

# Southcentral Foundation's Nuka System of Care: True North for Healthcare Transformation


April Kyle, MBA, President/CEO





## 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**  
**75<sup>th</sup>** PERCENTILE  
where lower  
is better

**97%**  
CUSTOMER-  
OWNER  
SATISFACTION 

**95%**  
EMPLOYEE  
SATISFACTION 

above  
**75<sup>th</sup>** percentile  
ON MANY  
**HEDIS**  
OUTCOMES



**Alaska Native people chose  
to assume responsibility**

The background of the slide is a scenic landscape. In the foreground, there are tall, vibrant pink and yellow wildflowers. In the middle ground, a calm lake reflects the surrounding scenery. In the background, there are majestic mountains with patches of snow under a clear blue sky.

# 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

# Customer-Ownership



# Goals

## **S**hared 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.

## **C**ommitment 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.

## **F**amily 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.



# We Changed Everything



**Enhanced Relationship Leads to  
Increased Health and Wellness**



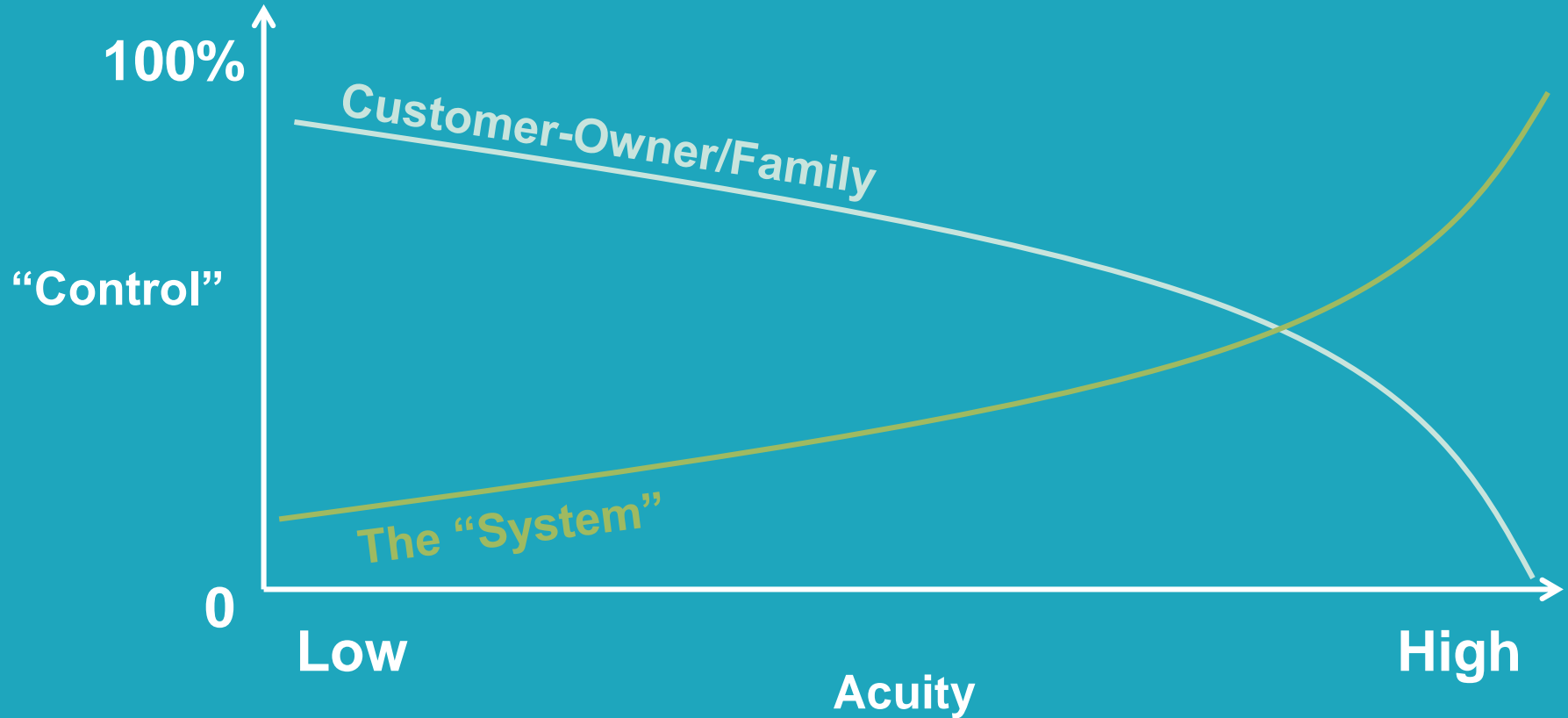
**Story Behind Our Eyes**

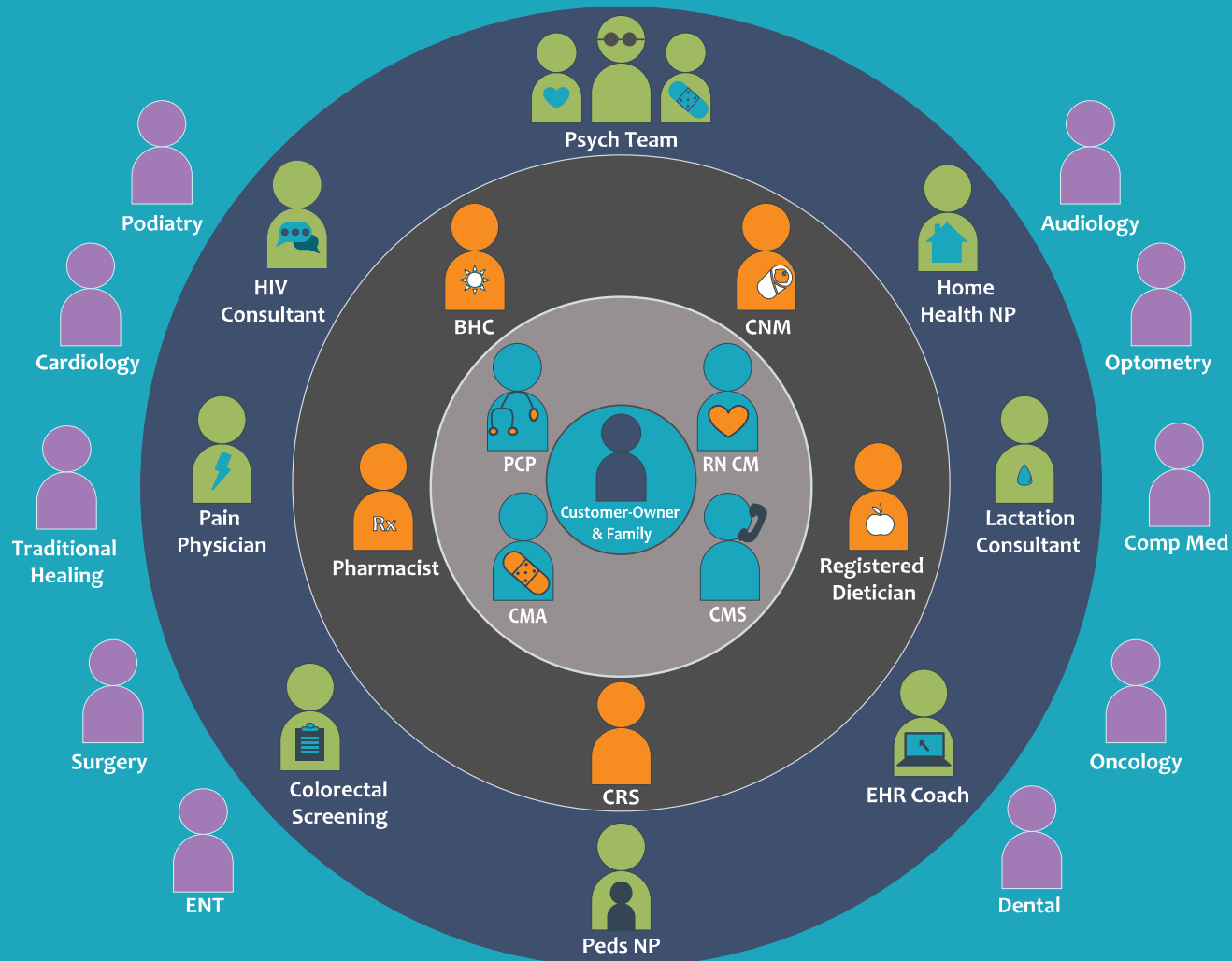


# Hitting The Target: Rock vs. Bird



# Who really makes the decisions?

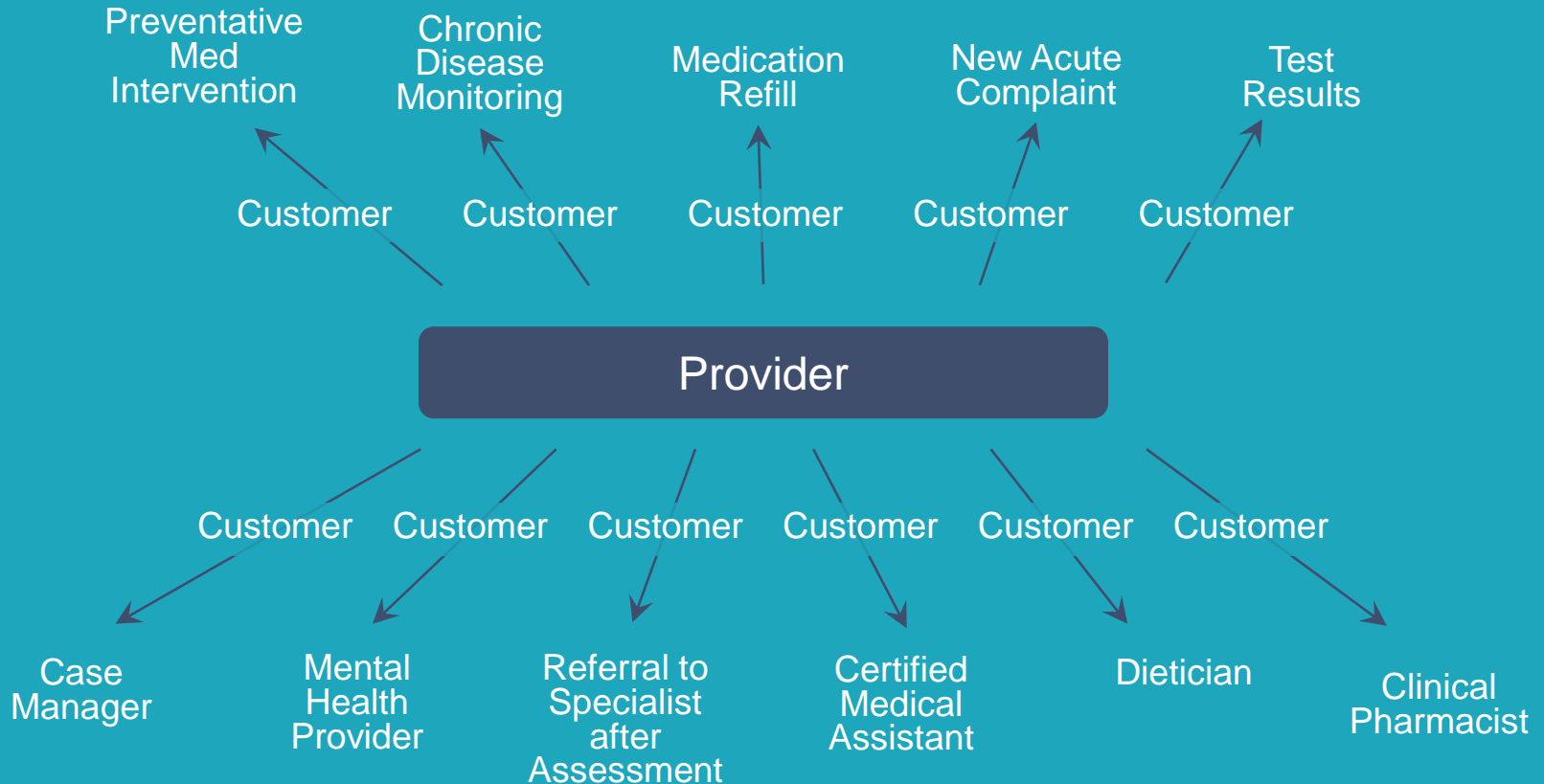




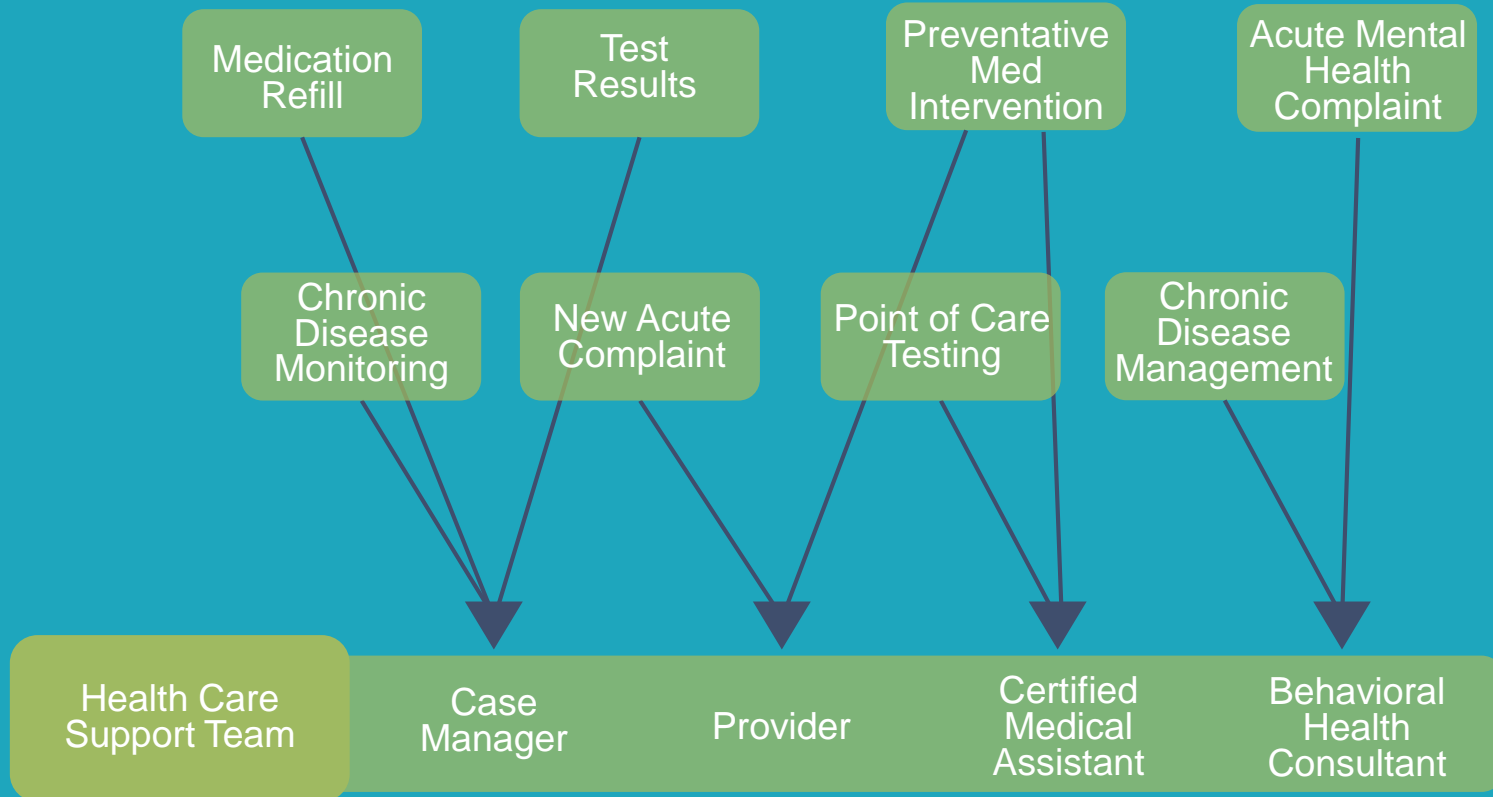


# Providers and Customer-Owners in Shared Responsibility

# Traditional Workflow



# Parallel Workflow Redesign



# Behavioral Health Everywhere

BHC Primary Care	BHC in Mental Health clinics	Counseling
Talking Circles	Family Wellness Warriors	Traditional Healing
Elders Program, Nutaq	Psych Co-Location	Suboxone Addictions
BURT Inpt Consult Liaison	Crisis Team	Residential – youth, pregnant, adults, etc.
Q-Clubhouse – CMI Child-Adolescent Psych	Wellness Care Plans	4 Directions

# Community Based Programs

- Family Wellness Warriors
- Elders Program
- Home Visiting
- Nutaqsiivik Mother Baby
- Brother Francis – Covenant House
- Alaska Cares – SART
- Hospital & Specialty
- RAISE Youth Internships
- Soldier's Heart
- Men's Wellness
- Learning Circles
- Shelter Clinics
- Health Education
- Traditional Healing
- Dental
- Optometry

# Voice of the Customer

## Voice of the Customer



Customer  
Satisfaction  
Survey



Employee  
Engagement  
Survey



Incident/  
Accident  
Reporting

# We Continue to Ask the Community

- Governing Board
- Advisory Committees
- Elder Council
- Annual Gatherings
- 24-Hour Hotline
- Personal Interactions
- Customer-Owners
- Satisfaction Surveys and Comment Cards
- Employee Survey
- Employee Interactions (Over 55% are Customer-Owners)



**CELEBRATE!**

# Upcoming Nuka Events

Event	Date
Virtual Nuka Winter Conference	Jan. 24 – 26, 2022
Introduction to Core Concepts	Jan. 27 – 28, 2022
Integrated Care Team Webinar	Jan. 22 – Feb. 3, 2022

907-729-6852

[www.scfnuka.com](http://www.scfnuka.com)

[SCFNukaEvent@scf.cc](mailto:SCFNukaEvent@scf.cc)

[@SCFNuka](https://twitter.com/SCFNuka)

# 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*