ANHC is always looking for ways to make our patients’ visits more comfortable. For some of our youngest patients, the Consortium has made efforts to brighten up their day, even if it’s for a few precious moments as they move through the halls of ANMC’s Inpatient Pediatrics Unit.

Custom, family-friendly wall graphics extend the comfort and overall experience for our young patients. These were recently installed in key locations within the department.

The vibrant, colorful art bounces along the hallways in the unit, much like we envision our children do when they are happy, healthy

See Page 2, Murals
How patient feedback drives improvement at ANMC

Did you know that as a patient of the Alaska Native Medical Center (ANMC), you have several ways to share your feedback about your care experience – whether good or bad? Feedback from patients and family members related to inpatient care in the hospital, outpatient specialty clinic visits, your housing and travel experience as well as food services and cleanliness helps us measure patient satisfaction and identify areas for improvement.

PATIENT SURVEYS FROM ANMC

After you or a loved one return home from your ANMC hospital stay, you may receive a survey in the mail from Press Ganey asking you to answer some questions about the quality of your stay. All acute care hospitals throughout the U.S. participate in a patient survey process designed and regulated by the Centers for Medicare and Medicaid Services (CMS). The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey and its administration protocols are designed to produce standardized information about patients’ perspective of care that allows objective and meaningful comparisons of hospitals. The HCAHPS survey asks patients at hospitals across the nation what they liked – and didn’t like – about their hospital care with questions related to various aspects of the patient’s care experience, including nurse communications, doctor communications, responsiveness of staff, communication about medications, discharge information, pain management, and cleanliness and quietness.

“Our intention is for your hospital stay to be as pleasant as possible by providing you with a comfortable, restful environment and treating you with courtesy, dignity and respect,” said Allison Knaus, Vice President of Customer Experience. “To help us ensure that patients are pleased with their treatment and quality of care, we participate in the nationwide HCAHPS survey that measures how satisfied patients are with their care.”

IMPROVEMENTS AT ANMC FROM PATIENT FEEDBACK

Based on past survey responses, ANMC has made improvements including the “What Matters to Me” communications boards in the fourth and fifth floor inpatient hospital rooms and Traditional Tuesday food service. The “What Matters to Me” boards appear inside patient rooms and share important information between patients and their care providers. These boards are customized by each patient and are a simple way for care providers to have personal engagement with patients and their family members, find a deeper understanding of what really matters to them, and develop partnerships for better health care.

Feedback from travel and housing surveys have resulted in additional food items being offered in the Patient Housing Café, making food service available past normal meal service hours for guests arriving into Anchorage later in the evening, and increases in the dollar amounts for daily meal cards issued to housing guests.

Feedback

Continued from page 2
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ANMC celebrates its hardworking, talented nursing staff during National Nurses’ Week

Clockwise from left to right: Joyce Martin, Matthew Brown, Mary Krusen and Meg Mapili.

ANMC’s nurses display their commitment and passion for their work every day. ANMC nurses, through professional development and evidence-based practice when caring for our patients. In addition to their work and education, many of ANMC’s nurses participate in shared governance – on councils that consult and collaborate with each other to achieve the best decisions for their patients. As ANMC nurses gain experience, they develop their skills, as well. More than 225 ANMC nurses have national specialty certifications, with many nurses holding multiple certifications.

ANMC’s nurses are known for going above and beyond in their work. More than 600 nurses work in the ANMC hospital and across the Consortium, making up nearly a quarter of our workforce. Our nurses are viewed as respected partners, collaborators and leaders. They are constantly seeking ways to improve the services and care we provide, from processes and initiatives to technology and equipment. Many of our nurses continually strive to strengthen and expand their own skills, as well. More than 225 ANMC nurses have national specialty certifications, with many nurses holding multiple certifications.

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In an effort to further recognize our nurses for their outstanding work, ANMC partnered with the DAISY Award, an international program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. ANMC presents the DAISY Award quarterly to a RN who regularly goes above and beyond in the care they provide.

The DAISY Foundation was established in 1999 by the family of J. Patrick Barnes, who died of complications of the autoimmune disease lupus erythematosus. DAISY is an acronym for Diseases Attacking the Immune System.

2018 DAISY AWARD WINNERS

MATTHEW BROWN, INPATIENT SURGERY UNIT RN

Matthew Brown was nominated by Dr. Patricia Kloser, ANMC Hospitalist, for his exceptional care of a patient. Dr. Kloser wrote, “This is one amazing nurse! When told that his patient was lonely, he started to spend more time in the patient’s room. He would often just do charting or wait to step in to offer a snack. He helped to make a motivational calendar with artwork to encourage ambulation, out of bed and oral intake. The patient has gone from sad and depressed to smiling and engaged with nurses to walk, snack all out of bed. The skill and quiet competence of this nurse are extraordinary and have made all the difference in helping this seriously ill man achieve his wish to go home to Nome and his family. Thank you for helping this patient!”

Brown has worked at ANMC since September 2017, where he started as a Medical Clerk on the Inpatient Surgery Unit as he was preparing to take his nursing exam. In January 2018, Brown started as a nurse on the Inpatient Surgery Unit.

JOYCE MARTIN, SWAT RN, CENTRAL NURSING OFFICE

Joyce was nominated by a patient’s mother, who wrote: “My son has Type 1 diabetes. He was admitted to the unit. Meg was my son’s nurse. My son had a strong connection with Meg and he would light up when he saw her. Not only did Meg ease and calm my son during rough days of insulin injections. She helped me emotionally, clearly stating that it wasn’t my fault and that indeed I am a good mom for catching this disease early.”

Mapili has worked as SWAT RN at ANMC since 2015. She also previously worked on unit 5 East from 2003-2005.

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The Mukluk Telegraph

The Walk-in Clinic at ANMC

Open seven days a week!

For our patients living outside of the Anchorage Service Unit, ANMC offers a Walk-in Clinic for non-emergent health care services for our people while visiting Anchorage.

ANMC’s Walk-in Clinic is for patients of all ages who have an illness or injury that needs immediate care but are not experiencing a medical emergency. Here are some reasons to visit the Walk-in Clinic at ANMC:

- Medication refills
- Vaccinations
- Fever
- School and DOT physicals
- Sore throats and colds
- Cuts and minor skin infections
- Sinus and ear infections
- Muscle strains and sprains
- Urinary tract infections
- STI testing

Located on the third floor of the Healthy Communities Building, 3900 Ambassador Drive

Open Monday-Saturday from 9 a.m.-9 p.m. and Sunday from 10 a.m.-6 p.m.

Phone: (907) 729-1500
Youth learn environmental stewardship with help from ANTHC

This May, the 12th annual Youth Environmental Summit (YES) will convene in Kluti-Kaah, Alaska. YES is a day camp held in the Copper River region for youth in kindergarten to eighth grade, where participants learn about climate change, the environmental history of the area, and the importance of environmental stewardship.

Gakona Village Council started the Summit in 2008 in an effort to educate youth through a three-day, hands-on camp based on the traditional stewardship practices of Elders. “Our ultimate objective is to teach the youth to love the land and to embrace all it has to offer, and to capture that passion that makes them want to take ownership and fight for the future of that land,” said Brandie Radigan, the Environmental Coordinator for Gakona Village, who coordinates the planning of YES.

In its 12 years, the camp has been so successful that annual attendance regularly numbers around 100 participants from communities all over the Copper River region, as well as Anchorage and Juneau.

The camp’s location changes each summer and activities vary to match each year’s theme. In previous years, youth have participated in sessions that include learning how to trap and skin animals, harvesting edible plants and studying macroinvertebrates in streams. The ANTHC Contamination Support Program facilitates an interactive activity every year, such as helping youth to build their own sandbox community out of edible materials and observing how a mock contaminant spill would affect the community and surrounding environment. “Our YES program wouldn’t be nearly as successful without our partners’ tireless efforts, they come with positive attitudes and host sessions that grab the children’s attention,” Radigan said. “Our partners all come from different perspectives and fields of environmental stewardship, and this helps the camp be as varied as the kids and their interests.”

In addition to Native Village of Gakona and ANTHC, YES partners include Mt. Sanford Tribal Consortium, Chilkat Na Tribal Council, Copper River Native Association, Native Village of Kiitix’ee:wa, Native Village of Tunlux, Bureau of Land Management, Copper River Basin Child Advocacy Center, Campbell Creek Science Center, Fish & Game, Wrangell Institute for Science and Environment, the Local Environmental Planning Committee, National Forest Service, and Wrangell Saint Elias National Park.

ANTHC has been a key YES partner since the camp’s inception. In addition to leading camp sessions, the ANTHC Contamination Support Program assists with camp planning and coordinates donations of items to the organization that enhances the camp’s theme. The Healthy Alaska Natives Foundation also contributes to YES. Last year, to supplement the

Youth

Youth learn the hazards of riverbank erosion by floating the Gulkana River, where they observed layers of exposed permafrost and eroded banks.

Youth learn about the river's ecosystem by observing how a mock contaminant release, and observe effects on the community and environment.

Youth learn how to experiment with mock “contaminant” releases, and observe effects on the community and environment.

Youth learn environmental stewardship with help from ANTHC

Yield participants test stream health by gathering macroinvertebrates.

Yield participants create a community out of edible materials, experiment with mock “contaminant” releases, and observe effects on the community and environment.

Se continued from page 6

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ANMC hospital reverified as Level II Trauma Center

The Alaska Native Medical Center was recently reverified as a Level II Trauma Center by the Verification Review Committee, an ad hoc committee of the Committee on Trauma of the American College of Surgeons. ANMC was Alaska’s first Level II Trauma Center – first receiving verification in 1999. This achievement recognizes ANMC’s dedication to providing optimal care for injured patients.

“Our performance in providing the best care possible for injured patients was reaffirmed by the American College of Surgeons’ Committee on ‘Trauma,’” said Dr. Frank Sebesta, ANMC Chief of Surgery. “I am very proud of the work we do and the commitment of everyone involved, from the frontline personnel, to our board and administration.”

ANMC is one of two Anchorage hospitals providing the highest level of trauma care and services in Alaska, and is the referral center for every Tribal health facility in the state. ANMC offers a wide range of trauma care services. It admits between 900-950 trauma patients per year, and approximately 8,000-9,000 trauma patients are treated and discharged in the Emergency Department each year.

“Being a trauma center means that high-acuity injuries can be taken care of here in Alaska, often saving lengthy and costly transports out of state,” said Dr. Elisha Brownson, ANMC Trauma Medical Director. “Our trauma facility improves care throughout the hospital. For example, due to requirements for trauma verification we have rapidly available blood products, around-the-clock operating rooms, and multi-disciplinary trauma teams.”

ANMC was again recognized as a leader in the development of a statewide trauma system. The reviewers stated in their report, “It is clear that this program provides trauma leadership for much of the entire state.” ANMC’s expansion of services to better care for patients with thermal injuries (burns and frostbite) was also cited as a strength of the trauma program.

Having a Level II Trauma Center in the Alaska Tribal Health System means our people receive the best trauma care, closer to home. A Level II Trauma Center is able to initiate definitive care for all injured patients. Elements of Level II Trauma Centers include: 24-hour immediate coverage by general surgeons, as well as coverage by the specialties of orthopedic surgery, neurosurgery, anesthesiology, emergency medicine, radiology and critical care.

ANMC’s trauma staff is prepared to treat any injury. Over the last year, ANMC cared for patients who sustained injuries from bear maulings to severe burns requiring grafting to head injuries from ATV crashes.

The Trauma Program helps improve care from pre-hospital care, through an inpatient stay, to recovery after discharge. After an unusually high number of ATV crashes last summer in New Stuyahok, several families of the teenagers injured in these crashes reached out for help to prevent future events. The ANMC Trauma Program partnered with ANTC’s Injury Prevention Program and an ATV safety course was developed and piloted in New Stuyahok. There are plans to expand this program to other regions in the future. For tips on ATV safety and helmet use, see the story on page 7 of this issue.

ANMC also received Level II Pediatric Trauma Center verification in 2018.
Traditional garden blooms in ANMC courtyard

Much like it takes time and patience to grow any plant, it took the planning and work from many for the traditional garden in the ANMC cafeteria courtyard to blossom. After its first year of soil, the gardener harvested a bounty of plants from across the state and is again primed to be an area where our patients can stroll and relax as they recover this spring and summer.

The idea for a traditional garden was first planted when ANTHC leadership envisioned a space where traditional plants could flourish. The Consortium wanted to bring the True Outdoors Your Concept Drive onto campus to give visiting patients a taste of home.

Beginning last May, installation was rooted in the first of four phases. Volunteers began working on the garden, planting and transplanting in the spring. The space is divided into three areas: Tundra Garden, Bug Garden and Birch Forest Garden.

Once the traditional garden was built, ANTHC’s Health Promotion program staff assisted with harvest of the traditional plants that can be found in various regions around Alaska.

It was such a group effort with many for the actual planting,” said Marcia Anderson, MS, RD, LDN, ANTHC Health Promotion Manager. “We harvested many of the wild plants last spring and summer, and with many others toiled, tillled, and planted away to get them into the garden.”

ANMC Food and Nutrition Services took good care of the volunteers with cool drinks, sandwiches and snacks as they worked. The ANMC grounds crew will again water and help maintain the garden during the growing season. “It really was a group effort to bring the garden to life,” said Cynthia Davis, ANMC Food and Nutrition Services General Manager. “The traditional garden will be a place for all our visitors to enjoy and learn about plants that are native to Alaska for years to come.”

The garden’s next phase will include creating signage to identify the various plants.

Traditional garden blooms in ANMC courtyard

Healthy snacking tips

Good nutrition is an important part of leading a healthy lifestyle and what we put into our bodies can affect our overall health. Smart and healthy snacking is an effective and easy way to get the nutrition and foods needed to stay healthy, active and strong.

In 2018, ANTHC’s Health Promotion program received nutrition education project funding from USDA Food & Nutrition Services to provide nutrition education events to Food Distribution Program on Indian Reservations (FDPIR) participants. Funding received allows ANTHC’s Wellness and Prevention grants to travel and host nutrition education events in five rural FDPIR communities this year.

The theme of this year’s FDPIR nutrition education events is healthy snacking, emphasizing the use of whole grain and high-fiber foods, as well as traditional foods, fruits, vegetables, and foods received through FDPIR. FDPIR nutrition education events are great for community members of all ages. Each event consists of healthy snack food demonstrations, games that promote good nutrition and activities to get community members moving, such as cultural dancing and Native Youth Olympic games. ANTHC’s team recently completed two Community Nutrition Education events in Belkikik and Klukwan. Both events were well attended with 44 participants gathering in Buckland and 36 gathering in Klukwan. Future events are planned to take place in Sand Point, Kluane and Metlakatla.

ANTHC’s FDPIR program is currently providing supplemental food packages to eligible families and households in 21 communities. A total of 307 households and 947 participants receive benefits through the FDPIR program. To learn more about ANTHC’s FDPIR program and find out if you qualify, visit anthc.org/fdpir.

Smart and healthy snacking offers many benefits. The right snacks can help:

- Increase energy levels
- Boost your mood
- Add nutrients to your diet
- Curb your cravings
- Prevent overeating at meals
- Promote healthy weight management
- Tame unhealthy snacking and eating styles to improve overall health

ANTHC’s Health Promotion program is sharing tips for healthy snacking.

Your flu vaccine protects me

My flu vaccine protects you

• The flu vaccine is safe. You can’t get the flu from a flu vaccine.
• Pneumonia and flu are a leading cause of death among Alaska Native and American Indian Elders.
• Please get a flu vaccine each year to protect you and your family.

Learn more at www.cdc.gov/flu or call 1-800-CDC-INFO

ALASKAN PLANTS THAT GROW IN THE GARDEN INCLUDE:

- **TUNDRA GARDEN**
  - Snap berry
  - Service berry
  - Yarrow
  - Wild rhubarb
  - High bush cranberry

- **BOG GARDEN**
  - Blueberries
  - Labrador tea (or tundra tea)
  - Willow
  - Chocolate My

- **BIRCH FOREST GARDEN**
  - Field mint
  - Papaya bark
  - High bush cranberry
  - Wild rose
  - Red currant
  - Musk hog

ALASKAN MEDICAL CENTER
Congratulations to the 2019 Luminary Award recipients

The Healthy Alaska Natives Foundation hosted the 12th annual Raven’s Ball on Saturday, March 23 at the Hotel Captain Cook in Anchorage. Regarded as one of Alaska’s most elegant black-tie celebrations and vibrant fundraising events, this year’s event continued the tradition of philanthropy to benefit the Foundation. The three key initiatives of the Foundation are: improving medical care, strengthening wellness and prevention efforts, and promoting healthy village environments.

An annual highlight of the event is the presentation of the Luminary Awards. Each year, individuals and groups are recognized for their dedication and outstanding contributions to the Alaska Tribal Health System and their communities. The Foundation Board is excited to announce the recipients of the 2019 Raven’s Ball Luminary Awards.

LEGACY & LEADERSHIP AWARD: LINDA CLEMENT

Linda Clement is a life-long leader and champion of health and wellness for Alaska Native people. The first in her family to graduate from college, Clement taught in Metlakatla for many years and has contributed significantly to the advancement of Tribal self-governance and Tribal health. In 2018, she retired after 14 years of service as a director with the Alaska Native Tribal Health Consortium Board. Clement’s focus on family and child development and the importance of education will leave an enduring impact on the health of Alaska Native people.

OUTSTANDING RURAL HEALTH CHAMPION: OLD MINTO FAMILY RECOVERY CAMP

The Old Minto Family Recovery Camp is a unique recovery program that works to provide clients with skills to help live substance free and productive lives. Located at a historic village site, Old Minto opened in the 1980s and is an alternative resource to substance abuse treatment with a focus on Athabascan values and traditions as the foundation for recovery. Many Alaskans have completed the program arriving by boat, plane, or snow machine and spend at least 35 days at the camp in cabins with wood stoves for heat, kerosene lamps for light, no running water and no electricity.

DISTINGUISHED PROVIDER: DR. MATT HIRSCHFELD

Dr. Matt Hirschfeld has devoted his life to develop health systems to improve the lives of Alaska Native women and children. Currently he is medical director of Alaska Native Medical Center Maternal Child Health Services and also serves as pediatric specialist for Norton Sound Health Corp. Hirschfeld’s dedication to health care has brought him to serve in many leadership roles across Alaska such as the All Alaska Pediatric Partnership and the Rasmusson Foundation.

ABOUT THE HEALTHY ALASKA NATIVES FOUNDATION

The Healthy Alaska Natives Foundation works to raise awareness and funding to further the Alaska Native Tribal Health Consortium’s vision of Alaska Native people being the healthiest people in the world. Proceeds from the Foundation’s fundraising work support three key initiatives: improvement of medical care, wellness and prevention, and healthy village environments. For more information about the Foundation, please visit inspiringgoodhealth.org.