

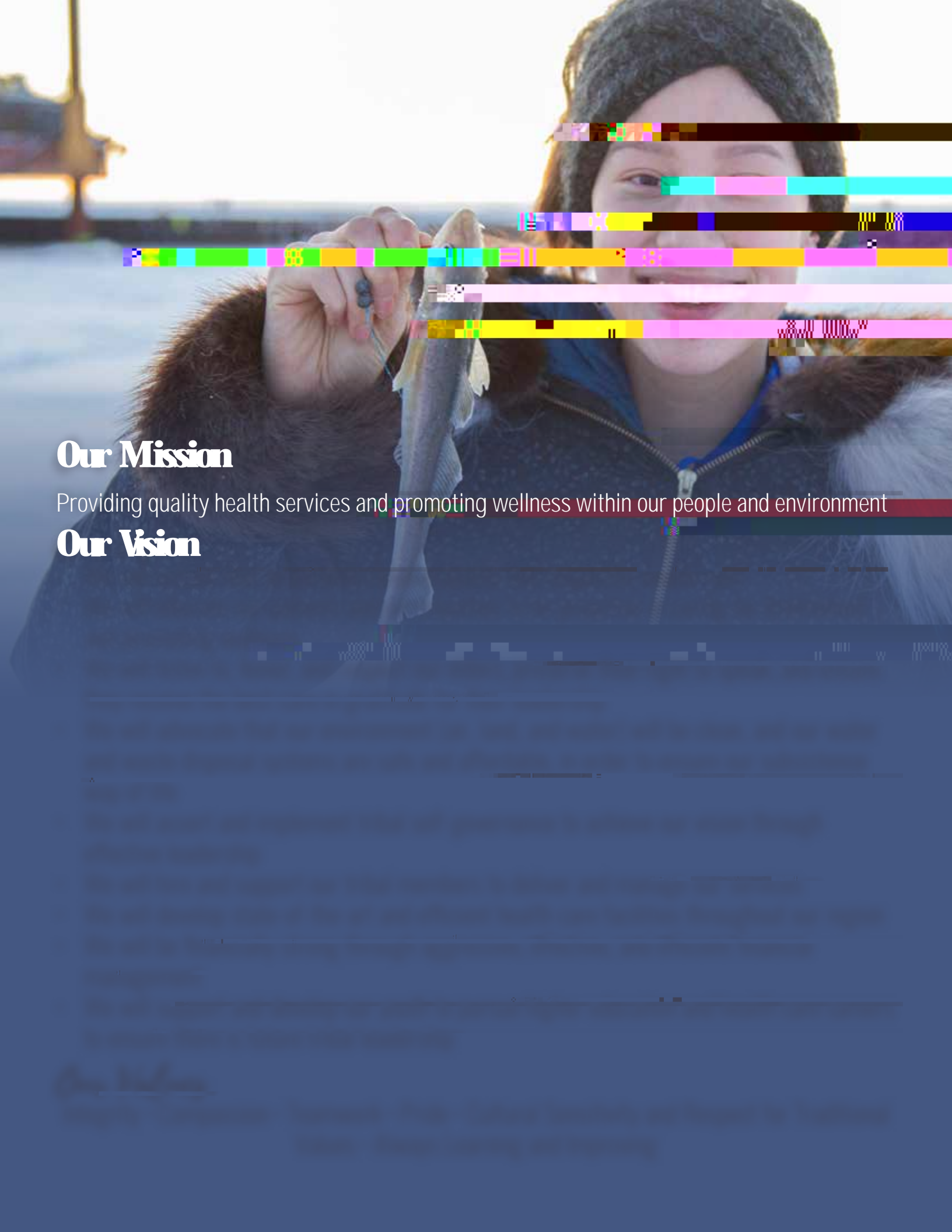


**NORTON SOUND
HEALTH CORPORATION**

Leading to Healthy Futures

**IMPROVING US FOR
A BETTER YOU**

Fiscal Year 2018 Annual Report



Our Mission

Providing quality health services and promoting wellness within our people and environment

Our Vision



Dear Customer-Owners and Patients

In FY2018, NSHC continued to build and expand its patient-centered primary health care system and was recognized by the Department of Health and Human Services as a Health Center Quality Leader. NSHC plays a vital role as the only source of health care for the region; the NSHC Board of Directors continue to use feedback from our communities and quality data to better serve each and every customer-owner and patient with the quality care you expect.

None of NSHC's progress would be possible without our dedicated staff that provides extraordinary and compassionate care. NSHC remains the largest employer in the region with over 680 full-time employees; the organization's tribal hire rate was 62%. In 2018, Alaska's Community Health Aide Program celebrated 50 years; the NSHC Board of Directors continued to recognize the health aide profession as the back bone of its tribal health system by introducing a village-based housing bonus, adding more health aide positions, building village-based housing to support local village staff, and designing a new training center with adequate space collocated at Nome's east campus.

Outcome measurements prove that NSHC provided more medical and behavioral health visits than prior years. As a result, access to prenatal care increased, the level of childhood weight assessment and counseling increased, colon cancer screening, depression screening, and cervical cancer screening increased, the level of cholesterol and heart attack/stroke treatment increased, and more homeless patients received medical care through NSHC's primary health care system.

To promote the patient-centered care concept for holistic care, steps were taken to expand behavioral health services in the primary and acute care settings. Full-time psychiatry services were implemented to compliment NSHC's medical staff. This improvement increased NSHC's capacity to better meet the behavioral health needs of our patients in the acute care setting and to provide more treatment locally; acute care admissions increased in FY2018. The NSHC Board reaffirmed their commitment to promote local behavioral health treatment and awarded the bid to install pilings for a new wellness center for the region.

NSHC continued to partner with Kawerak to strengthen local sanitation systems. Under the leadership of Megan Alvanna Stimpfe and continued advocacy for water and sewer, several activities were under way

to better meet the needs of the region's served communities and longstanding projects for the region's unserved communities were resurrected with action plans for a path forward. Through synergistic efforts, several communities in the region improved their best practice scores and achieved funding for competitive water and sewer projects.

NSHC remained fiscally strong and continued to advance several capital projects. Construction for the MRI addition, Savoonga staff housing, and Shaktoolik Clinic were all underway. The Golovin staff housing was completed in 2018. NSHC made improvements to its ground transportation for patients; eight communities received 15-passenger vans to assist with covered transportation for medevac patients. In Nome, the patient driver hours were expanded and new vehicles were purchased. An Anchorage-based travel liaison



NSHC Administration and Chirik Eskimo Community representatives gather to celebrate the completion of the Golovin Housing Project.

was hired to support patients when traveling out of the region.

Although we accomplished a lot, the work is never done. The Board of Directors remains steadfast to its commitment to NSHC's mission and vision and will continue to deliver tribal health from the heart.



From NSHC President/CEO
Angie Gorn

Photo Highlights

FROM FISCAL YEAR 2018



NSHC began a new Halloween tradition in 2017 with its Pumpkin Walk, which invites community members to trick or treat at hospital departments.



NSHC sponsored Nome-grown Iditarod musher Aaron Burmeister, and he in turn hosted a Pancakes and Story Time event at the hospital after finishing the race.



NSHC and Native Village of Shaktoolik members broke ground on the new Shaktoolik Clinic in 2018.



Employee volunteers accompanied CQC elders on a fishing expedition in July 2018 to the mouth of the Snake River.



Employees received an Inupiaq lesson from participants in a language immersion program called Illisaqativut.



NSHC invited community members to lead instructional workshops, like Crystal Toolie's health coaching course, at an employee wellness day in August.



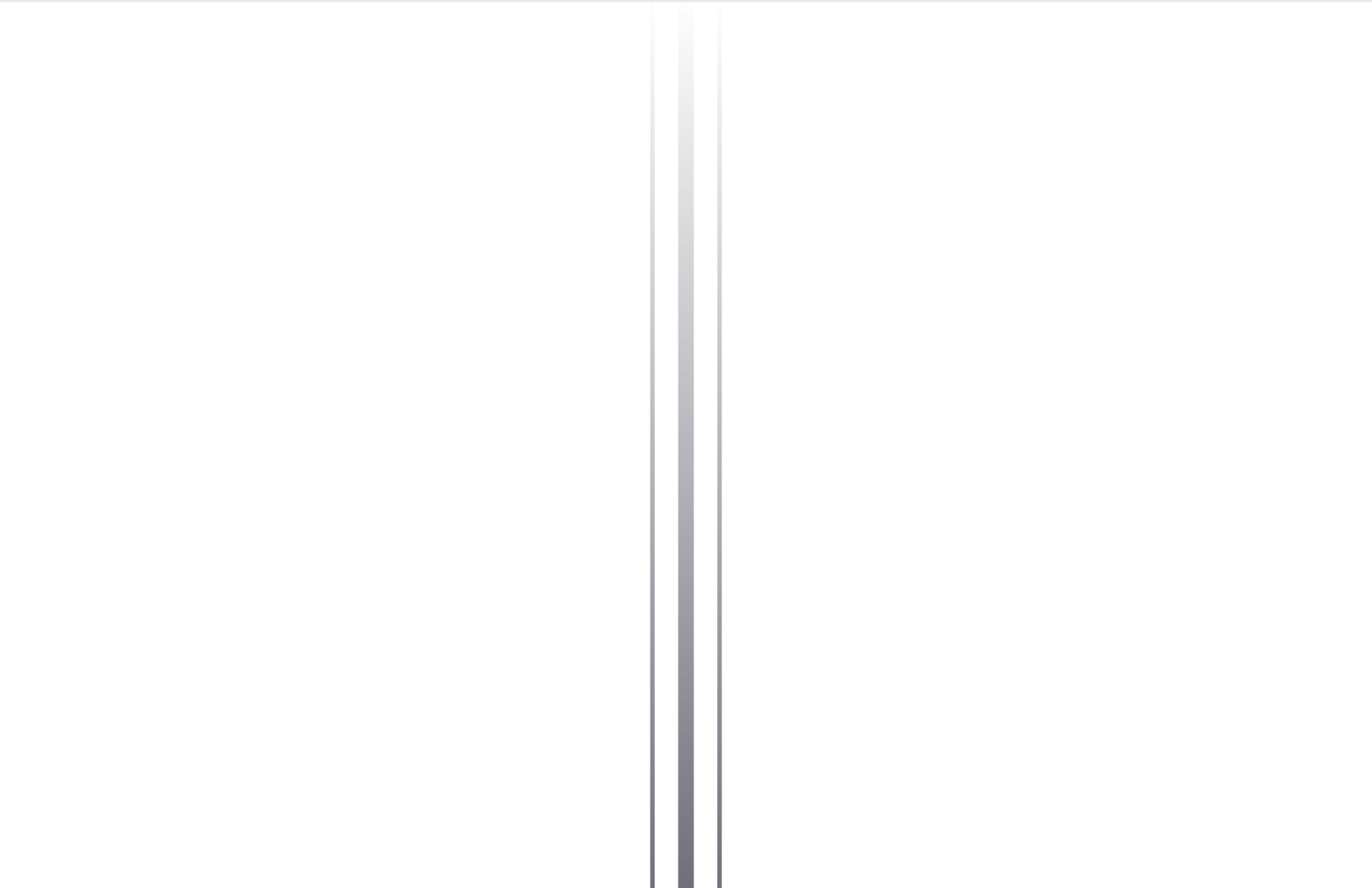
Native Village of Koyuk
Frederick Wuma
Teller Traditional Council
@ Benjamin Payama • A

Native Village of Oymyakon Association
&@K@LQ@LN@9(V@N@LPR9&RPPXQ@LW\

Native Village of Brevig Mission

Carol Ablowaluk

“Over the last few years, I’ve learned a lot and have established



FISCAL YEAR 2018 IN REVIEW

Nome Primary Care
Clinic Encounters

Village Clinic Encounters

4,481
NURSE CALL LINE CALLS

Emergency Department
Encounters

Acute Care Admissions



4,588 FLU VACCINES

Dental Encounters

8,703

Lab Tests

141,284

Eye Care Encounters

3,739

Radiology Images

7,790

Audiology Encounters

2,812

Respiratory Therapies

1,756

PT Encounters

2,947

Prescriptions Filled

97,865

TOP 5

PRIMARY CARE DIAGNOSIS CATEGORIES

1. Musculoskeletal/connective tissue
2. Health services related to reproduction
3. Diseases of the genitourinary system
4. General injuries
5. Skin diseases

724 TOTAL EMPLOYEES

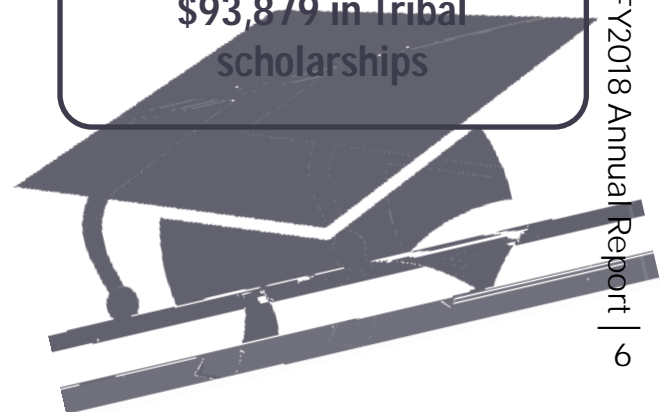
89 PERCENT LOCAL HIRE

61 PERCENT NATIVE HIRE

\$218,000 in scholarship
awards

\$93,879 in Tribal
scholarships

For the third consecutive year, the Norton Sound Regional Hospital ranked among the Top 20 Most Beautiful Hospitals in the U.S. NSRH took seventh place out of 68 hospitals in Soliant's nationwide contest.



HOSPITAL SERVICES



Primary Care Clinic

| | |
|----------------------------------|------------------------------|
| Total Clinic Appointments | FY17: 12,492 FY18: 12,261 |
| Specialty Clinic Visits | FY17: 1,462 FY18: 2,060 |

NSHC Primary Care Clinic provides individualized health care to residents of the Bering Strait Region on an outpatient basis. PCC's goal is to provide patient-centered multidisciplinary

These services include, but are limited to, behavioral health, medication counseling by a pharmacist, health educators, care coordination, and specialty services.

developing care teams for patients across the region. NSHC physicians and mid-level providers, so patients can receive

NSHC's Nome Primary Care Clinic was recognized by the National Center for Quality Achievement as a Patient-Centered Medical Home.



Primary Care nursing staff gathered for a photo during Nurses Week in May 2018. PCC staff is a wide ranging nursing staff, from case managers to floor nurses to support staff.

Acute Care

| | |
|-------------------|------------------------|
| Admissions | FY17: 743 FY18: 888 |
| Deliveries | FY17: 52 FY18: 50 |

Norton Sound Regional Hospital's inpatient unit can

meeting patient needs in a respectful manner. Skilled nurses provide top-level care for everyone from

during visiting hours.

The Employee Health and Infection Prevention program is responsible for infection surveillance in Quyanna Care Center and Acute Care, employee immunizations and tuberculosis surveillance, as

Labor and Delivery

to expectant mothers, including Primary Care and WIC departments. When a baby is ready to

to the Labor and Delivery unit. Physicians and experienced nurses are on hand to promote a safe and comfortable delivery experience.

NSHC hopes to promote family interaction and baby bonding in its Labor and Delivery unit.

Employee Health/Infection Prevention

| | |
|------------------------------------|------------------------|
| Total Employee Flu Vaccines | FY17: 576 FY18: 729 |
|------------------------------------|------------------------|

Infection prevention practices, such as hand hygiene and proper use of personal protection



Forensic Nursing

Forensic Nursing Encounters

FY17: 164

FY18: 169

have experienced sexual assault, domestic violence, strangulation, child sexual/physical abuse or neglect,

Behavioral Health Services, and community agencies

ensure that victims of violence and abuse receive the comprehensive, compassionate, and age-appropriate

training and community outreach.

day, all year long. It is a Level-IV Trauma Center,

and other facilities, such as Alaska Native Medical Center, to transport patients from villages and Nome to ensure patients receive the appropriate level of care.

phone calls from NSHC's Nurse Call Line. The Nurse Call Line is a health care advice service



Quyanna Care Center

HOSPITAL SERVICES

Ancillary Services

Laboratory

Laboratory Tests

FY17: 139,791
FY18: 141,284

The NSHC Laboratory is accredited by the Joint Commission. The laboratory holds

four levels, post-high school graduation. It also accepts students from the University of Alaska system for

Audiology

Audiology Patient Encounters

**FY17: 2,694
FY18: 2,812**

NSHC audiologists provide comprehensive audiological services to patients in Nome and surrounding communities both in-person and through the use of telemedicine. Access to audiological services has increased through the use of virtual audiology, performed in collaboration

appointments include basic ear and hearing

digital hearing technology. The expansion of these

times in receiving audiology and otolaryngology

Audiology is also leading the Hearing Norton Sound project looking at improving the school hearing screening and referral process to address childhood hearing loss in the region. Preliminary results are in and suggest promising tools to better identify and manage children's hearing loss and ear problems.



Respiratory Therapy

Respiratory Treatments

**FY17: 1,615
FY18: 1,756**

Respiratory Therapy specializes in the promotion

prevents acute or chronic dysfunction of the cardiopulmonary system.

Physical Therapy

Physical Therapy Patient Encounters

**FY17: 2,671
FY18: 2,946**

ages.

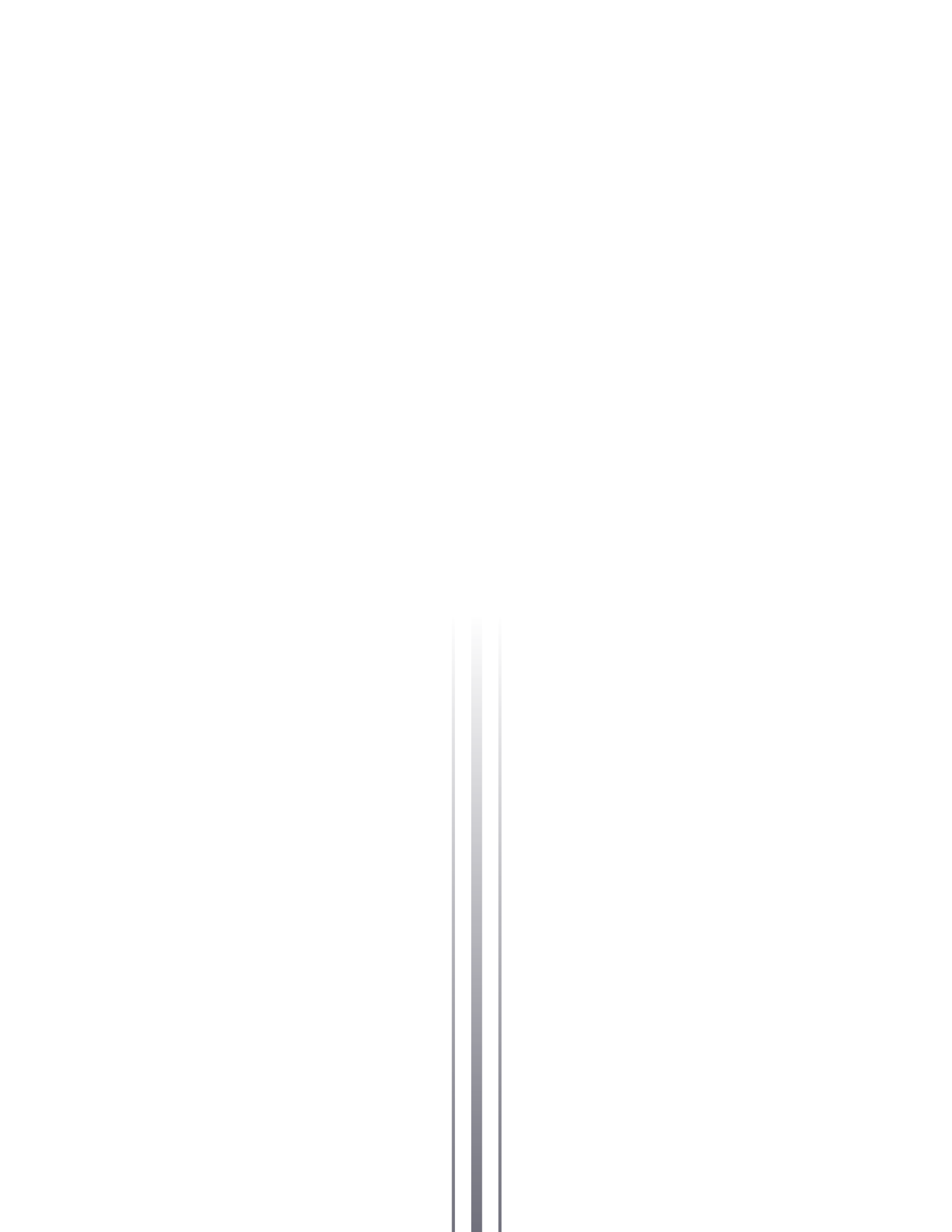
Eye Care

Eye Care Patient Encounters

**FY17: 3,750
FY18: 3,739**

NSHC's Eye Care department provides comprehensive services to all patients, beginning at age six months, in Nome and at least once annually to each village in the region.

-
- in the villages alone
-
- held in October and April
- Seven fourth-year optometry students spent interns



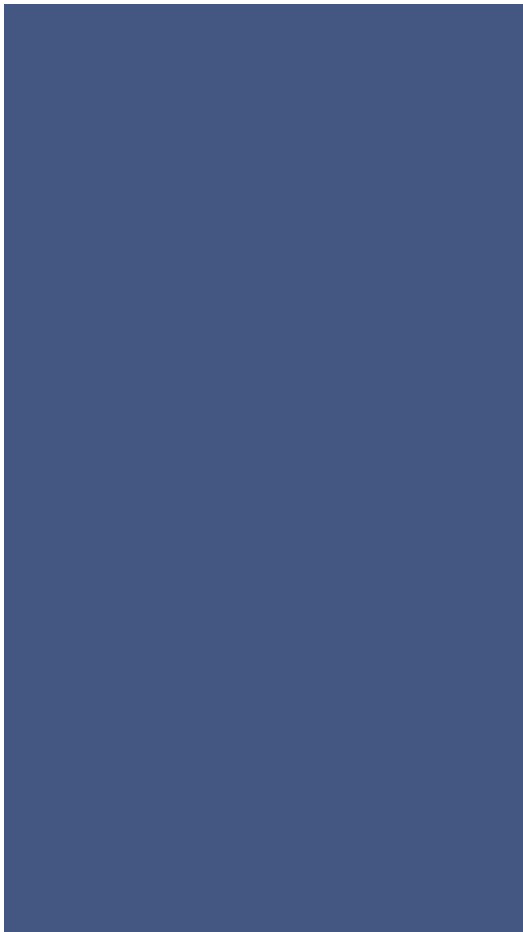
HOSPITAL SERVICES

Patient Support Services

Infant Learning Program

Service Provider Contacts FY17: 1,311
FY18: 1,322





Dental

Dental Patient Encounters

FY17: 9,346

FY18: 8,703

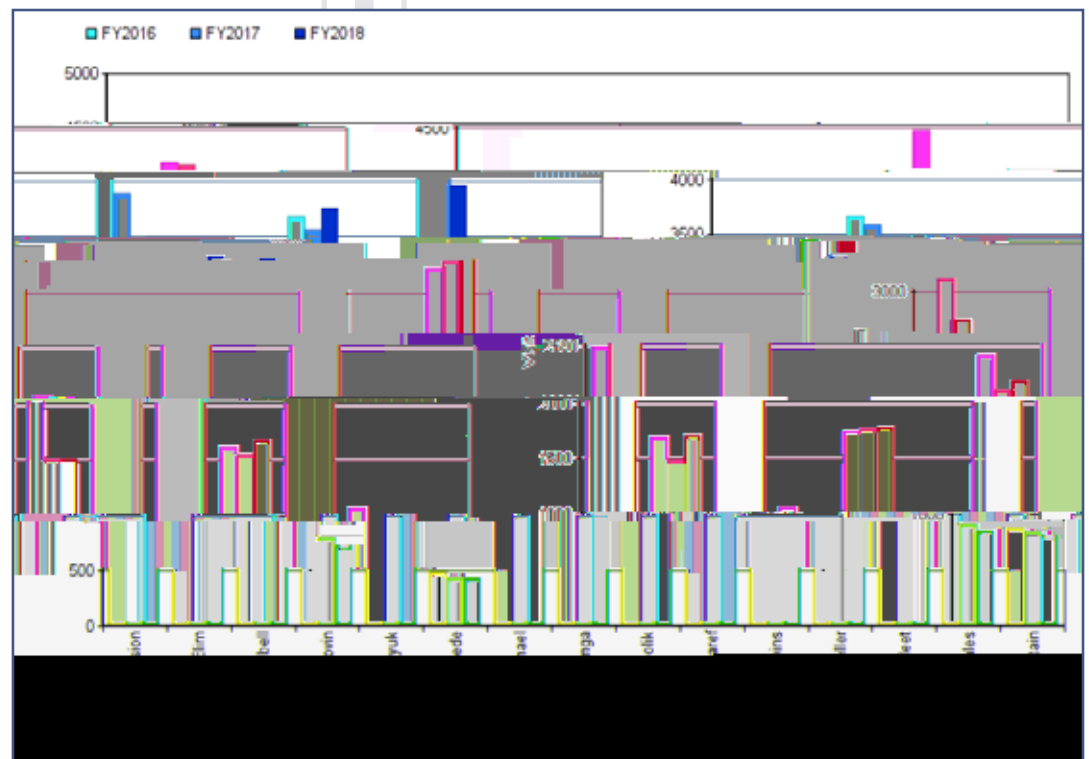


Dental services at NSHC range from preventive canals, oral surgery, orthodontics, and dental implants. Dental care services are provided in Nome and villages and are supplemented by full-time Dental Health Aide Therapists stationed

COMMUNITY HEALTH SERVICES



Shaktodik Clinic staf Hamah Sockiyak, Kristin Paniptchuk, and Melinda Takak wear their kuspuks in honor of Indigenous People's Day.



Health Aide Training

| | |
|--|----------------------|
| Basic Training Attendees | FY17: 49 FY18: 37 |
| Preceptorships Completed | FY17: 12 FY18: 2 |
| Continuing Ed Workshop Attendees | FY17: 10 FY18: 16 |
| Re-Entry Evaluations | FY17: 2 FY18: 3 |
| Other HAT Training Events at Village Clinics | FY18: 5 |



The Health Aide Training team introduces themselves to the public at a NSHC Open House event in September 2018. Pictured left-to-right is Nora Nagaruk, MD, Dan Thomas, PA, Steve Daniel, MD, Kim Matthews, NP, Teri LeMay, NP, and Mark Hayward, PA.



Health Aide Trainers Teri LeMay, NP (far left), and Kim Matthews, NP (far right), pose with graduates of the University of Alaska certificate program for community health Nicole Topkok of Teller and Sonja Simpson of Elim. The graduates earned the title of Community Health Practitioner, the highest training level of community health aides.

Health Aide Training consists of a training center, on training to village Community Health Aides, giving priority to NSHC students. The center is one of four in the state of Alaska. Trainers help ensure clinical preceptorships, evaluation of re-entering recommendations for standing orders.



Mark Hayward, PA, joined the Health Aide Training team in June 2018. He noted he was excited to not only provide health aides the skills and tools to care for patients, but to also build systems and relationships to support them in their work.

Remembering Kristen Amaktodik



NSHC mourns the death of Kristen Amaktodik, former Electronic Health Record Specialist in Village Health Services. Before moving to Nome, Kristen worked as a health aide in Savoonga and Elim. Kristen worked for NSHC since 2005 and was highly regarded for her health care services, her ability in training others, and as a good friend. She is dearly missed by those who knew her.

Behavioral Health Services

BHS Patient Encounters

FY17: 8,267

FY18: 6,182

Behavioral Health Services provides integrated

her treatment, BHS providers facilitate interventions



COMMUNITY HEALTH SERVICES

Wellness Department

CAMP

| | |
|---------------------------------|----------------------------|
| Total Nutrition Appts | FY17: 1,145 FY18: 1,241 |
| Diabetes Appointments | FY17: 381 FY18: 374 |
| Pediatric Nutrition | FY17: 172 FY18: 162 |
| Health Screenings | FY17: 374 FY18: 309 |
| Tobacco Cessation Appts | FY17: 96 FY18: 90 |
| Health Fair Attendees | FY17: 556 FY18: 299 |
| Youth Registered for Summercise | FY17: 195 FY18: 197 |
| Lactation Support | FY17: 88 FY18: 97 |

The Chronic Care, Active, Management and Prevention

is funded by the Special Diabetes Program for Indians

Tobacco Prevention and Control grants.



Sisters Christine Piscoya and Kim Gray wave from the beginning of the Turkey Trot community walk, organized by CAMP.

care and treatment through an integrated and risk of complications related to diabetes through

diabetes and receive education about diabetes

to implement youth and community events in

childhood nutrition education and lactation

organizations to implement and enforce

tobacco cessation.

Establishing and maintaining a comprehensive diabetes interdisciplinary team

Maintaining health promotion in the region

more

Informing the public about the risks of tobacco and sponsoring tobacco-free events throughout the Norton Sound region

- Health Promotion and Weight Management
- Medical Nutrition Therapy
- Diabetes Prevention and Management Education
- Step-by-Step, Health Screenings and Counseling
-
-

Activities

- Tobacco Cessation Counseling and Education
- Lactation Counseling, Breastfeeding Support and Childbirth Education
- Early Childhood Nutrition Education
- Walk/Run Events

Women, Infants and Children

| | |
|--|-------------|
| Obesity Rate (children 2-5 years) | FY17: 37% |
| | FY18: 32% |
| Breastfeeding Initiation Rate | FY17: 82% |
| | FY18: 84% |
| Breastfeeding Duration Rate at 6 months | FY17: 52% |
| | FY18: 48.2% |
| Breastfeeding Duration Rate at 12 months | FY17: 45% |
| | FY18: 42.3% |



Total Treatments

FY17: 946
FY18: 1,050

The Norton Sound Health Corporation established the people of the Norton Sound region and approved by the Board of Directors. Tribal Healing has been a

Quality Improvement and Risk Management

passed their Joint Commission tri-annual inspections.

counseling, breast cancer screening, immunizations, prenatal care, and heart disease.

received a national HRSA recognition.

Information Services

Electronic Health Record

NSHC's Electronic Health Record team manages the digital storage of patient records and health

patients' issues and histories. EHR also manages

process. NSHC's Cerner EHR system is shared by other tribal health organizations in the state,

patients' medical travel experiences to be more

committed to continuously improving patient care processes through training, collecting data, and reporting.

HUMAN RESOURCES

The Human Resources department plays a critical role in the management of and procedures, manages the employee

other educational programs in support of Alaska Native and local hire development, recruitment and retention strategies.

- Implemented Jumpstart Program

completed the college bridge program.

-

term and doctorate scholarships in the amount of competitive scholarship, and Rachel Pomeranz scholarships.

-

opportunity to receive their driver's licenses.

-

employees and expanded to existing employees.

-

Total Employees

FY17: 707

FY18: 724

Native Hire Rate

FY17: 61%

FY18: 61%

Voluntary Turnover Rate

FY17: 23%

FY18: 25%

Total Scholarships Awarded

FY17: \$242,500

FY18: \$218,000

Total Beneficiary Scholarships Awarded

FY17: \$165,500

FY18: \$93,879



ABOVE: Summer Interns pose for an end-of-season photo with Tribal Training and Development Manager Irvin Barnes (top) in 2018. Interns worked in the Administration, Human Resources, Finance, Social Services, Laboratory, Office of Environmental Health, CAMP and Emergency departments.

LEFT: Students with the Jumpstart Program get a hands-on lesson on Tribal Healing from Evelyn Kamun, during the healthcare careers portion of the program.



Public Relations

and services and share information regarding existing ones. The department's goal is to make sure the public is informed using a variety of

organize special events and media campaigns.

-
- Planned Night of Honor to recognize emergency responders
- anniversary celebration
- Organized multiple public events at hospital
-

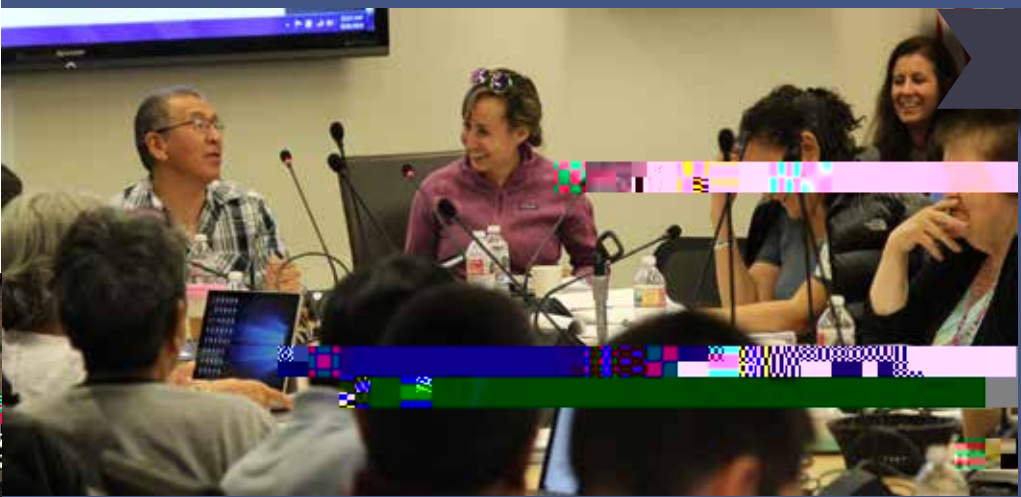




established to provide a systematic process

Compliance

Cameron Piscoya joined NSHC as the Compliance Officer in May 2018. Cameron is from Nome and has a background as a director of human resources.



Self-Governance

ENGINEERING AND ENVIRONMENTAL HEALTH

Capital Projects



Plant Operations



Brian Hensley and Darren Virg-In braved third floor heights as they washed the hospital's window exteriors in June 2018.

and repair services, including managing utilities such as light, heat, air handling,

rigorously to care for facilities, striving to maintain a pleasant and comfortable physical

The Environmental Services/Laundry department is on the front lines of

extensive training to provide services in

Village Facilities Maintenance is comprised of maintenance technicians in each NSHC village and a Nome-based team that travels around the region to assist with preventive and responsive maintenance. The department was developed in 2015 when NSHC recognized the need to be more proactive in caring for the facilities where health care programs were operating.

FY18 Accomplishments:

- Held six trainings for staff, including plumbing/pipe fitting, boiler troubleshooting, and cabinet installation.
- Built and installed life jacket stands for villages
- Completed sprinkler system repairs and fire extinguisher inspections in all clinics
- Cleaned out connex van storages in Nome and prepared them to be delivered to village corporations
- Delivered new clinic ATVs to Elim, Golovin, Koyuk, St. Michael, Shaktoolik, Shishmaref, Stebbins and White Mountain
- Began lab/pharmacy ventilation installations for village clinics

Village Facilities Maintenance



Office of Environmental Health

management support, rabies prevention, and support of the Tribes' environmental programs.

professional pest management company Houdini's Bed Bug Service LLC to provide home inspections

FINANCE

Accounting

Statements are all managed by the Accounting Department.

Health Information Management

Health Information Management maintains NSHC medical records and manages the corporation's daily needs for health care information. All records are maintained in

record services and supports patients, providers and departments.

Patient Financial Services

admissions, billing, and collections for NSHC medical the corporation. The department performs out 17.9e6



2018 Employee Awards



January Employee of the Month -
Samantha Kleindienst Robler, AUD



February Employee of the Month -
Ruth Peterson, Galvin CTC



March Employee of the Month -
Kathryn Sawyer, Pharmacy



April Employee of the Month - Claude
LeMay, Facilities Maintenance



May Employee of the Month -
Joseph Attatayuk, UNK



June Employee of the Month -
Ronda Burnett, CCC



July Employee of the Month - Tony
Shelton, Pharmacy



August Employee of the Month -
Wanda Iya, CAMP



September Employee of the Month -
Darien Campbell, Pharmacy



October Employee of the Month -
Elizabeth Coker, EHR



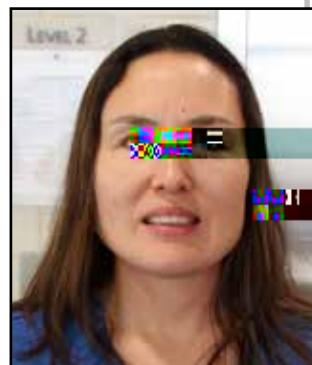
November Employee of the Month -
Ida Lincoln, CHA WMD



November Employee of the Month -
Kricilla Buck, CHA WMO



December Employee of the Month -
Sheila Baker, CHA S/1 TLA



Employee of the Year (Nome) - Anna
Moore, RN/PCC



Employee of the Year (Village) -
Crystal Fagerstrom, CHA S/1 GLV



Manager of the Year - Megan
Mackiernan, Quality Improvement and
Risk Management



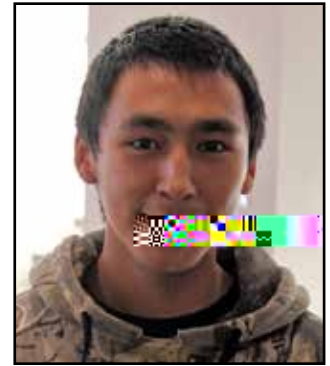
PRIDE Value Award
Carol Seppilu, QCC



TEAMWORK Value Award
Hannah Sookiayak, Shaktoolik CTC



COMPASSION Value Award
Barbara Cromwell, Forensic Nursing



ALWAYS LEARNING AND IMPROVING Value Award
Isaac Okleasik, Village Facilities



CULTURAL SENSITIVITY AND RESPECT FOR TRADITIONAL VALUES Value Award
Shirlene Apassingok, Gambell CTC



INTEGRITY Value Award
Ruth Peterson, Golovin CTC

November 2017: NSHC Pharmacy received the Cardinal Health Generation Rx Champions Award

February 2018: Primary Care Center recognized as a National Committee for Quality Assurance Patient-Centered Medical Home

February 2018: Quyanna Care Center received a five-star rating through Medicare's Nursing Home Compare site, and was ranked among the top eight nursing homes in Alaska -- tied for third place.

March 2018: The Alaska Pharmacist Association named the NSHC Pharmacy as the 2018 Excellence in Innovation Award

March 2018: Aurora Johnson honored as Healthy Alaska Natives Foundation's 2018 pick for the Distinguished Provider Award

March 2018: Henrietta Ivanof, CHA-P, received the 2018 CHAP Shining Star Award

July 2018: The NSHC Pharmacy was awarded the 2018 Laura Scott Immunization Excellence Award by the National Adult and Influenza Immunization Summit

July 2018: Norton Sound Regional Hospital was named one of the Top 20 Most Beautiful Hospitals in the U.S. from Sdiant

August 2018: NSHC earned \$87,248 in HRSA Clinical Quality Improvement Awards -- the second highest grant amount statewide

August 2018: Dr. Seth Green, former Director of BHS's Psychology Services, received the National Indian Health Board's 2018 Hope and Healing Behavioral Health Award

September 2018: ASH-NHA named QCC its 2018 Innovation in Transformation Award winner in the small nursing home division

September 2018: QCC received a Quality Achievement Award from Mountain-Pacific Quality Health



1000 Greg Kruschek Avenue
P.O. Box 966
Nome, Alaska 99762



Share Your Feedback

Call 855-541-4193 or visit
www.nortonsoundhealth.org and click on the "File a
Concern" link

Call 907-443-4567 or
email padvocate@nshcorp.org

Call: (907) 443-3311

(888) 559-3311

Fax: (907) 443-2113

Visit: www.NortonSoundHealth.org