

Nuka System of Care

Alaska Native people rethinking modern medicine

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65,000 Voices



Why listen to our story

44%
DECREASE IN
ER 
VISITS
2000-2004

63%
DECREASE IN
INPATIENT
DISCHARGES 
2000-2004

31%
DECREASE IN
INPATIENT
DISCHARGES 
2000-2019

2011 & 2017
**MALCOLM
BALDRIGE**
 **AWARD
WINNER**

ER
VISITS
BELOW THE
HEDIS
75th PERCENTILE
where lower
is better

97%
CUSTOMER-
OWNER
SATISFACTION 

95%
EMPLOYEE 
SATISFACTION

above
75th percentile
ON MANY
HEDIS
OUTCOMES

**Medical Culture Replaced by
Relationship, Shared
Responsibility, Customer-
Ownership, Story, &
Complex Adaptive System**

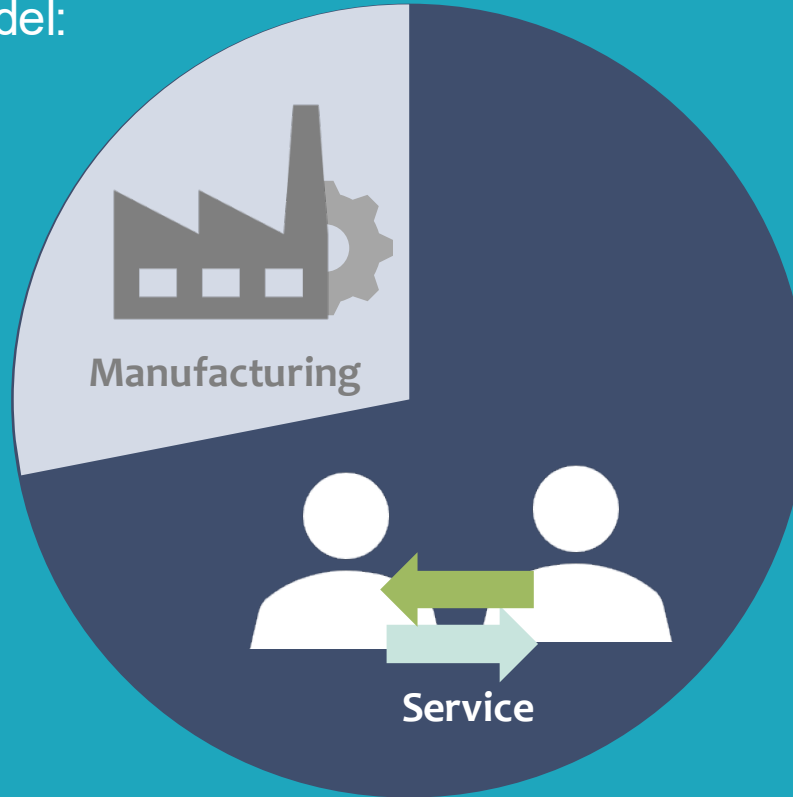
Alternatives That Work

- *When, Where, and How THEY want it* – is the only thing that will work – like in any service industry.
- The answers that already work embrace this – immediate partnering with ‘them’ – *navigators, partners, health coaches, community health workers, super capable primary care.*
- Immediate access to trusted person who ‘guides’ them towards immediate support away from over-using high-cost provider centric multiple locations.

Service Industry

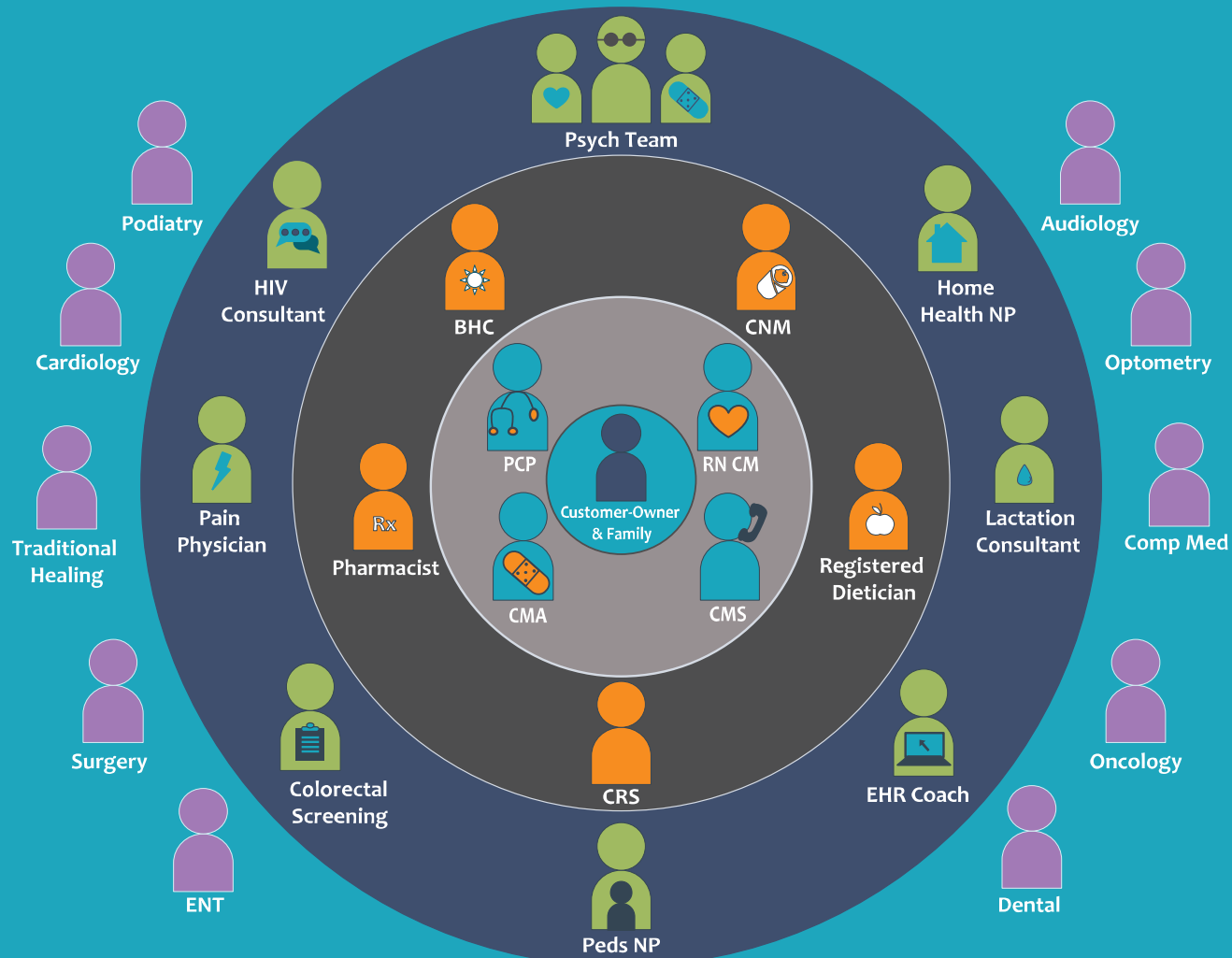
Manufacturing Model:

- Trauma
- ED
- OR
- ICU/NICU/PICU
- Procedures
- TPS, 6 Sigma



Service Model:

- Primary care
- Pediatrics
- OB
- Behavioral health
- Palliative care
- Internal medicine
- Consultants
- Most hospital care
- Complex adaptive



Bring Experts to PCP Team

- HIV, Diabetes
- Chronic Pain Physician, Psychologist, PT
- Complex Adult and Pediatric Specialists
- Aging Well In Place Physician/Palliative Care
- Psychiatrists - Addictions – Med Asst Treatment
- Home Visiting Providers and Nurses
- Lactation Specialists – Midwives – Pregnancy
- Community Resource – Social Work

Current Primary Care Projects

Pediatric Integration fully

Complex Children

New Generations – Parenting, Parent Partners, Prenatal

Aging Well (in Place)

Wearable Devices

Home Visiting

Chronic Pain – Addictions – Palliative Care – Advance Dir

Access Balance – async/video/text/email/in-person

NOTICE –these minimize office visits & physicians



Integrated Care Teams

Additional Key Elements

- Community based programs that are critical for sub-populations
 - Intensive Case Management – Behavioral Health/House
 - Intensive Outpatient Addictions Treatment – 4 Directions
 - Medical Detox
 - Family Wellness Warriors
 - Learning Circles
 - Traditional Healing/Elders Day Program/Youth Programs
 - Specialty Pediatric/Neurodevelopment
 - Dental/Optomety/Audio/Rehab/Comp Med/Residential tx.
 - Villages – alternate workforce – hub support

Social Norming – Stereotypes becoming Expectations/Labels



Thank You!

Qa̕aasakung

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