

# 2019

## ANNUAL REPORT



**Tuba City**  
Regional Health  
Care Corporation



# Annual Report 2019



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Tuba City Regional Health Care Corporation

# TCRHCC CEO MESSAGE

## Successful Transitions & Partnerships in Tribal Self Determination in Healthcare

Our organization, through the past fiscal year, has endured many changes. Our staff is to be commended for the completed projects, on-going transitions and their remarkable resilience. We received the Title V Reauthorization from our tribal oversight, the Navajo Nation Council, for 15 years, renewed our funding



agreement compact for five years with Indian Health Services, and received all full accreditation through the Joint Commission for three years, and was successful with Health Resources Service Administration (HRSA) for our Mobile Van Program for three years. This past fiscal year (FY) has been a year of affirmation and validation of the enormous responsibility Tuba City Regional Health Care Corporation (TCRHCC) is accountable for in our community.

TCRHCC must continuously adapt to trends and threats to the sustainability of healthcare delivery. New endeavors, leader transitions and emerging technologies have been implemented

and established throughout this past year. TCRHCC has been tested and surveyed to assure we are meeting professional accreditation standards while working through internal outcomes as a result of delivery model change and prioritizing safety for our patients. In the end our staff remains resilient to upholding our mission and vision for our community and the health of future generations to come.

### Safety (Safe)

TCRHCC continues to improve the efficiencies of our Electronic Health Record (EHR). Our Information Technology Governance structure has become more formalized to assure safe oversight of our EHR system. Staff has improved their use of the EHR and has made many successful adaptations to the use of our electronic documentation. Downtime procedures have improved, as well as the assurance that workflows are assessed when EHR usage and documentation must occur. One of our last hurdles is that we continue to prioritize data aggregation and analytics. This will be placed as a high priority for FY20.

### Access to Care

Challenges continue for the grand scheme of health care with continued shortages in healthcare professionals at all levels. While we worry about day to day operations we must also strategically plan for the future, with succession plans and educating future



# TCRHCC CEO MESSAGE

generations. Our northern service area: LeChee, Bodaway/Gap, Coppermine and Kaibeto struggle with access to primary care. The recruitment of providers has been difficult but ongoing. The grand opening of our Sacred Peaks Health Clinic will help centralize our operations in Flagstaff and for this community.



TCRHCC assesses the needs of our communities and this past FY we have been able to offer Hematology/Oncology services to our local community. This has been a huge endeavor! The teamwork of our staff was able to make this happen. The intensity and urgency of care needed for cancer has long been unaddressed. This service may bring hope for survival

and a chance for cure; the majority of other Americans in the United States have access to this.

## Quality

Our ambulatory outpatient care team has worked diligently to improve patient care through the implementation of the Patient Centered Medical Home (PCMH). Components of the PCMH have spurred us to develop the Call Center. This will improve access to services to guarantee information is provided in a timely manner and calls are addressed expediently. The completion of integrating the Arizona Health Information Exchange (HIE) is underway, this component also meets the criteria for PCMH. As I type, we are training staff to assist our physicians and mid-level providers to deliver more informed care within our system via access to the HIE.

Our Customer Service program addresses issues with our own staff resources and is engaged in improving care to our community, as seen from the eyes of the front-line staff. The PEERS Awards are an excellent way for fellow staff to show their appreciation and recognition for one another for the excellent care and work that is done daily. Another idea from this program was the creation of the Squash Blossom Award. We now have four types of peer recognition awards that recognize outstanding employee performance: PEERS, Daisy Award, Squash Blossom, and Tom Drouhard Award.

# TCRHCC CEO MESSAGE

The Journey to Excellence Customer Service Program is lead by the following teams:

- Champions for Change
- Leadership Academy
- Dream Team
- Team Xtreme
- Retention Rangers
- Steering Committee

reimbursement, data analytics, improvement, efficiency and governance. TCRHCC is in constant transformation and transition; such as in, technology: electronic documentation and billing which requires on-going staff training and education. So much of what we do requires communication, problem solving and critical thinking skills.



## Culturally Sensitive

This past year our Office of Cultural and Language Preservation program moved into full operation. The focus is to assure that Navajo Medical Interpreters are available to healthcare personnel in our healthcare service areas.

## Transition and Partnerships

Healthcare delivery is in continuous transformation in delivery,

### Office of Culture and Language Resources

Enhancing Health Education through Language and Culture Sensitivity

Promoting awareness through community involvement

While encouraging to increase numbers in Native speakers among our new generations.

Improve communication between health care providers and Navajo patients with limited English proficiency.

Address the provisions of health care interpretation services during the patient-provider interaction.

Increase the number of staff who are proficient in the Navajo and/or Hopi languages.

TCRHCC has 60+ Navajo Health Care Interpreter Liaisons throughout the hospital. They are ready to assist with our Non-English-speaking patients.

Serving the local Tribes:

- Navajo
- Hopi
- San Juan Southern Paiute

**Contact**

Lolita Whitesinger Cultural and Language Resources Manager Mexican Clan born for Traveling House (928) 283-2501 ex. 43018	Pearlena Nanonka Navajo Health Care Interpreter Redhouse Manyoos born for Red Strick People (928) 283-2501 ex. 43017	Elouise Nichee Navajo Health Care Interpreter Coyote Pass born for Chidishua Apache (928) 283-2400 ex. 43030
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TCRHCC is an Equal Opportunity Employer. All employees are required to maintain a valid driver's license. The Office of Culture and Language Resources Department and its staff do not necessarily represent the official views of TCRHCC.

We work with other PL 93-638 Healthcare Organizations, Association of Indians for Self Determination in Health (638 Association), to share best practices and knowledge to improve how we deliver care culturally and respectfully, while adapting to an ever changing national and tribal health care delivery system.

# TCRHCC CEO MESSAGE

Our Navajo Nation tribal oversight committee, Health Education Human Services Committee (HEHSC) and Navajo Nation Department of Health Executive Director have transitioned this past year with new committee members and director. We share with them our concerns and educate on the complexity of our systems at many levels. HEHSC has a great responsibility in that they must consider the Social Determinants of Health challenges that our communities encounter at all levels.

TCRHCC partners with many advocacy organizations. We have established the Navajo Hopi Health Foundation, within our own system, to address and assure sustainability through philanthropic avenues.



Our partnership with others such as Greyhills Academy High School, University of Arizona, Navajo Housing Authority, USDA, Veterans Administration, Northern Arizona Healthcare, Dine College, all local school systems and numerous other organizations help build upon TCRHCC's mission and vision in improving the quality of life for all our communities.

## **FY2019-21 System Priorities**

Our health system's FY2019-21 organizational priorities cover many strategic areas. To remain a sustainable healthcare delivery system, we address: Financial, Quality, Information Technology, and Service initiatives on a yearly and five-year projection of need. The four pillars addressed in our Strategic Plan establish a foundation for our staff to assess and implement goals to carry out our Mission and Vision.

## **In Conclusion:**

Our strongest attribute at our organization is our human capital, at 1,044 staff strong, that possess a strong commitment to the communities we serve to assure we are providing the high quality and culturally sensitive services. Our position as a healthcare delivery entity is to successfully meet the healthcare and wellness needs of those we serve and to address health disparities and educate to uphold our Vision to respect, heal and console.

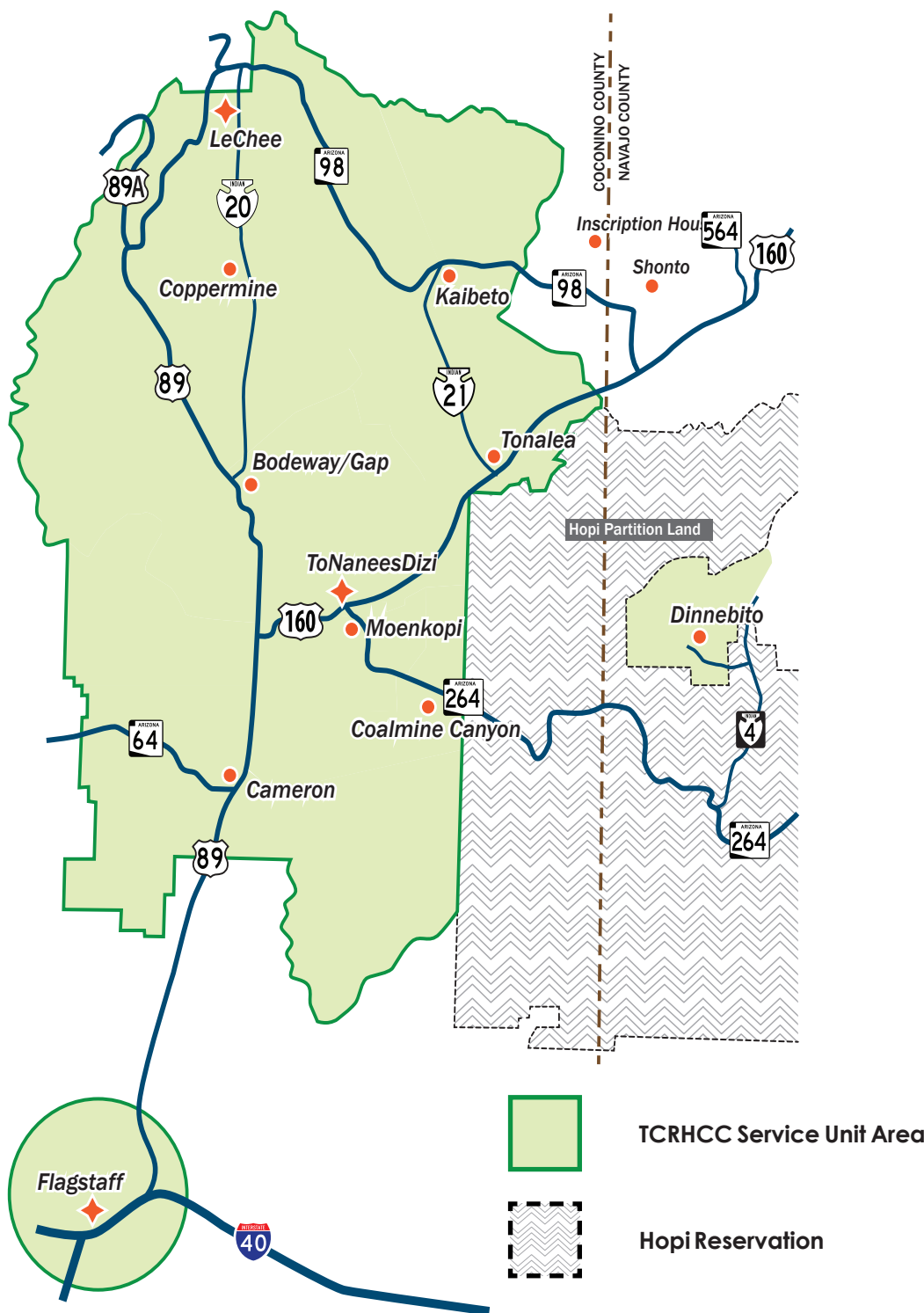
The FY2020 budget and strategy is a work in progress, and our challenge is to continue to transform our healthcare delivery system to improve health for all patients who seek services within our system without the compassion and dedication of all staff, this would be an insurmountable task.

Ahe'hee'

*Lynette Bonar, CEO*

# SERVICE AREA MAP

TCRHCC Service Unit Area Map





# TCRHCC CAMPUSES

## **Tuba City Regional Health Care Corporation**

167 N Main Street

P.O. Box 600

Tuba City, AZ 86045

Call Center: 1-866-976-5941

## **Sacred Peaks Health Center**

6300 N Highway 89

Flagstaff, AZ 86004

Call Center: 1-866-976-5941

## **LeChee Health Center**

3 Miles South Coppermine Road

(Located North of the LeChee Chapter House)

LeChee, Arizona

Call Center: 1-866-976-5941

## **Cameron Dental**

466 US-89

(Located North of the Cameron Senior Center)

Cameron, AZ 86020

Phone Line: (928) 213-8161

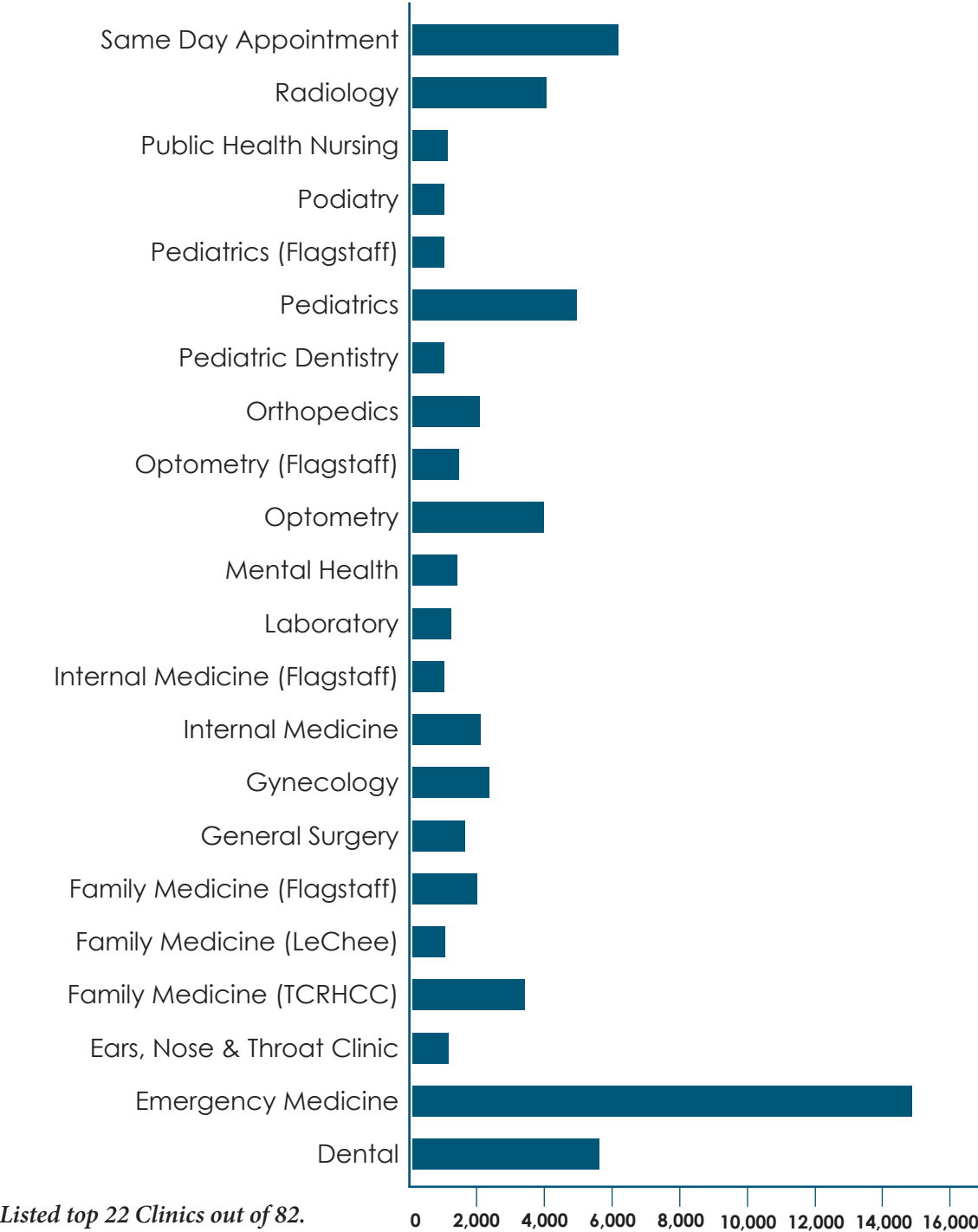
## **Kaibeto Creek Independent Living Center**

Kaibeto, AZ 86053

Call Center: 1-866-976-5941

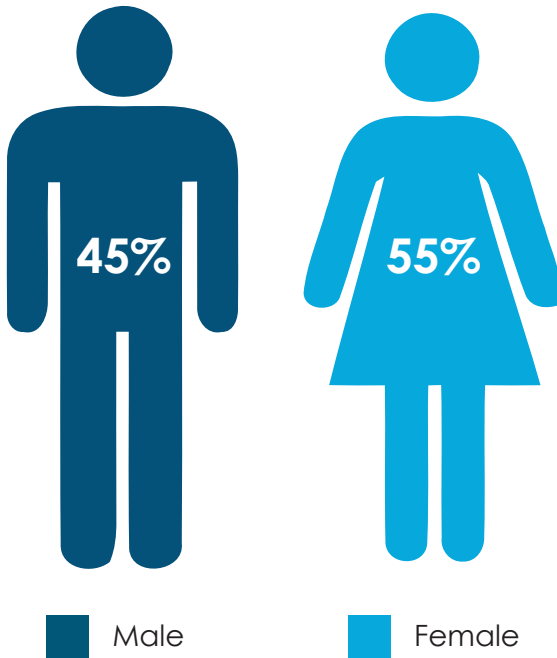
# USER POPULATION ANALYSIS

## Patient Visits For Services

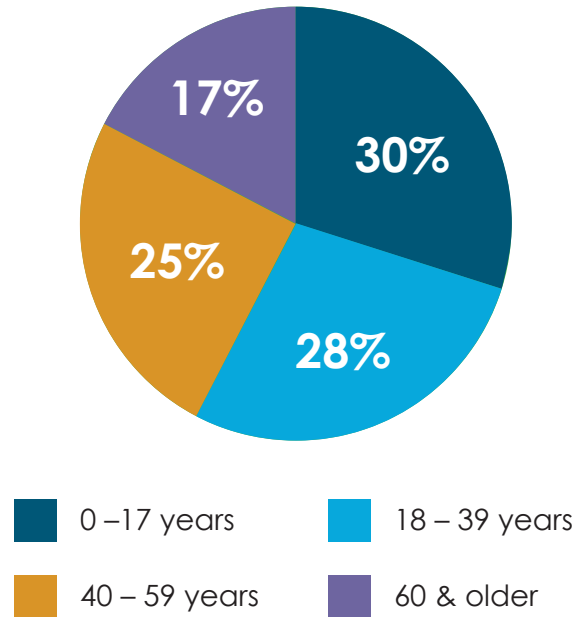


# WHO WE SERVE

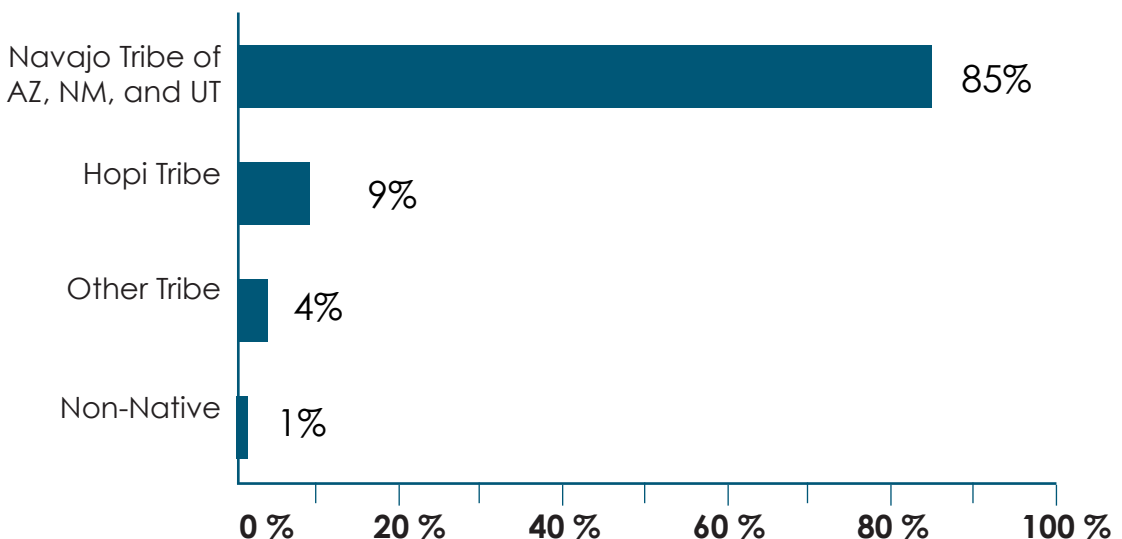
## Patient Gender



## Active Patient Age Distribution



## Active Patients (By Tribe)



# ACTIVE PATIENTS BY TRIBE

- ABSENTEE SHAWNEE TRIBE OF OKLAHOMA
- ACOMA PUEBLO
- AK-CHIN INDIAN COMMUNITY
- ALASKAN NATIVES
- APACHE
- APACHE TRIBE OF OKLAHOMA
- APACHE, MESCALERO TRIBE, NM
- ARAPAHO TRIBE, WIND RIVER RES. W
- ARIKARA-3 AFF TRB FT BERTHOLD RE
- ASSINBOINE & SIOUX TRIBE, FT PEC
- ASSINIBOINE
- BLACKFEET TRIBE RESERVATION, MT
- CADDO TRIBE INDIAN OF OK
- CAHUILLA
- CATAWBA TRIBE OF SOUTH CAROLINA
- CHEMEHUEVI TRIBE RES., CA
- CHEROKEE INDIANS, EASTERN BAND
- CHEROKEE NATION OF OKLAHOMA
- CHEROKEE-SHAWNEE DUAL ENROLLMENT
- CHEYENE-ARAPAHO TRIBES OF OKLAHOMA
- CHICKASAW NATION OF OKLAHOMA
- CHIPPEWA (OBJIBWAY)
- CHIPPEWA TRIBE OF MN, FOND DU LA
- CHIPPEWA TRIBE OF MN, LEECH LAKE
- CHIPPEWA, LAKE SUPERIOR, BAD RVR
- CHIPPEWA-CREE IND. ROCK BOY RES.
- CHOCTAW NATION OF OKLAHOMA
- CO RIVER IND. TRIBES RES., AZ AN
- COCHITI PUEBLO, NM
- COCOPAH TRIBE OF ARIZONA
- COMANCHE INDIAN TRIBE OF OKLAHOM
- CONF TRIBE OF CHEHALIS RES., WA
- CONF. TRIBE OF GOSHUTE RES., NV
- CONF. TRIBE OF GRAND RONDE COMM.
- CONF. TRIBE OF WARM SPRINGS, RES
- COUSHATTA TRIBE OF LOUISIANA
- CREEK NATION OF OKLAHOMA
- CROW TRIBE OF MONTANA
- DELAWARE TRIBE OF WESTERN OKLAHOMA
- DIEGUENO MIS IND, CAPITAN GRANDE
- FT INDEPENDENCE IND COM PAIUTE I
- FT MCDOWELL MOHAVE-APACHE IND CO
- FT MOJAVE INDIAN TRIBE, AZ
- GILA RIVER PIMA MARICOPA IND COM
- GRAND TRAVERSE BAND OTTAWA & CHI
- GROS VENTRE (HIDATSA, MINITARI)
- GROS VENTRE, FT BELKNAP IND RES,
- GROS VENTRE-3 AFF TRB FT BERTHOL
- HANNAVILLE IND COM WI POTAWATOMI
- HAVASUPAI TRIBE RES., AZ
- HO-CHUNK NATION
- HOPI TRIBE OF ARIZONA
- HOPLAND BAND POMO INDIAND, CA
- HUALAPI TRIBE RESERVATION, AZ
- INAJA BAND OF COSMIT MISS IND, R
- INDIAN NON-TRIBAL MEMBER
- IOWA TRIBE OF KANSAS AND NEBRASK
- IOWA TRIBE OF OKLAHOMA
- ISLETA PUEBLO, NM
- JEMEZ PUEBLO, NM
- KAIBAB BAND OF PAIUTE INDIANS, R
- KICKAPOO TRIBE OF IND., RES., KS
- KIOWA INDIAN TRIBE OF OKLAHOMA
- KLAMATH INDIAN TRIBE OF OREGON
- LAC COURTE OREILLES BAND RES., W
- LAGUNA PUEBLO, NM
- LOWER ELWHA TRIBAL COMM, RES., W
- LUMMI TRIBE RESERVATION, WA
- MANCHESTER BAND OF POMO IND., CA
- MIAMI TRIBE OF OKLAHOMA
- MISS. BAND OF CHOCTAW IND., MS
- NAMBE PUEBLO, NM
- NARRAGANSETT INDIAN TRIBE, RHODE
- NATIVE VILLAGE OF UNGA
- NAVAJO TRIBE OF AZ, NM AND UT
- NEZ PERCE TRIBE OF IDAHO, RESERV

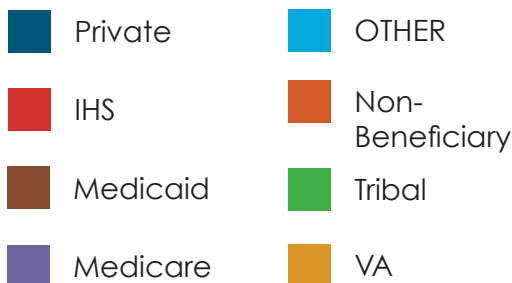
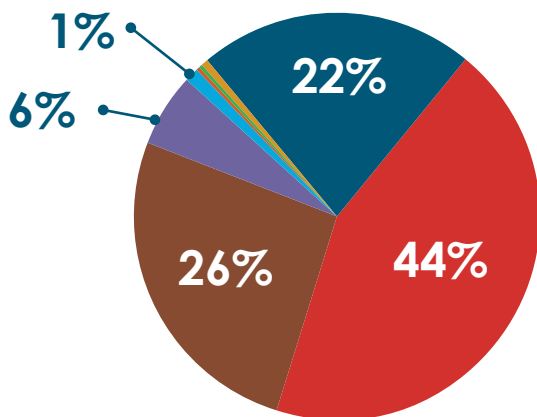


# ACTIVE PATIENTS BY TRIBE

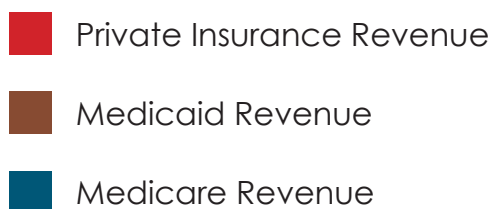
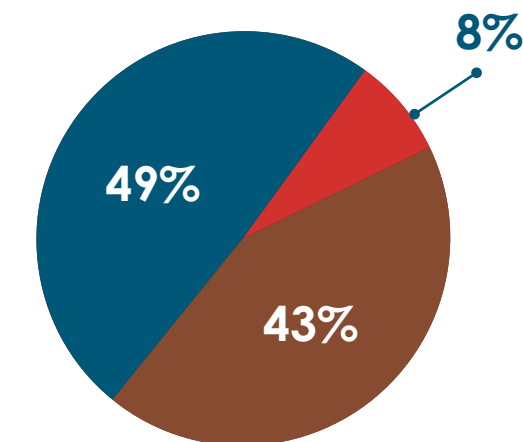
- NOMELACKI
- NORTHERN CHEYENNE TRIBE, RES., M
- OGLALA SIOUX TRIBE, PINE RIDGE R
- OMAHA TRIBE OF NEBRASKA
- ONEIDA NATION OF NEW YORK
- ONONDAGA NATION OF NEW YORK
- OSAGE TRIBE OF OKLAHOMA
- OTOE-MISSOURIA TRIBE OF OKLAHOMA
- PAIUTE
- PAIUTE INDIAN COLONY, BURNS, OR
- PAIUTE INDIAN TRIBE OF UTAH
- PAIUTE SHOSHONE BG PINE BAND OWE
- PASCUA YAQUI (UNENROLLED)
- PASCUA YAQUI TRIBE OF ARIZONA
- PAWNEE INDIAN TRIBE OF OKLAHOMA
- PEORIA TRIBE OF OKLAHOMA
- PICURIS PUEBLO, NM
- PIMA
- POMO & PIT RVR IND, BG VAL RANCH
- PONCA TRIBE OF INDIANS OKLAHOMA
- POTAWATOMI IND TRIBE, CITIZEN BA
- POTAWATOMIE
- PUYALLUP TRIBE RES. WA
- QAWALANGIN TRIBE OF UNALASKA
- QUECHAN TRIBE OF FORT YUMA IND,
- RED CLIFF BAND OF LAKE SUPERIOR,
- ROSEBUD SIOUX TRIBE RES., SD
- SAC AND FOX TRIBE OF INDIANS OF
- SALISH & KOOTENAI, CONF. OF MT
- SALT RIVER PIMA-MARICOPA IND COM
- SAN CARLOS APACHE TRIBE RESERVAT
- SAN FELIPE PUEBLO, NM
- SAN JUAN OF WASHINGTON
- SAN JUAN PUEBLO, NM
- SANTA ANA PUEBLO, NM
- SANTA YNEZ BAND CHUMASH MIS IND,
- SANTEE SIOUX NATION, NE
- SANTO DOMINGO PUEBLO, NM
- SAULT STE MARIE CHIPPEWA, MI
- SEMINOLE TRIBE OF FL, DANIA, RES
- SENECA NATION OF NEW YORK
- SHAWNEE TRIBE, OK
- SHOSHONE
- SHOSHONE DUCKWATER TRIBE, NV
- SHOSHONE TRIBE WIND RIVER RES.,
- SHOSHONE-BANNOCK TRIBE RES., ID
- SHOSHONE-PAIUTE TRIBE DUCK VALLE
- SIOUX, CHEYENNE RIVER TRIBE
- SIOUX, CROW CREEK TRIBE, SD
- SISSETON WAHPETON OYATE, SD
- SKULL VALLEY BAND OF GOSHUTE IND
- SOUTHERN UTE TRIBE RESERVATION,
- SPIRIT LAKE SIOUX TRIBE, ND
- ST. REGIS BAND MOHAWK INDIANS OF
- STANDING ROCK SIOUX TRIBE RES ND
- TAOS PUEBLO, NM
- TE-MOAK BANDS WESTERN SHOSHONE I
- THREE AFFILIATED TRIBES OF FT BE
- TLINGIT
- TOHONO O ODHAM NATION OF ARIZONA
- TURTLE MTN. BAND CHIPPEWA IND RE
- TUSCARORA NATION OF NEW YORK
- UNITED KEETOOWAH BAND CHEROKEE I
- UTE INDIAN TRIBE, UINTAH, OURAY
- UTE MOUNTAIN TRIBE, RES., CO, NM
- WAILAKI
- WHITE MOUNTAIN APACHE TRIBE RES.
- WICHITA INDIAN TRIBE OF OKLAHOMA
- YAKAMA IND, CONF TRIBE & BAND, W
- YANKTON SIOUX TRIBE OF SOUTH DAK
- YAVAPAI-APACHE IND COM CAMP VERD
- YAVAPAI-PRESCOTT TRIBE RESERVATION
- YUROC TRIBE HOOPA VALLEY RES., C
- ZIA PUEBLO, NM
- ZUNI TRIBE RESERVATION, NM

# USER POPULATION ANALYSIS

## Insurance Coverage Distribution

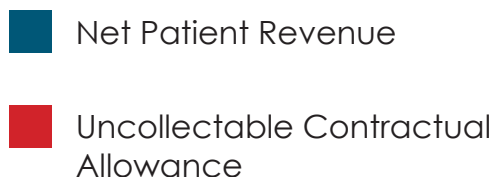
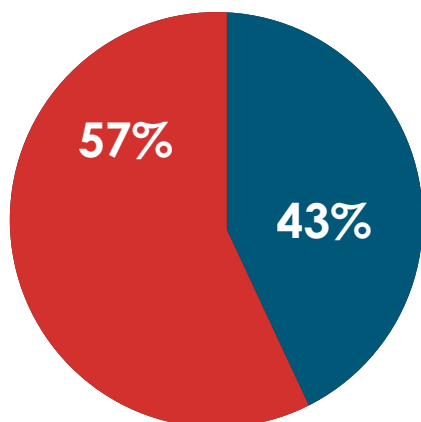


## Medical Billing Revenue



## Uncollectable Contractual Allowance

(EXCLUDING PHARMACY)



# BILLABLE PATIENT VISITS

## Inpatient and Outpatient Workload

INPATIENT	FY 2002	FY 2012	FY 2017	FY 2018
<b>Hospital Discharges</b>	<b>3,458</b>	<b>2,951</b>	<b>2,370</b>	<b>2,370</b>
<i>Swing-Bed</i>	–	95	23	37
<i>ACU/PEDS</i>	–	2,856	2,347	2,269
<b>Inpatient Days</b>	<b>14,153</b>	<b>11,880</b>	<b>10,622</b>	<b>10,913</b>
<b>Average Daily Census</b>	<b>38.0</b>	<b>32.5</b>	<b>31.7</b>	<b>29.9</b>
<b>Newborns</b>	<b>512</b>	<b>454</b>	<b>444</b>	<b>457</b>
<b>Newborn Days</b>	<b>946</b>	<b>870</b>	<b>868</b>	<b>896</b>
<b>Total Inpatient Days</b>	<b>15,099</b>	<b>12,750</b>	<b>11,021</b>	<b>11,184</b>
<b>Discharges</b>	<b>3,970</b>	<b>3,405</b>	<b>2,791</b>	<b>2,791</b>
<b>ALOS</b>	<b>3.8</b>	<b>3.7</b>	<b>4.5</b>	<b>4.5</b>
OUTPATIENT	FY 2002	FY 2012	FY 2017	FY 2018
<b>Total Outpatient Visits</b>	<b>145,035</b>	<b>720,708</b>	<b>664,533</b>	<b>600,115</b>
<i>Tuba City Regional Health</i>	–	–	401,702	336,157
<i>Sacred Peaks Health Center</i>	–	–	98,696	94,838
<i>LeChee Health Facility</i>	–	–	163,387	168,409
<i>Observations</i>	–	519	748	711
GRAND TOTAL UTILIZATION	FY 2002	FY 2012	FY 2017	FY 2018
<b>Inpatient Days &amp; Outpatient Visits</b>	<b>160,134</b>	<b>733,458</b>	<b>667,324</b>	<b>602,906</b>

NOTE: BPV (Billable Patient Visits) = Reimbursable Patient Visits Counted per AHCCCS/OMB

Rev. 10/22/19



# Tuba City

Regional Health Care Corporation



TCHEALTH.ORG

Entered into a Tribal Self-Governance Health Care System in 2002

**1037**

Employees



**60+**

Specialty  
Clinics



**73**

Beds



**3**

Satellite Clinics

**600,115**

Outpatient Visits

Across All Settings in 2018



Cameron Dental

LeChee Health Facility

Sacred Peaks Health Center

**4,381**

Surgeries

Performed in 2018



**3,482**

Total Mobile  
Health Visits

Mobile Medical & Dental Unit



**47,573**

Emergency

visits in 2018 to our

Level III Trauma Center



**16,073**

Dental Patient Visit



**10,913**

Inpatient days  
in 2018



**45,706**

Radiology

Patient Visit in 2018



Providing Health Care Services to Meet the Demand  
of an Ever Growing Native American Population



# UNWAIVERING COMMITMENT

Over the past few years, Tuba City Regional Health Care Corporation has received recognitions that support our unwavering commitment to being the best community healthcare system on the Navajo Nation. Below is a list of some of the recognitions that help us measure the quality of care we provide our patients every day.



AMERICAN COLLEGE OF SURGEONS  
**Verified Trauma Center**

## Designated as a Level III Trauma Center by the American College of Surgeons

Tuba City Regional Health Care is the first and only hospital on the Navajo Nation – and one of just eight total organizations – in Arizona designated as a Level III Trauma Centers.



TCRHCC is a  
**Smoke-Free Facility**  
*Tobacco products at TCRHCC is prohibited.*

## Health Leadership Award for Tobacco-Free Campus Policy

Tuba City Regional Health Care is a smoke-free environment, both indoors and outdoors. It is an important step toward patients, visitors, and staff to ensure a safe and healthy environment.



## The Arizona Perinatal Trust Accreditations

Tuba City Regional Health Care Obstetrics Unit and Nursery is one of 41 Perinatal Care Centers in Arizona, and the only Level II Perinatal Care north of Flagstaff and on the Navajo Nation.



## Baby Friendly Hospital Certified

Tuba City is one of five designated facilities in the State of Arizona.

# TCRHCC MISSION & VISION

## Mission

Our Mission is to provide safe, accessible, quality and culturally sensitive healthcare.

## Vision

Our Vision is embracing healthy living to heal, to respect, to console.

## Values

We take pride, and honor the dignity in all individuals. We promise to uphold a safe environment dedicated to quality and a vision of excellence for today and tomorrow.

## 2019-2020

### Organizational Advocacy

- CMS/AHCCCS Tribal Consultation
- Tribal Health Partnerships
- Broadband
- Public Safety
- Correctional Health
- Elder Care
- PL 93-638 Self Determination
- Affordable Housing & Social Determinants of Health
- Behavioral/Substance Abuse Inpatient Rehabilitation Center

# GOLD SEAL OF APPROVAL



## Gold Standard in Health Care

Tuba City Regional Health Care Corporation is a Joint Commission-accredited hospital recognized for continually assessing and improving key areas of safety in patient care. The accreditation is considered the gold standard in health care. The Joint Commission Gold Seal of Approval™ is an internationally recognized symbol of quality.

Tuba City Regional Health Care Corporation has earned The Joint Commission's Gold of Seal of Approval for:

- Hospital Accreditation
- Laboratory
- Home Care

# TCRHCC Organizational Priorities

## FY 2020-22 Capital Priorities

1. Health Access Expansion Projects
  - a. Le Chee Rehabilitative/Health Promotion
  - b. Bodaway/Gap Health Clinic
  - c. Joint Venture I.H.S.
2. Long Term Care Construction Funding
3. TCRHCC Facilities Laundry
4. Planning Main Hospital Renovations
5. Storage Center
6. Behavioral Health Services
7. Mental Health expansion
8. Enhance Population Health Infrastructure
  - a. Patient Centered Medical Home
9. Partnerships:
  - a. Association Indians for Self Determination in Healthcare
  - b. Specialty and Tertiary Providers
  - c. Tribal Public Health Programs



# TCRHCC Organizational Priorities

**FY 2020-22**

## **Operational New & Ongoing Priorities**

1. Throughput Priorities- Pre-Op Clinic, Discharge Lounge, and Step Down Telemetry Unit
2. Customer Service Program Initiatives
3. Leadership Academy Training
4. Succession Planning- Healthcare Leadership Development
5. Employee Engagement
6. Reinforcing a Culture of Safety Initiative
7. Enhance Information Services (Patient Portal & Data Analytics)
8. Patient Centered Medical Home Accreditation
9. Advocate with Educational Institutions for Staff
  - a. Health Science Programs
  - b. Staff development, i.e., Certified Medical Assistants, Pharmacy Technicians, Coders
10. Establish Productivity Standards in all Service Lines
11. Geriatric Service

# SENIOR LEADERSHIP COMMITTEE



- Lynette Bonar, Chief Executive Officer
- Julius Young II, Chief Support Services Officer
- Mildred Garcia, Chief Ancillary Officer
- William Dey, Chief Quality Officer
- Judy Lunbery, Chief Nursing Officer
- Sharr Yazzie, Director of Human Resource
- Christine Keyonnie, Chief Financial Officer
- Dollie Smallcanyon, Chief Community Health Services Officer
- Joette Walters, Chief Operating Officer
- Shawn Davis, Chief Information Officer
- Dr. Robert Sorrentino, Chief Medical Officer
- Vanessa Lee, Executive Assistant
- Dr. Katherine Glaser, Chief of Staff
- Dr. Kathryn Magee, Chief of Family Medicine

# BOARD OF DIRECTORS



- Christopher Curley, President, Tonalea Chapter
- Tincer Nez, Sr., Vice President, Coalmine Canyon Chapter
- Kimberlee Williams, Member, Kaibeto Chapter
- Dolly Lane, Member, Bodaway/Gap Chapter
- Thomas McCabe, Member, Cameron Chapter
- Justice M. Beard, Member, Tuba City Chapter
- Leila McCabe, Member, Coppermine Chapter
- Carmelita Homer, Member, San Juan Southern Paiute

# Tuba City Regional Health Care Meth & Suicide Prevention Initiative (MSPI)

## #BeThe1To...

### Warning Signs of Suicide

Most people exhibit one or more warning signs either through what they say or what they do.

### Mood Change:

- Depression
- Anxiety
- Loss of Interest
- Humiliation/Shame

### Behavior Change:

- Withdrawing from family & friends
- Increased use of alcohol and/or drugs
- Giving away prized possessions
- Isolation

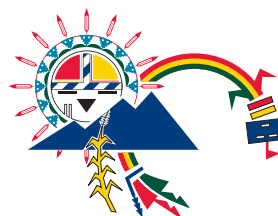
### Talk Change:

- Have no reason to live
- Being a burden to others
- Unbearable pain
- Feeling hopeless

### #BeThe1To...

- *ASK*
- *KEEP THEM SAFE*
- *BE THERE*
- *HELP THEM CONNECT*
- *FOLLOW UP*

If your struggling, call  
1-800-273-TALK (8255)



1-866-976-5941 • [tchealth.org](http://tchealth.org)





# Patient Call Center

## Patient Call Center

We are pleased to announce the upcoming opening of our Patient Call Center! Our skilled Call Center Representatives will be happy to serve you in an efficient, friendly, and timely manner.

Along with making it easier to contact our offices, this new system will provide you the following benefits:

- > Dedicated quality assurance staff
- > Expedited response and reduced time on the phone
- > Phone lines are open for extended hours
- > Reaching across departments with a single contact
- > Improved patient experience

To better serve you, the call center will handle the following requests for you:

- ✓ **Appointments**
- ✓ **Scheduling**
- ✓ **Cancellation**
- ✓ **Rescheduling**
- ✓ **Pre-visit Registration**
- ✓ **Efficient Call Transfers**
- ✓ **And So Much More!**



To speak to a Call Center Representative  
call 1-866-976-5941



# Kaibeto Creek Independent Living Center providing safe, secure home to many seniors

**TUBA CITY, Ariz.** — It's been nearly four years since the Kaibeto Creek Independent Living Center opened and it is certainly living up to its expectations of providing seniors a place to live longer, healthier and happier lives through housing that accommodates their lifestyles.

The living center was made possible through a partnership between Tuba City Regional Health Care Corp., Navajo Housing Authority and the Foundation for Senior Living.

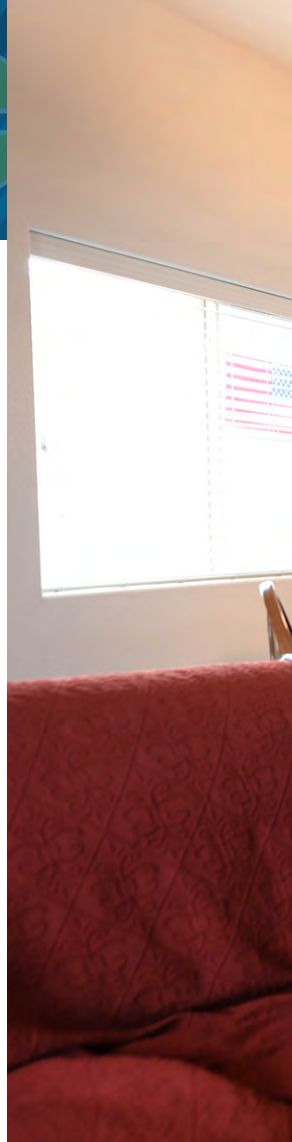
The 7-acre campus, which is located in Kaibeto, Arizona, offers apartment-type homes with one and two bedroom floor plans, fully-equipped kitchens, quality wood cabinetry and flooring, large closets, individually-controlled thermostats, washer and dryer hookups, walkout patios and suite-style bedrooms to accommodate guests at a safe and secure location.

Tenants and their families are enjoying the property.

One tenant, Polly Fowler, 87, has been living at the center for several months now and she said she likes living there because it is local for her.

Fowler said she is originally from Kaibeto and she raised her family there. Her clans are Tl'izilani (Many Goats Clan), born for Kinyaa'aanii (Towering House People), her paternal grandfather's clan is Tódích'íi'nii (Bitter Water Clan) and she does not remember her paternal grandfather's clan.

She remembers Kaibeto as a simple community and recalls the time when only a few homesteads scattered the red landscape. She said she herded sheep throughout the area as a child






and watered them in the nearby creek. Her family raised cattle and other livestock as well and they roamed the area where the current independent living center is located.

She spends most of her days at home and takes it easy, often going outside to enjoy the outdoors. When she is not enjoying her view of the mesas and landscape, she is watching old western movies on DVDs that she has collected over the years or DVDs her family brings her when they come to visit her.

She said many of her children and grandchildren work and so they visit her when they can. Her children take turns watching her at the center because they either need to return to work or need to take a break.

Polly moved into the center about two months ago. Before that, she lived in her home that had running water and electricity, but her daughter Gwen Fowler, who was visiting from Virginia, said she could no longer care for herself and





so they decided to move her to the center after her dementia caused her to wonder off from home.

“From that point, the family decided to put her into [this] facility that is safer and enclosed, and someone had to stay with her 24 hours,” said Gwen. “She got hurt another time and fell, and got a fracture a couple of years ago. It was [then] recommended that she go to a nursing home or a care facility.”

Gwen said the facility in Kaibeto is very convenient because her mother enjoys visits from her family opposed to having her mother live in a facility far from home and away from her family.

“It is very helpful to have such a facility in Kaibeto, it saves a lot of heartache for the elderlies,” she said.


Gwen likes the accommodations of the apartments and the open floor plan, especially the large kitchen where they cook her mother’s meals.

“This is a really safe place for her now,” she said. “It’s wide and roomy. In the other house, her bedroom was so small, her shower was also small and it was not the size of the bathroom here at this facility. The handicap shower is a big benefit here, as well as the wide door ways.”

Gwen recommended an extra pull up support rail in the bathroom to help when getting off the toilet. She also suggested a screen door installation for the front door so that they could open it during the day to allow fresh air flow.

“It’s really pretty in the early mornings and evenings here and a screen door would be perfect,” she said.





Gwen also said that her mom likes to plant and so she also recommended an area for planting.

“She likes to garden. It’s toward the end of the season, so the only thing you can really plant now is probably pumpkins,” she said. “And maybe add some trees in the middle area of the complex where they can garden and sit outside.”

“She’s doing good here,” said Gwen as she pointed out several pictures on the wall of when her mom was younger. “I know she’s happy to be here—it’s safe for her.”

Just a few doors down in the next building is Steven Kerley, a 68-year-old Army veteran from Gray Mountain, just south of Cameron, Arizona. Kerley’s clan is Naakaii Dine’é (Mexican Clan), born for the Tsi’naajinii (Black-Streaked-Wood People).

Kerley also likes the center but said he is often lonely because he is far from home and his people. His relatives do not visit as often as he would like them to but he occasionally makes a trip back to Gray Mountain thanks to transportation provided by Assist To Independence in Tuba City.

He said he came to the center because his home was deemed unsafe and he did not have the infrastructure needed to sustain him.

“This facility is a lot better than where I was living,” he said “Where I lived, it did not have running water or electricity, or even inside commodes or stuff like that. I had to use an outhouse.”

Kerley explained that he now has access to running water, electricity and all the modern amenities, and he also has enough room for his wheelchair.







Kerley has been at the center since May 2019. A caretaker often visits him during the day to help him with cooking, cleaning and whatever else he may need help with.

Although he likes the center, he plans to return back to his home after it is repaired and renovated. He said a recent storm and tornado caused damage to his home and ripped part of his roof off.

"I miss my family and I know they miss me too," he said. "They've been calling me asking when I'm going to come back. I just tell them, whenever I get a ride—I'm sort of homesick."

As a distraction from homesickness, he occupies his time by watching his

old western movies on DVDs but he wishes that he had cable or satellite T.V. He recently visited his brother who sent him home with a bunch of western movies that he was excited about. He also loves to read books, mainly western books by Louis L 'Amour and Tony Hillerman.

For now, Kerley and the many residents call Kaibeto Creek Independent Living Center "home" because it provides them a safe and secure place to live and enjoy their time.



**Tuba City**  
Regional Health Care Corporation

# Office of Culture and Language Resources

*Enhancing Health Education through Language and Culture Sensitivity*



Promoting awareness through community involvement

While encouraging to increase numbers in Native speakers among our new generations.



Improve communication between health care providers and Navajo patients with limited English proficiency.

Address the provisions of health care interpretation services during the patient-provider interaction.



Increase the number of staff who are proficient in the Navajo and/or Hopi languages.

TCRHCC has 60+ Navajo Health Care Interpreter Liaisons throughout the hospital. They are ready to assist with our Non-English-speaking patients.

Serving the local Tribes:

- Navajo
- Hopi
- San Juan Southern Paiute

## Contact



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The production of this poster was supported by Grant 90N10041 from ACF. Its content is solely the responsibility of the Cultural Language Resource Department and does not necessarily represent the official views of ACF.

**GET SCREENED FOR**

*Breast*  
**CANCER**

**DETECT IT**

**TREAT IT**

**DEFEAT IT**

The first 100 mammography patients who gets their mammogram completed will receive a black laundry bag with our pink logo, a 2020 pocket calendar and pen, remember this is while supplies last.



Mammography Department  
Tuba City Regional Health Care  
tchealth.org • 1-866-976-5941





# Specialty Care Center, Cancer Center running as expected

**TUBA CITY, Ariz.** — The Specialty Care Center at Tuba City Regional Health Care Corporation (TCRHCC) is meeting its expectations by providing cancer patients with the care they need closer to home.

As of August 30, 2019, it's been more than three months since the opening of the first-ever cancer center on an American Indian reservation, which marked a major advancement in cancer care for American Indians living within the service area of TCRHCC.

The culturally-adapted cancer center fills a gap in cancer treatment on the Navajo Nation which previously required patients to travel hundreds of miles off the reservation and spend hundreds of dollars for travel costs to receive treatment. The closest cancer treatment facility is in Flagstaff and in the Phoenix metro-area.

Although the Indian Health Service is responsible for providing health care to federally recognized tribal members, it does not provide

cancer treatment. Cancer has become the leading cause of premature death among American Indians and Alaskan Natives according to the National Center for Health Statistics.

Within our service area, the most prevalent cancers are breast cancer for women and prostate cancer for men, and for both genders it is colon cancer.

Dr. Frank Dalichow, one of two board certified hematologists and medical oncologists, explained that the center is running great.

“At this point, we’re seeing all the patients within the Tuba City service area. So, we’re limiting our numbers to try and get a sense of how many patients are out there and what the need is,” he said. “And once we have been in full operation for several months, we plan to expand our services to include the entire western Navajo Nation, which would include Kayenta, Inscription House and the Winslow service areas.”

He said the center is in full operation and patients can receive all services that they are receiving in other areas like Flagstaff except radiation oncology, which patients still have to travel to Flagstaff for.

Dr. Johanna DiMento, the other hematologist and medical oncologist, said the number of patient referrals is increasing quickly by the day since they saw their first patient May 14.

"It's like an exponential increase, meaning one day, [we] may have one referral, the next day two, the next day three," she said.

She said the word is getting out there that a cancer center exists now in Tuba City. Some people are now calling to inquire about the services and asking if they can have their care here instead of traveling off-reservation.

She explained the types of people who are really benefiting are the ones that just walk into the clinic out of curiosity and ask if it is a cancer center. Many patients explain that they were told they had to drive all the way to Flagstaff to get chemotherapy and ask if they can get chemotherapy in Tuba City instead.

"In fact, one of those gentlemen was just about ready to start chemotherapy for colon cancer. He walked in about three weeks ago and saw Frank [Dalichow] and [he]



said yes, you can get your chemo here," she said. "And he just started his chemo yesterday."

She said one of the biggest benefits of working in Tuba City is being able to communicate with a patient's primary care doctor and with their surgeon face-to-face.

"When they [primary care doctors] see someone who was diagnosed with cancer and is still driving to Flagstaff for follow-up care, they send them to us," she said. "We can do all that right here. I'm just





very, very excited that we are able to give people care who live right here in town.”

Follow-up to cancer care is vitally important. When patients receive chemotherapy in the last year or five years ago, the cancer care should not stop when chemotherapy stops.

“They still need follow-up care for survivorship issues,” said Dr. DiMento. “We have to watch them very carefully because they had cancer and because they had chemo or they had radiation. So we know what things could happen down the road—so we have to watch out for them.”

Dr. Dalichow said they are here to help people.

“We’re part of the community here and we live here, we work here and we take care of the patients

who live and work and pray here,” he said. “And we provide local hematology and oncology care so that patients don’t have to travel long distances off the reservation to get that care. We’re open and we’re here to help as much as we can with everybody.”

The center also provides assistance to coordinate care when patients have no choice but to seek care off the reservation by establishing direct communication with the off-reservation doctors and facilities.

“Even though our patients may not physically be here, we are continuing to follow them very closely through their treatments,” he said. “[We] are ready and able to assume their care once they’re finished with their treatment.”



# Sacred Peaks Health Center celebrates grand opening of new location in Flagstaff

**FLAGSTAFF, Ariz.** — Tuba City Regional Health Care Corp. celebrated the grand opening of the brand-new 24,000-square-foot Sacred Peaks Health Center Sept. 6 at its new location at 6300 N. Highway 89 in Flagstaff.

Lynette Bonar, chief executive officer of the Tuba City Regional Health Care Corp. (TCRHCC), said she was very happy and has been looking forward to this great opportunity to finally open the new state-of-the-art facility.

“Our vision started on this clinic in 2009 and 2010,” she said. “We are happy about what we have done. Sustainability is our issue and that is what we want to do—to keep improving health care for our communities.”

Bonar said the event marks an important milestone and partnership with the City of Flagstaff.

“We appreciate their partnership and we hope this establishes many things for the community because we have a large Native American community here and we definitely want to keep solidifying that as we go forward,” she said to Flagstaff City Council members Regina Salas, Charlie Odegaard and Jamie Whelan who were in attendance. “We have a lot to offer to make our communities better.”

Justice M. Beard, chair of the Navajo Hopi Health Foundation and member of the board of directors of TCRHCC, also expressed his gratitude and excitement for the opening of the new facility.



“I really like the building!” he said. “A lot of work went behind this [project] and a lot of planning. I really appreciate all the efforts [and] the support we got from the community.”

He explained they identified a gap between patients seeing their primary care physicians and a dire need for medical services and treatment in the Flagstaff area for Native Americans. Because of this, they opened Sacred Peaks Health Care Center several years ago to meet the need. The demand was overwhelming which prompted the need for a new location to centralize services.

He said the new facility will serve as a catalyst for extending medical services and to the growth of the communities they represent.

The growth of services could not have occurred without the help of people like Barbara Peters, the former executive director of the Navajo Hopi Health Foundation. She was instrumental in the creation of Sacred Peaks Health Care Center and of others programs within the corporation.

“This is a dream come true,” she said. “Everyone worked so hard tirelessly, trying to make this happen and they made it happen. This ground here,



it is sacred ground. We prayed over this ground. I knew this would be a beautiful center. Great things will happen here. Congratulations to everyone here that worked so hard.”

One hard worker that literally worked night and day to get the center open was Julius Young II, the chief support services officer at TCRHCC, who served as the project manager.

“As the project manager, it was my job to do two things, stay within budget and stay on schedule—we accomplished both,” he explained. “That was a big milestone. We completed the building in one year.”



Young said he enjoyed being part of the project and he thanked many people and organizations for making the facility a reality. He also explained Flagstaff-based Loven Contracting served as the general contractors that constructed the building and Dekker/Perich/Sabatini of Phoenix were the architects that designed the facility.

The new location consolidates two previous separate locations of the Sacred Peaks Health Center, one location was on Route 66 and the other on the far west side of Flagstaff. Patients and staff had to travel between both locations frequently and this new facility now centralizes all services under one roof.



“We made history and we continue to move forward as trailblazers in Tuba City,” he added.

Bonar said there are so many people to thank for their help on behalf of TCRHCC. She thanked the board of directors of the Navajo Hopi Health Foundation for their partnership; the board of directors for TCRHCC; Lena Fowler, Coconino County Supervisor; the City of Flagstaff; and the current and past leaders of the Navajo Nation and council for supporting self-determination of health care. She also thanked her hardworking staff.

Sacred Peaks Health Center is a non-emergency primary health care center with services provided by board-certified and culturally-competent physicians and support staff. Services include: primary care; family and internal medicine; pediatric care; diabetes and nutritional services; eye care services; laboratory; obstetrics/gynecology; mental health services; pharmacy services; physical and occupational therapy; radiology and specialty services.



ARE YOU BEING  
CONTROLLED BY VIOLENCE,  
THREATS OR LIES?

ARE YOU EARNING  
MONEY THAT YOU  
CAN'T KEEP?

ARE YOU BEING KEPT  
FROM YOUR FRIENDS  
AND FAMILY?

ARE YOU BEING  
HELD AGAINST  
YOUR WILL?



# HUMAN TRAFFICKING IS NOT TRADITIONAL

IF YOU OR SOMEONE YOU KNOW ANSWERS YES, CALL THE POLICE OR CALL:



**NATIONAL HUMAN TRAFFICKING HOTLINE**

1-888-373-7888

TEXT HELP OR INFO TO 233-733



## TCRHCC EVENTS



**Mr. Jonathan Nez**  
Navajo Nation President  
TCRHCC Specialty Care Center &  
HPDP/Community Counseling Center  
Grand Opening • January 11, 2019



**Dr. Jager presenting to  
TCRHCC Marine JROTC  
December 2018**



**TCRHCC Specialty Care Center,  
Health Promotion & Diabetes Prevention,  
and Community Counseling Center  
Ribbon Cutting Ceremony  
Grand Opening • January 11, 2019**



**Nurses Week  
May 2019**





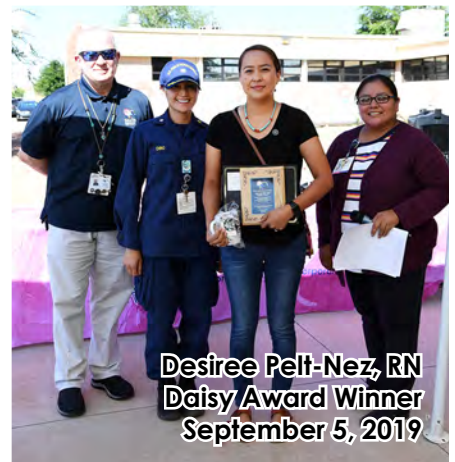
Jill Biden Helps Launch  
TCRHCC Specialty Care Center  
Tuba City, AZ  
May 22, 2019



Community Health Improvement Program (CHIP)  
Cameron Trail Ribbon Cutting  
Cameron, AZ  
February 26, 2019



PENN Medicine Site Visit  
January 29, 2019



Desiree Pelt-Nez, RN  
Daisy Award Winner  
September 5, 2019



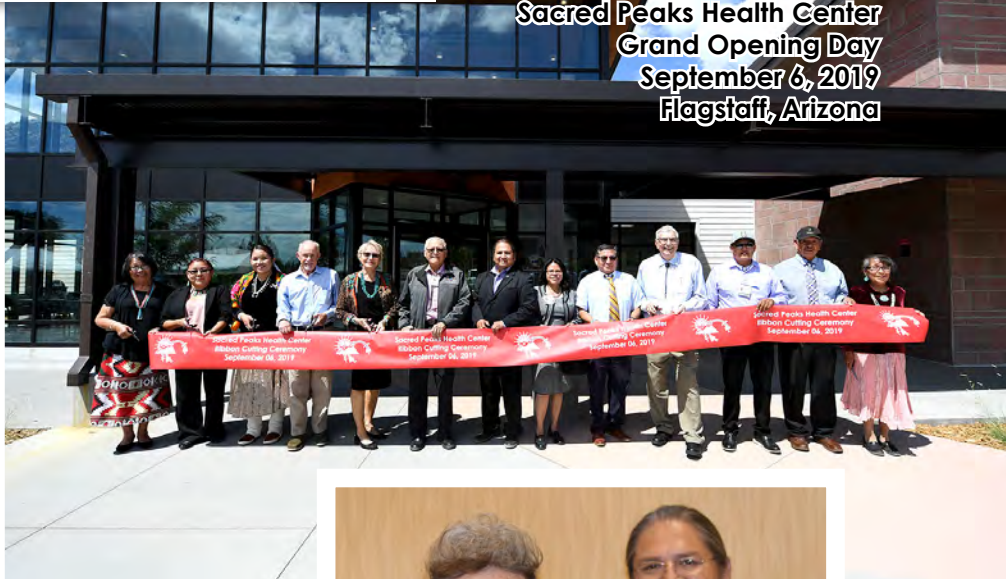
Kaibeto Creek Independent  
Living Center (KCILC)  
Tenant Move-In Day  
February 26, 2019





**Tuba City**  
Regional Health Care Corporation

## TCRHCC EVENTS



**Sacred Peaks Health Center  
Grand Opening Day  
September 6, 2019  
Flagstaff, Arizona**



**TCRHCC PEERS  
Award Winner  
June 10, 2019  
Flagstaff, AZ**



**Lynette Bonar, CEO  
SPHC Grand Opening Day  
Flagstaff, Arizona**



**TCRHCC Office of Culture &  
Language Resources**





**TCRHCC General Surgeons**



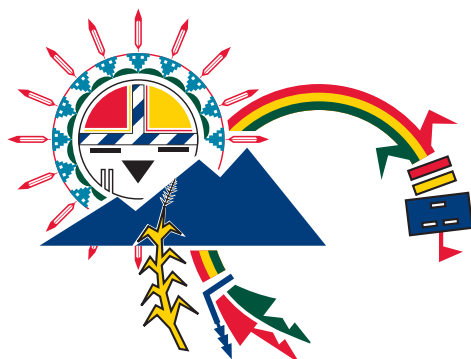
**TCRHCC Diabetes Treatment & Prevention Services Department**



**TCRHCC Bio-Medical Department  
Featured in TechNation Magazine  
Tuba City, AZ • June 3, 2019**



**TCRHCC Squash Blossom Awardees  
October 8, 2019  
Tuba City, AZ**



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