

Moving Beyond Patient-Centered to a Customer-Driven System of Care

Alaska Native People Shaping Health Care

April Kyle | Vice President of Behavioral Services

65,000 voices



Malcolm Baldrige
National Quality Award

2011 Award Recipient

Alaska Native People Shaping Health Care

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Why listen to our story

- Evidenced-based, **generational change** reducing family violence
- **36%** drop in both ER visits and hospital admissions from 2000-2015
- **75-90 percentile** on many HEDIS outcomes
- Benchmarked data nationally and internationally showing **top in class performance** in utilization, quality and satisfaction
- Employee turnover rate **decreased 15%** from 2007-2015
- **96%** customer satisfaction and **95%** staff satisfaction
- 2011 Recipient of **Malcolm Baldrige National Quality Award**



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Vision

A Native Community that enjoys physical, mental, emotional and spiritual wellness


Mission

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



Goals

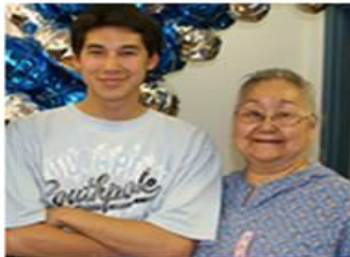
- Shared Responsibility
- Commitment to Quality
- Family Wellness

A close-up photograph of a person's face, focusing on the right eye. The person has light brown hair and freckles. The background is a solid, warm-toned wall. A dark brown horizontal band is at the bottom, containing the title text.

Story Behind Our Eyes



Customer-Ownership



Operational Principles

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



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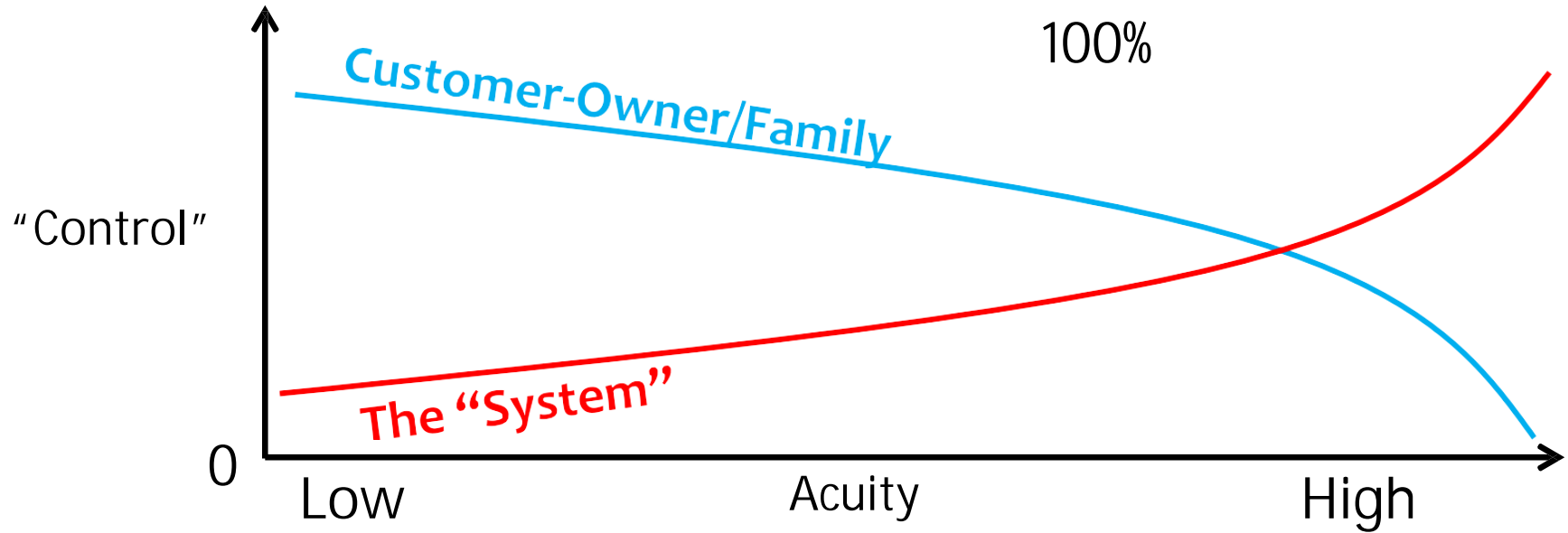


We Changed Everything

An illustration of a target practice scene. At the top, two horizontal black lines represent wires, with three black bird silhouettes perched on them. A dark grey banner with white text is centered across the image. Below the banner, a stylized landscape features a large yellow sun with red spiral patterns in the upper left. In the center is a black silhouette of a tree. To the right of the tree is a red two-story building with a black roof and a target symbol on its side. A small figure in a white coat stands near the base of the tree, holding a red object. The foreground is a dark brown silhouette of the ground.

Hitting The Target: Rock vs. Bird

Who really makes the decisions?



Providers and Customer-Owners in Shared Responsibility



Key Improvement

Customer-owner changes

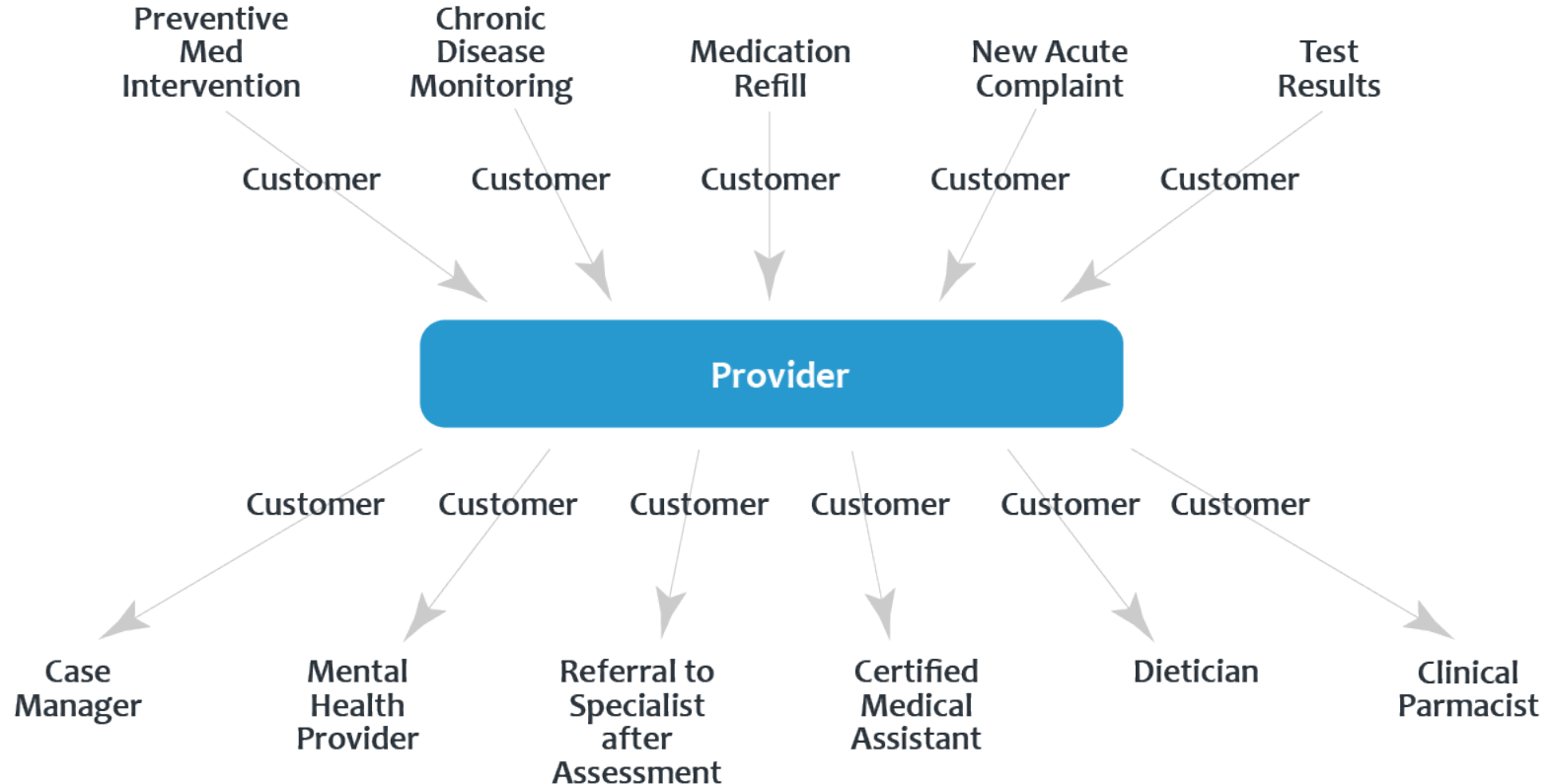
- We are active
- We are responsible
- We seek information
- We ask questions
- We seek advice and options
- We become a partner with the provider

Key Improvement

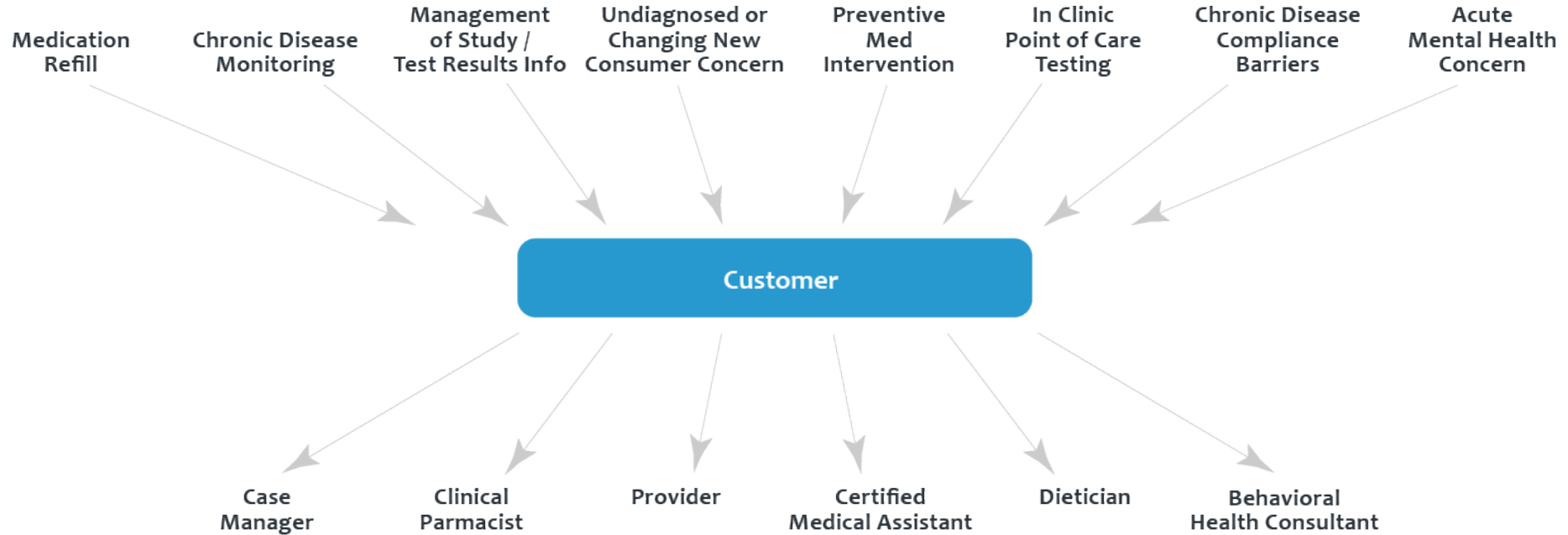
Health care provider changes

- No longer gives orders
- No longer just prescribes medications
- No longer our hero
- No longer controls
- Provides customer with options
- Provides customer with resources
- Provider becomes our partner

Traditional Methods of Managing Workflow



Parallel Work Flow Redesign



Integrated Care Teams

Case Management Support

RN Case Manager

PCP

CMA

Coverage
NP/PA

BHC

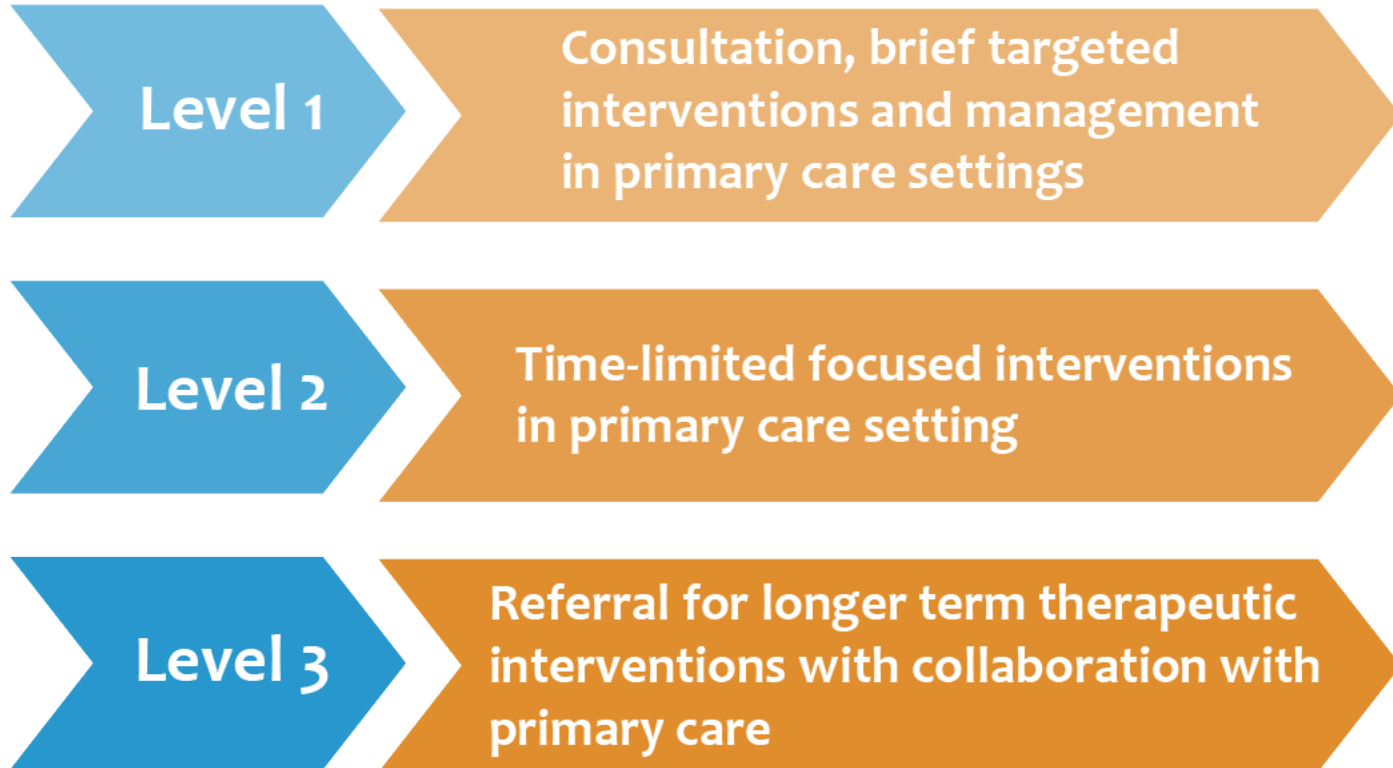
Dietician



Integrated Care Team Ratios

- Primary Care Provider
 - (1,100-1,400 empaneled customers)
- 1 RN Case Manager : 1 PCP
- 1 CMA : 1 PCP
- 1 CMS : 1 PCP
- 1 Coverage PA/NP : 3 PCP
- 1 BHC : 3 PCP
- 1 PharmD : 6 PCP
- 1 RD : 6 PCP
- 1.5 CNM : 1 PCP

Clinical Levels of Integrated Care



Behavioral Health Integration

Key Elements

- Flexible communication
- Recruiting/training
- Orientation and training of primary care providers
- Maintaining strong connection to behavioral health
- Proximity
- Charting
- Level of consultation/referral
- Operational

95

% Employee
Satisfaction

96

% Customer
Satisfaction

Sustained Improvements

36

% Reduction
ER Visits
2000-2015

36

% Reduction
Hospital Admissions
2000-2015

At or Exceeds **90th percentile** compared nationally in HEDIS (measured ongoing)

- Board certification
- Annual Diabetes HBA1C
- Diabetes care: Poor Control
- Cardiovascular: Annual LDL²⁰¹⁴
- Diabetes Care: LDL <100 mg/dl^{2014*}
- Cardiovascular: LDL<100 mg/dl^{2014*}

Sustained Improvements

75th - 90th percentile compared nationally in HEDIS (measured ongoing)

- Cervical and breast cancer screening rates
- Cardiovascular disease LDL screenings
- HPV Vaccinations

Other Topics

- Psychiatry integration
- Medical into behavioral health
- Wellness care plans (high utilizers)
- Data, data, data
- Learning circles
- Huge investment in organizational structure
 - Innovation at every level
 - Workforce development
 - Core Concepts
 - How to do relationships
 - Entry model
 - Succession planning
 - Strategic planning

Listening and letting customers drive

A wide-angle photograph of a majestic mountain range with significant snow cover. The foreground is dominated by a body of water, likely a fjord or a large lake, which is densely packed with numerous icebergs of various sizes. The water's surface is a deep blue, reflecting the sky and the surrounding landscape. The mountains in the background are rugged, with snow clinging to their peaks and slopes, and some green vegetation visible on the lower, more sheltered areas. The sky is a clear, vibrant blue with a few wispy white clouds scattered across it. The overall scene conveys a sense of a cold, remote, and beautiful natural environment.

Questions?

Upcoming Nuka Events

Training	Dates
Alaska Conference	June 19-23, 2017
Quality Management Courses	Aug. 28-Sept. 1, 2017
London and Manchester Masterclasses	October 2 & 5, 2017
Oregon Conference	October 23-24, 2017

Contact Us: www.scfnuka.com



907-729-Nuka (6852)



SCFNukaEvent@scf.cc



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Thank You!

Qaġaasakung

Aleut

Quyanaa

Alutiiq

Quyanaq

Inupiaq

Awa'ahdah

Eyak

Mahsi'

Gwich'in Athabascan

Igamsiqanaghalek

Siberian Yupik

Háw'aa

Haida

Quyana

Yup'ik

T'oyaxsm

Tsimshian

Gunalchéesh

Tlingit

Tsin'aen

Ahtna Athabascan

Chin'an

Dena'ina Athabascan



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