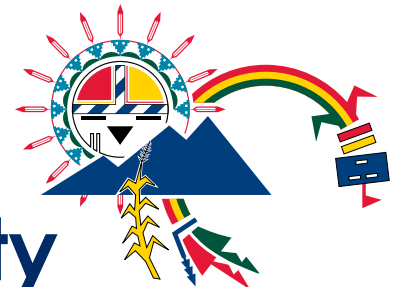
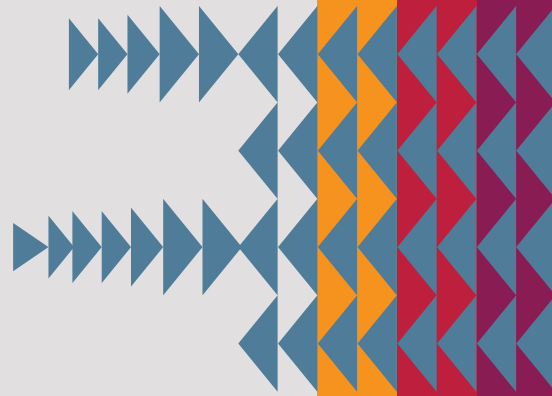
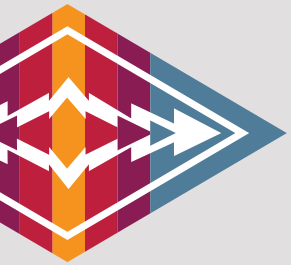
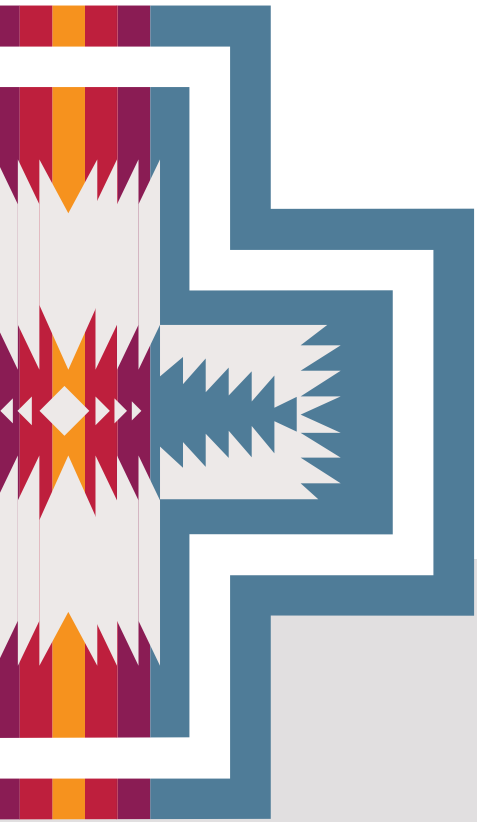


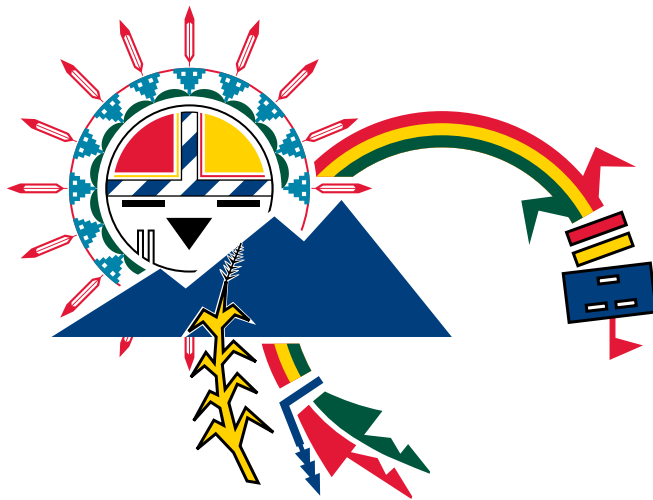
2021

Annual Report



Tuba City
Regional Health Care Corporation

Annual Report 2021



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www.tchealth.org



Tuba City Regional Health Care Corporation



@TCRHCC



@TubaCityHealth



@tcrhcc

Adapting and Communicating Public Health

For Tuba City Regional Health Care Corporation (TCRHCC) FY21 has been a year of recovery, response and adapting to a post pandemic environment through the importance of public health.

Our staff have gone through an unforgettable era, that continues to evolve into a state of heightened awareness on all fronts as well as outside the boundaries of the Navajo, Hopi, and San Juan Southern Paiute Nation boundaries.

Our Annual Report focuses on how we responded and transformed in delivering outcomes and services throughout the past year. Today I feel comfortable, for this moment, that we have the healthcare professionals to provide quality and expert care for our communities. The implementation of our Public Health team and policy and procedures have addressed this pandemic environment with the care of the community at the forefront of our decisions.

SAFETY (SAFE)

This Pandemic era has brought safety into focus for our patients and staff. Our Health Care Board of Directors are involved with decisions to assure we make purchases and provide care with safety at the highest priority.



We have hardwired our processes to access care with our healthcare providers. TCRHCC values the safety of our staff and our patients with safe access established on entry to our facilities, testing procedures and the promotion of a mandatory vaccination policy for our staff. Vaccinations are important in assuring we can treat patients by not being overrun with COVID patients and running out of inpatient beds and access to our emergency services.

Today, we are fortunate to experience a low positivity rate in cases locally and have sufficient supplies of PPE. Staff are continually educated on the use of “donning” (putting on) and “doffing” (taking off) PPE.



ACCESS TO CARE

In FY20 many health care services were not accessible to the community due to the COVID Virus. This year we were able to open our services safely with new processes in place for accessing care at all sites: the main campus, LeChee Clinic, Sacred Peaks Health Clinic and Bodaway Gap Health Clinic.

TCRHCC received funds for our COVID response which allowed us to renovate the Emergency Room, Sacred Peaks Health Clinic, Same Day Clinic, and Intensive Care Units. The importance of isolating our COVID patients is of high priority and at the center of many renovations within our facilities.

QUALITY

Many of our quality measures are now extrapolated from the Electronic Health Record. TCRHCC is making the transition to electronic reporting on an ongoing basis. The Federal government mandates these requirements for healthcare organizations.

Our outpatient ambulatory care team has been working to empanel our patients to the American Indian Medical Home. Other mandates are ensuring patients have access to their health data. We have implemented a Patient Portal and are using a Health Information Exchange that will help to improve care for providing information to the patient and information for better care coordination with external healthcare organizations.

We have had turnover within our Quality team, but we continue to keep our customer service focused programs functioning via the Journey to Excellence initiatives. We hold a high priority of recognizing our employees through the Employee to Employee Recognition Program (PEERS), the Daisy Award (for Nurses – Jason Cottrell), the Squash Blossom Award (for Certified Nurse Aides – Myra Nez), and the Tom Drouhard Award (for Physicians - Dr. Sara Jager) awarded quarterly and annually.

Employee to Employee Recognition Program (PEERS)



SQUASH BLOSSOM AWARD
Myra Nez



DAISY AWARD
Jason Cottrell



TOM DROUHARD AWARD
Dr. Sara Jager

CULTURALLY SENSITIVE

Cultural sensitivity is a natural part of our Mission. Culture sensitivity focuses on having our patients in a place where they feel welcome and comfortable. They see and are treated by staff that are from their own community and speak their native language. We are also thankful we have staff from all over the US to professionally care for our patients.

The Office of Native and Spiritual Medicine has held culturally appropriate sessions for our staff that continue their Traditional practices. They have also sponsored sessions with local Faith groups as we have a very diverse staff that seek solitude and prayer in these times of uncertainty.

TRANSITION AND PARTNERSHIPS

TCRHCC has continued to partner with all organizations that promote care coordination, that are like-minded with our mission and can further assist educating and developing our workforce. On a day to day basis we have strong ties with our emergency transport companies, Flagstaff Medical Center and our referring partners such as Hopi Health and Kayenta Health Center.

Throughout the pandemic we had many partners in our response. We recognized our staff and our partners with COVID Warrior Certificates, plaques, and tokens of awards.

Communication is key to all that has been occurring with Public Health. Our strong communication with the Tuba City Chapter and Navajo Nation Health Command has been crucial in getting the word out regarding Public Health messaging.



The pandemic brought about changes locally and opportunities with funding, such as the ability to complete the local Broadband fiber connection for TCRHCC and local schools.

Our Governing Board President Christopher Curley has represented the entire PL 93-638 Self Determination Healthcare Organizations within the Navajo Nation Health Command to assure that our self-governing health partners are included in announcements and decisions that may affect how we deliver care and prevention campaigns for our communities.

TCRHCC and the Navajo Hopi Health Foundation (NHHF) continuously address the needs of our organization. We have had some great projects that improve our services. The NHHF has assisted TCRHCC with thousands of dollars toward medical equipment for our patients and access to care resources for our cancer program.



FY2022-25 SYSTEM PRIORITIES

Our health system's FY22-25 organizational priorities cover many strategic areas. Collectively, the priorities encompass changes that help address the pandemic, but also long-term solutions to elder care and the future sustainability of our health care system for generations to come.

Immediate issues of focus in FY22 are monitoring the pandemic, responding through our expanded Public Health Department, and keeping a wary eye on supply issues locally and globally.



IN CONCLUSION

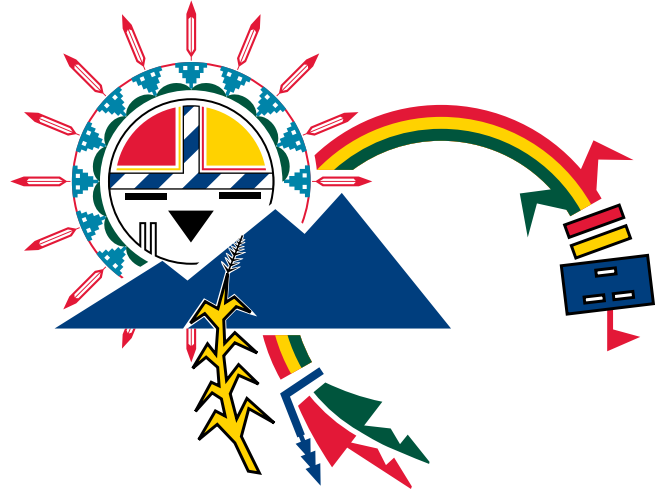
Our organization has successfully provided quality care through three surges of the COVID pandemic, while maintaining ongoing primary and acute care for our community. Our organization and communities have reaped the value from the COVID vaccines that were received in our TCRHCC Pharmacy on December 15, 2020. We put “shots in arms” the very next day, beginning with our frontline staff.

The manufacturing of the vaccines in record time helped TCRHCC catch up in our response to the virus, for now, and is helping us manage the inpatient admissions and emergent response on a day to day basis.

I look forward to another FY22 leading with our Board and our Staff to our journey to excellence in healthcare.

Ahe'hee'
Lynette Bonar,
CEO

Our Purpose Mission & Vision



Our Mission

We provide safe, accessible, quality, and compassionate healthcare and promote healthy lifestyles through:

- Courteous and culturally sensitive service;
- Innovative and responsiveness;
- Respect for community needs and values; and
- Shared responsibility for health

Our Vision

To heal. To respect. To console.

Values Statement

“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.”

Four Strategic Pillars

- Financial
- Information Systems
- Quality
- Services

Certified by the Country's
Most Prestigious
Seal of Approval

The Joint Commission



CERTIFIED SINCE 2002

Patient Safety Is Our Priority, High Quality Is Our Standard

Tuba City Regional Health Care takes pride in earning
The Joint Commission's **Gold Seal of Approval** for

Home Care • Hospital • Laboratory • Patient Centered Medical Home

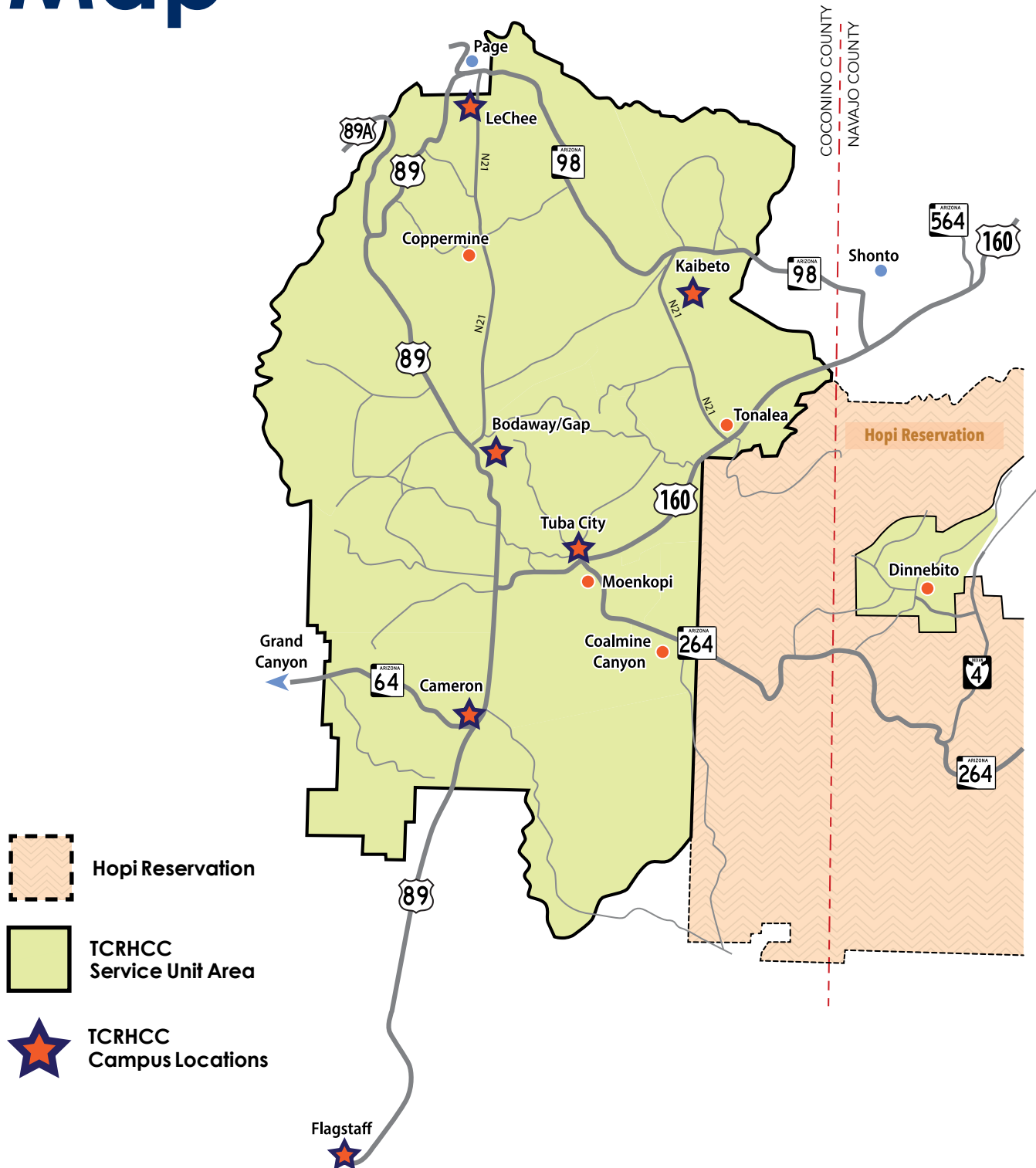
Tuba City Regional Health Care demonstrates compliance with The Joint Commission's national standards for health care quality and safety in disease-specific care.

This accreditation stands testimony to our commitment towards patient safety and continuous quality improvement.



Tuba City
Regional Health Care Corporation

Tuba City Regional Health Care Service Area Map



Tuba City Regional Health Care

Our 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
Phone: (928) 698-4900
Call Center: 1-866-976-5941

Kaibeto Creek Independent Living Center

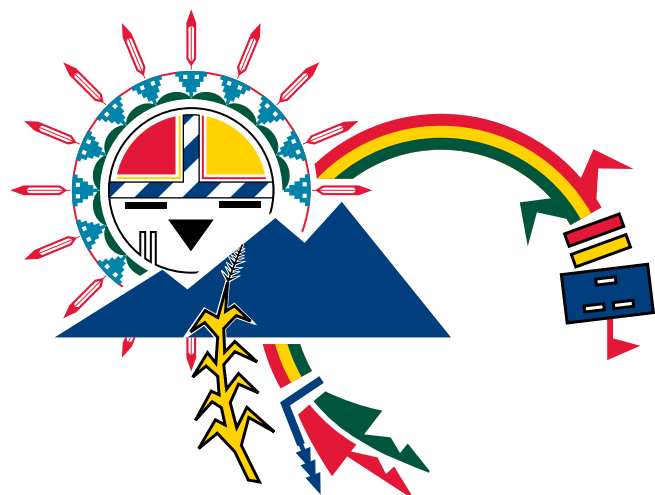
Kaibeto, AZ 86053
Contact: TCRHCC Housing Manager
Call Center: 1-866-976-5941

Bodayway/Gap Clinic

Highway 89 North, Mile Post 498 US
Gap, Arizona 86020
Phone: 928 283-1806
Call Center: 1-866-976-5941

Cameron Clinic

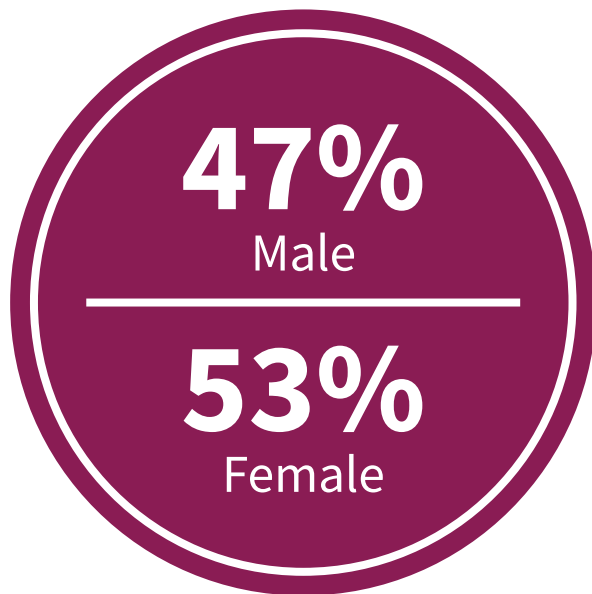
Cameron Health Care & Dental
Highway 89 North, Mile Post 466 US
Cameron, AZ 86020
Call Center: 1-866-976-5941



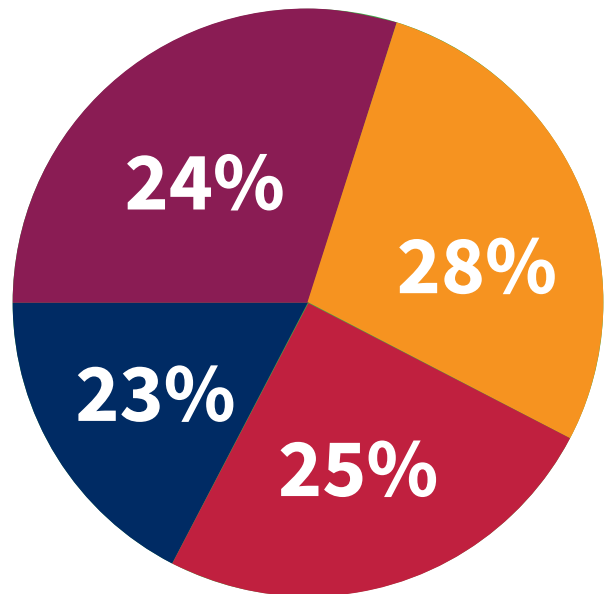
Our Communities

Who We Serve

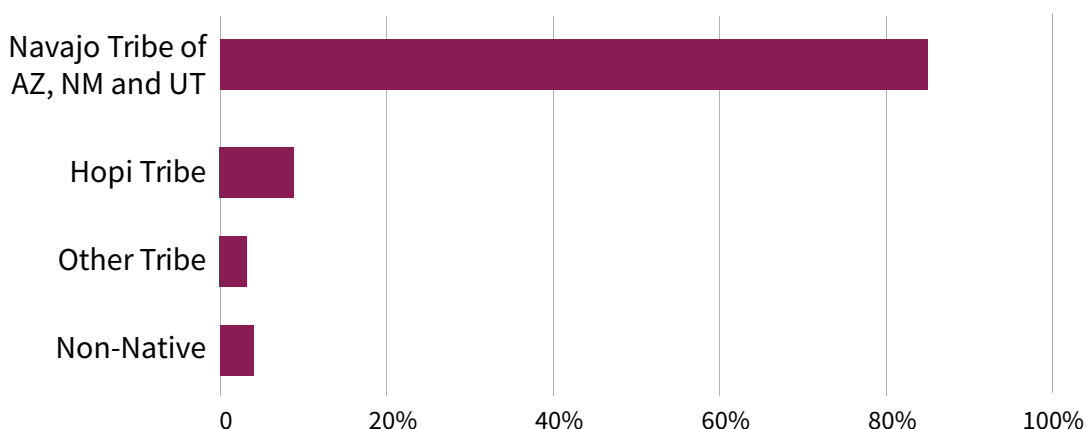
PATIENT GENDER



ACTIVE PATIENT AGE DISTRIBUTION



ACTIVE PATIENTS (BY TRIBE)



Billable Patient Visits

Inpatient and Outpatient Workload

INPATIENT	FY 2002	FY 2018	FY 2019	FY 2020
Hospital Discharges	3,458	2,370	1,649	2,061
<i>Swing-Bed</i>	–	37	10	4
<i>ACU/PEDS/ICU/OB</i>	–	2,269	1,639	2,057
Inpatient Days	14,153	10,288	7,200	10,539
Average Daily Census	38.0	29.9	31.6	28.8
<hr/>				
Newborns	512	457	391	334
Newborn Days	946	896	781	668
Total Inpatient Days	15,099	11,184	7,981	11,369
Discharges	3,970	2,791	2,830	2574
Average Length of Stay	3.8	4.0	2.8	<u>5.1</u>
OUTPATIENT	FY 2002	FY 2018	FY 2019	FY 2020
Total Outpatient Visits	145,035	600,115	490,629	334,497
<i>Tuba City Regional Health</i>	–	336,157	297,170	195,624
<i>Sacred Peaks Health Center</i>	–	94,838	73,075	64,611
<i>LeChee Health Facility</i>	–	168,409	119,630	73,615
<i>Observations</i>	–	711	754	647
GRAND TOTAL UTILIZATION	FY 2002	FY 2018	FY 2019	FY 2020
Inpatient Days & Outpatient Visits	160,134	611,299	498,610	345,866

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

Rev. 08/10/21

By the Numbers 2020



Tuba City
Regional Health Care Corporation

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

970+
Employees



90+
Specialty
Clinics



73
Beds



4 Satellite Clinics



334,497
Outpatient Visits
Across All Settings in 2020



Cameron Clinic
Bodaway/Gap Clinic
LeChee Health Facility
Sacred Peaks Health Center

5,131
Surgeries
Performed in 2020



4,417
Total Mobile
Health Visits
Mobile Medical & Dental Unit



32,690
Emergency
visits in 2020 to our
Level III Trauma Center



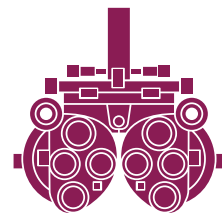
12,595
Dental Patient Visit



10,539
Inpatient days
in 2020



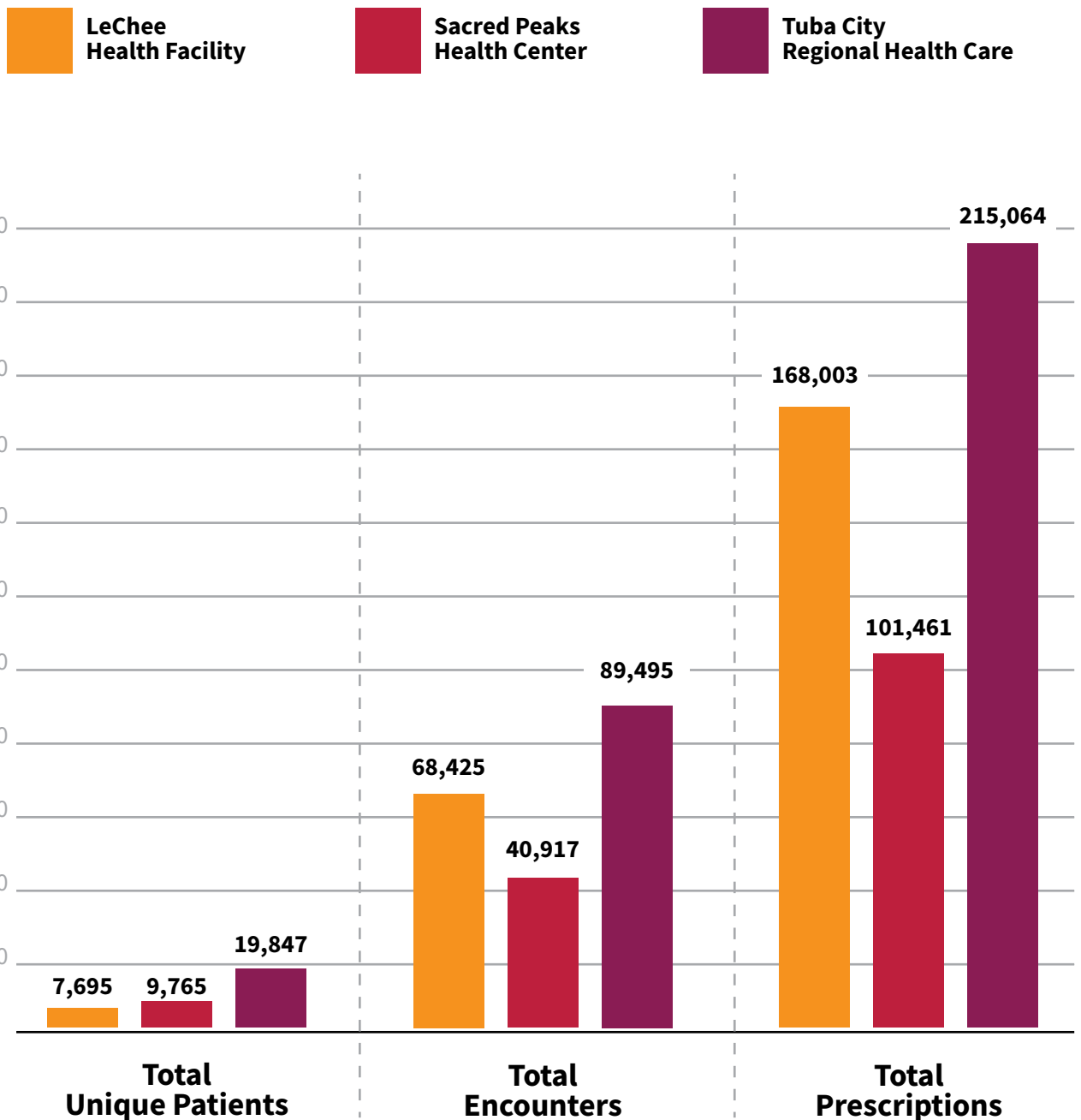
6,731
Eye Clinic
Patient Visit in 2020



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

Pharmacy Services

Unique Patients, Encounters, Prescriptions



Our Communities

Active Patients By Tribe

ABSENTEE-SHAWNEE TRIBE OF OKLAHO
ACOMA PUEBLO, NM
AK CHIN IND COM PAPAGO IND. OF M
ALABAMA AND COUSHATTA TRIBES OF
ALABAMA-QUASSARTE TRIBAL TOWN IN
ALASKAN INDIAN
ALEUT
APACHE
APACHE, JICARILLA TRIBE, NM
APACHE, MESCALERO TRIBE, NM
ASSINIBOINE
ASSINIBOINE, FT BELKNAP IND RES,
ASSINIBOINE & SIOUX TRIBE, FT PEC
ASSINIBOINE & SOUX TRIBE, MT, S
APACHE TRIBE OF OKLAHOMA
ARAPAHO TRIBE, WIND RIVER RES. W
BANNOCK
BAY MILLS IND COMM SAULT STE. MA
BLACKFEET TRIBE RESERVATION, MT
CADDO TRIBE INDIAN OF OK
CAHUILLA
CANADIAN INDIAN
CATAWBA TRIBE OF SOUTH CAROLINA
CHEMEHUEVI TRIBE RES., CA
CHEYENE-ARAPAHO TRIBES OF OKLAHO
CHIPPEWA, LAKE SUPERIOR, BAD RVR
CHIPPEWA TRIBE OF MN, LEECH LAKE
CHEROKEE INDIANS, EASTERN BAND
CHEROKEE NATION OF OKLAHOMA
CHEROKEE-SHAWNEE DUAL ENROLLMENT
CHICKASAW NATION OF OKLAHOMA
CHIPPEWA (OBJIBWAY)
CHIPPEWA-CREE IND. ROCK BOY RES.
CHIPPEWA TRIBE OF MN, FOND DU LA
CHOCTAW NATION OF OKLAHOMA
CO RIVER IND. TRIBES RES., AZ AN
COCHITI PUEBLO, NM
COCOPAH TRIBE OF ARIZONA
COEUR D ALENE TRIBE RES., ID
COMANCHE INDIAN TRIBE OF OKLAHOM
CONF TRIBE OF CHEHALIS RES., WA
CONF. TRIBE OF COLVILLE RES., WA
CONF. TRIBE OF GOSHUTE RES., NV
CONF. TRIBE OF GRAND RONDE COMM.

CONF. TRIBE OF UMATILLA RES., OR
COUSHATTA TRIBE OF LOUISIANA
COWLITZ (LANDLESS)
COWLITZ TRIBE
CREEK NATION OF OKLAHOMA
CROW TRIBE OF MONTANA
DELAWARE TRIBE OF WESTERN OKLAHOMA
ELEM IND. COLONY OF POMO IND, CA
ESKIMO
FLANDREAU SANTEE SIOUX TRIBE
FT MCDERMITT PAIUTE & SHOSHONE
FT MCDOWELL MOHAVE-APACHE IND CO
FT MOJAVE INDIAN TRIBE, AZ
FT SILL APACHE TRIBE OF OKLAHOMA
GILA RIVER PIMA MARICOPA IND COM
GRAND TRAVERSE BAND OTTAWA & CHI
GROS VENTRE-3 AFF TRB FT BERTHOL
GROS VENTRE, FT BELKNAP IND RES
GROS VENTRE (HIDATSA, MINITARI)
HANNAVILLE IND COM WI POTAWATOMI
HAVASUPAI TRIBE RES., AZ
HO-CHUNK NATION
HOOPA VALLEY TRIBE, RESERVATION
HOPI TRIBE OF ARIZONA
HOPLAND BAND POMO INDIAND, CA
HUALAPI TRIBE RESERVATION, AZ
INDIAN NON-TRIBAL MEMBER
INAJA BAND OF COSMIT MISS IND
IOWA TRIBE OF OKLAHOMA
ISLETA PUEBLO, NM
JEMEZ PUEBLO, NM
KAIBAB BAND OF PAIUTE INDIANS, R
KARUK TRIBE OF CALIFORNIA #216
KAW INDIAN TRIBE OF OKLAHOMA
KICKAPOO TRIBE OF IND., RES., KS
KIOWA INDIAN TRIBE OF OKLAHOMA
LAC COURTE OREILLES BAND RES., W
LAC DU FLAMBEAU BAND RES., WI
LAGUNA PUEBLO, NM
LOWER BRULE SIOUX TRIBE RES., SD
LOWER ELWHA TRIBAL COMM, RES., W
LUMMI TRIBE RESERVATION, WA
MAIDU
MANDAN - 2 AFF TRB FT BERTHOLD R

MESA GRANDE BAND, DIEGUENO MIS.
MIAMI TRIBE OF OKLAHOMA
MISS. BAND OF CHOCTAW IND., MS
MOHEGAN TRIBE OF CONNECTICUT
NAMBE PUEBLO, NM
NARRAGANSETT INDIAN TRIBE, RHODE
NATIVE VILLAGE OF UNGA
NAVAJO TRIBE OF AZ, NM AND UT
NEZ PERCE TRIBE OF IDAHO, RESERV
NISQUALLY IND. COMM. RES., WA
NOMELACKI
NORTHERN CHEYENNE TRIBE, RES., M
OGLALA SOUX TRIBE, PINE RIDGE R
OMAHA TRIBE OF NEBRASKA
ONEIDA TRIBE OF INDIANS, RES., W
ONEIDA NATION OF NEW YORK
ONONDAGA NATION OF NEW YORK
OSAGE TRIBE OF OKLAHOMA
OTOE
OTOE-MISSOURIA TRIBE OF OKLAHOMA
OTTAWA TRIBE OF OKLAHOMA
PAIUTE
PAIUTE IND. COLONY, BRIDGEPORT,
PAIUTE INDIAN COLONY, BURNS, OR
PAIUTE INDIAN TRIBE OF UTAH
PAIUTE SHOSHONE BG PINE BAND OWE
PASCUA YAQUI TRIBE OF ARIZONA
PASCUA YAQUI (UNENROLLED)
PAUMA BAND LUISENO MISS. IND., C
PAWNEE INDIAN TRIBE OF OKLAHOMA
PECHANGA BAND OF LUISENO MISS. I
PEORIA TRIBE OF OKLAHOMA
PIMA
POMO & PIT RVR IND, BG VAL RANCH
PONCA TRIBE OF INDIANS NEBRASKA
POTAWATOMIE
POTAWATOMI IND TRIBE, CITIZEN BA
PUYALLUP TRIBE RES. WA
PRAIRIE BAND POTAWATOMI INDIANS,
PYRAMID LAKE PAIUTE TRIBE RES.,
QAWALANGIN TRIBE OF UNALASKA
QUAPAW TRIBE OF OKLAHOMA
QUECHAN TRIBE OF FORT YUMA IND
QUINAULT TRIBE RESERVATION, WA
RED CLIFF BAND OF LAKE SUPERIOR,
RENO-SPARKS INDIAN COLONY, NV-SH
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 PUEBLO, NM
SAN JUAN OF WASHINGTON
SAN JUAN SOUTHERN PAIUTE TRIBE
SANTA ANA PUEBLO, NM

SANTA CLARA PUEBLO, NM
SANTA YNEZ BAND CHUMASH MIS IND,
SANTEE SIOUX NATION, NE
SANTO DOMINGO PUEBLO, NM
SAULT STE MARIE CHIPPEWA, MI
SEMINOLE
SEMINOLE NATION OF OKLAHOMA
SEMINOLE TRIBE OF FL, DANIA, RES
SENECA NATION OF NEW YORK
SENECA-CAYUGA TRIBE OF OKLAHOMA
SHAWNEE TRIBE, OK
SHOSHONE
SHOSHONE-BANNOCK TRIBE RES., ID
SHOSHONE DUCKWATER TRIBE, NV
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
SPOKANE TRIBE RESERVATION, WA
SOBOBA BAND LUISENO MISS IND RES
ST. REGIS BAND MOHAWK INDIANS OF
STANDING ROCK SIOUX TRIBE RES ND
TAOS PUEBLO, NM
TE-MOAK BANDS WESTERN SHOSHONE I
TEWA
THREE AFFILIATED TRIBES OF FT BE
TLINGIT
TOHONO O ODHAM NATION OF ARIZONA
TOLOWA/TOLOWA-HOOPA
TULALIP TRIBES RESERVATION, WA
TULE RIVER INDIAN TRIBE RES., CA
TURTLE MTN. BAND CHIPPEWA IND RE
TUSCARORA NATION OF NEW YORK
UMPQUA IND BAND OF COW CREEK, OR
UNITED AUBURN IND COMM, AUBURN R
UNITED KEETOOWAH BAND CHEROKEE I
UTE INDIAN TRIBE, UINTAH, OURAY
UTE MOUNTAIN TRIBE, RES., CO, NM
WAILAKI
WALKER RIVER PAIUTE TRIBE RES.
WASHOE TRIBE OF NV AND CA
WICHITA INDIAN TRIBE OF OKLAHOMA
WINNEBAGO TRIBE RESERVATION NB
WHITE MOUNTAIN APACHE TRIBE RES.
YAKAMA IND, CONF TRIBE & BAND, W
YANKTON SIOUX TRIBE OF SOUTH DAK
YAVAPAI-APACHE IND COM CAMP VERD
YAVAPAI-PRESCOTT TRIBE RESERVATI
YOMBA SHOSHONE TRIBE RES., NV
YUKI
YUROK TRIBE HOOPA VALLEY RES., C
ZIA PUEBLO, NM
ZUNI TRIBE RESERVATION, NM

Patient Benefit Coordinators Outreach and Enrollment Services

TCRHCC Patient Benefit Coordinators (PBC) strive to deliver culturally sensitive and linguistically appropriate services to our patients.

Our Patient Benefit Coordinators help people research and enroll in affordable health insurance they qualify for.

They also provide education and consultation about health insurance and assisting with application for the following:

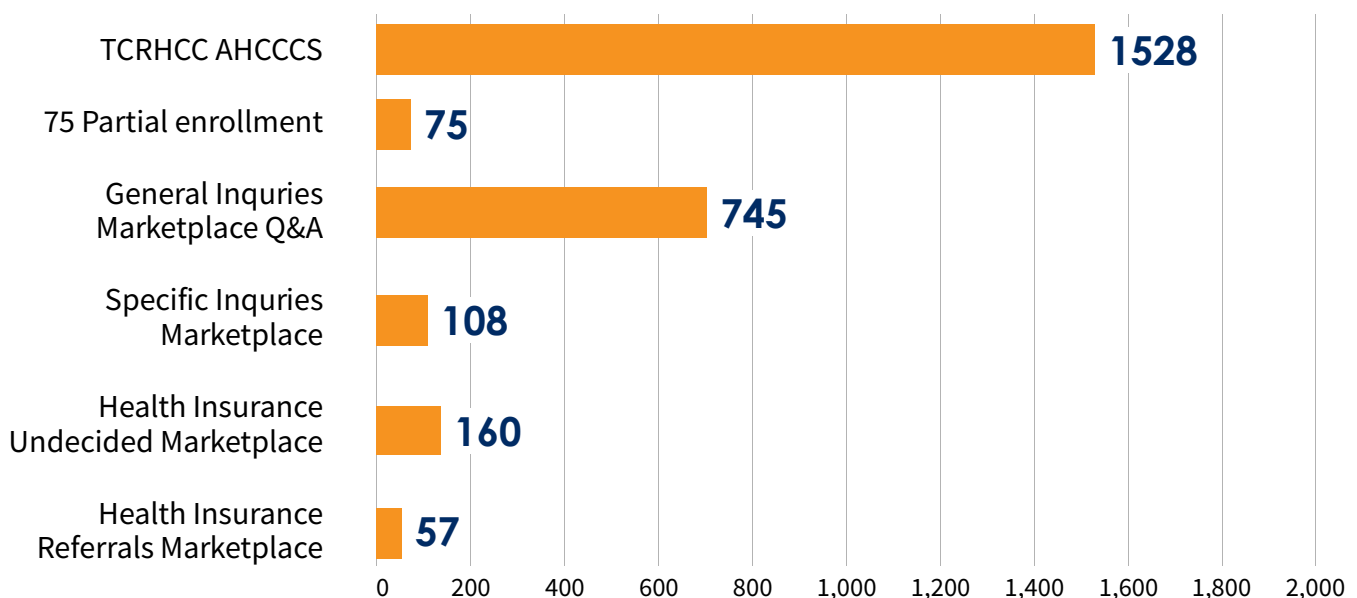
- Arizona Healthcare Cost Containment System (AHCCCS)
- KIDSCARE
- Health Insurance Marketplace

Our Patient Benefit Coordinators also provide support in the following:

- Re-applying for health coverage
- Providing assistance with coordination of healthcare needs and maintenance of effective communications with health insurance companies and health care providers, and other health coverage related assistance.

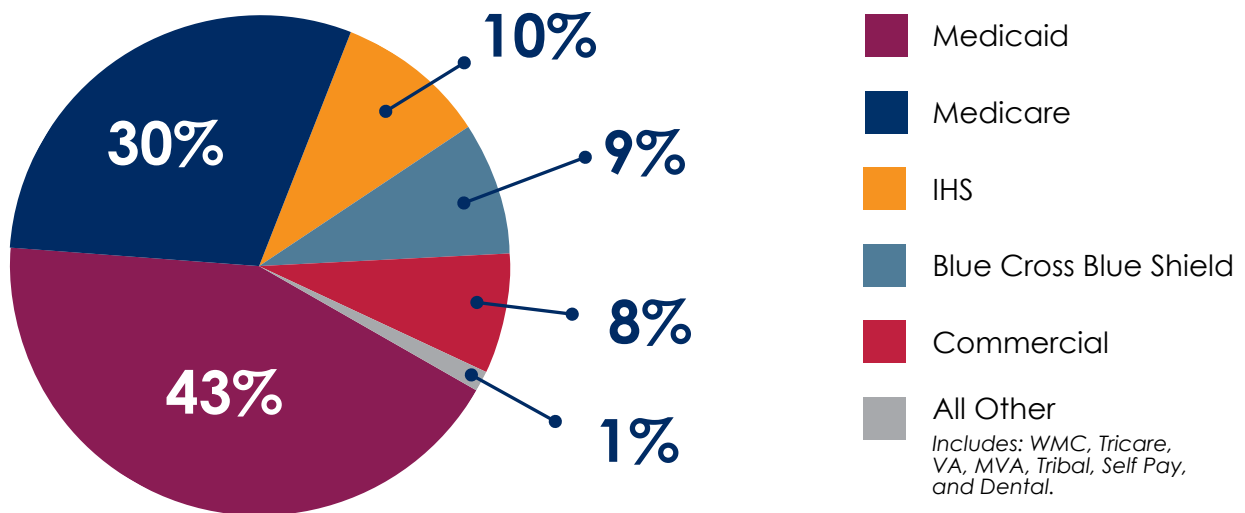
With a great passion in helping the communities we serve, the Navajo, Hopi and San Juan Southern Paiute Tribe, our Patient Benefit Coordinators have enrolled 1,528 individuals in AHCCSS.

July 2020 - July 2021 • ENROLLMENT SERVICES

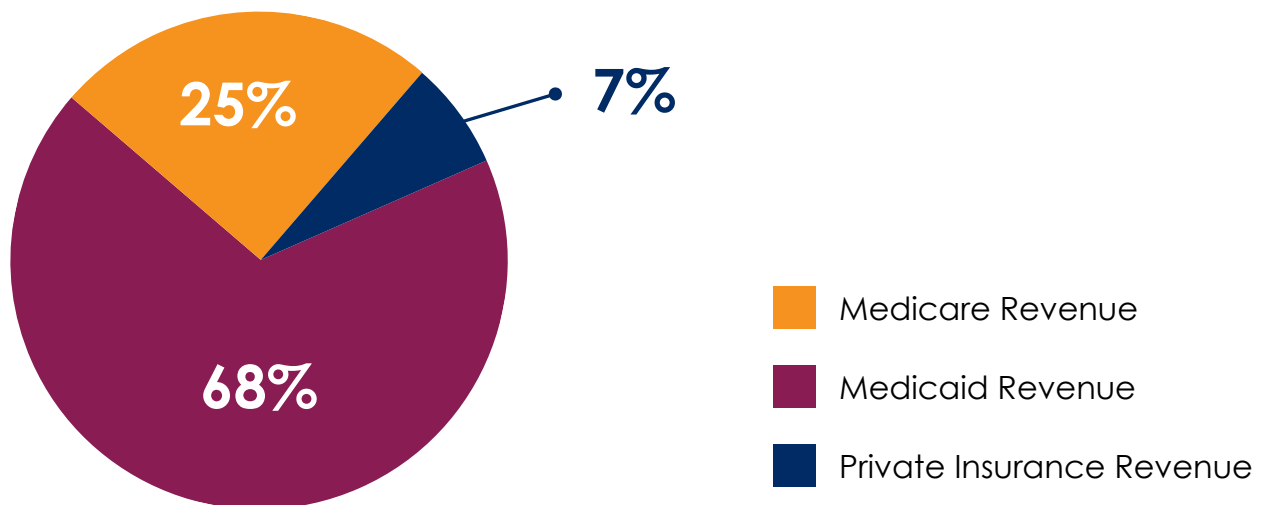


Tuba City Regional Health Care User Population Analysis

Insurance Coverage Distribution



Medical Billing Revenue



Tuba City Regional Health Care Hospital and Health Services

Gap/Bodaway Health Clinic

Family Medicine
Telehealth
Telemedicine
Orthopedic Clinic

LeChee Health Facility

Dermatology
Ears, Nose & Throat
Family Medicine
General Surgery
Pediatric Clinic
Pharmacy
Rehabilitation
Department
Physical Therapy
Occupational Therapy
Speech Therapy
Telehealth
Telemedicine
Orthopedic Clinic
Pandemic Care

Sacred Peaks Health Center

Case Management
Dental Clinic
Dermatology
Diabetes Education
Clinical Nutrition
Family Medicine
Flu Clinic
Internal Medicine
Rehabilitation
Department
Physical Therapy
Occupational Therapy
Ears, Nose & Throat
Eye Clinic
General Surgery
Immunization Clinic
Laboratory
Mental Health
Neurology
Orthopedic Clinic
Pandemic Care
Patient Benefits
Coordinator
Pediatric Clinic
Pharmacy
Podiatry Clinic
Radiology
Rheumatology
Telehealth
Telemedicine
Womens Health

Tuba City Regional Health Care

Anesthesia
Adult Care Unit
Anticoagulation Clinic
Audiology Clinic
Case Management
Cardiology
CHR Pain Clinic
Community Health
Community Counseling
Center
Diabetes Education &
Clinical Nutrition
Health Promotion
and Diabetes Prevention
Meth & Suicide
Prevention Initiative
Mobile Health Program
Office of Native and
Spiritual Medicine
Dental Clinic
Dermatology
Diabetes Management
Emergency
Medicine
ED Main RED
ED Annex RED
ED GREEN
Ears, Nose & Throat
Eye Clinic
Family Medicine
Flu Clinic
General Surgery
Immunization Clinic

Infusion Therapy
Intensive Care Unit
Internal Medicine
Laboratory
Mental Health
Neurology
Orthopedic Clinic
Obstetrics/Gynecology
Pain Management Clinic
Patient Benefits
Coordinator
Pediatric Care Unit
Pediatric Clinic
Pharmacy
Pharmacy - Inpatient
Podiatry Clinic
Public Health Nursing
Radiology
CT Scan
MRI
X-Ray
Rehabilitation
Department
Physical Therapy
Occupational Therapy
Speech Therapy
Rheumatology
Same Day Appointment
Specialty Care Center
Hematology
Oncology
Telehealth
Telemedicine
Urology Clinic
Womens Health

Tuba City Regional Health Care Awards & Accreditations

Tuba City Regional Health Care is honored to receive a wide range of industry awards and recognitions. Every day we're proud of the affiliations, accreditations, designations and partnerships we have with some of the top health care organizations in the world. Our recognitions measure the quality of care we provide our patients everyday and unwavering commitment to being the best community healthcare system on the Navajo Nation.



The Joint Commission Accredited

Tuba City Regional Health Care earned The Joint Commission's Gold Seal of Approval for Home Care Accreditation, for Hospital Accreditation, for Laboratory Accreditation, and for Primary Care Medical Home (PCMH) Certification.



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 Center.



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 Regional Health Care is one of five designated facilities in the State of Arizona.

TCRHCC Organizational Priorities

FY 2022-2025

Capital Priorities

1. CRRSAA and ARPA Projects
2. Staff Housing
3. Health Access Expansion Projects
 - a. Bodaway/Gap Health Clinic (Echo Cliffs Health Clinic)
 - b. Vaccine Clinic Addition
4. Long Term Care Design and Construction
5. Complete 2nd Floor Cameron Warehouse
6. Complete Main Hospital Renovations
 - a. Pediatric Unit renovation
 - b. ED Expansion
7. Behavioral Health Services
8. Cameron Health Clinic
9. Partnerships:
 - a. Association Indians for Self Determination in Healthcare
 - b. Specialty and Tertiary Providers
 - c. Tribal Public Health Programs

Operational New & Ongoing Priorities

1. Public Health Response and Education
2. Throughput Priorities- Emergency Department and Step-Down Telemetry Unit
3. Customer Service Program Initiatives
4. Leadership Academy Training
5. Succession Planning- Healthcare Leadership Development
6. Employee Engagement
7. Reinforcing a Culture of Safety Initiative
8. Enhance Information Services (Patient Portal and Health Information Exchange)
9. Expand Public Relations through expanded Communications Department
10. Advocate with Educational Institutions for Staff
 - a. Staff Development
 - b. Establish Clinical Partnerships to enhance Health Careers
11. Telemedicine Outreach
12. Geriatric Service

Organizational Advocacy

- | | |
|--|--|
| ☞ CMS/AHCCCS Tribal Consultation | ☞ Correctional Health |
| ☞ Tribal Health Partnerships- Behavioral | ☞ Elder Care |
| ☞ Chapter Relations- community growth | ☞ PL 93-638 Self Determination |
| ☞ Public Safety | ☞ Affordable Housing & Social Determinants of Health |



Patient Centered Medical Home

"You are at the center of your health care."

What is Patient Centered Medical Home and is TCRHCC using this model?

The Patient Centered Medical Home (PCMH) is a nationally-recognized primary health care model for children, adolescents and adults.

Tuba City Regional Health Care Corporation (TCRHCC) is moving toward using this new model of care, where we work closely with patients and their families, recognizing the unique needs, cultures and beliefs of each patient.

Your Care Team will include:

- Medical Provider,
- Registered Nurse (RN),
- Certified Medical Assistant (CMA),
- Certified Nursing Assistant (CNA),
- Patient Access Specialist (PAS),
- Client Service Technician (CST),
- and other staff who support you but the most important member of your care team is – YOU.

Your team can help answer your questions and together identify your particular health care needs. When you have a concern, your medical home team will work with you to find the best way to deal with them.

What are my responsibilities as a patient under the Patient Centered Medical Home model?

- Follow the care plan your Care Team has developed for you.
- Take all your medications as prescribed.
- Attend all of your scheduled appointments.
- Tell us when you don't understand something, ask us to explain it again.
- Tell us when you receive health care from other health care professionals that are not a part of your Care Team, i.e. if you go to Flagstaff Medical Center, or to a Phoenix Medical Center.
- Tell us if you are experiencing any changes in your health.

You are in control of your health. Together, you and your Medical Home Team will work on a plan that is just for you.

For more information about Patient Centered Medical Home, call 1-866-976-5941.



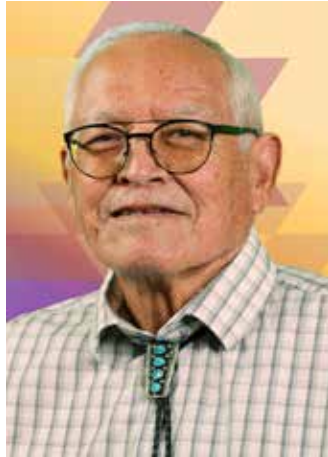
Tuba City
Regional Health Care Corporation

Tuba City Regional Health Care Board of Directors



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President

Tonalea Chapter



Tincer Nez, Sr.
Vice President

Coalmine Canyon Chapter



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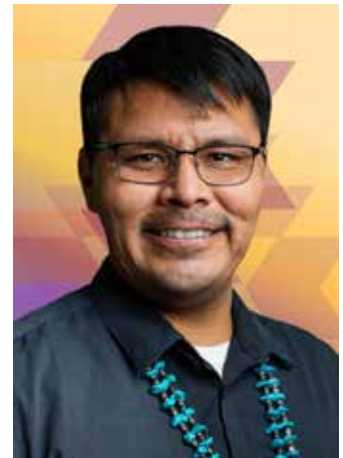
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Member

Coppermine Chapter



Lyonel Tso
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Tuba City Regional Health Care Senior Leadership Committee



Lynette Bonar, RN, BSN, MBA, FACHE
Chief Executive Officer

Joette Walters RN, MSN/MBA
Associate Executive Officer

Riad Abdelkarim, MD, MHCM, FACP
Chief Medical Officer

Judy Lunbery, RN, MSN
Chief Nurse Officer

Christine Keyonnie, CPA, MSA
Chief Financial Officer

William Dey, RN, MHA, FACHE
Chief Quality Officer

Sharr Yazzie, MBA, SHRM-CP
Chief Human Resources Officer

Shawn Davis, MIS,
Chief Information Officer

Dollie Smallcanyon, RN, MSN
Chief Community Health Services Officer

Julius Young, II, MBA
Chief Support Services Officer

Natalia Hatathli, MT, AMT, MPH
Director of Ancillary Services

Jeff Wright, MHA
Interim Chief Operating Officer

Kathryn Magee, MD
Chief of Family Medicine

Stephen Holve, MD
Chief of Staff

Sophina Calderon, MD
Deputy Chief of Staff

Alvina Tunney-Patterson, MBA, CHC
Chief Compliance Officer

Tuba City Regional Health Care
recognizes

National Suicide Prevention Week

SEPTEMBER 6-10, 2021

Know the Warning Signs of Suicide

- Increased Substance Abuse – alcohol or drugs
- Having no purpose in life
- Anxiety – unable to sleep or sleeping all of the time
- Feeling of hopelessness
- Withdrawing from family, friends and society
- Being a burden to others
- Dramatic mood changes
- Engaging in risky behavior



“You Are Not Alone”

Need help call:

**TCRHCC-Mental Health
928-283-2831**

**National Suicide
Prevention Lifeline
800-273-TALK (8255)**



1-800-273-8255 PRESS 1



Tuba City
Regional Health Care Corporation

**THE TREVOR PROJECT HOTLINE
(LGBTQ)
866-488-7386**

Bring your ID when picking up Controlled Substances



Patients with prescriptions for pain management and other controlled medication are **required to show a government issued identification** to pickup prescription medications.



The following **Government Issued Identification** are acceptable and can not be expired:

- Driver License
- State Identification Card
- Passport



**LeChee
Health Facility**

3 Miles South Coppermine Road
LeChee, Arizona

Hospital and Emergency Care During COVID-19

TCRHCC is open and safe for all Hospital and Emergency Care. Our clinics are open on weekdays for treatment of illnesses and injuries, and Emergency Care is 24/7.

It is important that we continue to provide care and treat our patients so that your medical conditions do not worsen.

We require everyone who enters our clinic to wear a face mask and also maintain a 6-foot distance between staff and patients in our waiting areas.

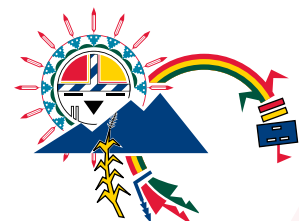
View our list of clinics are that here to see you:

- Audiology Clinic
- Breast Clinic
- Dental Clinic
- Dermatology Clinic
- Diabetes Management Clinic
- Ear, Nose, & Throat (ENT) Clinic
- Eye Clinic
- Family Medicine
- General Surgery
- Internal Medicine
- Mental Health Clinic
- Orthopedics/Podiatry Clinic
- Pacer Clinic
- Pediatrics Clinic
- Physical Rehabilitation
(PT, OT, Speech Therapy)
- Renal Clinic
- Reflux Clinic
- Rheumatology Clinic
- Same-Day Appointment
- Specialty Care Center
- Womens Clinic

Elective Surgery

TCRHCC is open for elective surgery, and we've put many steps in place to make sure that our operating rooms remain safe. Call to schedule an appointment with your provider at 1-866-976-5941.

Please call 1-866-976-5941 to schedule an appointment for any of our clinics.



What is TCRHCC doing to protect patients in the clinic?

Pre-screening patients

We're screening all patients and visitors for symptoms of COVID-19 immediately when they drive on to our campus.

It is important to let our outdoor screeners know if you have a cough or fever.

If you have symptoms of COVID or would like to be tested, just ask our screeners and they will direct you to get your COVID-19 test.

Please arrive on time to your appointment. If you are very early, you will be asked to wait outside the building for the purpose of social distancing.



Masks required during in-person care

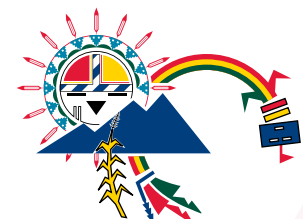
When you visit our Clinics, you will be required to wear a mask. In order to reduce the spread of COVID-19, we require all patients and visitors to wear a mask or face covering while in our clinics and hospitals.

If you don't have a mask, one will be provided at the time of your visit.

Public Health Emergency Order 2020-007

On April 17, 2020, The Navajo Department of Health issued Public Health Emergency Order 2020-007, requiring all individuals on the Navajo Nation to wear protective masks in public.

The Public Health Emergency Order defines a mask as a covering designed to filter one's breathing through both the nose and mouth. A mask must snugly cover the face around the nose and mouth to prevent the wearer from breathing unfiltered air. It may be a commercially made face mask, or a homemade cloth face covering.



Tuba City Regional Health Care

A third surge in COVID-19 has TCRHCC gearing up once again, encourages vaccinations

TUBA CITY, Ariz. – Tuba City Regional Health Care Corp. is currently experiencing a third wave of the COVID-19 pandemic and are working diligently to contain the virus and are highly recommending vaccinations to all eligible individuals.



Dr. Amanda Burrage, a pediatrician and EPI team member at Tuba City Regional Health Corp. (TCRHCC), explained “it appears we’re at the beginning of another surge” with the Delta variant circulating in the U.S.

Burrage said the COVID-19 virus arrived early on the Navajo Nation last year with the first case March 17 and the rest of the Tuba City service unit followed closely behind.

“Unfortunately, we didn’t have great testing at that time,” said Burrage. “It was happening very quickly [and] we responded as quickly as possible to change our systems and develop a contact tracing team.”

Burrage also explained they have seen several other surges but only one other big wave since last winter and this current Delta variant is surging everywhere.

“It’s hard to say what will happen given the unpredictability of the whole pandemic,” said Burrage. “I would say that it is likely... given the rise in Arizona... that we will... unfortunately, surge as well.”

Burrage said there is no clear end in sight to COVID-19, especially with this new variant which is



much more contagious than any previous version of the virus. Further spread depends significantly on how the virus evolves and the numbers and density of vaccinations.

“The Delta variant is a form of the virus and there are lots of different variants that have come out in the last year and a half,” she said. “This virus is more transmissible... it’s more likely that people will be infected... I think the coronavirus, in general, will be endemic or around in the future. I don’t think the virus itself is going away, unfortunately.”

Burrage further explained the most important weapon for fighting the pandemic at this point is to prioritize the vaccination of as many people as possible.

“I’m worried a lot about unvaccinated individuals. I’m worried it’s infecting younger people, the young adult age group and even pediatric patients,” said Burrage. “The great news is that the vaccine still seems to be very effective in terms of hospitalization and death. I’m glad we have more than half of our population vaccinated but it still leaves people vulnerable to the virus.”

Before the vaccine, there was almost nothing medical professionals could do to prepare for or defend against the virus. If someone got infected,

there was no way to know how they would fare against infection. Burrage said once the vaccination rollout began in mid-December, healthcare professionals began to see a drastic decrease in severe outcomes for COVID-19 patients.

“People who got vaccinated are by-in-large not being hospitalized and not dying, so certainly a huge effort by all the staff members getting vaccination systems in place, getting messaging in place, getting people vaccinated... it’s been a 24/7 effort,” Burrage said.



Burrage said the most important message she hopes to give people is “the vaccine is extremely safe and extremely effective against the coronavirus” and the risks of not getting vaccinated are far greater than any potential risk that vaccines might have.

“The risk [of not getting vaccinated] is that your body has not been primed to respond to the coronavirus if you were to get infected. If your body were infected and not previously exposed to the coronavirus, it makes you more vulnerable to having a severe outcome—whether it’s being hospitalized or even death,” she said. “We know some people are at higher risks of severe outcome.

Continue on page 32.

Continued from page 31.

Vaccination helps decrease the risk of those severe outcomes.”

CONTACT TRACING

An important component working alongside healthcare professionals throughout the COVID-19 pandemic is the contact tracing team at TCRHCC. Contact tracers are essential and they work closely with each individual positive case to assist them by advising on how to change behavior to help minimize the spread and to gather important information to use in data analysis.



“We’ve built an amazing contact tracing team. Our teams are enveloped in the Navajo Nation. We’re definitely trained and able to respond to cases and to clusters,” Burrage said.

According to Annie Edleman, the contact tracing team lead and director of Public Health at TCRHCC, the largest difficulty for the contact tracing team has been proper communications.

Despite the challenges, TCRHCC has maintained a strong leadership standing in contact tracing development across the Navajo Nation.

“Dr. [Anthony] Fauci even recently said the Navajo Nation is an example of how to do the public health response to COVID. The testing, the results notifications, the contact tracing, the outreach, the data, we are all one,” said Edleman. “Nothing is perfect but we’re pretty well-coordinated and contact tracing has saved lives in our service area and across Navajo.”


Edleman said contact tracing across the Navajo Nation has prevented approximately 10,000 cases of COVID-19 which is a monumental number by any standard.

The TCRHCC is offering the COVID-19 vaccine in many different areas right now, including drive-through locations, at the Sacred Peaks Health Center in Flagstaff, outpatient clinics and the emergency room for patients being seen there.

“We’re trying to meet people where they are,” said Burrage.

The consensus between Dr. Burrage and Edleman is an urge for people to get vaccinated.

“We’re getting into our third wave and we really need everybody to get vaccinated,” said Edelman. “Wear masks, avoid travel, limit gatherings [and] please get vaccinated.”



COVID-19 Vaccines are Safe & Effective.

TCRHCC is working to serve our patients by making vaccinations for COVID-19 available Monday–Friday in our outdoor Triage Tent Drive Up Clinic.

Tuba City Regional Health Care Corp. Campus
Monday– Friday • 8:00 AM – 4:00 PM DST

Pfizer Vaccine Age 12 & Older	Moderna Vaccine Age 18 & Older	Johnson & Johnson Age 18 & Older
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Tuba City Regional Health Care Off-site Warehouse for Medical Supplies



On April 16, 2021, the Tuba City Regional Health Care Corporation (TCRHCC), celebrated the opening of the new Cameron Warehouse with a ribbon cutting in Cameron, Arizona.

The new facility provides an office and warehouse space that stocks hundreds of different medical supplies in 10,000 square feet of storage space, with plenty of room for stocking up to 28 feet on larger quantities of items for LeChee Health Facility, Sacred Peaks Health Center, and Tuba City Regional Health Care.

During the pandemic, TCRHCC had a significant amount of donations of PPE, and ordered in larger quantities in medical supplies for patient care.

“What we didn’t expect was the impact of the pandemic, which only bolstered the need for more space to store medical supplies – to safely store and distribute these products quickly,” Lynette Bonar, CEO at TCRHCC said. “The new warehouse has tremendously increased the floor space of the existing General Service building. Moreover, with high ceilings, we can effectively store medical supplies and Personal Protective Equipment for our staff to deliver care safely.”

The new Warehouse has led the General Services department to a more efficient distribution system from the storage facility to the clinics and medical center. Ultimately, this translates into better and more consistent care for patients.

Sacred Peaks Health Center

Expansion essential for healthcare access during pandemic

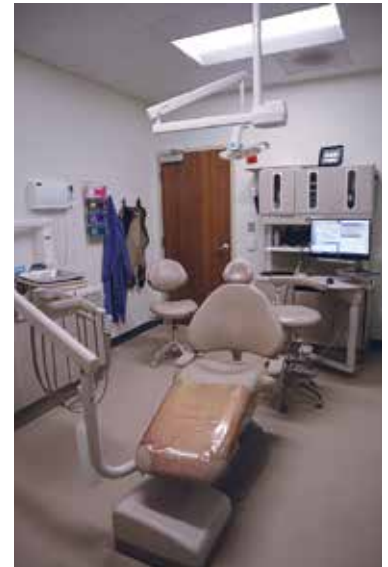


Expansion at the Sacred Peaks Health Center is priority to help address the COVID-19 pandemic. The expansion has been on the project list of the Leadership Committee of Tuba City Regional Health Care Corporation (TCRHCC) for months. The expansion includes more exam rooms, a laboratory point of care room, and a new dental department.

In September 2019, two of three pods at Sacred Peaks were completed and a third pod was left unfinished. In early 2020, the emergence of the COVID-19 pandemic created challenges for Sacred Peaks and plans were quickly put in place to address rapid changes in the Flagstaff community. To ensure the safety of patients, guests, and staff, free entry into the building stopped and extra measures were taken to monitor visitors.

As a remedy to not interrupt care at Sacred Peaks, two temporary outdoor tents were erected to test and triage COVID-19 patients. The outdoor tents were also used to screen patients arriving for appointments before entering the clinic.

Sacred Peaks took every precaution including universal masking, providing adequate personal protective equipment for staff, heightened safety protocols, and enhanced screening processes during the pandemic. Although the outdoor tents helped, they were not meant for long term usage. With no end in sight for the pandemic, the Leadership Committee sought out COVID-19 relief funding and prioritized the completion of the third pod.



The Pandemic Care Clinic expansion now features a new entrance lobby, four new clinic exam rooms with a negative pressure room, a patient registration area, a nursing station for certified medical assistants and physicians, a laboratory point of care room, three dental exam procedure rooms, and a dental Pano X-Ray room.

The medical and dental clinic design includes the use of negative air pressure in the exam rooms, which helps to prevent airborne diseases, such as tuberculosis, influenza, or COVID-19 from escaping the room and infecting other people. The negative air pressure is designed to pull air into the room and then filters the air before moving it outside.

Roselyn Riggs, the director of Sacred Peaks Health Center, explained the exam rooms are designed very well and they meet the needs of patients who require out-patient care or dental care.

“The Pandemic Care Clinic has relieved anxiety of the medical personnel while treating patients,” said Riggs. “We are committed to serving our community and keeping our staff safe, especially in this unprecedented pandemic.”

“Our staff were able to adapt and make changes to continue to deliver quality care for our patients,” added Riggs. “I am very proud of our team that continues to put our patients first.”

The Pandemic Care Clinic is open from 8 a.m. to 5 p.m. Monday to Friday. The Dental Clinic is open limited days per week and patients can call to schedule an appointment at 1-866-976-5471.

SPHC Expansion Includes

- Four primary care exam rooms with negative air pressure
- One laboratory point of care room
- Two dental exam rooms with negative air pressure for patients with a negative COVID-19 test
- One dental exam room with negative air pressure for patients with COVID-19 symptoms or has had an exposure to someone with COVID-19
- Dental Pano X-Ray room
- Patient Registration and Nurses station area

Tuba City Regional Health Care Hospital's Laundry Facility



On May 14, 2021, the Tuba City Regional Health Care Corporation (TCRHCC), celebrated the opening of the new laundry facility with a ribbon cutting.

The facility has the capacity to service over a thousand pounds of health care linens – scrubs, bed sheets, pillowcases, blankets, towels and scrubs for inpatient and outpatient use – every year for TCRHCC.

The laundry facility has achieved both significant savings from more efficient operations and better meet the needs of the Hospital.

“Our laundry facility is a true model for how to achieve efficiencies and spur economic renewal in our community,” said Lynette Bonar, TCRHCC CEO. “Laundry service is critical to our everyday operations for our patients and in-patient units, and this investment will have meaningful impact for years to come.”

Tuba City Regional Health Care Same Day Appointment renovation completed



After months of construction that affected nearly all of the Same-Day Appointment clinic on the first floor of the out-patient building at Tuba City Regional Health Care Corporation (TCRHCC), renovations are complete and all areas is now open since July 8, 2021.

On July 15, 2021, TCRHCC celebrated the completion of the new Same-Day Appointment Clinic with a ribbon cutting.

The renovation of the Same-Day Clinic at TCRHCC focused on efficiency and the environment.

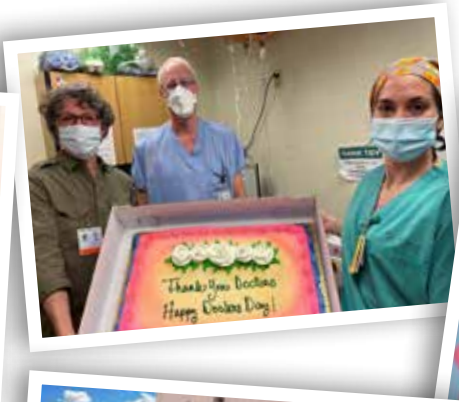
The finished project includes a waiting area with space larger and more open, a new secure main entrance, a space for triaging patients, a medication room, more storage space, eight private exam rooms, and providers have their own work station.

“We began the renovation project in March of 2020 to improve services and provide greater comfort and privacy to our patients,” said Lynette Bonar, FACHE, CEO of TCRHCC. “We’re very proud of the enhanced space in our Same-Day Appointment Clinic.”



“Hard times don’t
create heroes. It
is during the hard
times when the
“hero”
within us is
revealed.”

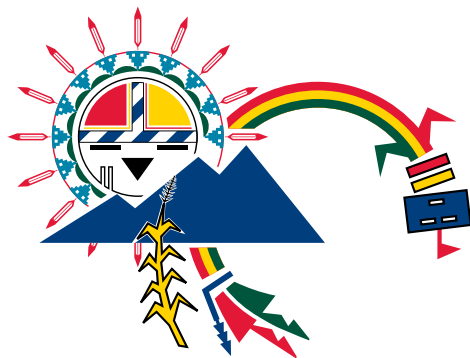
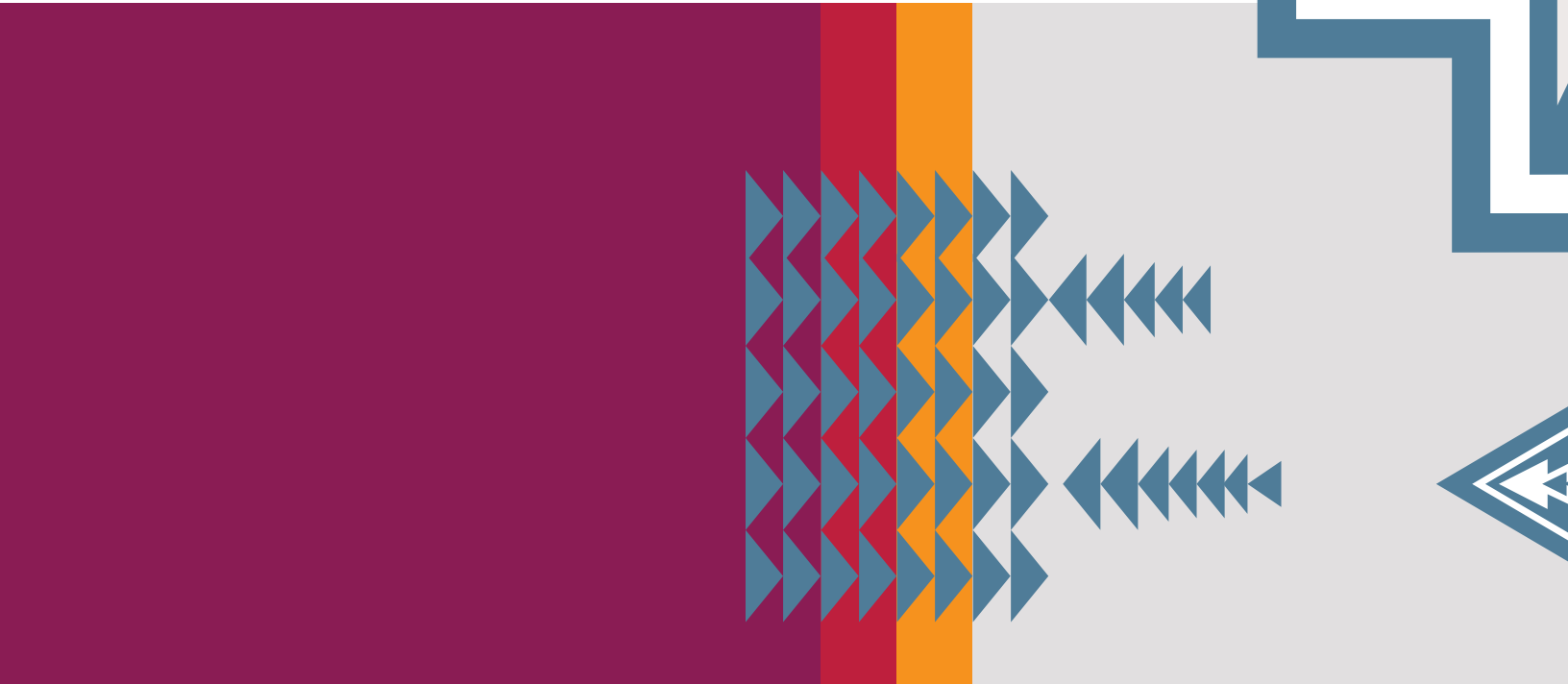
—Bob Riley



“Resilience is based on compassion for ourselves as well as **“compassion”** for others.”

–Sharon Salzberg





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