



JANUARY 2010

Community Information CEO's Corner

HAPPY NEW YEAR!

As we celebrate the many accomplishments of 2009 at Tuba City Regional Health Care Corporation, we first recognize and honor the dedicated and caring staff, the board of directors and the greater community we serve—YOU made these accomplishments possible. Examples include TCRHCC's continued positive operating margin and reserves, Trauma certification, the Magnetic Resonance Imaging Center (MRI), Refill Pharmacy, expanded Rehabilitation Services, etc. As a regional medical center, we will continue to develop more health care services here at home.

As we launch into the new year, we know the hospital campus will change with the opening of the new three-story modular Medical Office Building and the General Services building. This expanded primary care space will allow greater patient convenience and quality care, including innovations like a drive-through Refill Pharmacy and an integrated Diabetes Health Center. This is all part of our strategic focus on quality, community-based care.

The healthcare world is changing rapidly with new things like EMTALA, HIPAA and health care reform, and we will continue to respond with other innovative programs on the drawing boards. And as we go forward this year, safe, quality patient care will continue to be Job #1.

Axehee' & Happy New Year!
Joseph Engelken, CEO

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NO EXCUSES

Seat Belts & Child Restraints



One Mother's Story

On the morning of September 1, 2007, everything stopped, and all priorities in life rearranged forever, when then twenty-five year old Shaylene Gaddy got the news that her children had been in a terrible accident. A short, routine trip near Red Lake ended when a semi tractor trailer rig struck the pick-up in which her three children were riding. It is a miracle that all are alive and healthy today.

All three children were passengers in a single-seat pickup when the vehicle was struck and began spinning out of control. The children, Ashtyn (6), Dezverlyn (4) and Braydon (2), were along on what was to be a trip to the woods to get firewood. Ashtyn still recalls seeing his brother flying out the window. Braydon would be found across the road, having flown, then skidded across the pavement.

"There is no way to describe the feeling when you hear your babies have been in an accident and you cannot be there with them," said Gaddy. After periods of time impossible to describe, she saw her two youngest at the airport before they were flown to Flagstaff Medical Center.

Her voice quivering, Gaddy described seeing her daughter just before being flown to Flagstaff, "She did not look like my baby. Her eyes were rolled back and she was unresponsive." Dezverlyn's injuries included severe injuries to her face and bleeding in the brain.

In being ejected from the vehicle and hitting the pavement, Braydon suffered massive head injuries, along with cuts and scrapes from head to toe. He'd be completely sedated for two days, out of ICU by the third day, and out of the hospital by the sixth day. All doctors agreed, the survival of the two youngest children was a miracle.

Six-year-old Ashton suffered a fractured hip, with various cuts, and a gash on his arm. He spent three months recovering in a wheelchair. He's restricted now from participating in any rigorous or contact sports.

"We've all had every excuse in the book for not having or using seat belts or proper child restraints – not enough seats, only going a short distance, it will be OK just this once, not having a big enough ride. But when you see

your babies in the hospital, not knowing if they will live or die, seeing their bodies deformed, you suddenly realize you can never come up with an excuse good enough," said Gaddy. "We struggle financially, but everything changed for us for the good after the children recovered, as we are lucky. We are able to all sit around the same table together, and we actually listen to the kids and what's going on in their lives! All of our priorities in life were rearranged."

The pick-up truck, which was destroyed, was replaced with a van with enough seats for all.

While there is no price on a human life, the medical costs alone ran into the tens of thousands of dollars. Car seats for three children cost an approximate \$175.00.

"Statistically, most accidents happen close to home," said Angela Maloney, District Sanitarian/Injury Prevention Specialist, TCRHCC Office of Environmental Health. "But that's because so many of our trips are very short trips – to the store or to the school. A tragic accident can occur simply upon backing out of the driveway."

"The children will likely never forget to wear seatbelts their whole lives," said Gaddy.

As the children recovered, Gaddy was spared their loss, but she reports other long term consequences. She talked of the long term guilt in knowing that as a parent she could have been doing things properly (child restraints).

Gaddy said that friends helped with the long term guilt

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Two-year-old Braydon

No Excuses, *Continued from page 1.*

and terrible feelings of setting a bad example for the kids and others.

Any stressor comes to bear on relationships. The injury of children, and guilt or blame, can wreak havoc on a marriage. Many marriages or relationships don't survive the loss of a child.

The Law: Seat Belts & Child Restraints

Any parents, guardian or custodian of an infant, child, or youth under the age of 12 years and less than four feet, nine inches, when transporting the child in a non-commercial motor vehicle operated on any highway of the Navajo Nation, shall properly secure the child in a passenger restraint system. The restraint shall meet Federal Motor Vehicle Safety Standard Number 213, which is a provision whereby the child restraint system (car seat) has the original label attached stating the maximum weight and height of the children who can safely occupy the system, and that the restraint system conforms to the applicable standards.

- 1.) Children less than one year of age shall be properly secured in a rear-facing child restraint of a vehicle that is equipped with a rear seat. If the vehicle is not equipped with a rear seat, the child may ride in the front seat of the vehicle with the passenger-side air bag deactivated.
- 2.) Children, one year of age through four years of age, regardless of weight; or children who weigh less than forty pounds, regardless of age, shall be properly secured in a child passenger restraint device that meets federal standards for this age and size range.
- 3.) Children, five years of age through twelve years of age, regardless of weight; or children who weigh less than sixty pounds, regardless of age, shall be properly secured in a child passenger restraint device that meets federal standards, by a booster seat or by a seat belt.

An amendment to the Navajo Nation Vehicle Code, signed in to law on February 2, 2009, for the first time mandates additional protection for children under the age of 12 who are also less than four feet, nine inches tall. All children under age 12 and less than 4'9" must be properly secured in a child passenger restraint device or by a seat belt unless all seating positions equipped with safety belts are occupied as in items 1, 2 and 3 above.

If all seating positions equipped with safety belts are occupied, children shall be restrained in accordance with the law, by the order of age, beginning with the youngest through the eldest.

The fine for violators was raised to \$125.00 in the February 2009 amendment. The fine is reduced to \$75.00 if the person attends a two-hour "Children Are Precious Passengers" (CAPP) course taught by a certified passenger safety technician, and obtains a child restraint device that meets the federal standards if required by the court. A child restraint fund has been established where the above civil penalties are deposited, along with any funds donated by the public.

The Navajo Nation is leading the way in child safety in private vehicles. The new standards and fines are the most enhanced in the state of Arizona!

OEH/Division of Environmental Health Services Programs

The TCRHCC Office of Environmental Health, Division of Environmental Health Services is a proactive force in matters of safety and injury prevention in the Navajo Nation.

The office has a website with specific information on car seats:

<http://tchealth.org/carset>

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**Shaylene Gaddy: Why I've Asked for These Pictures to Be Printed**

"I wouldn't want this story told at all if people could not see the pictures of my babies in the hospital as a result of an accident where they were not properly restrained. I take responsibility now and realize there are no good excuses whatsoever for not properly belting or restraining children (or anyone). I knew statistics, but seeing my babies injured was a whole different thing!

Now when I see children riding in cars unrestrained in proper seats, I want to go right up to parents and tell them their children must be protected, to take my word for it!

In as much as we were lucky that the children survived and recovered, our lives were changed. While we used to stress about so many different things, nothing matters now like the welfare of our children. We cherish every little thing they do. I could have lost my family.

I had a very caring employer who understood when I needed to be home with the children for two weeks. I would have never been able to get through such a trying time without the help of friends who took care of so many basic needs. I didn't want to sleep, eat or even leave my children."



Dezverlyn, age 4, in the hospital.

TCRHCC Breaks Ground for New 33,700-Square-Foot Medical Office Building

By Aurelia Yazzie, TCRHCC Community Relations

The groundbreaking ceremony for the Tuba City Regional Health Care Corporation's (TCRHCC) construction of a new modular Medical Office Building was held December 2, 2009. The ceremony marks the beginning of the TCRHCC Clinic expansion project to address the growing and changing health care needs of the community.

TCRHCC board president, Grey Farrell Sr., gave opening remarks followed by a speech given by eight of the board members expressing the hard work and commitment TCRHCC staff has put in for the community.

The 33,700-square-foot, three-story building will be on the TCRHCC campus immediately next to the hospital. The first floor will house an expanded area for the Comprehensive Diabetes Program, Outpatient Pharmacy with a convenient drive-up window, and Patient Registration in the main lobby.

On the second floor, there will be an expanded footage for the current Family Medicine, Internal Medicine, and Walk In Clinics. The Obstetrical and Gynecological Clinic (Women's Clinic) and Pediatric Clinic will be housed on the third floor.

Clinic construction began in December and is expected to be completed by fall of 2010. The expansion will provide improved patient access to health care services.

"This project will address future needs for both clinic and hospital patients, as well as provide a better working environment for our staff," stated Joe Engelken, TCRHCC Chief Executive Officer. "We're committed to keeping the needs of our patients first and providing them with excellent medical care."

"The new expanded services are only one of many improvements that we see in the future that is coming to fruition. Our staff has worked hard as a team to make it to this day, and we are very proud of moving forward in our progress to fulfill our mission to our community," said Lynette Bonar, Chief of Support Services.

"At TCRHCC, we are implementing state-of-the-art project management knowledge, the first of its kind in Self Determination pursuits, to assist in achieving projects success," said Bryan L. Tsosie, TCRHCC Facilities Director. He said, "While adding new facilities to our infrastructure, we foresee beautiful growth while balancing and managing cost, schedule, and scope. This methodology builds collaboration and teamwork."

With the construction starting this month, Tsosie emphasized, "Life safety and safety measures will be a



Left to right: Representative from Eastern Style Builders (ESB); Bryan L. Tsosie, Facilities Director; Bill Draper, Johnson Smitthipong & Rosamond (JSR) Architects; Grey Farrell, Sr., TCRHCC Board President; Representative from Johnson Smitthipong & Rosamond (JSR) Architects; Joe Engelken, TCRHCC CEO; Lynette Bonar, TCRHCC Chief of Support Services; Representative from Eastern Style Builders (ESB).

priority and established to accommodate patients and for the construction site."

Patient Parking and Drop-Off south of the medical center is closed. The purpose of the full closure is to provide public safety during the construction. The parking lot closure will accommodate construction activity that requires the full use of the area in the parking lot.

To accommodate the closure, Parking Lot 11, previously designated for patient use, will be converted to a staff/patient parking lot. The parking area is located on the east side of campus at the Refill Pharmacy trailer. Night staff are encouraged to use Lots 9 and 10 as construction begins. The parking area is located on the north and east side of campus, near Adult ICU and Pediatric ICU.

Patient and visitor parking will be available in Lots 2 and 3, near the loop roadway, east of the Tuba City Wellness Center. To ensure safety and public access, there will be a walkway created from Lot 2 to the south entrance of the medical center.

Due to upcoming construction project, no parking or drop-off is permitted along the south side of the medical center building. All temporary parking and drop off will be closed as a result of the construction site. A new parking lot is under construction located south of the construction site on South Pine Street. This lot should be open soon. Signs will designate patient and staff parking.



HEALTH PROMOTION/DISEASE PREVENTION



Keep On Moving It

On October 29, 2009, 22 people participated in the 2-hour fitness challenge at the Tuba City Boarding School. This event was part of the 2009 "Keep on Moving It" series. Fitness activities were lead by instructors from the Hopi Wellness Center. Events sponsored by the Tuba City Health Promotion Program.



As part of the Keep on Moving It Series, 36 community members (adults and children) attended the 2009 Hane' Cafe and enjoyed a reading by Mr. Bahe Whitethorne, Navajo Artist. Mr. Whitethorne read the Navajo version of Little Black, A Pony, and shared with community members the significance of Navajo oral traditions and family.



Registration Begins January 2010

From February to April 2010, the Tuba City Health Promotion Program will be hosting the 2010 Biggest Loser Community Challenge to encourage healthy eating and lifestyle to Tuba City and the surrounding communities. Like the popular television show "The Biggest Loser," the object of this program is to lose the greatest percentage of body weight through healthy weight loss, proper nutrition, being physically active and the approval of a medical doctor.

Participants in the Biggest Loser Community Challenge can compete as an individual or as a member of a team. Participants are encouraged to take part in the educational sessions, confidential weigh-ins, and physical activity programs offered by the Tuba City Health Promotion Program.

The Biggest Loser Community Challenge was offered last year and this is a program that involves families, co-workers, schools, organizations, and anyone interested in maintaining a healthy lifestyle. Come and be a part of a motivating program that involves the whole family and community. For more information stop by the Health Promotion Program Office or call (928) 283-1425/2404.

New TCRHCC Board Member Sworn In, November 13, 2009

A new TCRHCC board member from the Hopi Reservation was sworn in on November 13, 2009 – Alan Numkena. Pictured left to right: Tuba City judge, Geraldine Goldtooth, Grey Farrell, Sr., Alan Numkena, Kee Goldtooth, and CEO Joe Engelken. Not pictured: Regina Allison, Esther Tsinigine, Delsine Nez, Shanna Yazzie.



TCRHCC Flagstaff Clinic Opening in 2010

Watch for Grand Opening Details. The new Sacred Peaks Health Center is part of the Tuba City Regional Health Care Corporation's (TCRHCC) commitment to provide more community-based primary health care to Native American beneficiaries in Flagstaff and our primary service area.

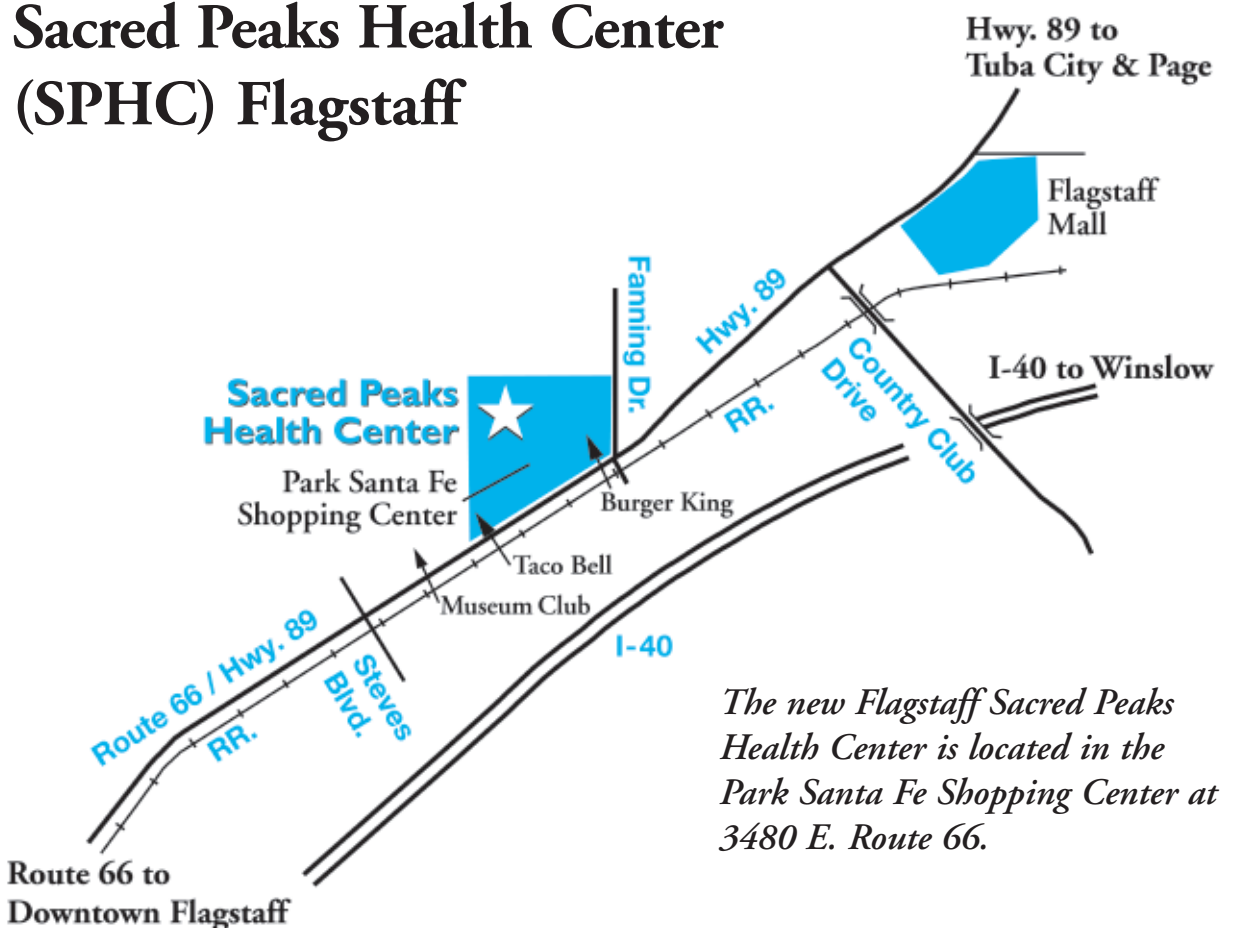
TCRHCC treats residents across the Western Navajo Nation and adjacent communities including Navajo, Hopi and San Juan Southern Paiute beneficiaries. Because patient visits are growing at approximately 10% per year, it makes sense to provide a community clinic for Native Americans in Flagstaff.

Sacred Peaks Health Center will be able to serve more than 4,000 TCRHCC beneficiaries who live in the Flagstaff community and whose care is the direct responsibility of TCRHCC. Each year, the TCRHCC Board and Indian Health Service (IHS) meet to address annual funding needs for TCRHCC's 30,000 beneficiaries, including the 4,000 of the 9,000 Native residents in Flagstaff.

TCRHCC is dedicated to providing local health care in Flagstaff to all Native American tribes, and working with NACA and other Native providers in Flagstaff, to Native Americans as beneficiary patients.

Services: Sacred Peaks Health Center is a non-urgent primary health care center. In addition to routine and non-urgent primary care, the facility will also provide services in pharmacy, physical therapy, and radiology. These services are provided by quality primary care medical doctors and support staff.

Sacred Peaks Health Center (SPHC) Flagstaff



The new Flagstaff Sacred Peaks Health Center is located in the Park Santa Fe Shopping Center at 3480 E. Route 66.

Coming Soon...

2010 Youth

FUTSAL League (Indoor Soccer)

League begins Wednesday, January 19th

Registration Fee: \$10.00 per child
For Children: 4-10 years old
Location: TCJHS Gym
Time: TBA

For More Information, contact the Tuba City Health Promotion Program



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
 • Sign In: Monday - Friday: 7:00 a.m. - 4:00 p.m.
 (After hours go to Emergency Room)

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.

Outpatient Pharmacy 283-2754
 • Monday - Thursday: 8:00 a.m. - 9:00 p.m.
 Friday: 8:00 a.m. - 7:00 p.m.
 • **24-Hour Pharmacy refill line: 1-866-976-5941**
Refill Pharmacy is open seven days a week from
8:00 a.m. to 7:00 p.m.
 Prescriptions ready for pick-up with no waiting
 time for customers who call in 24 hours in advance.

Dental Clinic Tuba City: 283-2672
Cameron: 213-8161
 • **Tuba City**
 Monday - Friday: 7:00 a.m. - 5:00 p.m.
 (Thursday afternoons - urgent care only)
 • **Cameron**
 Tuesday, Wednesday & Thursday:
 7:30 a.m. - 5:30 p.m.

Diabetes/Internal Medicine 283-2689
 • Monday - Friday: 8:00 a.m. - 5:00 p.m.
 (Some evening hours available by appointment only.)

Diabetes Education Program 283-2895
 • **Appointments and walk-ins**
 Monday - Friday: 8:00 a.m. - 5:00 p.m.
 - Abdul Baco: 283-2895 - Ruby Whitethorne: 283-2963
 - Health Technicians: 283-2693

Ear/Nose Throat (ENT) Clinic 283-2974
 • Monday - Wednesdays: 8:30 a.m. - 5:00 p.m.
 (By referral only)

Environmental Health 283-2844
 • **Car Seat Day**
 Every Thursday: 10:00 a.m. - 3:00 p.m.

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

HP/DP
 • Health Promotion Program 283-1429/1420
 • Diabetes Prevention Program 283-1429/1420
 (Located on the east side of TCRHCC)

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

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

Occupational Therapy/ Speech Therapy 283-2593/2594
 • Monday - Friday: 8:00 a.m. - 5:00 p.m.

Orthopedic Clinic/Surgical 283-2660
Orthopedic Clinic
 • Tuesday: 8:00 a.m. - 5:00 p.m.,
 Thursday: 8:00 a.m. - 12:00 noon
Urology, Podiatry & Surgery
 • Monday - Friday: 8:00 a.m. - 5:00 p.m.
 (Call for specific clinic times)

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


Respiratory Therapy 283-2596/2572
 • Everyday 24 hours a day

Extended Hours (Evening Clinics)
 Selected nights, Monday - Thursday
 • Diabetes Prevention: 283-2689
 • Diabetes/Internal Medicine: 283-2689

Urgent Care Clinic
 • Monday - Friday: 4:00 p.m. - 12:00 midnight
 • For patients in need of medical care after normal,
 daily Walk-in hours.
 • Go to the Emergency Department to be screened
 and registered - shorter waiting times for less
 severe, non-life threatening medical needs.
 • All ages. No appointment necessary.

Family Wellness Center
 Monday - Friday: 6:00 a.m. - 9:00 p.m.
 Saturday: 7:00 a.m. - 3:00 p.m. Sunday: Closed
 283-3058 Closed national and tribal holidays.

Flu Update



According to the Coconino County Health Department, the number of cases of the H1N1 flu have diminished a great deal. However, seasonal flu is likely to increase. The season often continues through May. There are still things you can do to stay healthy:

Get vaccinated. Vaccination is the best protection we have against flu. Seasonal flu vaccine is available now and initial doses of 2009 H1N1 flu vaccine also are available, with additional doses available later this year.

Influenza spreads mainly person-to-person through coughing or sneezing of infected people.

Follow public health advice regarding school closures, avoiding crowds and other social distancing measures.

Take everyday actions to stay healthy:

- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub.
- Avoid touching your eyes, nose and mouth. Germs spread that way.
- Stay home if you get sick. CDC recommends that you stay home from work or school and limit contact with others to keep from infecting them.

Child Restraints, Continued from page 1.

Children Are Precious Passengers (CAPP) Program Overview

The Arizona Governor's Office of Highway Safety (GOHS) CAPP Program was developed for the purpose of improving the child seat usage rate in Arizona by the following methods:

- Increasing enforcement of child restraint laws by law enforcement agencies.
- Increasing education of drivers about the importance of child safety seats.
- Raising public awareness about the effectiveness of child safety seats.

The CAPP Program was modeled from an existing program initiated in Tempe in 1994 which partners law enforcement agencies, hospitals, and municipal/justice courts. The program provides child safety classes given by nationally certified technicians. Program information will be provided by law enforcement agencies to drivers when issued a citation for breaking child restraint laws.

The two-hour class covers the proper installation of the child safety seats and concludes with the students installing their child safety seats into their vehicles, which are then checked by the technicians. Safety seats are checked for recall information and inspected by the technician.

Along with TCRHCC, the Coconino County Health Department in Flagstaff and Page, and the police departments in Williams and Show Low are sites for the CAPP Program in Northern Arizona.



CONTRACT HEALTH SERVICES (CHS)
Toll-Free Telephone: 1-866-944-7601

Call the TCRHCC Contract Health Office before you seek non-emergency services or appointments at any medical facility or with any medical provider other than TCRHCC. You are not automatically covered for payment with Contract Health Funds!

In the event of emergency medical care (severe or life-threatening) away from TCRHCC or any other IHS/638 facility you have 72 hours to call and notify Contract Health to begin the process to qualify for payment.

Failure to follow CHS procedures may mean you are fully responsible for all charges.

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.

Tuba City Regional Health Care Corporation
Healthy Directions

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