

# Kawerak, NSHC ask you to share concerns, ideas

## Consumer Relations/Process Improvement Form

We at Norton Sound Health Corporation are committed to providing you with quality care delivered with the highest degree of professionalism, compassion, respect and understanding. However, from time to time we may fall short of your expectations. When this happens, NSHC has a process in place for responding to patient concerns. Please let us know of any problems you have had receiving health services, or suggestions on how we can improve the services we offer. Thank you for your help and concern!

Staff and Administration  
Norton Sound Health Corporation



Patient name: \_\_\_\_\_ Date of incident: \_\_\_\_\_

Issue/concern: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Recommended resolution(s): \_\_\_\_\_

\_\_\_\_\_

Would you like your concern reviewed by the Consumer Relations Committee? (circle one) Yes No

All correspondence will be kept confidential. Please include your name and address below and we will get back to you within 30 days.

Your name: \_\_\_\_\_ Your phone number: \_\_\_\_\_

Your relationship to patient: \_\_\_\_\_

Address: \_\_\_\_\_

Please drop off completed form at the Communications Room at Norton Sound Regional Hospital; give to an NSHC employee; mail to NSHC Consumer Relations, P.O. Box 966, Nome, AK 99762; or fax to (907) 443-4538. Questions? Please contact the NSHC Performance Improvement coordinator at (907) 443-3364.

## How to get your comments and suggestions to Kawerak staff

Kawerak, Inc., has developed a system for following up on ideas or complaints from clients or other people not working for the corporation.

The system works as follows:

All written complaints or recommendations from clients or individuals (not employed by Kawerak) on how Kawerak can improve services are to be copied to the vice president of the appropriate division and the Kawerak executive vice president. The executive vice president will ensure that appropriate action and follow up are taken.

In some instances, clients may be reluctant or hesitant to place their concerns or recommendations in writing. In those instances, staff are responsible for documenting the clients' concerns or recommendations and forwarding the memo to the appropriate vice president with a copy to the executive vice president.

*Note: This is not the avenue for addressing concerns about individual staff performance. Individual staff issues need to be addressed as outlined in Kawerak personnel policies.*

In situations where a client is denied services and chooses to file an appeal, the appeal will be handled through the program's or division's normal client appeal process.

## NSHC gives year-end employee awards at 2002 Christmas event

Norton Sound Health Corporation honored award winners for 2002 during a Christmas reception at the Mini Convention Center in Nome on Dec. 13.

Joe Cladouhos, president and CEO, called to the stage not only the award winners, but nominees for each award.

### Employees of the Year

**Brian Craven**, telephone/computer technician for Information Systems, and **Kimberly O'Connor**, employment manager for Human Resources, were named Employees of the Year.

Also nominated were Jeanne Jemewouk, Elim community health practitioner; Robert Lee, admissions representative, Patient Accounts; Angie Gorn, Diabetes Prevention Program; Trevor Colby, senior vice president, Community Health Services; Sterling Gologergen, environmental technician, Office of Environmental Health; Dottie Pinkney, director, Physical Therapy; and Della Campbell, clinic travel clerk, Gambell.

### Managers of the Year

**Kevin Zweifel**, director of the Office of Environmental Health, and **Burma Lee**, Materials Management director, were named Managers of the Year.

Other nominees were Phyllis Farrell, village supervisor/instructor, Village Health Services; Christine Morgan, director, Social Services; and Charles Beck, director, Behavioral Health Services.

### Corporate Values Awards

NSHC has five corporate values, and gave awards to models of those values.

■ The **Integrity Award** went to **Terry Romenesko**, director, GOCADAN, and **Karla Homelvig**, Performance Improvement officer.

Other nominees were Dan Thomas, trainer, Health Aide Training Center; Trevor Colby; Colleen Meyer, Inpatient Nursing director; Marvin Poyourow, clinician, Behavioral Health Services; Rena Paukan, secretary, Administration; Brian Craven; and Jean Balestrery, clinician, Mobile Adolescent Treatment Team.

■ The **Cultural Sensitivity and Respect for Traditional Values Award** went to **Sterling Gologergen** and **Duane Lincoln**.

Nominees included Maria Dexter, community health practitioner, Golovin; Toni Ellingworth, activities director, Quyanna Care Center; Michael Swenson, physician; Jean Balestrery; Teresa Perry, village-based counselor and supervisor, Shaktoolik; Sherry Kulukhon, Nome-based village-based counselor; Arnie Ashenfelter, counselor trainee for BHS; and Dottie Pinkney.

■ The **Always Learning and Improving Award** went to **Rena Paukan** and **Sherry Kulukhon**.

Also nominated were Rose Towarak, community health practitioner, Unalakleet; Darlene Dewey, admis-

sions representative, Admissions; and Pam Prast, director, Outpatient Clinic.

■ The **Compassion Award** was given to **Patricia Power**, director of Maternal and Child Health, and **Jones Wongittilin**, Mobile Adolescent Treatment Team youth counselor.

Also nominated were Jill Campbell, Gambell health aide; Christine Morgan; Susan Gentry, medical social worker, Social Services; Lee Smith, staff pharmacist; and Shirley Thornton, secretary, Village Health Services.

■ The **Teamwork Award** goes to nine employees.

Recognized this year were **Louis Murphy**, registered nurse, Inpatient Unit; **Melissa Holmes**, ward clerk for Maternal and Child Health and secretary for the Infant Learning Program; **Esther Rowland**, certified nurse assistant, Outpatient Clinic; **Michael Applebee**, clinician, BHS; **Charlene Isabell**, secretary, Specialty Clinic; **Jean Balestrery**; **Pam Prast**; **Sophie Nothstine**, counselor, Mobile Adolescent Treatment Team; and **Rita Buck**, community health practitioner, White Mountain.

Nominees included Lois Roberts, registered nurse, Inpatient Unit; Kay Carter, registered nurse, Inpatient Unit; Karen Fagerstrom, nurse practitioner, Health Aide Training Center; Kathy Hinkle, physician assistant, Shishmaref; Sharon Campbell, Gambell community health practitioner; Della Campbell; Jill



From left: Managers of the Year Burma Lee and Kevin Zweifel, with nominees Christine Morgan and Phyllis Farrell.

Campbell, Gambell community health practitioner; Geraldine Niksik, Stebbins community health practitioner; Shirley Thornton; Yvonne Martinson, appointment coordinator, Outpatient Clinic; Lee Smith; Rod Gordon, director, Pharmacy; Ray Koweluk, Domestic Services worker; Gwen Minners, director, Quyanna Care Center; Andrea Longpré Mächt, coordinator, Fetal Alcohol Syndrome Program; Dave Coler, inventory technician, Nutrition Services; Joe Osburn, food service worker, Nutrition Services; Sophia Savetilik, phlebotomist, Laboratory; and Karla Homelvig.

Several staff groups were also nominated: Office of Environmental Health, administrative staff, Emergency Medical Services staff, Teller Clinic staff, Behavioral Health Services clinicians, the Finance Staff, all health aides, the Maintenance Staff, the MAT Team, and the certified nurse assistants at Quyanna Care Center.