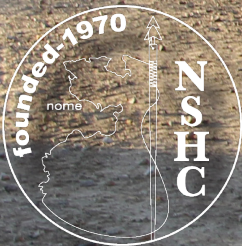
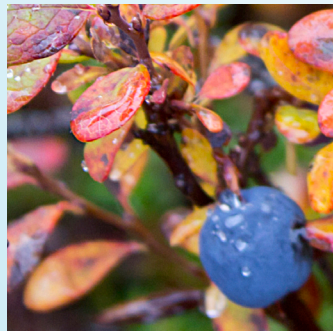


Promoting Healthy Generations

Fiscal Year 2016 Annual Report



**NORTON SOUND
HEALTH CORPORATION**



Photo by Esther Pederson
Cover photos by Reba Lean and Katie O'Connor

Mission: Providing quality health services and promoting wellness within our people and environment.

Vision:

- We will ensure that all patients receive quality and respectful health care.
- We will educate our patients and communities to be proactive in caring for themselves and promoting wellness.
- We will listen to, honor, and respect our elders, preserve their right to speak, and ensure they receive the best care in gratitude for their leadership.
- We will increase wellness efforts to reduce addictive behaviors and to raise the quality of life among our people and communities.
- We will advocate that our environment (air, land, and water) will be clean, and our water and waste disposal systems are safe and affordable, in order to ensure our subsistence way of life.
- We will assert and implement tribal self-governance to achieve our vision through effective leadership.
- We will hire and support our tribal members to deliver and manage our services.
- We will develop state-of-the-art and efficient health care facilities throughout the region.
- We will be financially strong through aggressive, effective, and efficient financial management.
- We will support and develop our youth to pursue higher education and health care careers to ensure there is future tribal leadership.

Values: Integrity • Cultural Sensitivity and Respect for Traditional Values • Always Learning and Improving • Compassion • Teamwork • Pride



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Dear Customer-Owners and Patients,

In Fiscal Year 2016, NSHC was determined to gain insight about its patients' experience by actively listening to the needs of customers. NSHC completed a needs assessment using survey feedback from over 1,600 households and held 19 public health forums. This feedback allowed NSHC to identify successes and areas for improvement. The Needs Assessment Summary is published on NSHC's website (www.nortonsoundhealth.org) with the work plan for the next three years. The NSHC Administration and Board of Directors made visiting communities to see and listen first-hand a priority.

NSHC continued to gain momentum with the Patient-Centered Medical Home (PCMH) Model. We've made great strides to put prevention into Primary Care and to encourage patients to take ownership for their health, by ensuring preventive tests and immunizations are completed timely. NSHC's Primary Care services were recognized by the Health Resources Services Association (HRSA) and received three awards for improving quality care and recognition for increased user population. NSHC has joined the Million Hearts Initiative to continue its work in improving management of blood pressure and heart disease. The good work underway was congratulated further when HRSA completed the on-site survey and referred to NSHC as a leader in health care in Alaska and the lower-48. We attribute our continuous quality improvement efforts to this success.

FY2016 was the second successful year observed after going live with the Cerner Electronic Health Record. Elements of meaningful use, including registering patients to have access to their own medical record, were taking place. A universal health record has allowed the continuity of patient care to improve and provides more information to health care providers in the village clinic, the Norton Sound Regional Hospital, and Alaska Native Medical Center to make more informed decisions for you and your family. The new record allowed for better quality data to be tracked to facilitate performance improvement.

Community Health Aide, Physician, and Mid-Level Provider staffing increased, along with overall patient volumes and cash collections, demonstrating an upward trend. In recognition of Health Aide staff, the Board of Directors formally adopted a Health Aide Recognition Day through corporate policy that will be in effect every calendar year.

NSHC continues to ensure health care is delivered in state-of-the-art facilities; construction began on St. Lawrence Island for two new 5,200-square-foot clinics in both Savoonga and Gambell.

NSHC has set goals to achieve the aims identified in the FY2016 Needs Assessment to facilitate improvements in the patient care experience. We look forward to reporting our progress on these objectives in FY2017.



Angie Gorn
NSHC President/CEO



Promoting Healthy Generations
Photo by Nancy Analook

In Loving Memory



Irene "Dagumaaq" Aukongak 1937-2016

For more than 25 years, Irene worked for NSHC, providing for the people of Golovin. She was one of NSHC's "Golden Girls"; one of the longest-serving Health Aides. Before becoming a NSHC employee, she served as a Health Aide and helped visiting nurses and doctors. According to those who knew her, Irene treated her patients as if they were her own children, like the caring mother she was. Born in Upper Kalskag, Irene moved to Golovin as an adult after marrying Sigfred Aukongak. Together, they raised three children. Irene's memory lives on in the Golovin clinic that bears her name and in the hearts of those she treated over the years.

Marcis "Mopps" Abbott 1955-2016

Marcis worked for NSHC's Office of Environmental Health as an Administrative Assistant for over 20 years. She proved to be a huge asset to both OEH and the corporation as a whole before she retired in 2013. Marcis was always helpful and courteous to patients and staff, and she built and maintained productive working relationships within the communities, cities and Tribes of the Bering Strait region. She promoted harmony and was a calming influence within and beyond the department. Marcis will be remembered for her many contributions to NSHC but especially for her happy, friendly smile and warm, cheerful demeanor, and she will be forever missed.



Lillian Paniptchuk 1951-2016

Lillian was known as a pillar in the Physical Therapy department. She worked as an Administrative Assistant for 25 years in both PT and the Eye Care departments. She was a proud mother and grandmother, originally from Shaktoolik. She was a caring employee, who not only scheduled appointments and kept her department's supplies in order, but also made sure to water the plants of the second floor lobby for everyone's enjoyment. She knew the ins and outs of the Physical Therapy department, having been there longer than any of her coworkers. She held her coworkers in high regard, and now those coworkers miss her presence, and patients around the region miss her familiarity.

Alberta Steve 1969-2016

Alberta was a treasured presence in St. Michael's Katherine L. Kobuk Memorial Clinic. First hired as a Community Health Aide in 1993, Alberta switched to the Clinic Travel Clerk role and stayed a dedicated member of St. Michael's clinic ever since. She was known for going above and beyond and would respond to emergencies along with the CHAs, no matter the time of day or night. She was a motherly figure in the clinic and was protective of the staff there. Her coworkers referred to her as "Big Mama." Outside the clinic, Alberta was an active community member and loving wife, mother and grandmother. Alberta is dearly missed in her clinic, her community and the entire region.





Leonard Adams
Brevig Mission



Berda Willson
Council



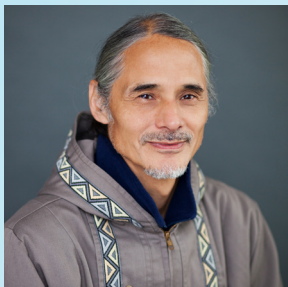
Frederick Murray
Elim



June Walunga
Gambell



Martin Aukongak
Chinik Eskimo
Community



Robert Keith
Kawerak, Inc.



Ruth Ojanen
King Island



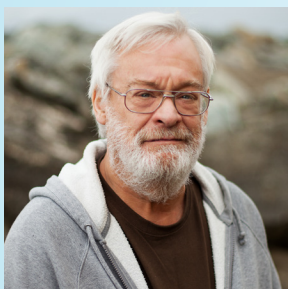
Morris Nassuk
Koyuk



Carol Ablowaluk
Mary's Igloo



Alfred Sahlin
Nome Eskimo
Community



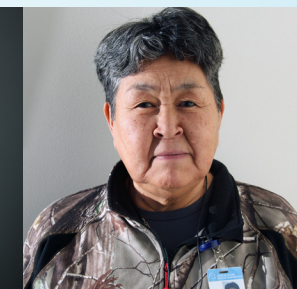
Stan Andersen
City of Nome



Alice Fitka
St. Michael



Preston Rookok
Savoonga



Matilda Hardy
Shaktoolik



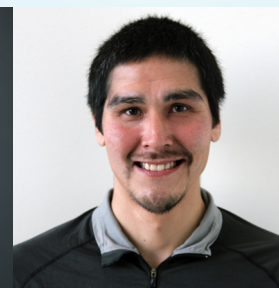
Karla Nayokpuk
Shishmaref



Brian James
Solomon



Jenny Lee
Teller



Jacob Ivanoff
Unalakleet



Daniel Richards, Sr.
Wales



Mary Charles
White Mountain



Emily Hughes
Region at Large

Board Chair

**2016 Board
Member of
the Year**

Norton Sound Health Corporation

2016 Board of Directors

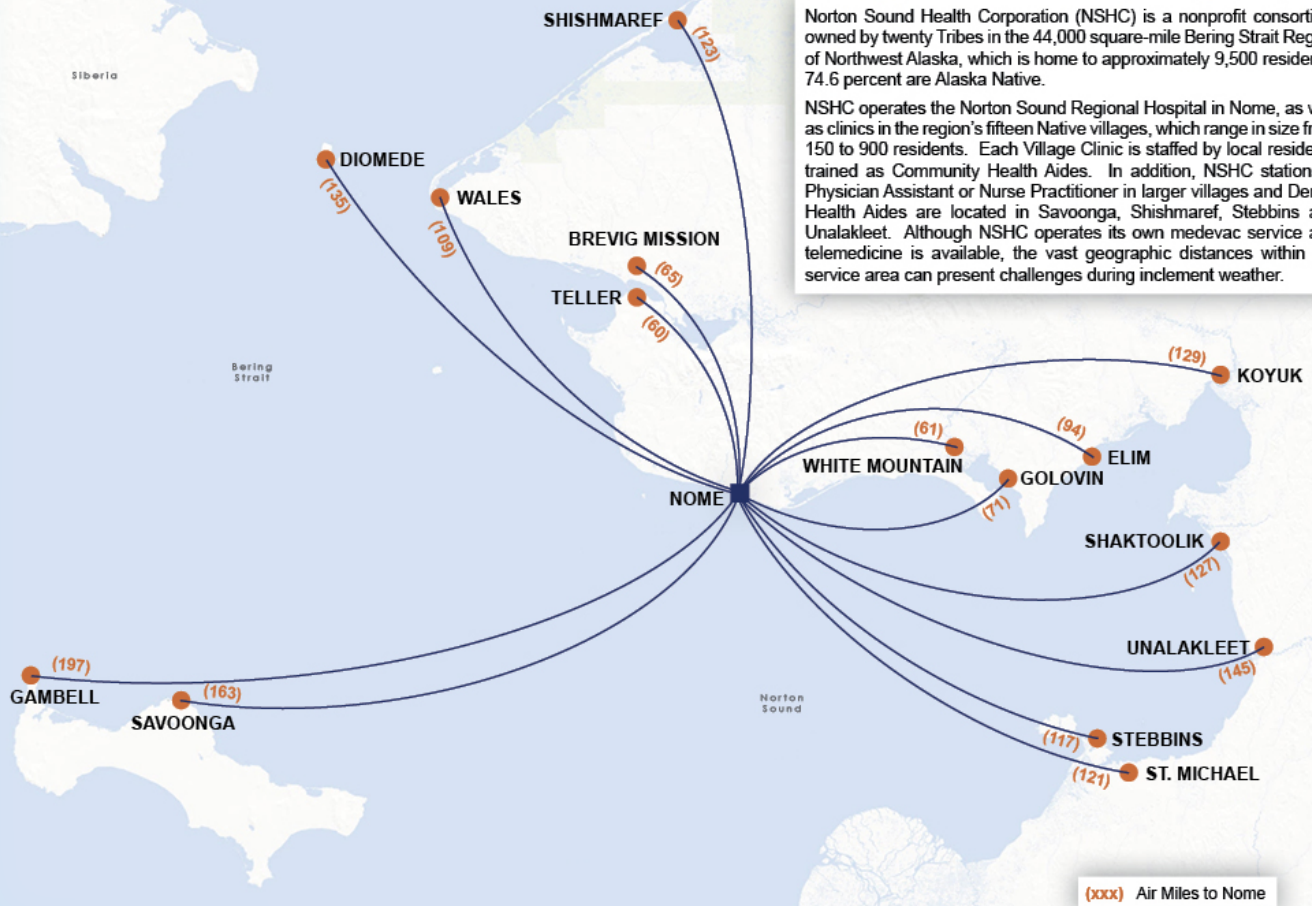
Not pictured: Cassandra Ahkvaluk, Native Village of Diomedes
Anna Nashoanuk, Stebbins Community Association

Photos by Esther Pederson and Reba Lean

Village Clinics in the Bering Strait Region

Norton Sound Health Corporation (NSHC) is a nonprofit consortium owned by twenty Tribes in the 44,000 square-mile Bering Strait Region of Northwest Alaska, which is home to approximately 9,500 residents; 74.6 percent are Alaska Native.

NSHC operates the Norton Sound Regional Hospital in Nome, as well as clinics in the region's fifteen Native villages, which range in size from 150 to 900 residents. Each Village Clinic is staffed by local residents trained as Community Health Aides. In addition, NSHC stations a Physician Assistant or Nurse Practitioner in larger villages and Dental Health Aides are located in Savoonga, Shishmaref, Stebbins and Unalakleet. Although NSHC operates its own medevac service and telemedicine is available, the vast geographic distances within the service area can present challenges during inclement weather.



The NSHC Board of Directors met with the Kawerak Board of Directors for a biennial Joint Board Meeting at the Nome Covenant Church in March, 2016.

During the two-day meeting, the board members and staff addressed regional concerns, including water and sewer updates, arctic/environmental issues, children's issues, and wellness. Both boards are comprised of representatives from the 20 Bering Strait Region Tribes.



Primary Care

NSHC Primary Care Clinic provides individualized health care to residents of the Bering Strait Region on an outpatient basis. PCC's goal is to provide patient-centered multidisciplinary care, offering more services to the patient in one location. These services include, but are not limited to, behavioral health, medication counseling by a pharmacist, health educators, care coordination, and specialty services.

PCC now has a fully staffed case management team offering support to all patients in the region. The focus of the team is to provide patient and provider support, with the goal of improving continuity of care, access to care, chronic care management, and prevention to reduce risks and complications associated with chronic and other illnesses. Each case manager and support staff is assigned to at least one village and three or more providers including each village mid-level provider.

Services include:

- Evaluation and treatment by appointment
- Case management services: Maternal Child Health, Specialty, Pediatric, Chronic Care, and General
- Specialty care services by specialists who visit NSHC upwards of 50 times per year to meet specialty needs

Acute Care

Norton Sound Regional Hospital's inpatient unit can accommodate up to 18 patients who require ongoing or monitored treatment. Acute Care staff uses a multidisciplinary approach to health care, and staff is committed to creating a healing atmosphere while meeting patient needs in a respectful manner. Skilled nurses provide top-level care for everyone from newborns to elders. Family involvement in the healing process is encouraged and guests are welcome during visiting hours.

	FY15	FY16
Admissions	465	749
Deliveries	63	63

Labor and Delivery

NSHC offers a multidisciplinary team approach to expectant mothers, including Primary Care and WIC departments. When a baby is ready to be born, the patient and family are welcomed to the Labor and Delivery unit. Physicians and experienced nurses are on hand to promote a safe and comfortable delivery experience.

The Labor and Delivery unit offers private rooms with adequate space for family to be present. NSHC hopes to promote family interaction and baby bonding in its Labor and Delivery unit.

Hospital Services



Photo by Esther Pederson

Sai-Ling Liu, DO, has served NSHC for nearly 30 years.

	FY15	FY16
Total Clinic Appointments	12,200	11,220
Specialty Clinic Visits	1,882	1,778



Photo by Reba Lean

Newborn Andrea Seppilu of Savoonga, born in Nome, is pictured in a custom baby parka, complete with real fur ruff.



Photo by Esther Pederson

Emergency Department staff is both friendly and professional.



Norton Sound Regional Hospital received top honors in Soliant Health's 2016 Most Beautiful Hospitals in the U.S. contest, ranked sixth place among dozens of contenders.

Emergency Department

The NSHC Emergency Room is open 24 hours a day, all year long. It is a Level-IV Trauma Center, staffed by physicians, mid-level providers, and specially trained nurses. In June 2016, with support from an Emergency Nurse Association grant, eight Emergency Department Registered Nurses attended a Trauma Nurse Core Course (TNCC), and all eight passed the course. Two of the RNs were recommended to become TNCC Instructors. ED staff works closely with the medevac team and other facilities, such as ANMC, to transport patients from villages and Nome to ensure patients receive the appropriate level of care.

	FY15	FY16
ER Admissions	10,416	9,663
Trauma	61	61

Forensic Nursing Program

Formerly known as SART (Sexual Assault Response Team), the Forensic Nursing Program's staff provides services to patients who have experienced sexual assault, domestic violence, strangulation, child sexual/physical abuse or neglect, and elder abuse. The Forensic Nurse Examiners work as part of a team with the Emergency Department staff, Behavioral Health Services, and Community Agencies (especially the Kawerak Child Advocacy Center) to ensure that victims of violence and abuse receive the comprehensive, compassionate, and age-appropriate help that they need. The Forensic Nurses also provide staff training and community outreach.

	FY15	FY16
SART Patients Assisted	103	150

Emergency Medical Services

The EMS Department provides safe and rapid transport of critical patients to a higher level of care. Additionally, the EMS department provides emergency disaster preparedness training throughout the region. An EMS trainer provides training for 10-11 months a year. The EMS department is instrumental in providing Basic Life Support, Advanced Cardiac Life Support, and Pediatric Advanced Life Support training for the entire region.

	FY15	FY16
Medevacs	389	338
Ground Ambulance Runs		240

Respiratory Therapy

Respiratory Therapy specializes in the promotion of cardiopulmonary function, health, and wellness. The Respiratory Therapist identifies, treats, and prevents acute or chronic dysfunction of the cardiopulmonary system.

	FY15	FY16
Treatments	1,104	1,865

Hospital Services

Medical Staff

NSHC's Medical Staff includes physicians and mid-level providers who work in Nome and the village clinics. NSHC appoints over 100 providers on an annual basis for consulting, in addition to part-time and full-time providers. Medical staff members are on call 24 hours per day. To provide the highest quality medical services possible, in a compassionate and culturally sensitive manner, they staff the Emergency Room, Primary Care, daily "radio call" for Village Health Services, Acute Care, Labor and Delivery, and fly medevacs. In FY 2016, NSHC expanded its services to include board-certified pediatricians and internal medicine physicians, and Med Staff was able to add four additional physicians to its number.



Andrea Clark, MD, and Paul Gloe, MD, were two of four physicians hired in FY 2016.

Electronic Health Record

NSHC's Electronic Health Record turned one year old at the start of Fiscal Year 2016, which meant a full year's worth of data for comparisons and advancements. October 1, 2015 brought about the implementation of ICD-10, the current U.S. standard for classification of disease. This step was required for NSHC to continue billing the Centers for Medicare and Medicaid Services (CMS) and brought the number of classification from 18,000 to 155,000. This feat improved the specificity of which NSHC is able to classify patients' issues, meaning better information for the entire medical team. EHR staff and the Revenue Cycle team worked together with providers to train on documentation requirements and how to choose diagnoses in Cerner, the EHR program.

Also in FY16, the EHR team completed steps to meet Stage 2 of the Centers for Medicare and Medicaid Services (CMS) Hospital Meaningful Use program. CMS set a number of strict metrics and standards to monitor how healthcare organizations were utilizing their EHR systems with the ultimate goal of producing the maximum benefit for patients. As a result, NSHC received an incentive payment of \$592,000.

NSHC also kicked off its Patient Portal program, in partnership with "myANMC," an online tool that allows patients to check in on their medical records, view lab results, verify allergies and other information, and even receive communication from their care team. The tool will soon be called "MyHealth," as it contains valuable information from visits to Tribal health organizations throughout Alaska. Staff traveled to the village clinics to help train Health Aides and other clinic staff on its use, and began promoting the service around the region.

In addition, EHR employees continued to convert existing paper processes to electronic to improve efficiency, and worked with departments throughout the hospital on report creation and use. The EHR department aims to continue supporting clinicians and staff to best serve the people of the region.

"FY16 was the year of utilizing the Electronic Health Record and working toward a goal of a Patient-Centered Medical Home (PCMH) healthcare model. This meant breaking down the silos of Hospital Services and Community Health Services and working together to build resources and infrastructure to carry out an overarching wellness model for the entire region."

Phil Hofstetter

Vice President of Hospital Services

Pharmacy

Fiscal Year 2016 was a big one for the Pharmacy department. In addition to opening a brand new pharmacy in the sub-region (read below), the Pharmacy team also earned several awards and started many new projects.

Pharmacy began integration to Primary Care as part of the Patient Centered Medical Home model. This integration will increase provider, nursing, and patient access to the pharmacy. A pharmacist will be able to provide full-time services (similar to inpatient pharmacy services) for provider questions and recommendations, nursing questions, and to provide patient counseling at the time of the appointment.

The Pharmacy also increased influenza vaccines in Nome and Unalakleet and held drug abuse presentations in Gambell, Koyuk, Nome, White Mountain, and Golovin.

The Pharmacy staff was recognized nationally for its hard work. As a team, the Pharmacy won a 2015 Indian Health Services Director's Award. It also received the American Pharmacists Association Immunization Champion Award for Corporations/Institutions for its expanded efforts in providing immunizations.

Prescriptions Filled

FY15**FY16**

118,351

121,375

Two pharmacy staff members were also especially recognized. Michael Robertson, a Pharmacy Technician, received the Luana Reyes Leadership Award from the Indian Health Services and the Alaska Pharmacy Association 2017 Pharmacy Technician Award. For all his ward work throughout 2016, Jonathan Peterson, Pharmacy Technician, was awarded Alaska's 2017 Childhood Immunization Champion award from the CDC.



Anikkan Inuit Iluaqutaat Sub-Regional Pharmacy Grand Opening



On March 26, 2016, Pharmacy staff members, Vice President of Hospital Services Phil Hofstetter, and employees of Unalakleet's Anikkan Inuit Iluaqutaat Sub-Regional Clinic hosted a celebration of the Sub-Regional Pharmacy's grand opening. Dozens of community members came to meet the pharmacists who would now serve their community locally. On the first official open day, 19 prescriptions were filled in Unalakleet, which is double the amount the Nome Pharmacy filled on the first day of the electronic health record implementation.



The opening marked over a year's worth of planning and many years of intended service. The clinic was built with space for a pharmacy, and after researching, Pharmacy leadership found that it could remove 35 percent of the prescription and call volume from the Nome Pharmacy to Unalakleet, resulting in faster delivery times for sub-regional villages and improved efficiency in Nome.



Photo by Esther Pederson

Sarah Luce, DDS, is one of four full-time dentists based in Nome.

Dental

Dental services at NSHC range from preventive and emergency care, to crowns, bridges, root canals, oral surgery, orthodontics, and dental implants. Dental care services are provided in Nome and villages and are supplemented by full-time Dental Health Aide Therapists stationed in Unalakleet and Savoonga. Dentists travel to all villages on an annual basis, with roughly 55 percent of patient encounters occurring in the villages, and 45 percent in Nome.

	FY15	FY16
Patient Encounters	10,829	9,739

Audiology

NSHC Audiologists provide comprehensive audiological services to patients in Nome and surrounding communities both in-person and through the use of store-and-forward telemedicine. The use of telemedicine for Audiological care has helped reduce patient wait time in receiving ENT (ear, nose, throat) consultation and care in addition to reducing patient travel. Telemedicine allows timely direct referrals to ENT physicians at ANMC as well as Nome & Unalakleet ENT clinics held throughout the year.

Services include:

- Comprehensive audiological evaluations
- Vestibular assessments and rehabilitation
- Digital hearing aid evaluations, fitting and follow-up
- Universal infant hearing program
- Industrial, occupations and school hearing screenings
- Community outreach programs on hearing loss prevention



Photo by Esther Pederson

Audiologist Jamie Burford shows a patient an image of his inner ear.

	FY15	FY16
Patient Encounters	1,629	2,257

Eye Care

NSHC's Eye Care department provides comprehensive services to all patients, beginning at age six months, in Nome and at least once annually to each village in the region.

FY16 Highlights:

- Held 20 travel clinics throughout the region's villages
- The annual Diabetic Clinic was held for a week in March. During that time, Eye Care saw 20 diabetic patients at the Nome Eye Clinic for full dilated eye examinations
- NSHC hosted Specialty Ophthalmology Clinics in October and April with ANMC providers. In October, Dr. Boyle saw 26 patients, and in April, Dr. Ford saw 22 patients

- Seven fourth-year optometry students spent between eight and 12 weeks each working as interns in the Nome Eye Clinic as well as in village clinics
- School vision screenings were done at Nome Public Schools in September 2016. Overall, 610 students were screened

	FY15	FY16
Patient Encounters	3,714	3,512

Hospital Services



At a Halloween All Staff Meeting, Infection Control Nurse Karla Homelvig dressed as a flu patient to remind departments about the importance of flu vaccinations.

X-ray/Radiology

NSHC offers a variety of Radiology services across the region. Nome services include General X-ray, CT Scan, Ultrasound, 3-D Mammography, and DEXA Scan (bone mineral density exams). Gambell, Savoonga, and Unalakleet have 24-hour quality X-ray coverage provided by trained Health Aides. Having X-ray services available in these villages saves time and travel for patients and leads to faster evaluation of patients who may require critical care.

NSHC shares the electronic medical records with Alaska Native Medical Center, which enables both medical staffs to view the records, X-rays, and images from both facilities. Through NSHC's electronic X-ray storage system, all X-rays and images can be shared electronically with many of the other hospitals and facilities in Anchorage as well as Seattle. For those facilities not on the electronic system, new equipment made for copying X-rays and images for patients to hand carry or mail to other facilities was added to the department. Downloading of outside X-rays and images from other facilities can also be done. These services help decrease patient wait-times and the number of repeat X-rays.

Physical Therapy

The Physical Therapy department employs four physical therapists, three of whom are full-time employees, based in Nome, and one part-time therapist in Unalakleet. The PT team works together to evaluate and treat a broad range of conditions for patients of all ages. The Physical Therapy team works with individuals who may be experiencing difficulty walking, balance impairments, weakness, and pain. The team uses a variety of treatment options including exercise, modalities (iontophoresis, dry needling, and electrical stimulation), and manual treatments (mobilization and manipulation).

One of the most important aspects of Physical Therapy is patient education in self-care, including a regular home exercise program. The PT department utilizes semi-annual village trips and teleconferencing to expand the ability to serve the village clinics.

	FY15	FY16
Patient Encounters	2,665	2,631



Radiology staff gathers outside their department in 2016.

	FY15	FY16
X-rays/DEXA	6,427	4,556
Ultrasounds	1,019	1,698
Mammograms	370	460
CT Scans	898	1,084

Hospital Services



Infant Learning Program

The Infant Learning Program provides early intervention services for infants and toddlers with special needs between the ages of birth and 3 years old. Services are important because the first three years are the most important for a child's development. Services include evaluation of a child's development, developing a plan for services, and providing special instruction, activities, and materials to enhance learning. Goals are achieved by using resources and supports from NSHC-ILP as well as the community. Families have the greatest impact on their child's development.



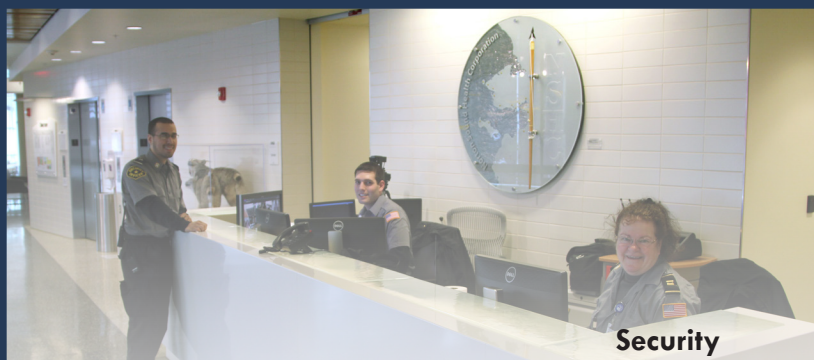
	FY15	FY16
Service Provider Contacts	790	1,193
Family Service Coordination Contacts	370	396
Children Referred	37	62
Children Screened	23	33
Children Evaluation	54	58
Children Enrolled	28	32

Upper Left: Manager of ILP Patricia Olmstead, MCSD, CCC, and Kristen Barron, Pediatric Occupational Therapist/Developmental Specialist II, pose at the Nome Health Fair's ILP booth.

Left: Mom distracts Solomon while he learns to push up to sit with Kristen Barron.

Nutrition Services

The Nutrition Services Department provides daily meals, on-site nutrition counseling, on-site catering services, and community nutrition education. All staff members are certified food handlers or food protection managers. The public is welcome to enjoy meals at the Norton Sound Regional Hospital's Fireweed Cafe.



Security

NSHC maintains a 24-hour Security Department at the Norton Sound Regional Hospital. Its mission is to assist, protect, and serve patients, staff, and guests. The department operates a desk on the first floor of the hospital in order to direct visitors, and it runs the hospital switchboard. All full-time uniformed officers are certified through the International Association for Healthcare Security and Safety.

Hospital Services

Clinical Laboratory

The Joint Commission accredits the Norton Sound Regional Hospital Laboratory. It has established a career ladder to employ entry-level employees who can achieve certifications at four levels, post high school graduation, including Phlebotomy, Medical Laboratory Assistant, Medical Laboratory Technician, and Medical Laboratory Scientist. NSHC also is committed to learning and improving, and the laboratory is no exception. It accepts people from the University of Alaska system for clinical rotations and internships within the laboratory. Management strives for excellence with a progressive laboratory to remain competitive with the best possible test menu and makes updated equipment available for the region. The laboratory continues to support the hospital needs as well as the villages with the advanced Point-of-Care lab department and COLA accredited village labs. The Anikkan Inuit Iluaqutaat Sub-Regional Clinic in Unalakleet is also a COLA accredited laboratory. The NSHC laboratory continues to support local businesses and corporations by providing drug screening services.



The Lab crew celebrates Lab Week in 2016.



The NSHC Laboratory was accredited by The Joint Commission, and village laboratories were accredited by COLA in Fiscal year 2016.

	FY15	FY16
Laboratory Tests	147,910	147,927

Social Services

The Social Services department operates multiple programs that provide social support to NSHC patients, including Medical Social Work Program, Developmental Disabilities programs (including Care Coordination and Support), and the Patient Hostel/Pre-Maternal Home.

The Developmental Disabilities programs (formerly known as Rainbow Services) split into two categories at the latter part of Fiscal Year 2015. Raeshawndra Jett manages the Developmental Disabilities Care Coordination Program, and Kaylee Schaafsma manages the Developmental Disabilities Support Program.

Program Highlights:

- Raeshawndra Jett was appointed to the Governor's Council on Disabilities.
- The Patient Hostel underwent renovations, including replacing all of the mattresses, in order to improve the appearance and comfort level for patients. Internet was also installed in the lobby for patient use.

	FY15	FY16
Total Patients Served	644	791
Total Patient Encounters	1,459	1,764
Patients Served for Interpersonal Violence	108	131
Burial/Bereavement Assistance	73	93

Patient Hostel/Pre-Maternal Home

The Patient Hostel/Pre-Maternal Home provides lodging in Nome to patients from the villages during their medical service visits and while expectant mothers await delivery. Renovations and program changes in FY16 could allow the Hostel to house more patients/escorts in the future.

	FY15	FY16
Total Patients/Escorts Housed	3,065	3,470

Hospital Services



Photo by Devynn Johnson

Environmental Services staff has fun at the 2016 Employee Picnic.

Environmental Services/Laundry

The Environmental Services/Laundry department is on the front lines of infection control within NSHC, consisting of dedicated employees, who undergo extensive training to provide services in housekeeping and laundry to patients. This department trains village Environmental Services employees in housekeeping tasks before they are sent to work in their village clinics. Department staff members are working to become AHE (Association for the Healthcare Environment) Certified Healthcare Environmental Services Technicians (CHEST).

	FY15	FY16
Pounds of Laundry	166,873	3,470

Quyanna Care Center

An 18-bed long-term care center, QCC has been home to many of the region's respected elders. NSHC believes as patients age, staying connected to their culture is as important as receiving first-class health care and living assistance. With that in mind, the staff of QCC strives to maintain residents' quality of life in a safe, homelike environment and incorporates traditional ways of living into different aspects of the residents' care.

Quyanna Care Center earned a Mountain-Pacific Quality Health 2016 Nursing Home Quality Award. It was one of six Alaska long-term care facilities to be recognized for meeting quality goals and proving dedication to residents and their families.

Another highlight during Fiscal Year 2016 was naming Carol Seppilu (pictured right) as the new Cultural Activity Specialist. After years serving the residents as a Certified Nursing Assistant, Carol's role officially switched over to cooking and preparing traditional foods and arranging cultural activities, like dance group performances.

QCC staff members continue to try to provide the most comfortable and familiar environment for residents and often solicit donations of traditional food, including game meat, fish, berries, eggs, and more. QCC thanks the community for its many donations provided in FY 2016.



Hospital Services



CAMP

The Chronic Care, Active, Management and Prevention (CAMP) program empowers people and communities to promote healthy lifestyles and improve quality of life for people with chronic illnesses. The CAMP program is funded by the Special Diabetes Program for Indians (SDPI) Community-directed and Diabetes Prevention Initiative grants.

Successes include:

1. Establishing and maintaining a comprehensive diabetes inter-disciplinary team
2. Maintaining health promotion in the region through the award-winning Summercise program, the 10-in-10 Weight Loss Challenge, physical fitness activities, and more.
3. Increasing percent of all Norton Sound Alaska Native/American Indian diabetes patients with recommended blood pressure control from 65% in FY15 to 74% in FY16.

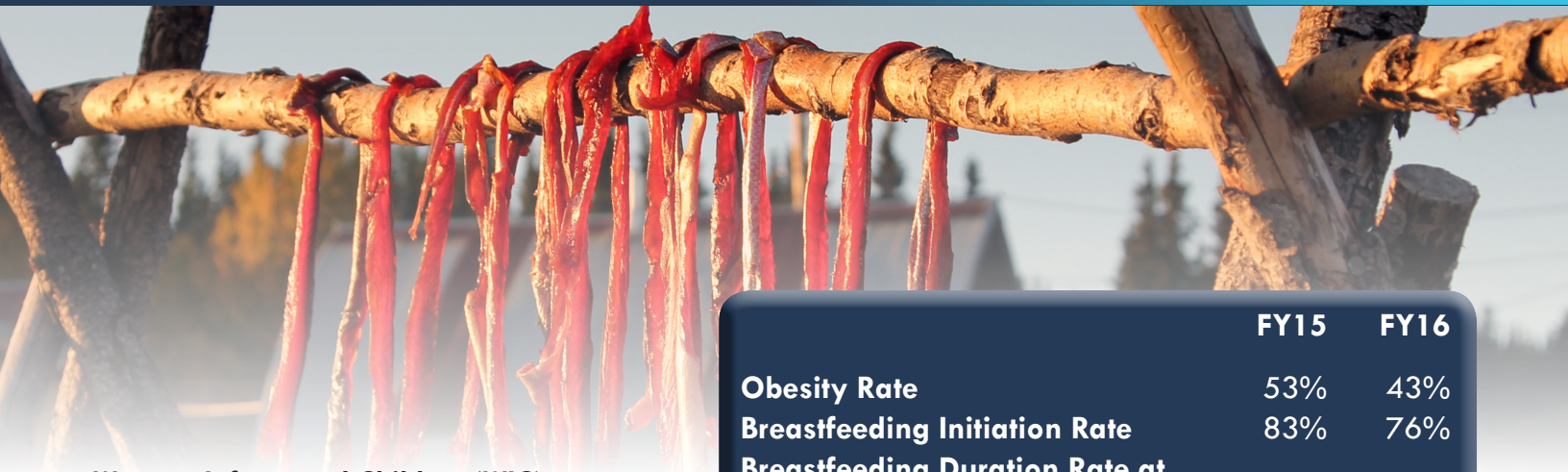
Goals for this year include:

1. Increase the number of individuals within the Norton Sound Region who receive education about diabetes risk factors and how to prevent diabetes
2. Increase the percentage of youth engaging in healthy eating and physical activity behaviors as well as increased education on tobacco prevention strategies
3. Provide quality diabetes care and treatment through an integrated and multi-disciplinary approach to improve patients' clinical outcomes.

Services include:

- Health Promotion and Weight Management
- Medical Nutrition Therapy
- Diabetes Prevention and Management Education
- Step-by-Step Program
- Individual Screening and Counseling
- Community Health Fairs and Presentations
- Summercise Youth Diabetes Prevention Activities
- Tobacco Cessation Counseling and Education
- Lactation Counseling and Breastfeeding Support
- Walk/Run Events

	FY15	FY16
Diabetes Appointments	375	493
Nutrition Appointments	421	516
Tobacco Cessation Appointments	236	64
16wk Diabetes Education Participants	46	49
Step by Step Participants	603	284
Health Fair Attendees	1,757	284
Youth Registered for Summercise	316	294



Women, Infants and Children (WIC)

Program Enhancements and Service Improvements:
A new CPA was hired to help support the growing number of WIC clients throughout the region. The new CPA helped in processing applications, providing benefits, education and breastfeeding support and promotion to our clients.

Accomplishments:

- Promoted and fully trained a new Competent Professional Authority (CPA) to help support the WIC clients throughout the region
- Received recognition rewards from the State of Alaska WIC program for the following:
- Establishing the “Women’s Circle and Breastfeeding Support Group in Collaboration with Healthy Start and MCH
- Piloting the Pronto Bloodless Hemoglobin Meter
- Meeting Caseload Performance Standards

	FY15	FY16
Obesity Rate	53%	43%
Breastfeeding Initiation Rate	83%	76%
Breastfeeding Duration Rate at 6 Months	61.3%	52%
Breastfeeding Duration Rate at 12 Months	50%	45%
Average Annual WIC Benefits Issued	9,295	8,522



WIC took part in organizing and publicizing World Breastfeeding Week events around the region in 2016.

Tribal Healers

Norton Sound Health Corporation established the Tribal Healing program in 1997 at the request of the people of the Norton Sound region and approved by the Board of Directors. Tribal Healing has been a traditional practice used by the Native people before western medicine was available.

In Fiscal Year 2016, Tribal Healing hired a third healer in training to its staff, in order to keep up with the demand for services in Nome and surrounding villages. The three healers travel to villages at the request of patients and see patients at the local clinics.

In Nome, the Tribal Healing office is located in the Primary Care Clinic for easy access to referrals from medical staff.

Tribal Healers massage sore muscles and joints and manipulate some internal organs to provide traditional hands-on treatment remedies.

	FY15	FY16
Total Treatments	918	XXX

Tonya Olanna was hired as the third Tribal Healer in 2016. Her addition to the staff will allow the Tribal Healers to travel to more villages to meet patient demand.



Hospital Services

Community Health Services



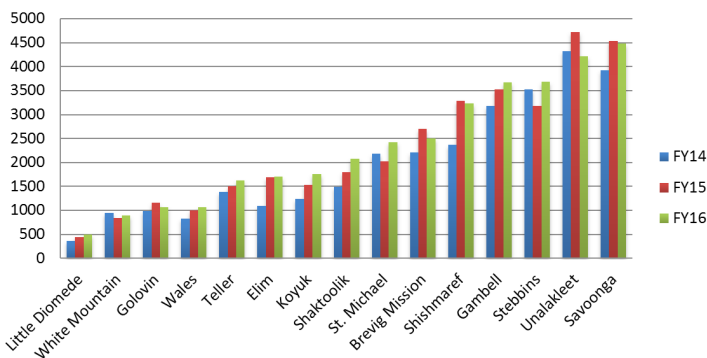
Lucy Apatiki gives a keynote address at the 2016 Kawerak Regional/Rural Providers Conference on the intergenerational historical trauma of Alaska Natives and a path forward.

"FY16 priorities continued to revolve around the integration of Community Health Services and Hospital Services through the Patient-Centered Medical Home model. In order to ensure that all patients receive quality and respectful health care, NSHC determined it needs to care for the whole person: mind, body, and spirit. Some examples include the development of case-management teams, which allow patients to have access to continuous care whether in the villages or in Nome, and the concerted effort in providing both Village Based Counselors and Health Aids resources to help cope with the stress of front-line work through the development of the Healthy Healers program."

Lucy Apatiki

Vice President of Community Health Services

Number of Patient Visits



Village Health Services

VHS operates NSHC's 15 village clinics and its administrative office in Nome. The majority of employees within VHS are Community Health Aides, who are local residents who have been trained at NSHC's Health Aide Training Center. VHS is also comprised of Clinic Travel Clerks, who are in charge of scheduling appointments for CHAs and traveling providers and other office duties. VHS serves as a critical link between Medical Staff in Nome and patients in the villages, therefore minimizing the need for patient travel.

	FY15	FY16
Patient Encounters	31,455	34,904



The Savoonga Health Aides were recognized at the Healthy Alaska Natives Foundation Raven's Ball as the recipients of the 2016 Distinguished Providers Luminary Award. Pictured is Dorothy Kava, Preston Rookok, Mary Ann Seppilu, Rosemary Akeya, Miss Alaska United States, Chantal Miklahook, Brianne Gologergen, and Danielle Reynolds.



The NSHC Board of Directors held its inaugural Health Aide Recognition Day on April 14, 2016. The Board approved an annual celebration in honor of the hard-working providers every second Tuesday of April. Village staff was granted two hours of administrative leave to participate in community potlucks, where Health Aides were publicly recognized.



Proud Moment - Health Aide Trainers Kim Matthews, FNP, and Dan Thomas, PA-C, were on hand at the 2016 University of Alaska Fairbanks Northwest Campus graduation ceremony, where several Community Health Aides graduated with certificates in Community Health, meaning they reached the Community Health Practitioner status in their training.

Health Aide Training

The Health Aide Training Center, located in Nome offers classroom and hands-on training to village Community Health Aides, giving priority to NSHC students. The center is one of four in the state of Alaska. Trainers help ensure quality of patient care through basic training sessions, clinical preceptorships, evaluation of re-entering Health Aides, continuing education workshops, and recommendations for standing orders.

	FY15	FY16
Basic Training Attendees	47	48
Preceptorships Completed	1	8
Continuing Education		
Workshop Attendees	12	15
Re-Entry Evaluations	3	4



In April 2016, the Ilisagvik (a place to learn) Training Center completed its five-year inspection with a near-100% score. As a result, the training center is certified as a Health Aide Training Center for five years.

"It is the committee's firm belief that healing and sobriety will come and remain when it is rooted in the region's cultural values and activities."

-Liitfik's Cultural Committee



NSHC continues to try to advance funding for its Wellness and Training Center, which will host Health Aide Training and Behavioral Health Services, including a substance use treatment program called "Liitfik."

Behavioral Health Services

Behavioral Health Services (BHS) provides integrated services for persons with mental health and/or substance use concerns. Dedicated to offering person-centered care where the client directs his or her treatment, BHS providers facilitate interventions and counseling with individuals, couples, and families in a confidential and healing environment. Through this collaborative approach, people involved in services develop healthier behaviors, relationships, and expression of emotions.

BHS continues to develop the Wellness Center, known as Liitfik, a place of healing and a full continuum of care treatment facility. In the summer of 2017, the piling for the Wellness Center will be put in place with operations anticipated to begin in 2019.

Other initiatives in FY16 and ongoing included:

- 1. Integrated Care:** BHS provides staff members in Primary Care five days per week to promote the availability and necessity of the patient-centered medical home model serving to transform the delivery of comprehensive primary care for children, adults, and elders.
- 2. Anvil Mountain Correctional Center (AMCC):** BHS partners with AMCC to provide reentry services for inmates who have an imminent release date. These services help those being released identify and access resources to help them stay healthy and well in their communities. In FY17, BHS anticipates inserting a full-time Clinician at AMCC and Seaside to provide mental health and substance use services five days a week.
- 3. The Bering Strait FASD Diagnostic Development Team:** BHS and NSHC have developed a new FASD Development Team to re-introduce diagnostic testing in this region. BHS hired an FASD Coordinator who helps facilitate the diagnostic processes for the families, provides outreach, and provides case management (e.g., connecting the families to proper community/state resources, assisting with Medicaid enrollment). The first tests will begin in FY17.
- 4. Children and Youth Services Team:** BHS started a Children and Youth Services Team to engage with youth outside of the office setting. The Team is a group of behavioral health providers who focus on providing services to youth ages 2-17. In addition to individual, family, and group therapy for these youth, a large focus of the Team is collaboration with other agencies to provide positive and safe activities for all youth in our community.
- 5. Healthy Healers Program:** BHS partnered with the Alaska Native Tribal Health Consortium (ANTHC) to provide a resiliency program for Community and Behavioral Health Aides. ANTHC developed this special e-learning curriculum for rural, front line health providers across the state, titled, Healthy Healers. The idea is simple: health and community workers will be more likely to continue serving Alaska Native communities if they are healthy and resilient themselves. In FY17, locally-trained BHS and VHS providers will deliver the model throughout the region.



BHS staff is pictured traveling to Unalakleet in April 2016 for its annual Strategic Planning Session..

	FY15	FY16
Patient Encounters	6,115	—



Josie Garnie, VBC, Ida Lincoln, CHA, and Lance Johnson, Director of BHS, interact during an ice-breaking activity at the Healthy Healers training in Nome.

Human Resources

The Human Resources department plays a critical role in the management of NSHC's workforce, HR enforces policies and procedures, manages the employee compensation and benefits programs, as well as the scholarship, internship, and other educational programs in support of Alaska Native and local hire development, recruitment and retention strategies.

	FY15	FY16
Total Employees	754	686
Local Hire Rate	78%	48%
Native Hire Rate	63.4%	61%
Voluntary Turnover Rate	24.3%	16%
Total Scholarships Awarded	\$242,483	\$239,500
Total Beneficiary Scholarships	\$176,613	\$167,500



Human Resources coordinates financial support for employees' continuing education, as well as scholarships for regional students.



Human Resources staff is approachable, fun, and friendly. They are often the force behind major planning events within the corporation, such as employee picnics and Christmas celebrations. Here, staff is pictured wearing leftover Nome Health Fair goodies as makeshift departmental Halloween costumes.



Information Services

The Information Services (IS) department maintains the Electronic Health Record and Cerner connection, ensuring patient health records are kept accessible and secure. It also maintains computers and other equipment, keeps data secured, and makes sure phone lines remain open. The department, which consists of about nine employees at any given time, keeps track of needed repairs, problems, and issues with its online Track-It tool.

Fiscal Year 2016 accomplishments:

- Implemented Shoretel telephone system in the Shaktoolik Clinic, making it the third NSHC village with the system in place.
- Continued increasing bandwidth in village clinics
- Migrated to a new data storage system, which increased efficiency throughout shared drives

Bobby Piscoya became Manager of IS in November, 2015. He started at NSHC in a Computer Network Technician role in early 2014.



Members of the Administrative Team

Administration

Administration works collaboratively with the governing board to ensure health care operations are carried out in a compliant manner, which meets patient and employee safety standards, while minimizing risk and maximizing resources to achieve the aims of NSHC's mission and vision and strategic plan. In FY2016, Administration held 19 public health forums in the communities it serves and documented the results in a Needs Assessment Workplan. Corporate policy revision was another focal point for FY2016, as well as continued corporate-wide education to ensure patient confidentiality is preserved at all times. New employee orientation was expanded and strengthened to improve the patient experience. Significant strides were made to impact federal and state priorities, including Health Aide reimbursement, contract support costs, village-built clinic lease funds, and water and sewer funding. Administration also advocated to progress the Wellness and Training Center project and new construction of St. Lawrence Island clinics.

Self-Governance

NSHC contracted with Carolyn Crowder and Megan Alvanna-Stimpfle to carry out self-governance liaison activities in Fiscal Year 2016 in order to accomplish the following:

- Provided a Self-Governance Workshop to Tribal leaders in the Bering Strait Region to increase knowledge of Tribal self-governance
- Sponsored a Water and Sewer Summit in partnership with Kawerak to increase awareness of the lack of water and sewer infrastructure in five communities in the Bering Strait Region and to enhance reform
- Authored a White Paper in partnership with Kawerak to leverage funding for water and sewer projects in the region and to enhance reform



NSHC Board Directors took part in a Tribal Self-Governance training in July 2016.



Public Relations

The Public Relations department works to inform the region's residents about the latest NSHC events, program offerings and updates, and public service announcements. Public Relations uses e-newsletters, email announcements, Facebook, the NSHC website, advertisements, flyers and radio to communicate its messages. Public Relations helps organize NSHC's large-scale events, including community health forums and anniversary celebrations. The Public Relations department also helps spread NSHC's mission, vision, and values through multimedia, including advertisements and video. NSHC's "Journey to Excellence" is a video shown to new-hires and visitors about the history and progress of the corporation.

Office of Environmental Health

Office of Environmental Health (OEH) provides technical assistance, training, and education to improve public health conditions related to the environment. OEH works to prevent, identify, and control illness and injury caused by risks to drinking water, wastewater, solid waste, hazardous materials, environmental contaminants, food, air, vectors (pests and insects), and residential and institutional environments.

FY 2016 Highlights

- Administered and implemented three grant programs: a State of Alaska Remote Maintenance Worker (RMW) Program grant to provide operation and maintenance technical assistance and training to community water and wastewater systems, an IHS/ANTHC Statewide Training Assistance Program (STAP) grant to provide training for community water and wastewater system operators and utility managers, and a USEPA Indian General Assistance Program (IGAP) grant to build Tribal capacity to implement and manage environmental programs.
- Continued to collaborate with the Capital Projects Office to develop and implement the Village Clinic Improvement Program to make needed capital and operation and maintenance improvements at all NSHC village health clinics, and assembling a multi-disciplinary team to assess the condition and needs of all village health clinic facilities and provide recommendations and cost estimates for improvement and repair.
- Advocated for and achieved a significant increase (49%) in resources for NSHC's State of Alaska RMW Program grant to provide training and technical assistance to village water and wastewater systems.
- Developed FY 2017 NSHC Board of Directors federal priority summary to support sustained funding of water and sanitation infrastructure programs for rural Alaska, and participated with NSHC and Kawerak Boards of Directors and Administration representatives in meeting with Alaska's Congressional Delegation in Washington, D.C. to advocate for the protection of and needed funding for those programs.
- Assisted in development of water and sanitation funding and construction reform white paper and in a Water and Sanitation Summit in Nome to begin dialogue with high-level agency and Congressional representatives.
- Assisted in development of project scopes and scores for the FY 2017 IHS Sanitation Deficiency System (SDS) and State of Alaska Village Safe Water (VSW) Program water and sanitation funding processes.
- Provided a FY 2017 USEPA Indian Environmental General Assistance Program (GAP) grant proposal workshop for Tribes to establish or develop environmental programs.
- Partnered with UAF-NWC to provide the final course of a three-course series to train Tribal environmental programs to implement water quality monitoring programs.
- Provided environmental health lectures during Health Aide Training Session IV.



OEH Director Kevin Zweifel (pictured in back) was part of a team of six NSHC and Kawerak representatives who traveled to D.C. to address the lack of water and sewer in Norton Sound Region villages.



Chase Gray was hired as the Village Clinic Improvement Program's first Village Maintenance Technician. Through traveling to each of the village clinics for repairs and maintenance, Chase became well versed in needed improvements. He now heads the department, which employs two traveling Maintenance Technicians based in Nome and oversees the village-based EVS/ Maintenance Technicians.



Bryant Koonooka of Gambell joined NSHC as a Water and Sanitation Technician in OEH in the summer of 2016. He works throughout the region on NSHC's water and sewer projects.

Capital Projects Office

- Awarded a contract to UIC Construction to begin construction of two new 5,200-square-foot clinics in Savoonga and Gambell
- Held two construction training courses in the communities of Gambell and Savoonga to construct morgues and to teach construction skills in preparation to recruit local hires for the new clinic projects
- Repaired the lifewater system in the community of Teller
- Acquired the leases for all 15 village clinics and created maintenance and housekeeping positions for local people living in each community
- Hired Chase Gray as the Assistant Project Manager for the department
- Renovated the Patient Hostel to increase occupancy from 30% to 75%
- Conducted an initial design and completed a feasibility plan for a new MRI machine
- Completed Phase III of the final Wellness and Training Center design



Bettisworth North Architects worked with NSHC to slightly modify a Manilaq clinic design for both St. Lawrence Island clinics.



NSHC, Kawerak, St. Michael City and Tribe representatives celebrated the grand opening of the new triplex in St. Michael in May, 2016.

Plant Operations

Plant Operations works with all NSHC departments to provide quality maintenance and repair services, including managing utilities such as light, heat, air handling, oxygen, and power. The department works rigorously to care for facilities, striving to maintain a pleasant and comfortable physical environment for patients, visitors and staff.

FY 2016 Highlights:

- Installed commercial-grade kitchen equipment in Quyanna Care Center, so Nutrition Services staff could begin preparing food for residents inside the facility in FY 2017
- Began replacing fluorescent lights with LED flat panel lights throughout the hospital for energy efficiency
- Upgraded heat recovery system of exhaust air to lower cost of heating hospital

	FY15	FY16
Facility Work Orders	9,263	8,615

Health Information Management

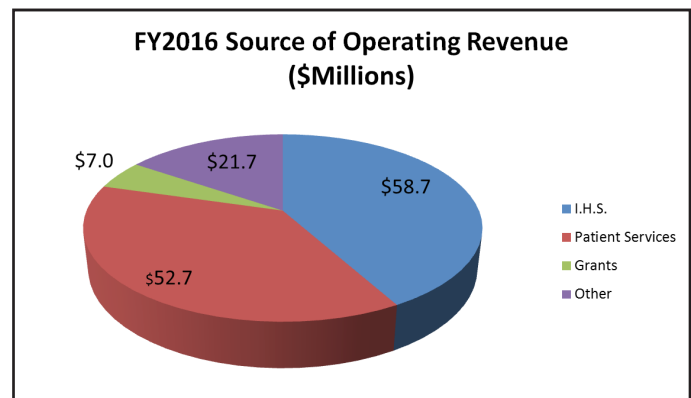
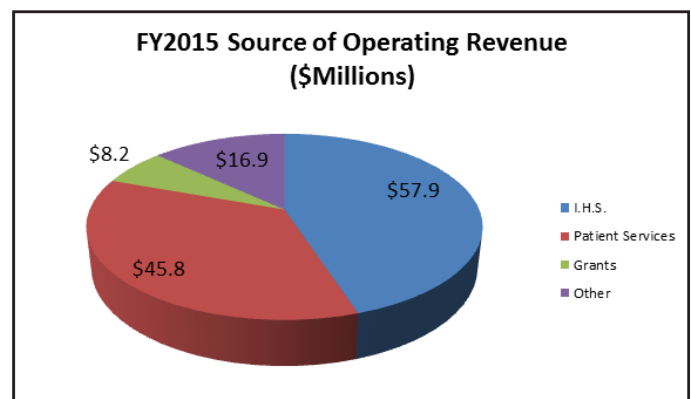
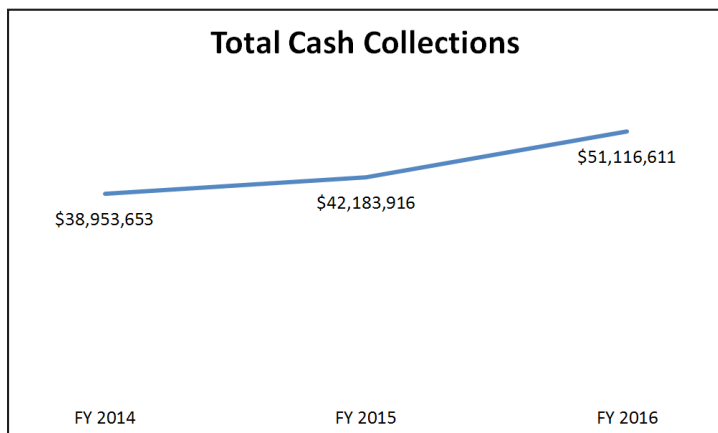
Health Information Management maintains NSHC medical records and manages the corporation's daily needs for health care information. All records are maintained in accordance with strict policies and procedures, as well as applicable laws, including HIPAA. Staff provide medical record services and support patients, providers and departments.

Patient Financial Services

The Patient Financial Services department handles admissions, billing, and collections for NSHC medical services, as well as cashiering services for all divisions of the corporation. The department performs outreach to eligible patients to enroll them in benefit programs such as Medicaid.

Accounting

Payroll, Accounts Payable, Grants Accounting, Budgeting, and Financial Statements are all managed by the Accounting Department.



Materials Management

Materials Management purchases all material, supplies, and equipment for NSHC and manages inventory and Central Supply. The department ensures purchases meet both quality and cost requirements.

Jason Alvanna, Warehouseman, gives peace a chance as he prepares to unload a hospital shipment.



Quality Improvement and Risk Management

NSHC strives to provide the best quality of care to all patients. FY 2016 saw many changes and improvements at NSHC, advanced through the Quality department. Megan Mackiernan, PA-C, previously of Health Aide Training and Primary Care Clinic, took on the role of Director of Quality Improvement and Risk Management in the summer of 2016.

September saw NSHC's triennial HRSA (Health Resource Service Administration) survey, which passed with only one required correction to administrative documentation.

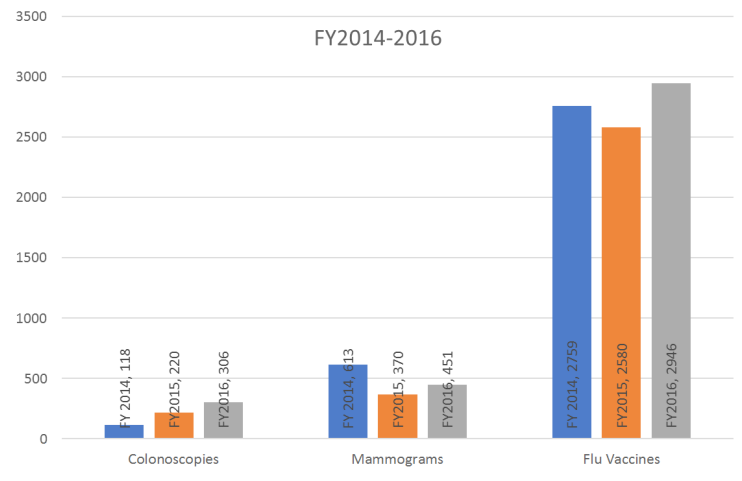
Also in FY2016, NSHC completed the Community Health Needs Assessment, which was sent to all box holders as well as distributed electronically. NSHC received good responses from each community, and the data has been used to shape policies and directions going forward.

The 2016 Quality Improvement Goals targeted hypertension, influenza vaccination, cervical cancer screening, colon cancer screening, and prenatal care.

The Aquutag Committee, which focuses on Quality Improvement across the outpatient units of NSHC, has worked to combine the efforts of all departments in working toward the quality improvement goals and reviewing the risk management strategies. This has resulted in improvements in many quality goals and reductions in employee, patient, and visitor injuries, medication errors, and overall increased workflow efficiency.

In 2016, NSHC received grant awards from the Health Resources and Services Administration (HRSA) and recognition for its quality of care.

- \$17,033 for Clinical Quality Improvement (demonstrated notable improvement in one or more categories)
- \$5,000 for Access Enhancement (number of patients served was increased)
- Alaska Primary Care Quality Award Honorable Mention from Mountain-Pacific Quality Health



Employee Health/Infection Prevention

The Employee Health and Infection Prevention program is responsible for ensuring staff is properly immunized according to Centers for Disease Control and State of Alaska recommendations. All staff is screened upon hire and annually for tuberculosis.

Infection Prevention practices, such as hand hygiene and proper use of personal protection equipment, are monitored for compliance. Monitoring the use of urinary catheters and any catheter-acquired infections is an on-going process.

In FY16, the number of employee flu shots given increased by 2%.

	FY15	FY16
Employee Flu Shots Administered	478	531
Community Flu Shots Administered	2,102	1,413

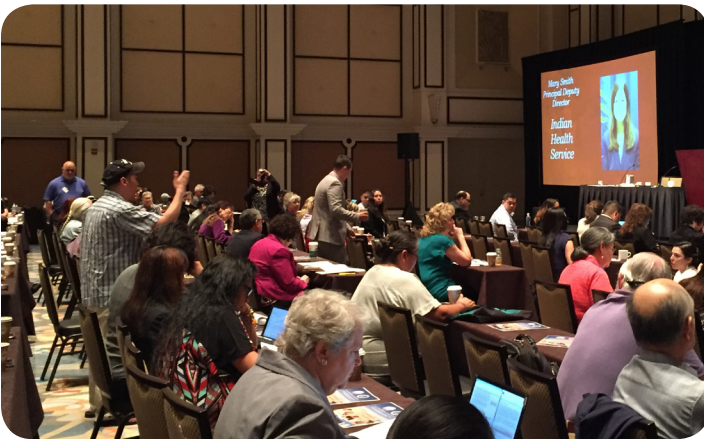
FY2016 Highlights



In January 2016, Sen. Lisa Murkowski held a regional leader meeting at Norton Sound Regional Hospital. She also took a tour of the facility for the first time since its opening.



At a Joint NSHC-Kawerak Board Meeting, a legislative proclamation was read in honor of longtime Community Health Aide Irene Aukongak. The framed proclamation was gifted to NSHC Board Member Martin Aukongak's family.



NSHC Board of Directors attended the Tribal Self-Governance Consultation Conference in Florida in April 2016.



A joint training offered by NSHC, Kawerak and UAF NWC gave locals in Savoonga and Gambell a chance to train in construction by building morgues for their communities.



In June 2016, a NSHC team visited Manilaq Assoc. to discuss and observe the Sigluaq model, which facilitates the serving of Native food to long-term care and local elder potlucks. NSHC is working toward implementing and expanding the Native Foods Program at Quyanna Care Center.



NSHC representatives, including administration, providers and Patient Benefits (pictured here is Darla Jemewouk in Shishmaref) visited all of NSHC's communities to receive feedback from residents in its 2016 Community Needs Assessments. Results are available to the public at www.nortonsoundhealth.org.

FY2016 In Review

Number of babies born: 225

(63 in Nome, 162 elsewhere)

Top five primary care visits:

1. Vaccinations
2. Hypertension
3. Routine Child Health Examination
4. Preprocedural Examination
5. General Adult Medical Examination

Inpatient Admissions: 749 (466 inpatient and 227 observation)

Other clinic visits

Dental: 9,739
Audiology: 2,257
Eye Care: 3,512

Emergency Department visits: 9,663

Traumas: 61

Nome outpatient clinic encounters: 11,220

BHS encounters: 4,917
Village clinic encounters: 34,904
Medevacs: 338

Ancillary Services

Lab Tests: 147,927
Prescriptions Filled: 121,375
Physical Therapies: 2,631
Respiratory Therapies: 1,865
Radiology Images: 7,798

Interpretive Services

Top Three Languages: Yupik, Siberian Yupik, Inupiaq

Preventive Tests/Visits

Colonoscopies: 338
Mammograms: 460
Pap Tests: 597
Vaccines Administered: 8,125
Flu Shots Administered: 1,944
Tobacco Cessation Counseling: 64
Health Fair Participants: 284

Human Resources

Total Employees: 686
Local Hire Rate: 48%
Native Hire Rate: 61%
Voluntary Turnover: 16%
Total Employee Training Hours: 17,493.93
Total Employee Flu Shots: 531
Total Scholarship Awards: \$239,500
Total Beneficiary Scholarship Awards: \$167,500

Credentialed Medical Staff

(Full-time, part-time & consulting): 106

Health Aides: 62

Members of the Board of Directors: 23

Officers of NSHC's Board of Directors: 8

Financial Information

Operating Revenue (\$M): 140.2
Expenses (\$M): 132.5
Net Profit (\$M): 7.7

Revenue Source

IHS (\$M): 58.7
Patient Services (\$M): 52.7
Grants (\$M): 7
Other (\$M): 21.7

Average Monthly Collections: \$4,259,717

Employee Awards



Teamwork Value Award
Lolene Buck, WMO VBC



Teamwork Value Award
Spencer Cook, BHS



Always Learning & Improving Value Award
Michelle Poust, Tobacco Cessation



Always Learning & Improving Value Award
Dolly Kiyutelluk, SHH CHP



Integrity Value Award
Elvina Turner, UNK VBC



Integrity Value Award
Brianne Gologergen, SVA CHP



Compassion Value Award
Benji Smith, PA-C



Cultural Sensitivity Value Award
Sai-Ling Liu, DO



Pride Value Award
Rachel Olson, Nutrition Services



Quality Health Care Vision Award
Unalakleet Case Management Team



Respect Our Elders Vision Award
Angus Mazonna, Hospital Greeter



Hire Tribal Members Vision Award
Ashley Westbrook, VHS Department



Hire Tribal Members Vision Award (Managers of Departments with 70% or higher Tribal hire rate)
Mark Kelso, Dental Department



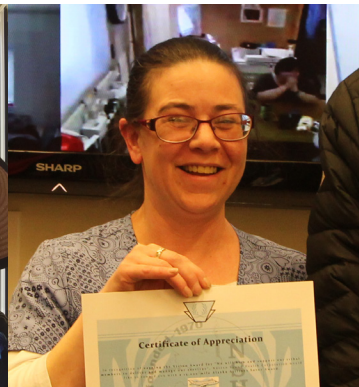
Hire Tribal Members Vision Award (Managers of Departments with 70% or higher Tribal hire rate)
Christine Schultz, Social Services



Hire Tribal Members Vision Award (Managers of Departments with 70% or higher Tribal hire rate)
Mike Maloney, Materials Mgmt



Hire Tribal Members Vision Award (Managers of Departments with 70% or higher Tribal hire rate)
Mariam Aidroos, HIM/PFS



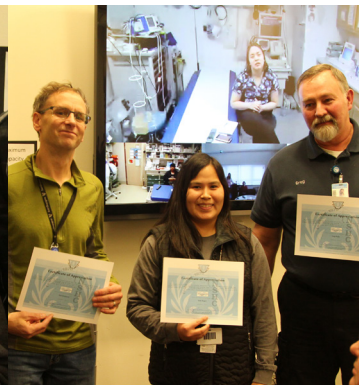
Hire Tribal Members Vision Award (Managers of Departments with 70% or higher Tribal hire rate)

Carol Charles, Sub-Regional Clinic

Rita Buck, Lead Supervisor-Instructor

Josette Bendickson, EVS/Laundry

Chase Gray, VCIP



Hire Tribal Members Vision Award
Maria Dexter, Tribal Healers

Financially Strong Vision Award
Melissa Holmes-Verdin, Charge Master

Develop Our Youth Vision Award
Phil Hofstetter, Kelly Bogart, Greg Walls

Employee of the Year
Melinda Takak, SKK CHP



Employee of the Year
Helen Eningowuk, CHA IV

Employee of the Year
Chelsea Hubert, RN

Manager of the Year
Heather Lefebvre, Pharmacy Director

Lifetime Achievement Award
Kevin Zweifel, Office of Environmental Health Director

Customer Favorite Departments

(ranked based on Community Needs Assessment results)

1. Eye Care (tie)
1. EMS/Medevac (tie)
3. Tribal Healers
4. Audiology
5. Women, Infants, and Children

Outside Award Recognitions

Savoonga Health Aides - Healthy Alaska Natives Foundation
2016 Distinguished Providers Luminary Award

Cynthia Watters, RN - March of Dimes "Nurse of the Year - Rural Category"

Pharmacy - 2015 IHS Director's Award

Pharmacy - American Pharmacists Association Immunization Champion Award for Corporations/Institutions

Phil Hofstetter - 2015 IHS Director's Award

In his 20 years with NSHC, Kevin made big strides in environmental health for the entire region. He collaborated with regional partners to equip communities with water and sewer infrastructure and help maintain existing equipment. He also is credited with creating the Village Clinic Improvement Program, which led to the NSHC oversight, maintenance, and prevention of each of the village clinics.

For his enormous contributions, Kevin was honored with NSHC's first-ever Lifetime Achievement Award.



NORTON SOUND HEALTH CORPORATION

1000 Greg Kruschek Avenue
P.O. Box 966
Nome, Alaska 99762



Give us a shout!

Call: (907) 443-3311
(888) 559-3311

Fax: (907) 443-2113

Visit: www.NortonSoundHealth.org