

Southcentral Foundation's Nuka System of Care Overview

NIHB Annual Consumer Conference

Ileen Sylvester | Vice President of Executive & Tribal Services

65,000 voices



Alaska Native People Shaping Health Care



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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



Alaska Native People Shaping Health Care



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.

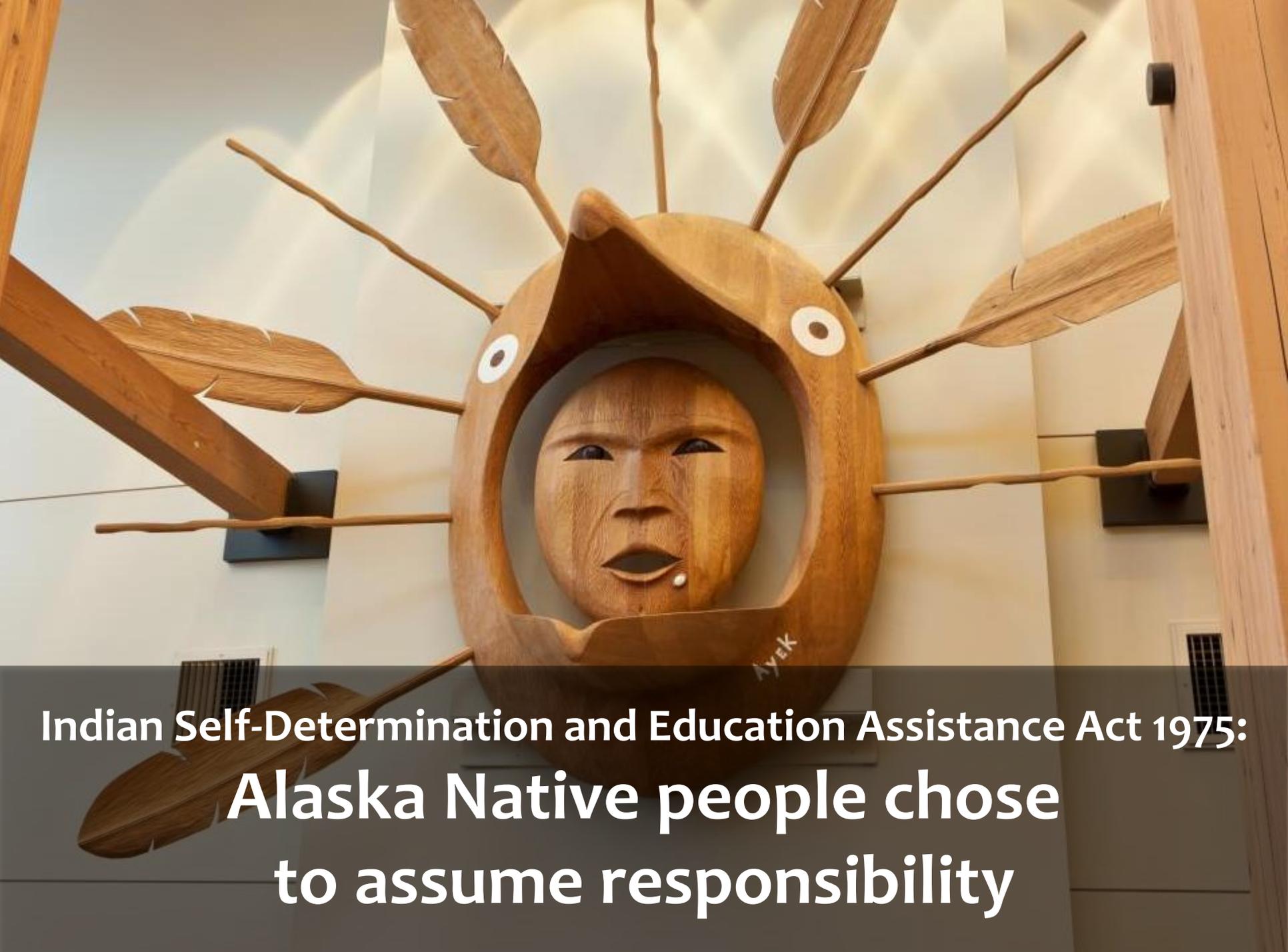
Operational Principles

- Relationships** between customer-owner, family and provider must be fostered and supported
- Emphasis** on wellness of the whole person, family and community
(physical, mental, emotional and spiritual wellness)
- Locations** convenient for customer-owners with minimal stops to get all their needs addressed
- Access** optimized and waiting times limited
- Together** with the customer-owner as an active partner
- Intentional** whole-system design to maximize coordination and minimize duplication
- Outcome** and process measures continuously evaluated and improved
- Not** complicated but simple and easy to use
- Services** financially sustainable and viable
- Hub** of the system is the family
- Interests** of customer-owners 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



Alaska Native People Shaping Health Care





**Indian Self-Determination and Education Assistance Act 1975:
Alaska Native people chose
to assume responsibility**

93

% Employee
Satisfaction

93

% Customer
Satisfaction

Sustained Improvements

50

% Reduction
In ER Visits

40

% Reduction In
Hospital Days

60

% Reduction In
Specialty Visits

55

% of Staff that
Are AN/AI

65

% of Management
that are AN/AI

Thank You!

Qaġaasakung
Aleut

Quyanaq
Inupiaq

'Awa'ahdah
Eyak

Mahsi'
Gwich'in Athabascan

Igamsiqanaghalek
Siberian Yupik

Háw'aa
Haida

Quyana
Yup'ik

Way Dankoo
Tsimshian

Gunalchéesh
Tlingit

Tsin'aen
Ahtna Athabascan

Quyanaa
Alutiiq

Chin'an
Dena'ina Athabascan



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