

## **Bristol Bay Area Health Corporation**

# **HealthLine**

*January 2018 Volume 7, Number 1* 



#### **PRESIDENT/CEO MESSAGE**



#### Do you wonder why we ask you to complete surveys?

It is important that we receive feedback about the services we provide and if we are meeting the needs of the people we serve. One way we can gather meaningful information,

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Teaching about how to care for yourself when you loave the beneficial or clinic.

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2:40 PM

BBAHC Patient Experience

O Satisfied

Good care and treatment of your illness or injury.

Very Satisfied Satisfied

• Complete explanation of medical care:

Very Satisfied Satisfied

Olean and Safe surroundings:

Concern for your comfort:

Very Satisfied Satisfied

leave the hospital or clinic.

w satisfied were you with BBAHC's ability to provide.

Very Satisfied Satisfied

Helpful answers to your questions:

Friendly/Courteous care.

O Very Satisfied

() Short waiting times:

and accurately identify areas of excellence, areas where improvement or change is needed and to provide a patient the opportunity to

share comments is to gather information through surveys. Staff are currently using questionnaires as a survey tool to obtain feedback from patients who access our services at Kanakanak Hospital and at the village based clinics. I encourage you to complete the questionnaires that you may be asked to complete after your appointment. Some departments are using the iPad for responses, while others are using a paper format, responding through email, or receiving preaddressed envelopes to mail their completed questionnaires back to BBAHC. We welcome your comments, suggestions and feedback on ways we can improve the services we provide to ensure that you and your family have a quality experience.

In this newsletter there are several articles that focus on our staff, their accomplishments, brief narratives about their personal backgrounds, and their perspectives about working in health care. We hope you enjoy the articles. In the future we plan on highlighting more of our staff, this is one way that you get to know them, and know about the good work they do.

#### Important information we think you should know:

• Influenza Vaccine – Don't risk getting sick this year - get your flu shot - its not too late in the season. Influenza immunizations are available at Kanakanak Hospital and at our village clinics. Those wanting flu immunizations at the clinics need to schedule an appointment to ensure the appropriate dosage is available, such as pediatric, teen/adult or a higher dose for the elderly. Information about influenza

> immunizations can be accessed on BBAHC's internet site and through our Facebook.

· Measles, Mumps, and Rubella (MMR) Vaccine The MMR vaccine is available both at Kanakanak Hospital and village clinics. If accessing the clinics, please call ahead to make an appointment.

Rasmuson

**Foundation Donation** I would like to publicly thank and acknowledge the Rasmuson Foundation for a \$5,000 grant that was awarded to BBAHC for general support of Jake's Place. This donation was made at the request of Jason Metrokin, a

member of the Rasmuson Foundation's Board of Directors.

#### Integrating Behavioral Health and Primary Care

A pilot program to begin the process of integrating behavioral health into primary care is starting this year. Both primary care and behavioral health clinicians work together with patients and families, care may address mental health and substance abuse conditions, as well as medical issues.

When the pilot program begins, a behavioral health clinician will be based in the Outpatient Clinic area to serve patients.

- First Responder Training First responder training is available contact Dave Milligan 907-842-9423 or dmilligan@bbahc.org.
- Water Fluoridation Quality Award The Centers for Disease Control and Prevention (CDC) commended BBAHC for its consistent and professional adjustment of the fluoride content to the recommended level for oral health for the water system on Kanakanak Compound. We received a Water Fluoridation Quality Award from the State of Alaska. The award recognizes excellence in public water systems that adjust the fluoride concentration in drinking water and achieve a consistent monthly fluoride average 'optimal' level to prevent tooth decay. The CDC recommends water fluoridation as a safe, effective and inexpensive method of preventing tooth decay.



I would like to thank Sander Johnson, Water Treatment Operator, and the rest of the maintenance team for helping BBAHC achieve this award.

Sander Johnson

• BBAHC's 45th Year

This year, 2018 marks the Bristol Bay Area Health Corporation's 45th year of operations. Our story began with a few employees and a dream of taking the management of our health care into our own hands. We have come a long way and we appreciate all the support from the people of Bristol Bay.

Best wishes to everyone for a healthy, and safe new year! Don't hesitate to call me if you any comments, questions, or concerns or just want to say hello.

#### Walk-in Clinic Opens at Alaska Native Medical Center

A walk-in clinic at the Alaska Native Medical Center in Anchorage opened in January. Information about the clinic is listed below: **What:** 

Walk-in Clinic at Alaska Native Medical Center

#### Where:

Third Floor of the Healthy Communities Building, 3900 Ambassador Drive Phone: (907) 729-1500 Fax: (907) 729-1670

#### Hours of Operation:

Monday-Saturday: 9 a.m. – 9 p.m. Sunday: 10 a.m. – 6 p.m.

#### Who is Eligible:

- For beneficiary patients living outside the Anchorage Service Unit
- Patients of all ages

#### Reasons to visit:

- For non-emergent health care services, illness or injury that needs immediate care, such as:
- Medication refills and vaccinations
- E Fever and dehydration
- School and Dept. of Transportation physicals
- □ Sinus and ear infections
- □ Sore throats and colds
- Cuts and minor skin infections
- ☐ Muscle strains and sprains
- Urinary tract infections
- Sexually Transmitted Infection testing

ANMC Main Phone - (907) 563-2662 Toll Free - (855) 482-4382 Walk In Clinic Phone - (907) 729-1500

Respectfully,

Robert J. Clark President/Chief Executive Officer

#### **OPTOMETRY**





#### Welcome Dr. Cruz and Dr. Loftus!

We are pleased and excited to announce that we have two optometrists on staff to serve you. Dr. Stephanie Loftus and Dr. Mario Cruz recently joined the BBAHC team.

Dr. Loftus was raised in northern California, completed her undergraduate degree at the University of California – Irvine, and received a Doctor of Optometry degree through the Southern California College of Optometry in Fullerton, California. Dr. Loftus completed an ocular (relating to the eye or sense of vision) disease residency in Chinle, Arizona, where she received additional training focused on primary eye care and ocular disease management.

Dr. Cruz, grew up in the small farming community of Yerington, Nevada, and was raised in a family of ranchers. He graduated with honors from the University of Nevada, Reno with a degree in Biology and Chemistry. He also received his Doctor of Optometry degree at Southern California College of Optometry. Dr. Cruz's areas of interest/expertise include urgent eye care, cornea and contact lenses, as well as low vision and pediatric optometry.

"So far we're having an incredible experience working for the people of Bristol Bay and we

look forward to integrating ourselves further into the community as time moves forward. We have our work cut out for us with the backlog of patients on various wait lists and others with critical eye conditions that need to be monitored closely, however, we are looking forward to meeting everyone's visual needs so please stop by and introduce yourself," said Dr. Cruz, he further mentioned, "As time moves forward we look to expand the services we offer to the people of the Bristol Bay, bringing in new equipment and technology and expanding our frame selection while offering competitive prices for superior products. We hope to serve everyone with the absolute best in eye care and stay ahead of the times in the ever-changing field of optometry!"

The optometry clinic has new, state-of-the-art equipment to diagnose and manage a variety of eye diseases, as well as providing routine eye exams for children and adults. Questions or concerns about your eyes, or changes you are experiencing in your vision, call the optometry clinic or your local village clinic so staff can determine how best to serve you. For an appointment call 907-842-9362.

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### Employee Spotlight

#### Tell us about the work you do at BBAHC.

I am the Audiologist and do hearing testing on children ages 6 months and up, and adults, of course! I also fit hearing aids for anyone who needs them. I work with the physicians on staff as well as the Ear-Nose-Throat (ENT) specialists who come for Specialty Clinic – and make referrals as needed.

#### What brought you to BBAHC?

I was ready for an adventure and see the "real" Alaska. I have always wanted to visit the smaller villages and learn what life is like living in a remote place.

#### Why do you enjoy your job?

Helping people understand how the ears/ hearing works and what we need to do to hear better is an important part of my job. One of my favorite quotes is from Helen Keller who said: "Blindness separates people from things; deafness separates people from people." Helping to re-connect people back to others is the best part of my job.

## Why do you enjoy serving the people of Bristol Bay?

The people here are just amazing, from the staff at BBAHC to the people who live here. Everyone is very friendly, generous and appreciative of the service I provide.

#### What have you learned in your time at BBAHC?

This community is rich in its culture and connection to the land and sea. I enjoy the elders telling me stories about growing up in the villages and what life was like when they were younger. I now know what "strips" are, how to smoke salmon, how to pick fish out of a net, pick berries, and that most people here are really good cooks!

## What's something most people don't know about you?

I am a bit of a gypsy! I have lived in Washington, New Mexico, Arizona, Wyoming, Florida, Oregon and now Alaska.

I have no desire to ever leave this state, I love it here!



Jennifer L. Scholl, Au.D., CCC-A/FAAA Audiologist Joined BBAHC in April 2016

# Dr. Scholl says, "You don't have to have hearing loss to visit Audiology".

I can fit people with all types of custom ear devices; for hearing protection, for swimming, even custom earplugs for sleeping! My favorite device is custom molded earphones for use with an MP3 player or anything that uses earphones /buds. These are not only more comfortable, but they block other noises and have noise cancelling technology so the sound you hear is the music or podcast, not the sounds around you. And because these are custom made, no one else can use them! There are many color choices as well to make them truly unique.



#### **EMS SYMPOSIUM**



Tiffany Bennett

#### 2017 Emergency Medical Services (EMS) Symposium

Two employees received awards during the 2017 Annual Alaska Emergency Medical Services (EMS) Symposium. The event in Anchorage was an opportunity for those involved with EMS to get continuing medical education, network with other EMS responders and services based throughout the state, discuss best practices, current trends, and important issues in EMS. The Governor's EMS awards sponsored by the Alaska Council on EMS are announced, special awards, commendations and skills competitions are also part of the program.

Kanakanak Outpatient Nurse, Tiffany Bennett, R.N. received the Melissa Ann Peters Memorial Award in recognition of her contributions to

improving emergency medical services (EMS) throughout the Bristol Bay area, her commitment to the nursing profession, service as a flight nurse, for promoting EMS education and volunteering with the Dillingham Fire and Rescue Team. Raised in Dillingham, she attended Mount Hood Community College for two years on a basketball scholarship; her course of study was working on prerequisite courses required to further her education in the nursing field. She started working as a Certified Nursing Assistant, then became a Licensed Practical Nurse (LPN), and later completed the LPN-RN bridge program through the University of Alaska in Anchorage; she is now working toward earning a Master's of Science in Nursing.

Tiffany commented that she likes small town nursing, and that the nursing practice at Kanakanak covers many aspects of care, such as, labor and delivery, pediatrics, medical-surgical care, comfort care, medevac/flight nursing, and emergency care. She noted that nursing, every day has the potential to be different. She enjoys the close interaction with patients, knowing them by name, answering their guestions, and

helping them make positive lifestyle changes and knowing that she had a part in their health care and recovery. Her favorite part of nursing care is emergency nursing, be it the ever-changing pace, and critical thinking involved, no matter if it's with the pre-hospital ambulance team, flight medevacs, or in the emergency room. "I'm really glad that as a nurse I was able to get my foot in the door of the EMS world, "she said after receiving the award in Anchorage during the symposium. "It's really a blessing to be a part of both sides."

Kimberly Seybert attended her first Statewide EMS Symposium this year and came away with first place for the EMT 1 Skills Olympics. Competition categories included, oxygen administration, bleeding control, long bone/ joint immobilization, medication administration, automated external defibrillator and

#### **Self-Check-In for Existing Appointments**



Kimberly Seybert (Photo - Courtesy of Steven Heyano)

cardiopulmonary resuscitation. Participants also competed in overall categories to receive the coveted Gold, Silver and Bronze Skills Olympics Medals for various levels of training.

Kim is an EMT/Firefighter with the Dillingham Volunteer Fire and Rescue Squad, and was a "victim" in many of the EMT practical exams in Dillingham over the years and she said that helped when it came to the skills competition. She is a callin employee for three positions, which may include a medevac escort, emergency room unit clerk and sometimes covers the front desk at registration. She has many interests; she has worked as a deckhand in the fishing industry in Togiak, was a flagger on the road project in Aleknagik, and is the assistant coach for the Dillingham Wolverine Girls Basketball team for this coming season.

#### **Patient Registration Kiosk**

Staff are currently working to get the new patient registration kiosk located in the outpatient lobby area, ready to use. Patients can use the kiosk to self-check-in for existing appointments.





#### **DENTAL NEWS**

#### Dental Assistant Training Opportunity Available

In collaboration with the University of Alaska (UAF) Fairbanks campus, UAF Dillingham campus and BBAHC, a dental assistant training program is planned to begin the fall of 2018 in Dillingham. The curriculum is designed to include online learning

**Promotions in Dental** 

We would like to acknowledge the efforts of two staff, who were promoted from dental assistant trainee to dental assistant I. Savannah Sage and Kaylee Galloway joined our team in March, and enthusiastically began a training regimen of study and hands-on practicum, quizzes and exams, and... more study! In addition to passing department competencies and a written final exam, the two completed the American Heart Association Basic Life Support for Healthcare Providers course, and earned certification through the Indian Health Service Division of Oral Health in Radiological Health and Safety.

The corporation purchased two dental mannequins known as typodonts. One typodont is designed for teaching the placement, exposure

through courses offered at the UAF Dillingham campus, and the lab/clinical portion of training completed at BBAHC's new dental facility which opened in September of 2016. Students entering the program can either choose a one-year program working toward a National Entry Level Dental Assistant (NELDA) or opt to pursue an associate's degree which is usually a two-year program.

and evaluation of dental x-rays. The other allows practice with routine dental procedures alongside the lead dental assistant, a dental therapist or dentist. Setting up for and performing these "mock" procedures builds trainees' confidence and experience in a safe educational setting, and helps the department meet BBAHC's mission to provide quality health care with competence and sensitivity.

Savannah and Kaylee truly applied themselves and have earned this advancement within the dental program. They are currently caring for patients at the Dillingham clinic and will soon be traveling with our teams to provide outreach care to village-based patients.

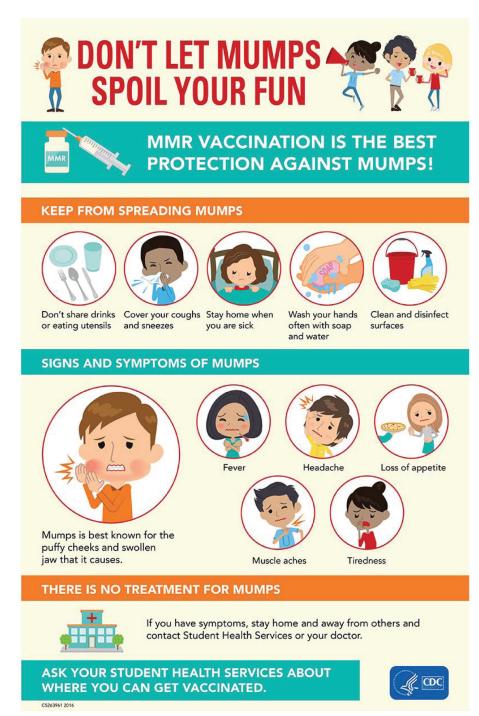
Savannah Sage, Dental Assistant I

Kaylee Galloway, Dental Assistant I





#### **MMR VACCINE**



People who don't get vaccinated are the most likely reason for the steady increase in the rate of measles and major outbreaks in the United States.

The findings, published in Journal of the American Medical Association, add to the body of evidence linking failure to vaccinate with the spread of the highly infectious and potentially fatal disease. Once common in the United States, measles was eliminated nationally in 2000 but has made a return in recent years largely because of people who reject vaccinating their children, experts say.

The MMR (Measles, Mumps and Rubella) vaccine provides protection against Measles, Mumps and Rubella (German Measles). Please keep your children and yourself current with recommended vaccines.

If you have questions about vaccines for you or your children, please contact your local health clinic or the Immunization Program at BBAHC at 842-9412 or 842-9373.

#### **STDs 101**

#### What are STDs?

STDs are Sexually Transmitted Diseases. Sometimes they are called STIs (Sexually Transmitted Infections). STDs can be caused by a virus, bacteria, or parasite. Some STDs are curable (like Gonorrhea or Chlamydia) and others are not (like HIV). However, even infections that cannot be cured have treatments and medications that make them less problematic for the individual. Examples of STDs include Gonorrhea, Chlamydia, HIV, Hepatitis, Syphilis, Herpes, HPV (Human Papillomavirus) and Trichomoniasis. STDs are on the rise in the nation, state and in Bristol Bay.

#### What are the symptoms of an STD and if left untreated what will happen?

The symptoms of STDs vary greatly depending on the type of infection. Some infections like Chlamydia, Syphilis and HIV may have no symptoms or cause symptoms that are mistaken for another illness like the flu. This is dangerous because it gives the infection time to spread and cause damage to other parts of the body and provides more opportunity to spread the infection to others. Other STDs cause discharge, pain or burning with urination, sores that come and go and/or stomach pain.

Infections left untreated can cause permanent damage to yourself and others. Untreated infections in women can lead to pelvic inflammatory disease, a condition that can cause chronic pain and infertility (the inability to get pregnant). Untreated syphilis and Hepatitis C can lead to serious long-term complications, including brain, cardiovascular and organ damage. Untreated infections can also make it easier for you to get HIV. The inflammation and cells present at the site of a gonorrhea, chlamydia or syphilis infection are perfect carriers for the HIV cells providing easy access to the body.

Pregnant women with untreated STDs can lead to serious complications for mom and baby. Untreated infections in pregnant women can be passed on to the baby and/or cause deformities, stillbirth, death soon after birth, early labor and prematurity, newborn pneumonia, eye infections and chronic neurological complications.

# You can have an STD and not know it.

# Find out! Get the FREE kit\*

and take the test in the privacy of your own home. Get you FREE kit @ iknowmine.org or call 866-575-5504. Know your status in less than two weeks.

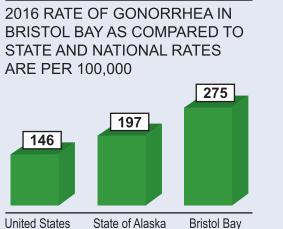
## iknowmine: WRAP IT UP ALASKA

\* Kit tests for chlamydia, gonorrhea and trichomoniasis.

#### Is There an Epidemic in Bristol Bay?

An epidemic is "a widespread occurrence of an infectious disease in a community at a particular time". An outbreak is "a sudden rise in the number

of cases of a disease above the normal threshold for an area". The nation, state and Bristol Bay are seeing an outbreak of Gonorrhea. Bristol Bay saw an outbreak of HIV in 2016. It is important to know that no matter what you call it, Bristol Bay definitely has a problem with STDs. While the



2016 RATE OF CHLAMYDIA IN BRISTOL BAY AS COMPARED TO STATE AND NATIONAL RATES ARE PER 100,000

497

United States State of Alaska Bristol Bay

rates of Gonorrhea and Chlamydia are high in the state and the nation, the rates in Bristol Bay are even higher. Anyone having sex in Bristol Bay should know that they are at high risk of contracting an STD. Everyone in Bristol Bay should get tested and know their status!

# How is someone tested for STDs?

STD testing depends on which infection is being tested. Some require only a blood or urine sample and others require a swab of the genitals.

# Can I have a test done in a village clinic?

Yes. Urine, blood or genital samples can be collected at the village clinic and sent to Kanakanak to be processed. There is no cost to native beneficiaries for STD testing. The cost to non-beneficiaries would depend on the patient's insurance coverage. If a patient does not have access to a health care facility or is worried about the cost, free self-testing kits can be ordered through www.iknowmine.org

#### If I Suspect I have an STD, What Should I Do?

If you suspect you have an STD or simply don't know your status, you should get tested! Many STDs do not have symptoms. You cannot know if you have an STD unless you are tested. People should get tested before entering in a new sexual relationship, if they've had unprotected sex with a new partner, if they have any signs or symptoms, if they have been named as a partner to someone who has an infection or if they have ever had sex and never been tested.

#### I Found Out I Have an STD. What Now?

If you have been tested and discovered you have a sexually transmitted disease/infection you should report to your local clinic or the hospital right away. You and your partner should be treated at the same time and refrain from sexual activity for at least 7 days. If you are not comfortable notifying any partners, be prepared to provide the names of partners to your health care provider who will conduct "partner notification". It is important that everyone who may be infected gets treated to stop the spread of infection. Partner notification is done anonymously, meaning we will not tell anyone who provided their name but only that they may have been exposed to an STD. Partners will be encouraged to come in for testing and treatment.

After being treated, be sure to limit your risk factors to prevent future infections.

- Practice Abstinence
- Use CondomsGet Vaccinated
- Have Fewer Partners
  Talk With Your Partner
  - Get Vaccillat
     Get Tested



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#### **SHINGLES IMMUNIZATION**

#### What You Need to Know About Shingles and the Vaccine

Shingles is caused by the varicella zoster virus (VZV), the same virus that causes chickenpox. After a person recovers from chickenpox, the virus stays dormant (inactive) in the body. For reasons that are not fully known, the virus can reactivate years later, causing shingles.

A person with active shingles can spread the virus when the rash is in the blister-phase. A person is not infectious before the blisters appear. Once the rash has developed crusts, the person is no longer contagious.

BBAHC encourages everyone 60 years and older to get a shingles vaccination. It is available in all village clinics, but like the chickenpox vaccine, the vaccine is only viable for 72 hours once it is removed from the freezer.

To prevent spoilage and wasted vaccines, BBAHC staff must plan ahead. You may receive a call from your local health aide or hospital staff to schedule an appointment to receive the vaccine. Zoster vaccine cannot be sent to village clinics without a scheduled appointment.

Cost: The cost of a single zoster vaccine is approximately \$120 per dose. If you are a native beneficiary, there is no cost to you to receive the zoster vaccine. If you are not a beneficiary, cost will depend on your insurance coverage.

#### **Symptoms of Shingles**

- Pain, burning, numbness or tingling
- Sensitivity to touch
- A red rash that begins a few days after the pain
- Fluid-filled blisters that break open and crust over
- Itching
- Some people also experience fever, headache, sensitivity to light, and fatigue.

The only way to reduce the risk of developing shingles and the long-term pain from post herpetic neuralgia (PHN) is to get vaccinated. Centers for Disease Control (CDC) recommends that people aged 60 years and older get one dose of shingles vaccine.