Medical Center where a trained reader examines the photo for diabetic retinopathy, and sends a report to the clinic for follow-up and referral.

**EAT SELECTS NEW DIRECTOR OF BEHAVIORAL HEALTH SERVICES**

**Gary Williams**, MSW, has been selected as Director of Behavioral Health Services. He is based in King Cove. Executive Director **Michael Christensen** noted Gary's dedication and commitment to the highest quality patient service in his brief time with EAT. Gary is awaiting issuance of his Licensed Professional Counselor and Chemical Dependency Clinical Supervisor credentials in Alaska, the highest such credentials offered by the State.

**NURSE ENDOSCOPIST PROVIDES FLEXIBLE SIGMOIDOSCOPIES**

Alaska Natives have the highest incidents of colon cancer in the world. In an effort to combat this deadly disease, a nurse endoscopist traveled to Sand Point in August to conduct flexible sigmoidoscopies on patients from throughout the region who had made appointments for the critical screening with the Sand Point Community Health Center. Lula P. Tweggs, RN with the Southcentral Foundation, performed 17 procedures. One patient who underwent the procedure found he had early stages of the disease and was referred for timely treatment. The screening undoubtedly saved his life.

**EAT IMPROVES ACCOUNTS RECEIVABLE SYSTEM**

Director of Finance **Frankie Mack** provided specific training at one of our larger sites which resulted in significantly improving our collections and reducing our accounts receivable balance at that location. New efforts by clinic team members and the billing and collections staff have led to expanded third party collections of accounts. A new income verification program, asking non-beneficiary patients to provide proof of income, has been implemented.

## REGION 10 HHS DIRECTOR GAINS NEW PERSPECTIVE OF CHALLENGES

2010's Health Fair had a couple of prestigious participants when the Trusty Tusty (aka M/V Tustamena) headed out to the Aleutian Chain with a full complement of dedicated health care educators, displays and give-aways for EAT's annual "Floating Health Fair" in June. Susan Johnson, Regional Director of the U.S. Health and Human Services (HHS) for Region 10, said she got an entirely new perspective of the rural and challenging nature of health care in Alaska as the ferry visited several of our clinic locations. She was shocked and impressed with the level of care and treatment being provided in such remote, distant and sometimes inhospitable locations. Regional Director Johnson reports directly to Secretary Kathleen Sebelius, a member of President Obama's cabinet and the Secretary for all HHS in the nation.

Dr. Ted Mala, Director of Tribal Relations and Traditional Healing for Southcentral Foundation, also participated in the tour, allowing him the opportunity to see first-hand the statewide concerns, challenges, opportunities, and strategies for improving health throughout the state in Indian Health Services-funded and supported clinics, offices and hospitals.

EAT team members and volunteers from other state agencies provided information, materials and education about diabetes, dental health and care, tobacco cessation and the dangers of tobacco use, nutrition, exercise, cardiovascular care, immunizations, STD/HIV/AIDS, positive mental health, domestic violence prevention and suicide prevention.

## EAT ESTABLISHES EMPLOYEE WELLNESS COMMITTEE

The phrase "healthy company" typically refers to a firm's financial health. However, some progressive organizations like EAT are demonstrating the literal meaning of the phrase: healthy employees. In 2010, EAT established an Employee Wellness Committee which advocated filtered water at each site, and encouraged colleagues to consume more H<sub>2</sub>O. After that successful campaign, the committee tackled the issue of boosting energy with desk stretches. The Wellness Committee and the sites they represent include **Daniel Calugan**, Anchorage, **Molly Watson**, Cold Bay, Akutan and Adak, **Tasha Cavasoz**, Nelson Lagoon, False Pass and Whittier, **Jessica Goff**, Sand Point, and **Dirk Tanner**, King Cove.

The group adopted five objectives, including:

1. Provide facilities for physical activity.
2. Make healthy food choices available and affordable.
3. Offer a workplace physical activity program.
4. Support a weight control program.
5. Survey employees' health behaviors to track effectiveness of health promotion efforts.

### **EAT DISPLAYS COMMITMENT AT TRIBAL BEST PRACTICES CONFERENCE**

EAT was invited to submit a poster presentation about our commitment to telemedicine and the innovative steps we have taken to implement technology. More than 400 participants in the 2010 Tribal Best Practices Conference had the opportunity to view and discuss our presentation. The conference was a national gathering of Indian Health professionals, community health advocates, and Tribal leadership in the IHS, Tribal, and Urban (I/T/U) health care systems. Hosted by Alaska Native Tribal Health Consortium (ANTHC) and United South and Eastern Tribes (USET), the conference, "Leading Improvement in Health Outcomes," was designed to help organizations identify organizational elements that will support the healthcare environment of the future, and to examine how best practices and care team integration can be used as models to improve patient care.

### **EMERGENCY GENERATORS PROVIDE BACK-UP POWER**

EAT delivered and set up emergency generators at all our remote locations, thus providing back-up power during emergencies.

### **EAT ENHANCES EMERGENCY SERVICES THROUGHOUT REGION**

The Sand Point volunteer EMS squad doubled its size after **Susan Shoemaker**, CHA/P-c conducted several ETT/EMT certification classes earlier this year. The community now has eight new ETTs and eight EMTs. Susan also performed training in False Pass while **Senta Lockett**, CHA/P-c, taught 36 EMS personnel in EMT/ETT classes in Adak, Whittier, and King Cove.

EAT has also updated the EMS Registry in place for all sites.

### **EAT STRENGTHENS LEADERSHIP WITH EXECUTIVE LEADERSHIP INSTITUTE**

14 staff members completed the 26-week Executive Leadership Institute which covered topics such as what makes people tick; the psychological impact of clear leadership; the nature of people; managing stress, mastering organizational change; the heart, mind, and soul of a leader; and leading under fire. The course was instituted to continue strengthening current and future leadership within the organization. Graduates of the program include: **Tara Ferguson, Clarence Gould, William Kost, Edgar Smith, Frankie Mack, Robin Medina, Betty Calugan, Rhoda Baines, Anna Buterbaugh, Karen Johansen, Ladonna Lindley, Calvin Mack, Oxcenia O'Domin, and Selma Ramsdell.**

### **EAT OBSERVES NATIONAL COMMUNITY HEALTH CENTER WEEK ON YOU TUBE**

EAT marked National Community Health Center Week with a unique YouTube movie created and posted by **Ladonna Lindley**. The movie can be watched at:

[http://www.youtube.com/watch?v=8nbBww\\_XqCs](http://www.youtube.com/watch?v=8nbBww_XqCs)

## **EAT STAFF LEARN ONLINE THROUGH SWANK HEALTH CARE**

100 participants have earned a total of 255.90 Continuing Education Units and taken 393 courses through our online provider, Swank Health Care, for the period from January 1 to December 31, 2010. All staff are mandated every year to take a course in General HIPAA or Privacy and Confidentiality and Universal Precautions or Bloodborne Pathogens Review, depending upon their job responsibilities. EAT employees, board members and registered EMS volunteers receive CEUs at no cost to learn the latest technology, maintain licensure and advance their careers. Over 450 CEU courses in a variety of disciplines are available in video and audio presentations as well as manuscripts. By fostering the habit of lifelong learning, EAT is committed to creating a confident, motivated workforce in which everyone has had an equal chance to succeed.

## **NATIONAL HEALTHCARE IMPROVEMENT FORUM REFUELS LEADERSHIP TEAM**

“We have all been taking care of patients, taking care of their families, taking care of their lives, throughout our careers. Now we need to take care of the system.” With that as a focus, it’s no surprise that “Taking Care” was the theme for the 22<sup>nd</sup> annual Institute for Healthcare Improvement National Forum held in December in Florida. Several members of the EAT leadership team joined 6,000 participants from around the world, and returned home with renewed passion for improving health care for residents of the Aleutian Chain and Whittier.

## **EAT DISTRIBUTES VACCINATIONS**

The Sand Point Clinic held three mass vaccination clinics to offer seasonal and H1N1 flu vaccines to students, community members and employees of Trident Seafoods. Public Health Nurse Suzanne Zaw, volunteers from the EMS, clinic staff and Trident helped coordinate the efforts and distributed over 60 vaccinations by either nasal mist or injections. A similar clinic at King Cove provided 25 vaccinations.

## **EAT OFFERS TRUE COLORS TRAINING TO STAFF**

Human Resources Coordinator **Selma Ramsdell** continues to provide True Colors training, an interactive program which models the Myers Briggs personal identification test, used to improve communication and interaction with coworkers by understanding personal character, behavior and learning one’s own strengths and weakness. True Colors has been provided to all current EAT staff and is part of new employee orientation.

## **BETTY CALUGAN IS DIRECTOR OF ADMINISTRATIVE SUPPORT**

After serving EAT for the past 12 years in a variety of positions, **Betty Calugan** has been named Director of Administrative Support. She will oversee administrative assistants, communications and website personnel.

**EAT GARNERS HIGHEST HONOR FROM IHS**

The Indian Health Service (IHS) presented its highest honor for quality and improvement in patient care, the “IPC Part II Recognition Award,” to EAT for its dedication and commitment to teamwork, customer service, and for its contribution to the Improving Patient Care initiative. The recognition demonstrates the agency's commitment to promote excellence and continual improvement by challenging tribal leaders throughout the nation to establish a process for continual quality improvement and a benchmark of quality patient care practices. The IPC II awards were presented in June at the second annual IHS IPC Harvest Session in Arizona. EAT was the first tribal health organization in Alaska to participate in this initiative and continues to be recognized by IHS as an innovator in improving patient care nationwide. The award recognized the EAT team for “groundbreaking work to improve the quality and access to care for patients and families” and represents a hallmark in service and quality.

**EAT's CHA/P-C EARNS SHINING STAR AWARD**

Going above and beyond in providing exceptional health care garnered **Christopher Diaz**; CHA/P-c at the Adak Community Health Center, the 2010 Shining Star award from the Community Health Aide Association. A Shining Star is a Community Health Aide or Practitioner who demonstrates excellence in their role by delivering exceptional patient care, has improved the healthcare delivery system, and enhanced the level of care in their community, and displays balance between work and personal life. Diaz was chosen from 400 community health aides in the state for the special recognition.

**ANNA BUTERBAUGH CHAMPIONS IMMUNIZATION**

Vaccinate Alaska Coalition recognized **Anna Buterbaugh**, RN, CMC, CPUR, Case Manager / Project Director, as a champion of immunization practice at the Maternal Child Health and Immunization Conference in September. The Vaccinate Alaska Coalition awarded her its 2010 Excellence in Immunization Award “for relentless and contagious results to eliminate barriers, assure data quality, and enhance partnerships that have resulted in significantly improved vaccination coverage in all the communities served by Eastern Aleutian Tribes.”

**U.S. HHS SECRETARY SEBELIUS RECOGNIZES KATHERINE RULAPPAUGH**

EAT's certified physician assistant in Adak, **Katherine Rulapaugh**, was honored when U.S. Health and Human Services Secretary Kathleen Sebelius singled her out for special praise this summer at a national conference in Washington, D.C. Katherine, a recipient of Recovery Act awards, is fulfilling loan repayment contracts with the National Health Service Corps. Sebelius noted that NHSC members like Katherine know their service in these communities is a unique opportunity to make an impact where people need help the most.

## **EAT PARTICIPATES IN ALL GRANTEE MEETING ON NETWORK GRANT**

Representatives from EAT traveled to Washington D.C. to participate in the annual All Grantee Meeting with the Health Resources and Services Administration's Bureau of Primary Health Care (BPHC) to review our grant performance for the second of three years of our Network Development grant. The grant, with partners including Manillaq, ANTHC and APIA, was designed to support billing functions within RPMS system users. EAT was encouraged to expand our reach to other partners and to re-apply with a new application for three-year funding for a new network to support EHR. We developed a new memorandum of understanding with other partners for the new application.

## **EAT CONTINUES TO PROMOTE LEARNING OPPORTUNITIES**

All staff are encouraged to attend a variety of conferences to further their knowledge and network with other professionals in their fields. During 2010, staff participated in:

- National Association of Community Health Centers (NACHC) I, II, III Conferences
- Northwest Primary Care Association Fall Conference
- IHI National Forum on Quality Improvement
- Health Information Management Conference
- The American Telemedicine Association Conference
- Sexual Assault Advocacy within Indian Tribes
- State Winter 2010 Change Agent Conference
- National Indian Nations Conference
- Advanced Cardiac Life Support Training
- Sacred Circle Conference
- Wound Care/Foot and Nail Care
- Behavioral Health Aide Training
- Tobacco Prevention Training
- Maternal Child Health Immunization Conference

## **FREE EMS TRAINING HELPS HOMETOWN HEROES SERVE COMMUNITIES**

EMS Live @ Nite continues to be available for all EMS personnel at all sites. During 2010, 64 participants took advantage of EMS training by videoconference, earning 1.5 Continuing Education Units per event. This live, interactive training is delivered on the second Tuesday of each month by Inland Northwest Health Services.

## **EAT PROVIDERS DIAL INTO VIDEOCONFERENCES**

ANTHC continues to provide numerous telehealth videoconferences and Sacred Heart Medical Center provides Psychiatric Grand Rounds by video. Providers dial in as their schedules allow.

### **EAT IMPLEMENTS DENALI KIDCARE ENROLLMENT GRANT**

Approximately 626 children, under the age of 19, reside in our service region. An estimated 375 of those children meet the criteria for Denali KidCare (DKC), a State of Alaska program that ensures children and teens of working and non-working families have health insurance. But according to a recent State of Alaska Monthly Medicaid Enrollment report, only 35% or 107 of eligible children are enrolled. In an effort to dispel the many myths and fears surrounding the enrollment process and to assist with application procedures, representatives from each of our remote sites received training specifically geared to DKC outreach and enrollment strategies.

EAT hopes to increase DKC enrollment and retention from 35% to 90% of eligible children in our service region within three years. **Carol Harris**, Clinical Information Manager, along with Sophie Jacob and June Handy, State of Alaska DKC, provided a three-day workshop for Community Health Representatives and front desk personnel. The training focused on how to provide assistance to recipients to enroll, renew and other DKC administrative issues.

### **GRANT TARGETS EYE CARE FOR RURAL ALASKANS**

EAT is one of 12 grantees to be awarded the “Eye Care for Rural Alaskans” grant by the Joint Vision Awareness Committee (JVAC). The program includes the loan of a vision screening device, a visit by a vision rehabilitation specialist to assist patients with uncorrectable vision loss, and to provide glasses and vision aids to patients in need, and an annual visit by an eye doctor. EAT was selected based on availability of eye care, distance to eye care, high risk populations, clinic funds, and ability to meet program expectations. The initial effort focuses on the King Cove Community Health Center which has the highest number of at-risk patients. The grant benefits nearly 1,000 patients in our region who are at high risk in regard to their eye health and could suffer unnecessary vision loss and blindness due to our region’s high incidence of diabetes, glaucoma and other vision conditions.

### **STATE OF ALASKA RENEWS GRANTS**

EAT was notified in July 2010 that it has successfully been awarded extensions on the following grants from the State of Alaska:

- Tobacco Prevention community grant
- Community Health Aide Training and Supervision (CHATS) grant
- Rural Human Services System grant
- H1N1 Flu Vaccination Program Funding
- Comprehensive Behavioral Health Treatment & Recovery Program grant
- Community Health Centers Program grant

# EAT HIGHLIGHTS

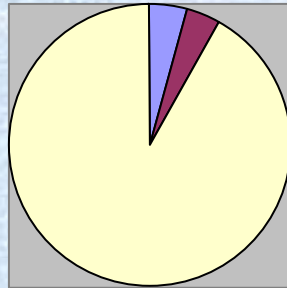
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## GRANTS FY 2010

GRANT TITLE	RESOURCE	AMOUNT	DEPARTMENT	PROJECT PERIOD
ARRA - Increase Services to Health Centers	Federal DHHS/HRSA	\$152,503	Dental	3/09 - 3/11
ARRA - Capital Improvement Project	Federal DHHS/HRSA	\$341,805	IT	6/09 - 6/11
ARRA - Dental Equipment IHS	Federal DHHS/HRSA	\$63,115	Dental	7/09 - 7/11
Southcentral Foundation	Federal DHHS/IHS	\$120,376	Behavioral	9/10 - 8/11
Family Violence Prevention	Federal DHHS/ACF	\$152,392	Behavioral	10/09 - 9/11
Community Health Center	Federal DHHS/HRSA	\$1,971,831	ALL	7/02 - 2/12
Rural Alaska Network Development	Federal DHHS/HRSA	\$179,997	IT	5/08 - 4/11
Diabetes	Federal DHHS/IHS	\$105,853	Medical	4/10 - 3/11
CHATs	State DHSS	\$49,137	Medical	7/10 - 6/11
State Mental Health	State DHSS	\$306,551	Behavioral	7/10 - 6/11
RHSS	State DHSS	\$120,200	Behavioral	7/10 - 6/11
Tobacco Prevention	State DHSS	\$112,500	Behavioral	7/10 - 6/11
Tribal Management Grant	IHS	\$50,000	Admin	3/10 - 2/11
Meth/Suicide	IHS DHSS	\$73,678	Behavioral	9/10 - 2/11 9/10 - 8/11
State CHC	State DHSS	\$2,348	Dental	7/10 - 6/11
Patients First by Desktop Dx	USDA RUS	\$319,648	IT	12/09 - 12/12

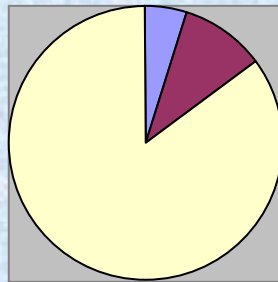
**Working Together to Promote Healthy Communities**

# EAT HIGHLIGHTS



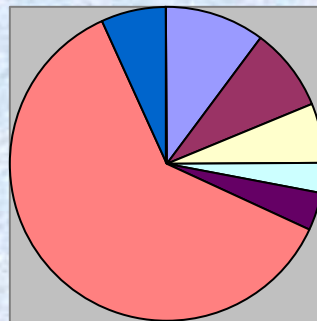
Behavioral	- 550
Dental	- 503
Medical	- 11,650

**Number of Patient Encounters at EAT Clinics, FY 2010**  
**TOTAL: 12,703**



Behavioral	- 201
Dental	- 422
Medical	- 3,509

**Number of Patients Seen at EAT Clinics, FY 2010**  
**TOTAL: 4,132**



Adak	- 193
Akutan	- 167
Cold Bay	- 115
False Pass	- 57
Nelson Lagoon	- 75
Sand Point	- 1,163
Whittier	- 125

**Number of Vaccines Provided by EAT Clinics, FY 2010**  
**TOTAL 2,303**

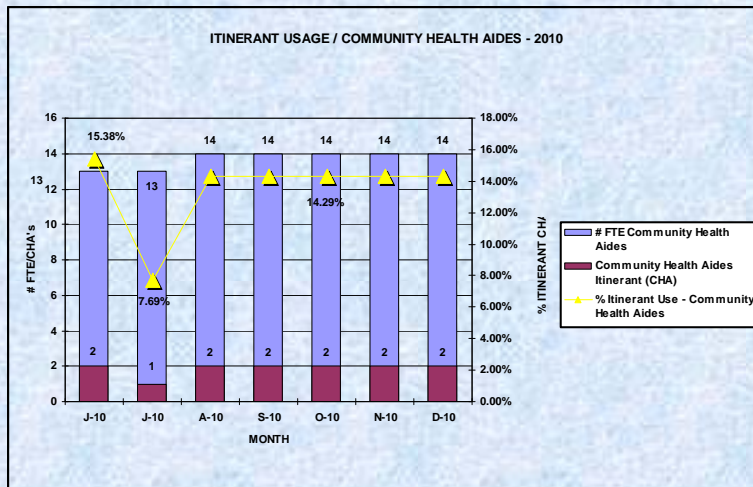
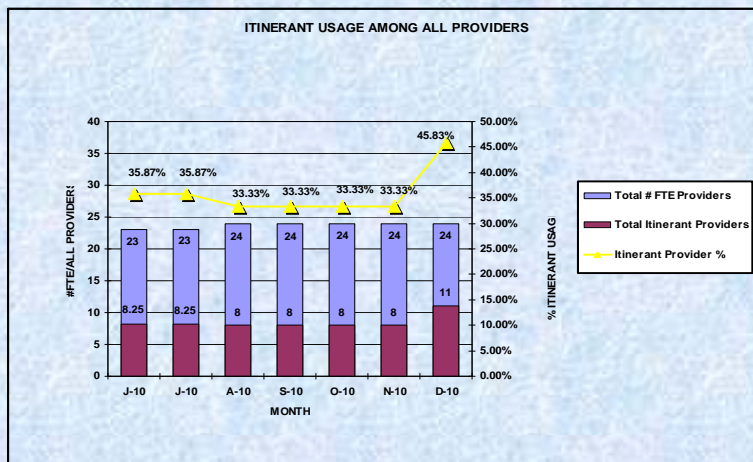
# KEY PERFORMANCE INDICATORS

## EAT BEGINS TO REPORT KEY PERFORMANCE INDICATORS (KPI) SCORECARD

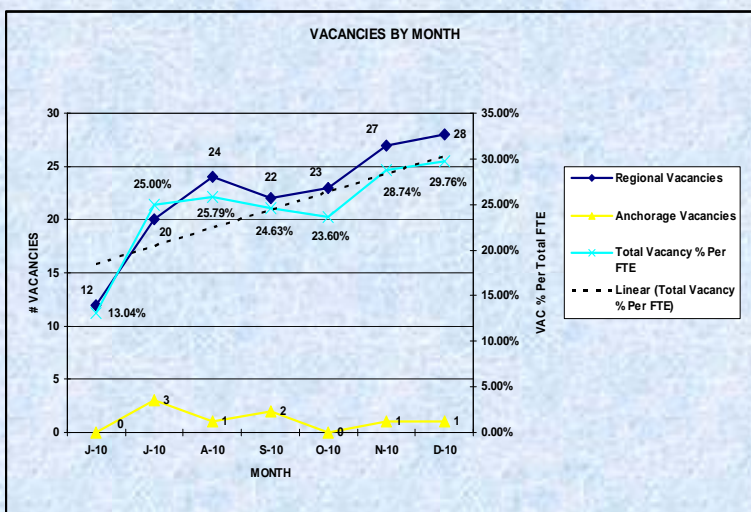
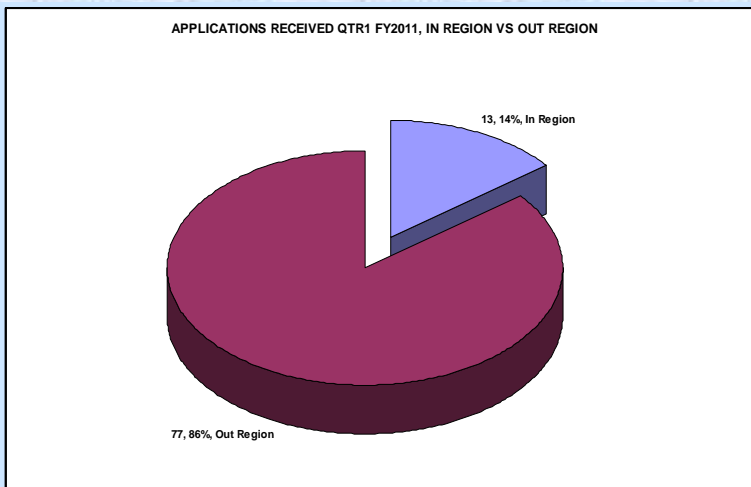
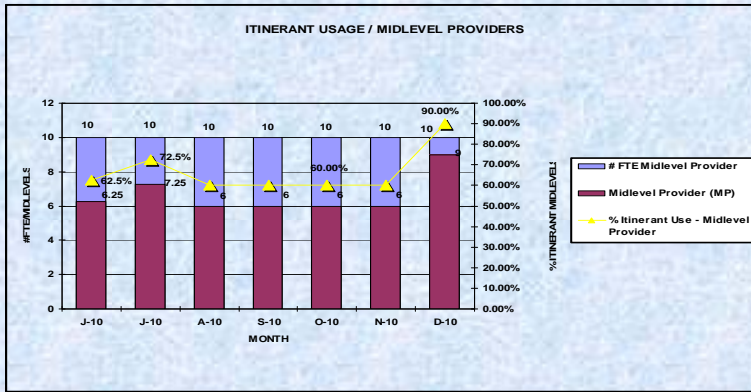
A performance indicator or key performance indicator (KPI) is a measure of performance. Such measures are commonly used to help an organization define and evaluate how successful it is, typically in terms of making progress towards its long-term organizational goal. The balanced scorecard is a tool that translates an organization's mission and strategy into a comprehensive set of performance measures that provides the framework for a strategic measurement and management system.

This report, focused on the indicators chosen, provides a new tool to evaluate the organization performance compared to indicators of quality. Report areas include People, Finance, Quality, and Service.

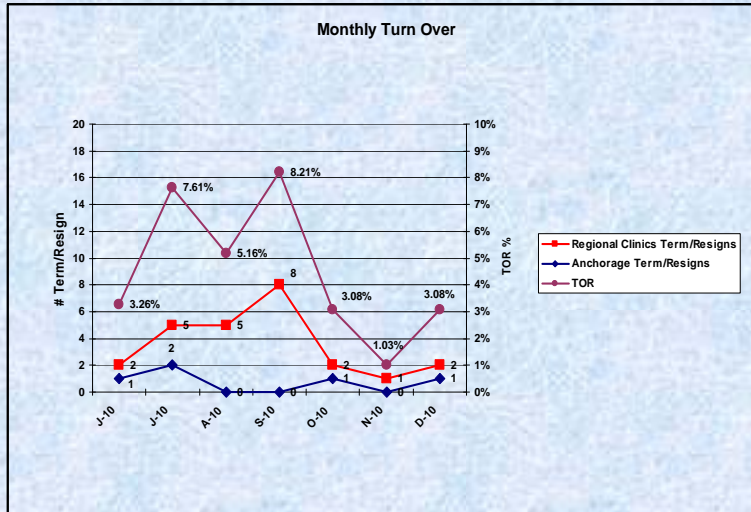
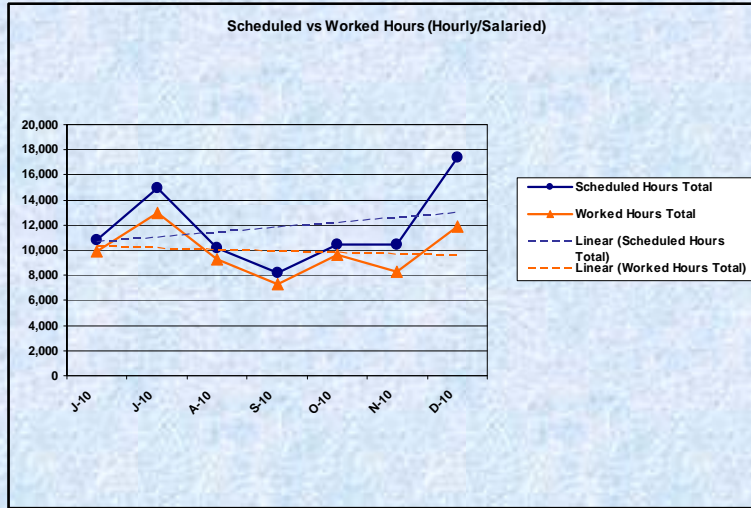
### PEOPLE



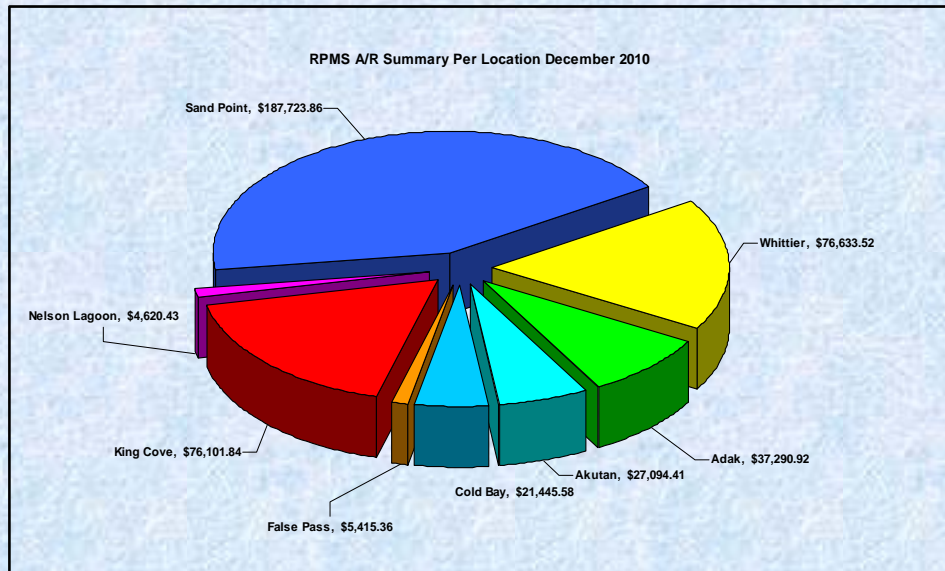
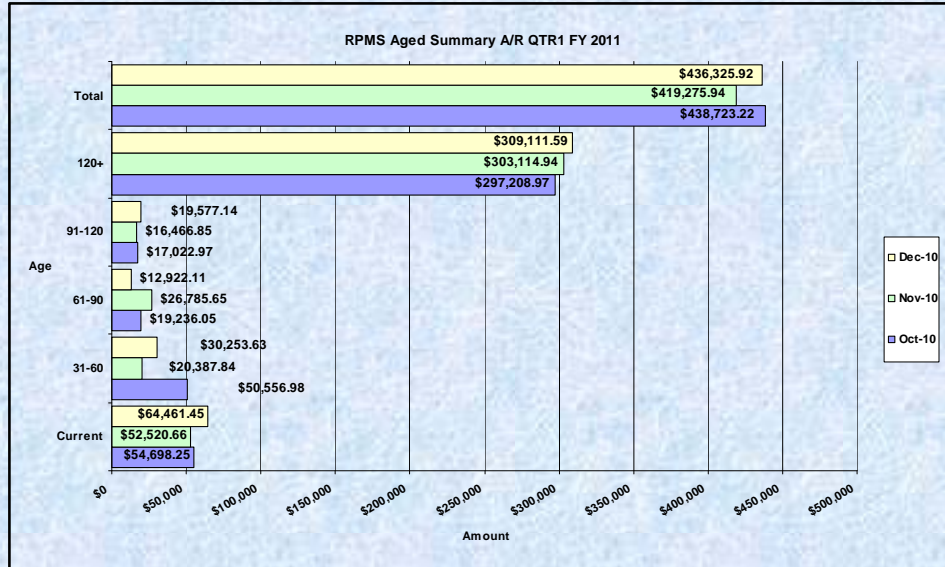
## PEOPLE



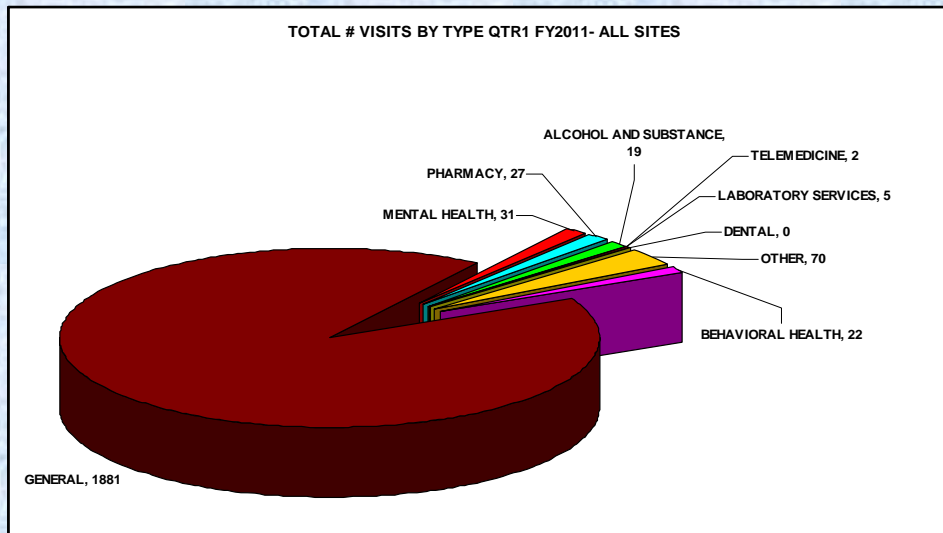
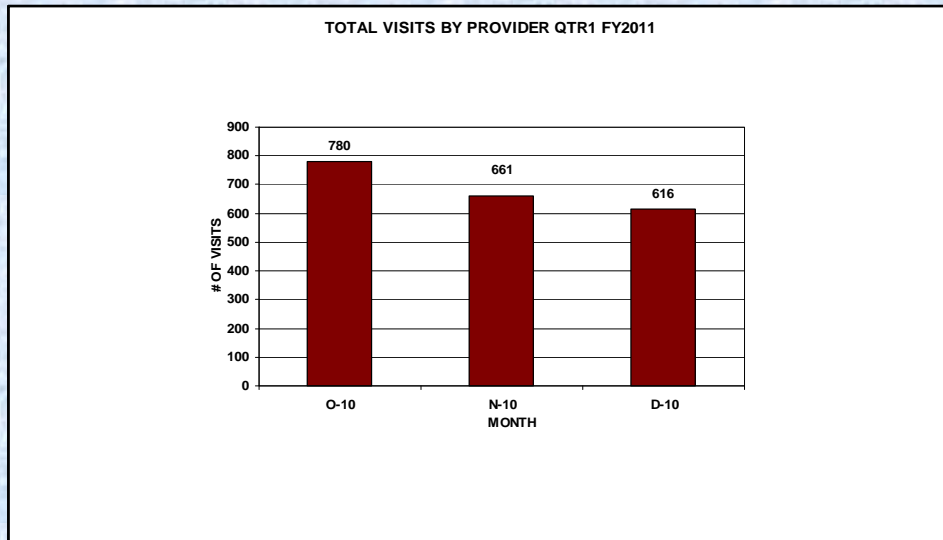
## PEOPLE



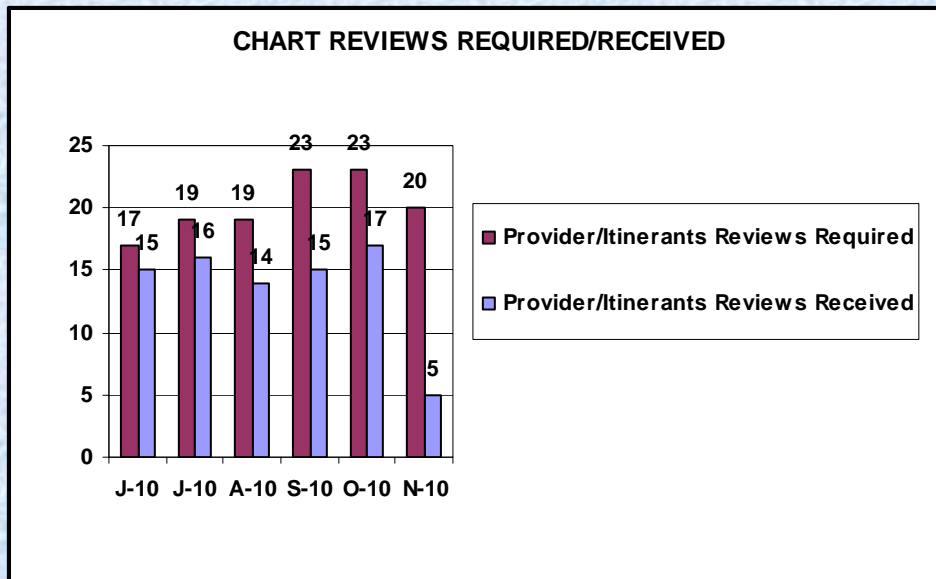
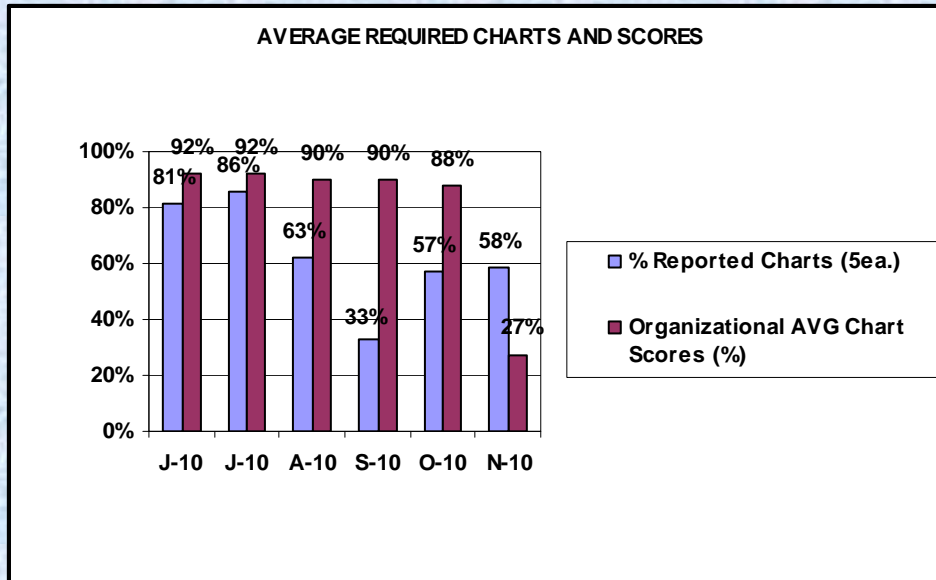
## FINANCE



## SERVICE



## QUALITY



# FINANCIALS

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2009 Financial Report - Statement of Activities  
EASTERN ALEUTIAN TRIBES, INC.  
Years Ended September 30, 2009 and 2008

Assets	<u>2009</u>	<u>2008</u>
Current assets:		
Cash and cash equivalents	\$ 5,929,202	6,094,486
Certificate of deposit	1,000,000	---
Accounts Receivables:		
Federal	907,655	1,273,405
State of Alaska	14,647	2,971
Aleutians East Borough	37,500	---
Patients, less allowance for doubtful account:		
\$256,624 and \$392,193, respectively	188,894	148,906
Other Receivables	<u>103,175</u>	<u>119,046</u>
Total Current assets	8,181,073	7,638,814
Capital assets, net of accumulated depreciation and \$1,628,216 and \$1,513,416 at September 30, 2009 and 2008, respectively	<u>793,653</u>	<u>573,349</u>
	<u>\$ 8,974,726</u>	<u>8,212,163</u>
Liabilities and Net Assets		
Liabilities:		
Current:		
Accounts payable and accrued expenses	\$ 224,629	173,619
Accrued payroll and benefits	362,609	315,719
Deferred revenue	106,897	25,754
Current portion of capital lease obligations	<u>50,865</u>	<u>--</u>
Total Current liabilities	<u>745,000</u>	<u>515,092</u>
Capital lease options	<u>122,364</u>	<u>---</u>
Total Liabilities	867,364	515,092
Net assets:		
Invested in capital assets	620,424	573,349
Unrestricted	<u>7,486,938</u>	<u>7,123,722</u>
Total net assets	8,107,362	7,697,071
	<u>\$ 8,974,726</u>	<u>8,212,163</u>

# EASTERN ALEUTIAN TRIBES

## **DIRECTORS**

### **Michael Christensen**

Executive Director  
MichaelC@EATribes.net  
(907) 564-2510

**(In alphabetical order)**

### **Betty Calugan**

Director of Administrative Support  
BettyC@EATribes.net  
(907) 564-2502

### **Tara Ferguson**

Director of Quality Improvement/Quality Management  
TaraF@EATribes.net  
(907) 564-2507

### **Clarence Gould**

Director of Organizational Development  
ClarenceG@EATribes.net  
(907) 564-2518

### **William Kost**

Director of Operations  
WilliamK@EATribes.net  
(907) 564-2509

### **Frankie Mack**

Director of Finance  
FrankieM@EATribes.net  
(907) 564-2526

### **Robin Medina**

Director of Grants  
RobinM@EATribes.net  
(907) 564-2511

### **Edgar Smith**

Director of Information Technology  
EdgarS@EATribes.net  
(907) 564-2515

### **Gary Williams**

Director of Behavioral Health Services  
GaryW@EATribes.net  
(907) 497-2311



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**Working Together to Promote Healthy Communities**