



TUBA CITY REGIONAL HEALTH CARE CORPORATION

Healthy Directions

Serving Our Local Communities

MARCH 2008

Medical Appointment "No-Shows" Affect Everyone's Health

Are you a part of the problem or a part of the solution? When it comes to not showing up for scheduled medical appointments at TCRHCC, you run the risk of not only endangering your own health, but it affects the health care of the entire community!

If you have a medical condition or if you are being treated for an injury, your health care professionals at TCRHCC often have very good reasons for scheduling your appointment when they do, or scheduling a follow-up visit. You may be seeing a doctor or practitioner for high blood pressure, wound care, a bone or joint injury, or for a post-surgical visit, and often there is a specific medical reason to be seen when you are supposed to be seen. By skipping an appointment, or putting it off, you may have more problems because you didn't return – pain may continue longer, wounds may become infected causing damage or illness, or you may have a need for physical therapy.

"By missing or skipping an appointment," said Chief Medical Officer Dr. Alan Spacone, "You're often hurting yourself! What's more, staff has been scheduled for your visit, and they are being paid, an exam room has been booked, so when a patient doesn't show up,

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Visit the Tuba City Regional Health Care Corporation website at:

www.TCHEALTH.org

New Dental Clinic For Cameron



Above: TCRHCC dental staff gave tours of the new Dzil Jooba'i Dental Clinic in Cameron at the Grand Opening on January 24th. Right: The clinic, visible from Highway 89, immediately north of the Cameron chapter house and Head Start facility.



On Thursday, January 24, 2008, Tuba City Regional Health Care Corporation (TCRHCC) held a grand opening for a new satellite dental clinic in Cameron. The "Dzil Jooba'i Dental Clinic" will serve patients in the immediate Cameron area, and others from as far away as Flagstaff, Grey Mountain, Grand Canyon and Bodaway/Gap, saving some patients the additional drive time to Tuba City. The new clinic greatly enhances TCRHCC's ability to provide its patients with dental services. It's the first outlying dental clinic for TCRHCC.

In celebration of the grand opening, a traditional blessing ceremony was held in the morning, conducted by Charlie McCabe, a medicine man from Coal Mine, Arizona, with some members of the community and

members of the TCRHCC board and staff in attendance. A larger crowd of approximately 75 people gathered for activities in the afternoon at the Cameron chapter house.

Cameron Chapter President Teddy Bedonie welcomed those in attendance and gave an invocation. Cameron's Navajo Nation Council Delegate Jack Colorado gave a welcoming address and a brief history of the process of establishing a dental clinic, stating, "It took a lot of collaboration, coordination and communication to make this happen."

Colorado continued, "This is an example of how the

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TCRHCC receives prestigious Sentinel Safety Award from SCF Arizona

In December, the State Compensation Fund (SCF) Arizona, the State of Arizona's number one provider of worker compensation insurance serving more than 56,000 business clients, selected Tuba City Regional Health Care Corporation (TCRHCC) as one of their top 100 performers insured in Arizona.

SCF President Rick Jones presented the award to Shirley Peaches, TCRHCC Safety Officer and Joseph Engelken, TCRHCC CEO on December 13, 2007.

Jones said, "Tuba City Regional Health Care Corporation has demonstrated efforts to keep employee areas safe and is a results-driven hospital. I congratulate you on this prestigious award."

Performance criteria for the award includes outstanding measures safeguarding employees in the workplace, excellent past and present history of low injuries on record, outstanding safety-risk management work, and

high regards for an outstanding overall Safety program.

Margaret Penado, SCF Loss Control Consultant – AZ Northern Division, nominated TCRHCC for the award and expressed her appreciation by saying, "I want to congratulate TCRHCC on sustaining a culture of safety and efficiency. Having an open system for employee safety empowerment at TCRHCC has directly impacted the cost of insurance by saving money, creating revenue and also protecting employees in the process."

Recognition for the award is based on maintaining an overall loss ratio of 35% since 2004 and an experience modifier (E-mod) currently calculated at 0.78. The E-mod is an established rate used among other similar businesses to calculate a facilities insurance premium. SCF Arizona staff noted that comparison, the average

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Cameron Dental, *Continued from page 1.*

self-determination process – transitioning from IHS (Indian Health Service) to TCRHCC – is for the betterment of the people.”

The Tuba City Regional Business Development Office (RBDO) of the Navajo Nation assisted in the project by helping to secure the site for the new clinic.

TCRHCC Board President, Grey Farrell, Jr., spoke and introduced the board members present, and said, “I’d like to commend all of the (TCRHCC) staff, and on behalf of the Board I’d like to say thank you.”

Shanna Yazzie, TCRHCC board member from Cameron added, “I’m so surprised and so excited that the dental clinic is actually here. It is something to be proud of here in our little community. It eliminates the 28-mile trip to Tuba City, or a trip to Flagstaff.”

TCRHCC Dental Chief Dr. Kate O’Connor-Moran introduced the dental staff present at the grand opening.

Joseph Engelken, TCRHCC Chief Executive Officer, thanked all those involved in making the clinic a reality. He stated, “With this clinic we will continue to provide quality health care by quality health care providers for all of the people of western Navajo. This is a natural extension of care from the hospital to the community.”

“This is why we are here,” continued Engelken, “To improve the health care of the people that we serve, and we hope to continue that into the future.”

The gathered staff and community members watched the formal ribbon cutting then were able to tour the new facility. A dinner was also provided by Cameron Chapter.

The new “Dzil Jooba’i Dental Clinic” features state-of-the art equipment with five dental operatories (chairs). Digital radiography equipment will be utilized, and patient electronic medical records can be accessed directly from the main clinic in Tuba City.

Initial hours for appointments at the Cameron clinic will be part-time, Wednesdays and Thursdays only, from 8:00 a.m. to 4:00 p.m. Initial care will include routine dentistry for adults and children with limited emergency care. The first two months will be dedicated mostly to dental exams.

The new clinic is located immediately north of the Cameron chapter house on U.S. Highway 89. Patients may call 928-213-8161 on Tuesdays, Wednesdays and Thursdays for information or set an appointment – Tuesdays, 9:00 a.m. to 3:00 p.m., and Wednesdays and Thursdays, 8:00 a.m. to 4:00 p.m.

While hours will be limited at first, an evaluation will be made in the summer of 2008 for possible additional hours and permanent staffing. The intention is to have a full time clinic at some point in the future with specialists such as an oral surgeon or pediatric dentist rotating in once per week.

The TCRHCC dental staff consists of a total of 38 people, including 10 dentists, one oral surgeon, one part time endodontist, dental assistants, and secretaries.

The clinic’s Navajo name, Dzil Jooba’i, translates to ‘friendly – hope – caring mountain.’



At the official ribbon cutting for the opening of the new TCRHCC dental clinic, left to right: Shanna Yazzie, board member from Cameron; Grey Farrell, Jr., TCRHCC board president; Louise Kerley, Cameron chapter secretary; Jack Colorado, Navajo Nation council delegate from Cameron; Joe Engelken, TCRHCC chief executive officer; and Dr. Kate O’Connor-Moran, TCRHCC dental chief.

TUBA CITY REGIONAL HEALTH CARE CORPORATION**Meet the Board of Directors****A Commitment to Leadership**

Left to right: Kathleen Sloan, Kaibeto; Delsine Nez, LeChee; Regina Allison, Bodaway-Gap (vice president); Florence Albert, Moencopi Village; Esther Tsinigine, Coppermine; Geraldine Goldtooth, Tuba City (treasurer); Shanna Yazzie, Cameron; Kee Y. Goldtooth, Coalmine Canyon; Grey Farrell, Jr., Tonalea (president).

Grey Farrell, Jr., board president

Representing Tonalea Chapter and Cowsprings
Born as Tódich’ii’nii/Bitter Water clan, Born to Tábaahá/Water’s Edge clan.

What will you contribute to the board? I listen to all sides of an issue and make fair and ethical decisions for the good of the corporation, the employees, and all concerned. I’ll also make sure that the corporation is on a solid foundation with a good bottom line before I leave the board.

Regina Allison, board vice president

Representing Bodaway/Gap Chapter. Born as Deeshchii’nii/Start of the Red Streak People clan, Born to Kinyaa’áanii/Towering House clan.

What will you contribute to the board? I have advocated for services for the Bodaway/Gap community, and for keeping the Gap Clinic at the forefront at TCRHCC, while our leaders continue to advocate for funding. This will greatly benefit the communities of Bodaway/Gap, Coppermine, Cameron and others.

Geraldine Goldtooth, board treasurer

Representing Tuba City Chapter. Born as Honágháahnii/One-who-walks-around clan, born to Kinyaa’áanii/Towering House clan.

What will you contribute to the board? My knowledge of and ability to collaborate with both state and federal agencies. A major focus of mine has been to stabilize our finances, and instead of being an indebted facility, becoming an affluent hospital. By fostering fiscal conservation we will be able to leverage more grant funds that require the 15% cash match. This may allow us to upgrade our aging facilities and give more and better quality care. I also support raises for our staff.

Florence Albert

Representing Moencopi Village. Hopi clan: Taawangyam/Sun clan

What will you contribute to the board?

Growing up in Moencopi/Tuba City, all of our medical care was received at Tuba City IHS, and one of our main concerns was that we received the best medical care. Returning home to work as an RN at TCRHCC, I’ve been committed to delivering the best medical care for all patients that come to our facility, and because of that experience my seat on the

board will continue to fulfill our vision, mission and goal.

Kee Y. Goldtooth

Representing Coalmine Canyon Chapter. Born as Biih bitoodnii/Dear Spring clan.

What will you contribute to the board?

Mainly oversight and attention to quality service for better health care for my people – oversight on the delivery of quality care, the direction of the Strategic Plan, the Mission Statement, and financial responsibility.

Delsine Nez

Representing LeChee Canyon Chapter. Born as Kinyaa’áanii/Towering House clan, born to Tsi’naajinii/Black Streak Wood People.

What will you contribute to the board? My knowledge and experience based on business culture and environments, learned through education and job growth.

Kathleen Sloan

Representing Kaibeto Chapter. Born as Kinlichii’nii/Red House People clan, born to Biih bitoodnii/Dear Spring clan.

What will you contribute to the board?

Having a good relationship with the people, and understanding the difference and achievements by working with others.

Esther Tsinigine

Representing Coppermine Chapter. Born as Naashchézhí Tábaahá/Zuni Edgewater clan, born to Tódich’ii’nii/Bitter Water

What will you contribute to the board?

I’ll be aware of patient satisfaction and work to improve hospital to community health communication.

Shanna Ason Yazzie

Representing Cameron Chapter. Born as Hashk’aa hadzohi/Yucca-Fruit-Strung-Out-in-a-Line clan, born to Dziit’aadi/Near the Mountain clan

What will you contribute to the board?

I have a great opportunity to work with my people and surrounding communities. We are all diverse and have our own culture and values which may create medical barriers for ourselves. I would like to have an effective connection between technology and medical environments with respect to one’s own beliefs and culture.

Veteran's Administration Health Care System Now Offering Counseling Services in Tuba City

Mental health services for veterans are now available at Tuba City Regional Health Care Corporation (TCRHCC) one day each week. While TCRHCC's Mental Health department offers a wide range of counseling services, the Veteran's Administration (VA) now offers counseling specific to vets. Formerly veterans had to drive to Bellemont, west of Flagstaff, for VA services.

Clinical Social Worker E. Dru Monroe, MSW, LCSW, travels to TCRHCC one day per week on Thursdays. Hours are 10:00 a.m.-3:00 p.m. The 10:00-11:00 a.m. hour is reserved for walk-in clients. Counseling services are available for a range of mental health issues. The VA also provides support services to the families of veterans. Monroe is also looking into the overall mental health needs of the Tuba City veteran community. She has been a counselor at the Bellemont clinic since 2000.

Veterans can also be referred to an excellent substance abuse and rehabilitation program at the Northern Arizona VA Health Care System Hospital in Prescott, Arizona. This rehabilitation program not only provides treatment in a residence based setting, but also prepares patients for success with financial and employment counseling. Qualified patients can

receive information on how to apply to the program.

The VA prides itself in understanding and providing the highest quality treatment services for combat related post-traumatic stress syndrome (PTSD) and other mental health conditions that may have developed during military service. They also offer support to families of veterans as well as treatment of non-service connected mental health conditions.

If you are interested in learning more about Tuba City area VA mental health services which may be available to you, contact Dru Monroe at 1-800-949-1005, ext. 7823. If you are not yet enrolled with the VA, call 1-800-949-1005, ext. 7554.



In the Case of a Life-Threatening Mental Health Emergency Patients Should Go to the TCRHCC Emergency Room or call (928) 283-3111 (Navajo Nation Police)

VA National Suicide Hotline:
1-800-273-TALK (7255)

Manned 24/7 by professional counselors.

Appointment No-Shows, continued from page 1.

valuable resources are wasted. No-shows cost everyone!"

The result is that real dollars that have been committed to the service area are often wasted.

In some instances, parents are choosing to skip pediatric appointments for scheduled immunizations. A culture is developing across the country that immunizations may be harmful and that some immunizations are optional.

Dr. Spacone added, "The immunization schedule for children is created for a reason. There is often an optimum time for a child to receive a specific immunization. Children can, and still do contract life-threatening diseases when they don't receive their immunizations."

When patients are booked for appointments into specialty clinics or are referred to a specialist at another IHS facility or Flagstaff Medical Center, the importance of going to appointments on time ratchets up significantly. Specialty care is all the more important, and expensive!

Figures collected on "no-show" rates during the autumn quarter of 2007 for certain TCRHCC clinics showed no-shows in Family Medicine Clinic at a staggering 52%. Ear, Nose and Throat Clinic was not far behind with 46% of patients not showing. Surgical and Orthopedic Clinic no-shows were 42% of scheduled visits; there were 35% no-shows in Internal Medicine & Diabetes Clinic. In Pediatrics there was a 26% no-show rate. These numbers indicate how difficult it is to schedule both staff time and facilities and how much is being wasted.

Dr. Spacone offered some things to consider when making your appointments.

- When making an appointment or when an appointment is being offered to you, you don't have to accept

it if there may be some problem or conflict. Make it for another time.

- If you don't know if you will have transportation or if you can be off work for a specific appointment time, ask for the clinic phone number, make appropriate arrangements, then call back to make your appointment.
- If you can't make an appointment, call in to the clinic and give at least 24 hours notice!
- If you are scheduled for major surgery, you must give at least 72 hours notice of cancellation if you can not be there. Missing a scheduled surgical time wastes an enormous amount of resources.



Visit the Tuba City Regional Health Care Corporation website at:

www.TCHEALTH.org

TCRHCC 2008 Holidays

May 26 - Memorial Day
July 4 - Independence Day
September 1 - Labor Day
October 13 - Native American Day
(Corp & IPA Employees)
November 11 - Veterans Day
November 27 - Thanksgiving Day
December 25 - Christmas Day

No clinics scheduled on these holidays!



Left to right: TCRHCC CEO Joseph Engelken, Safety Officer Shirley Peaches, and SCF President Rick Jones.

Sentinel Safety Award, continued from page 1.

E-mod for all 56,000 clients served is at 1.00. **Having a lower rate means TCRHCC is saving money with lower insurance premium costs.**

In accepting the award, Ms. Peaches expressed her gratitude, noting, "This prestigious safety award is the TCRHCC employees' award, it demonstrates a team effort approach in maintaining a safe workplace for all employees and patients." Peaches added, "Safety is everyone's responsibility at TCRHCC and I congratulate all employees for their efforts. Thank you."



Health Promotion/Disease Prevention



Old Airport Run/Walk **Kickball Tournament**
March 18 • 5:30 p.m. April 10 • 5:30 p.m.

Scavenger Hunt
HPDP Modular Bldg.
April 24
6:00-8:00 p.m.

For information call Robyn Maho at (928) 283-1420



Free Classes **SPRING 2008**
Everyone Welcome!

April 3	Exploring Your Health	May 29	Pilates
April 17	Portion Distortion	June 12	Family Adventure
May 1	Strength Training	June 26	Core Training
May 15	Food Label Reading	July 10	Stress Management

12:00 - 1:00 p.m. • Tuba City, AZ
HPDP Trailer (east of TCRHCC Hospital)

For information call Brooke Holiday at (928) 283-1427

~ August - September 2008 ~



Do you or a family member have one or more of the following risk factors?

High blood cholesterol levels • Diabetes
Smoke on a daily basis • Overweight
Not physically active • Stressed
18 years and older • Family history of heart disease

Free program to learn the skills to reduce your risk or prevent the complications of heart disease.

Mondays & Wednesdays, 6:00-8:00 p.m.
Tuba City

For information call HPDP at (928) 283-1420

Fitness Classes



Continue through April 2
Diabetes Prevention Program

Low Impact Aerobics • Stretch & Tone
Basic Step Aerobics • Strength Training
Zumba • Power Flex • Hi/Lo Aerobics

Classes held at Tuba City Junior High School

For information call Jerilyn Slim at (928) 283-1425

Times are all Daylight Saving Time



TUBA CITY REGIONAL HEALTH CARE CORPORATION
Main Telephone Switchboard (928) 283-2501
Emergencies: Call Navajo Nation Police (928) 283-3111

- Adult Walk-In Clinic** 283-2669
 - Monday - Thursday: 8:00 a.m. - 8:30 p.m. (After 4:00 p.m., sign up in the Emergency Room)
 - Friday: 8:00 a.m. - 5:00 p.m.

- Family Medicine Clinic** 283-2458
 - Monday - Friday: 8:00 a.m. - 5:00 p.m. (Some evening hours available.)

- Pediatric Clinic** 283-2679
 - Walk-in Patients ~ Monday - Thursday: 8:00 a.m. - 5:00 p.m. Friday: 8:00 a.m. - 4:00 p.m.
 - Appointments ~ Monday - Wednesday & Friday: 8:00 a.m. - 5:00 p.m. Thursday: 8:00 a.m. - 12:00 p.m.

- Dental Clinic** 283-2672
 - Monday - Friday: 7:00 a.m. - 5:00 p.m. (Thursday afternoons - urgent care only)

- Eye Clinic** 283-2748
 - Monday - Friday: 7:00 a.m. - 5:00 p.m.

- Diabetes/Internal Medicine Clinic** 283-2689
 - Monday - Friday: 8:00 a.m. - 5:00 p.m. (Some evening hours available.)

- Mental Health** 283-2831
 - Monday - Friday: 7:00 a.m. - 6:00 p.m.

- OB/Gyn (Women's Health) Clinic** 283-2460
 - Monday - Friday: 8:00 a.m. - 5:00 p.m., except Tuesday start at 9:30 a.m.

- Ear/Nose Throat (ENT) Clinic** 283-2679
 - Wednesdays: 8:00 a.m. - 5:00 p.m.

- Occupational Therapy** 283-2594
 - Monday - Friday: 8:00 a.m. - 5:00 p.m.

- Orthopedic Clinic** 283-2660
 - Tuesday: 8:00 a.m. - 5:00 p.m. • Thursday: 8:00 a.m. - 12:00 noon

- Physical Therapy** 283-2659
 - Monday - Wednesday & Friday: 8:00 a.m. - 5:00 p.m.
 - Thursday: 8:00 a.m. - 12:00 noon

- Speech Pathology** 283-2594
 - Monday, Tuesday & Thursday: 8:00 a.m. - 5:00 p.m.

- Surgical Clinic** 283-2660
 - Monday, Wednesday & Friday: 8:00 a.m. - 5:00 p.m.

- Extended Hours (Evening) Clinics** (Selected Nights, Monday - Thursday)
 - Diabetes Prevention: 283-2689 • Diabetes/Internal Medicine: 283-2689
 - Family Medicine including physical exams: 283-2458

- Dinnebito Clinic** 725-3110
 - Tuesday: 10:00 a.m. - 2:00 p.m., (except holidays) • Diabetes Clinic: Quarterly

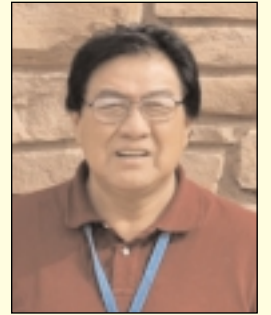
Tuba City Regional Health Care Corporation
Healthy Directions
 Office of the Chief Executive Officer
 Joseph Engelken, MPA
 Tuba City Regional Health Care Corporation
 P.O. Box 600 • Tuba City, Arizona 86045
 (928) 283-2826

The Tuba City Regional Health Care Corporation consists of a 73-bed acute care referral hospital and integrated health system. It provides a broad range of outpatient specialized care services in addition to inpatient care. The patient population includes Navajo, Hopi and San Juan Southern Paiute.
www.TCHEALTH.org

~ TCRHCC ~
People to Know

In 2008, **Earl T. Riggs**, Purchasing Supervisor, will celebrate 42 years of service with Indian Health Service (now TCRHCC), all at Tuba City.

Riggs grew up in Tuba City and graduated from high school here. He served in the Army, attended Brigham Young University then came back home to serve his community.



Earl Riggs

In his role as purchasing director, Riggs' department buys supplies for all areas of the hospital. The department examines all resources, choices and turnaround times.

"Since Self Determination a lot has changed," said Riggs. "We've moved from government to innovative business practices. It's been a very exciting time."

There is an emphasis now on buying from certified Native American Companies.

But what he is also most proud of is his service to children and his community. Every Memorial Day weekend for the past 24 years Riggs has organized and led a backpacking trip for area youth to Rainbow Bridge on Lake Powell. This usually involves 35 - 45 children along with their parents and chaperones. He teaches history and culture to the children.

Riggs is very supportive of children in the community, and is especially involved with the cross country and softball teams. He takes photographs and gives them to the participants.

In his own free time, Riggs helps take care of his parents, cuts firewood, enjoys the sweat lodge, likes to read, fish, and hikes to sacred places in the region.

Grace Bergen began working at TCRHCC in 1969. She has worked in the Pediatric Department, Eye Clinic, and Physical Therapy (PT).



Grace Bergen

In her free time she enjoys weaving rugs.

Lucinda Yazzie has worked at TCRHCC since 1971. She started as a Home Health Aide in the field before becoming a Physical Therapy Technician.

Away from work, Lucinda enjoys being outdoors tending to her livestock.

Both Grace and Lucinda share responsibilities in assisting patients and therapists with exercise programs, supply inventories, equipment issues, and translation services.

Despite the many changes in the hospital with space and staffing over the years, Bergen and Yazzie are the common thread in the PT Department that patients have come to know and respect. Their familiar faces and gentle touch greatly enhance the quality of care provided to our patients.



Lucinda Yazzie

The Physical Therapy Department is honored to have Bergen and Yazzie as part of the rehab team!

Each month we'll feature people from all areas of Tuba City Regional Health Care Corporation. These are people either directly involved in your care, or behind the scenes performing important support and administrative services.