

Eastern Aleutian Tribes, Inc.



2010–2015 Report to Our People
January 1, 2012 Strategic Planning Update

Contents:

Five Year Plan	2
People	3
Programs	4
Outreach	5
Elders	6
Communications	7
Information Technology	8
Finance	9
Quality Improvement	10
Communications Survey	11
Mission, Vision & Values	12

Five Year Plan Update

Eastern Aleutian Tribes (EAT) continues to utilize the five year plan as the basis for our ongoing operations. Each quarter the Board of Directors are provided with a report providing details of how many of the objectives are behind schedule, on time, or ahead of schedule. The Five Year Plan consists of eight focus areas:

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,



Adak

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 base.

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

The following pages are an update to our Strategic Plan for 2010—2015.

Our People

Invest in, support & acknowledge our people to establish a dedicated stable and satisfied workforce

Objective 1

Implement and strengthen the EAT Recognition and Rewards program, recognizing both individual and team contributions to the EAT vision, mission and core values.

- a. Conduct quarterly employee satisfaction surveys
Target Date: 2/2012
- b. Develop and promote a Recognition and Rewards program to all staff via e-mail and in meetings
Target Date: 2/2012
- c. Collect data from employee satisfaction surveys, in correlation with implementing the Recognition and Rewards program, to rate increased work satisfaction KPI (Key Performance Indicators)
Target Date: 2/2012

Objective 2

Establish and implement a standardized in-house employee growth/succession program, for all EAT positions.

- a. Implement Halogen training for all employees
Target Date: 1/2012
- b. All employees using Halogen
Target Date: 12/2012
- c. A job description and a growth/succession plan will be completed for each position within EAT
Target Date: 11/2012
- d. Promote employees growth and succession within EAT, report matrix to show internal advancement of EAT employees
Target Date: 6/2012

Objective 3

Expand and promote the employee education assistance program, with the objective of at least 59% employee participation.

- a. Promote Employee Education Assistance Program, with employee participation
Target Date: 2/2012
- b. Research and advertise education opportunities specific to employee position
Target Date: 3/2012
- c. Record Employee Education Assistance Program participation data and report to Board
Target Date: 9/2012



Cold Bay

Programs

Expand and enhance programs and align partnerships to improve regional health, social and economic stability

Objective 1

Promote behavioral health services in our communities .

- a. Evaluate current Behavioral Health Program
Target Date: 2/2012
- b. Implement yearly visits to sites without Behavioral Health Staff
Target Date: 6/2012
- c. Enroll community members in Behavioral Health Aide/Rural Human Service training
Target Date: 8/2012
- d. Advertise behavioral health services including after hours call information throughout service area.
Target Date: 1/2012

Objective 2

Support and enhance emergency services throughout our region.

- a. Update EMS Registry including all sites
Target Date: 9/2012
- b. Plan for and hold ETT Classes annually and EMT classes every other year at each site
Target Date: 9/2012
- c. Facilitate ongoing EMS Continuing Medical Education for all EMS personnel at all sites
Target Date: 9/2012

Objective 3

Identify and work with all resources to decrease substance abuse in our communities.

- a. Implement intake screening tool
Target Date: 2/2012
- b. Screen all patients at each site for substance abuse
Target Date: 2/2012

- c. Work with Board to form a Community Task Force to address substance abuse at all sites
Target Date: 9/2012



Adak Clinic: Before



Adak Clinic: After

Outreach

Establish and provide preventive education and wellness programs

Objective 1

Partner with all Resources.

- a. Identify all current/future resources, organizations, program, and opportunities
Target Date: 9/2012

- b. Collaborate with willing organizations (meet/greet, form committees, establish program needs/wants, determine program funding sources, create schedule for improvements/creation of new educational/wellness programs)
Target Date: 3/2012

- c. Monitor, review results, improve area of deficiencies, and assess partnerships, (create additional relationship if necessary)

Target Date: 10/2012

Objective 2

Provide education

- a. Improve on ways to educate staff

Target Date: 1/2012

- b. Community Education with videos in waiting room, media

Target Date: 3/2012

- c. Use social media and PSA's to enhance wellness programs, classes, health fairs

Target Date: 6/2012

Objective 3

Establish and provide prevention, education, and wellness programs

- a. Create long term plans for larger capital investments such as a Community Prevention & Wellness Center; speak with AEB about a swimming pool for King Cove

Target Date: 9/2014

- b. Behavioral Health Aide training to incorporate more wellness programs such as self worth, conflict resolution, work site wellness, stress, etc.

Target Date: 9/2012



The Sand Point "FATS" (Fighting Against Teens Smoking) Youth Group
Nominated for a 2011 Spirit of Youth Award

Elders

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

Objective 1

Partner with outside resources

- a. Identify program partners
Target Date: 3/2012
- b. Develop an Elder Registry. Information will be updated yearly

Target Date: 12/2011

- c. Approach, collaborate with, provide resources, create program components.

Target Date: 6/2012

- d. Develop EAT Elder Committee, area wide.

Target Date: 12/2012

Objective 2

Increase access to communication.

- a. Increase media efforts through local and regional outlets

Target Date: 8/2012

- b. Identify possible funding (federal, state, local, etc.) solutions to create to access new programs for communication

Target Date: 4/2012

- c. Access/Availability in all services sites, identify locations, time of programs

Target Date: 6/2012

Objective 3

Develop a plan to fully support Elders in their aging process.

- a. In home care: Turtles, meals, social interaction, their welfare

Target Date: 6/2012

- b. Assist Elders to transition into assisted living when needed, which includes a resource guide and ANMC. Information will be updated yearly.

Target Date: 6/2012

- c. Check for funding to assist (when possible) with Hospice Palliative care in home

Target Date: 10/2013



Caring for our Elders

Communications

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

Objective 1

Implement a communication program to promote health & wellness and inform the community

- a. Research organizational needs to utilize the effectiveness of social media (Facebook, twitter, etc.) not only for advertising but communication between other partners and future employees

Target Date: 6/2012

- b. Add Staff highlights to social media and other media outlets

Target Date: 2/2012

- c. Keep webpage, PSA's and other social media content current.

Target Date: 3/2012

- d. Promote information regarding healthy lifestyles for each community in the current social media outlets.

Target Date: 4/2012

Objective 2

Promote partnerships by conducting regular scheduled meetings with partners

- a. Have CEO visit each community at least once each year

Target Date: 12/2012

- b. Have program managers or director attend community meetings on behalf of EAT and give a written or verbal report

Target Date: 12/2012

- c. Attend partner meetings in Anchorage on an as-needed basis

Target Date: 12/2012

- d. Invite partners to attend Board meetings

Target Date: 12/2012

Objective 3

Develop a case management program to keep our customers informed.

- a. Develop comprehensive case management program

Target Date: 6/2012

- b. Implement program and work with lead case management to standardize

Target Date: 7/2012

- c. Review performance of case management program and report challenges and successes

Target Date: 9/2012



Akutan Sunrise

Information Technology

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

Objective 1

Identify and implement advanced information system technologies that enhance the quality of services and the patients' health care experience

- a. Research Home Telehealth Machines and Telemed carts
Target Date: 6/2012
- b. Bridge video and place video endpoints with other health agencies
Target Date: 12/2012
- c. Research electronic communities and portals for EAT
Target Date: 12/2011

Objective 2

Implement Electronic Health Record (EHR) at all EAT clinics.

- a. Have fully digitalized records as much as possible for a paperless environment
Target Date: 12/2015
- b. Train integration of Vista Imaging in EHR at all EAT clinics
Target Date: 12/2012
- c. Fully Implement Dentrix
Target Date: 6/2012

Objective 3

Optimize IT staff.

- a. Staff training, move up one level of proficiency and/or certified
Target Date: 6/2012
- b. Implement recruitment option for EAT IT
Target Date: 3/2013
- c. Implement melding and cross information and training of IT and clinical information staff
Target Date: 3/2014



Telemed Cart

Finance

Increase financial stability and strength to maintain a sound financial foundation.

Objective 1

Enroll patients in their best insurance option (such as VA, Denali Kid Care, Medicare or Medicaid)

- a. Work with the clinical information department to train staff on assistance with completing the patients paperwork

Target Date: 12/2012

- b. Advertise availability of assistance with insurance paperwork throughout EAT service area

Target Date: 12/2012

- c. Community outreach to have staff enroll all eligible patients

Target Date: 12/2012

Objective 2

Enhance EAT Grantsmanship

- a. Obtain all financial information from the Grant Department for each grant on a quarterly basis

Target Date: 2/2012

- b. Partner with the Grant Department to schedule the quarterly reporting by due date

Target Date: 2/2012

- c. Become familiar with grant contract requirements for each grant

Target Date: 6/2012

- d. Enhance compliance and reporting to ensure timeliness

Target Date: 4/2012

Objective 3

Improve patient collections

- a. Support and provide training to all Community Health Information Specialists and Billers

Target Date: 12/2012

- b. Establish and implement a standardized patient registration packet

Target Date: 3/2012

- c. Enhance current billing process and leverage resource to reduce accounts receivable over 120 days by more than 20%

Target Date: 12/2012



False Pass

Quality Improvement

Develop and implement an organizational quality improvement program based on measurable indicators

Objective 1

Implement a Quality Improvement Program

- a. Evaluate the current program
Target Date: 2/2012
- b. Modify and improve existing program
Target Date: 5/2012
- c. Train the team on new program
Target Date: 9/2012
- d. Spread and review
Target Date: 12/2012

Objective 2

Become fully accredited

- a. Compare standards to EAT policies and procedures
Target Date: 5/2012
- b. Develop new policies and procedures to meet new standards
Target Date: 6/2012
- c. Train staff on new policies and procedures
Target Date: 6/2012
- d. Review performance of staff to new policies and procedures
Target Date: 7/2012
- e. Do mock survey
Target Date: 7/2012
- f. Prepare for survey team; notify survey team of our readiness
Target Date: 8/2012
- g. Complete successful survey.
Target Date: 10/2012

Objective 2

Report to everyone on the Quality Improvement Performance

- a. Evaluate current reporting
Target Date: 2/2012
- b. Develop new KPI reporting tool around balanced score card approach
Target Date: 2/2012

- c. Begin QI reporting in conjunction with communication plan—all sites
Target Date: 4/2012
- d. Develop innovative new methods to report on performance
Target Date: 7/2012



The new Nelson Lagoon clinic access ramp



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Working Together to Promote Healthy Communities

Eastern Aleutian Tribes (EAT) was incorporated in 1991, and is celebrating it's 20th year.

EAT serves the communities of Adak, Akutan, Cold Bay, False Pass, King Cove, Nelson Lagoon, Sand Point and Whittier. Our staff provide Primary Care via our Community Health Aides, Behavioral Health, Dental Health, and Diabetes Health care.

EAT was the first Tribal Organization to apply for and receive Community Health Center funding; the first to utilize "Turtles" - a self-contained computer and touch screen monitor that includes medical devices installed and integrated into the unit; a "plug and play" solution for monitoring client health data. Use of this equipment has dramatically increased well being for our diabetic patients.



We're on the Web! Find us at www.eatribes.org, and on Facebook as Eastern Aleutian Tribes

EAT is Working For You!

You can contact EAT's Behavioral Health Cope Line at 1-800-478-6723

Community / Customer Communication Preference Survey

How would you prefer that EAT communicate with you?

- Via EATribes.org website
 - Via Email
- If you prefer to be contacted via email, please enter your E-Mail Address:
- _____
- Via mailed quarterly EAT Aleutian Connection Newsletter
 - EAB Online Newsletter
 - Other: _____
- _____
- _____

How often would you prefer that EAT Directors meet with you in your community?

- Quarterly
- Biannually
- Yearly
- Other: _____

Your Community:

- Adak
- Akutan
- Cold Bay
- False Pass
- King Cove
- Nelson Lagoon
- Sand Point

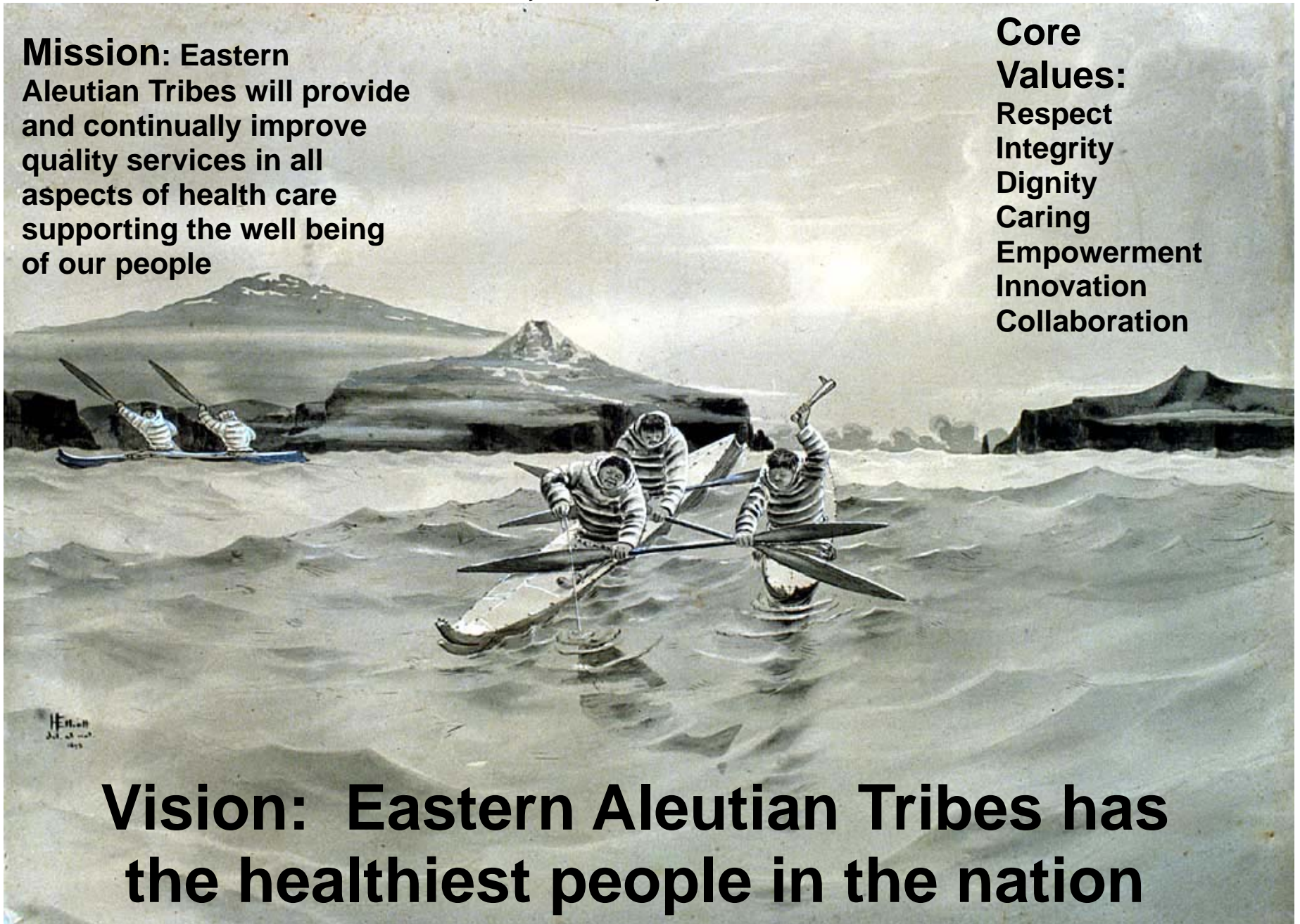
Comments, Suggestions, Accolades or Concerns? _____

If you would like to be contacted, please add your name and contact information here: _____

Our Mission, Vision, and Values

Mission: Eastern Aleutian Tribes will provide and continually improve quality services in all aspects of health care supporting the well being of our people

Core Values:
Respect
Integrity
Dignity
Caring
Empowerment
Innovation
Collaboration



Vision: Eastern Aleutian Tribes has the healthiest people in the nation