

Traditional Healing in Primary Care

Karen McIntire, VP of Workforce

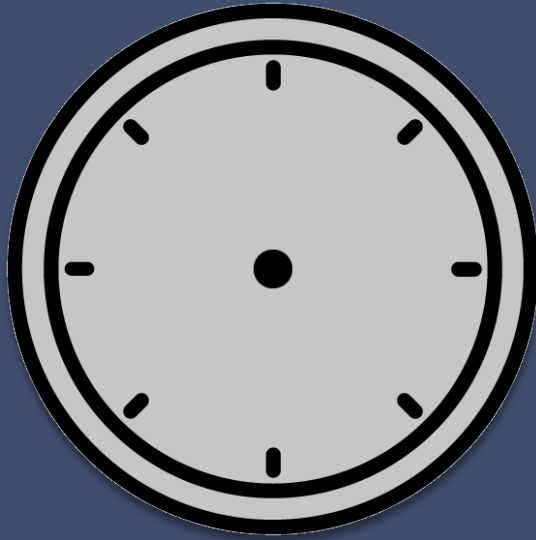
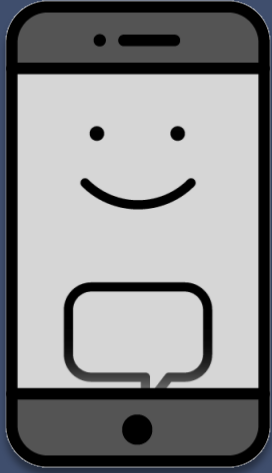
Melissa Merrick, EVP of Primary Care

Southcentral
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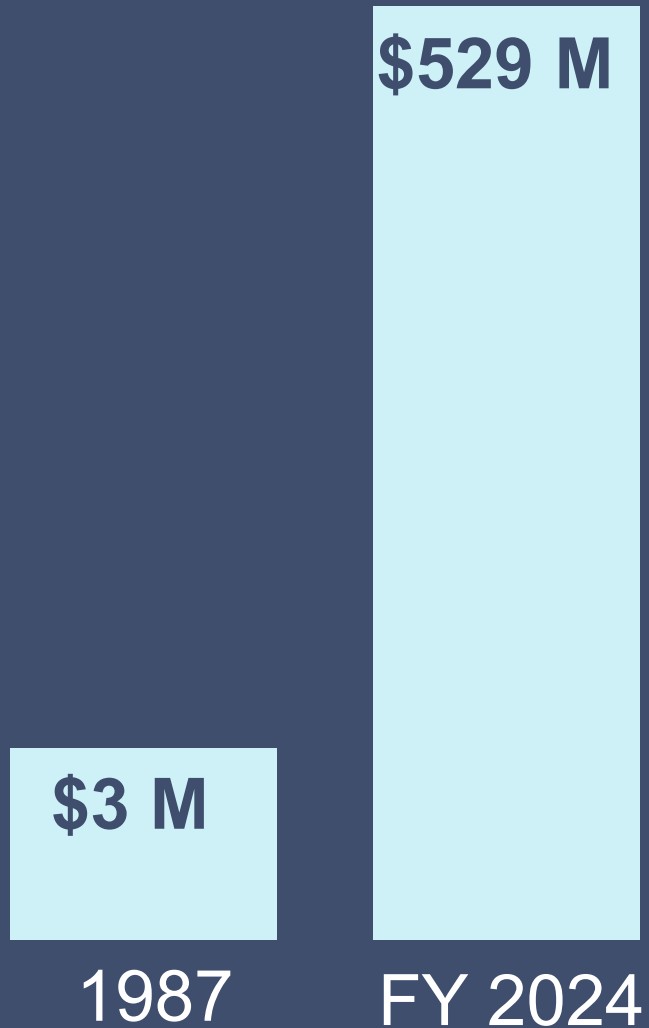


Alaska Native People Shaping Health Care

Housekeeping



SCF Fast Facts



- Incorporated in 1982
- Employees
 - 1987: 24 staff
 - 2024: 2600
- Programs
 - 2005: 51
 - 2024: 95
- Serving 70,000 Customer-owners
 - 2000: 14,856
 - 2024: 70,000

Check In: Takeaways and Questions

Check in with your Learning Circle:

What are your takeaways from yesterday's and/or this morning's workshops?

What questions do you have— either about previous sessions or this session?

“Voice” Drives Improvement



CUSTOMERS



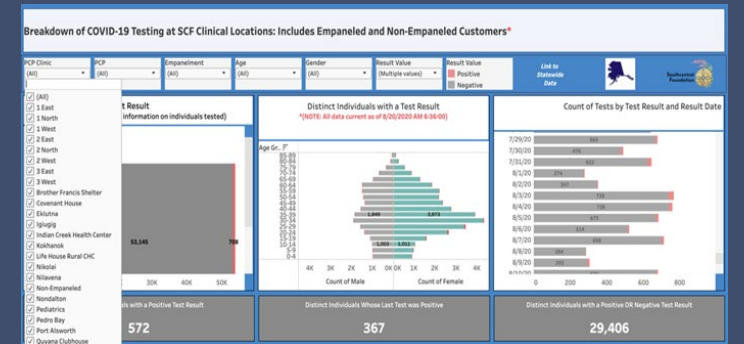
EMPLOYEES

SCF Team Dashboard
Data as of: 9/19/2020 [Link to Historical Scores](#)

PROVIDER: Hartman, Daniel MD

HEDIS Measure Name	Provider Score	HEDIS Percentile Benchmarks				Measure Denominator	SCF Score
		Below 50th %	50th %	Data Mail Goal	90th % or above		
Screening - Breast Cancer	67.6	< 59.02	59.02	65.51	70.29	74	67.6
Screening - Cervical Cancer	67.1	< 60.10	60.10	65.96	70.56	140	67.1
Screening - Colorectal Cancer	72.1	< 63.34	63.34	70.21	74.70	219	69.1
Condition Management - Diabetes Annual HbA1c	91.3	< 87.83	87.83	90.45	92.70	46	88.1
Condition Management - Pediatric Diabetes Annual		< 87.83	87.83	90.45	92.70	0	88.1
Condition Management - Diabetes Pool Control	19.6	> 38.08	38.08	33.09	29.63	46	26.4
Condition Management - Diabetes LDL < 100 mg/dL	43.5	< 33.94	33.94	40.39	45.59	46	48.1
Condition Management - Controlling Hypertension	67.3	< 58.64	58.64	65.51	71.04	168	60.2
Condition Management - CVD LDL Screening	76.5	< 58.64	58.64	65.51	71.04	17	67.6
Condition Management - CVD Control < 100 mg/dL	64.7	< 41.36	41.36	47.50	53.04	17	53.1
Adolescent Immunization	100	< 79.81	79.81	85.64	89.08	6	83.7

Non-HEDIS Measure Name	Provider Score	SCF Goal	Measure	SCF Score
Screening - SBIIT	69.5	75	154	72.90
Screening - Depression	77.3	75	154	74.40
Screening - ASQ Less Than 1 yr	100	75	6	65.10
Screening - ASQ Less Than 2 yr	100	75	4	79.60
Screening - ASQ Less Than 3 yr	50	75	8	71.50
Screening - Pediatric BMI	65.2	62	62	65.00
Prevention - CDC Immunization Combo 2	65.7	62	7	63.70
Operations - Provider/Patient Match Rate	69.77	60	43	65.03

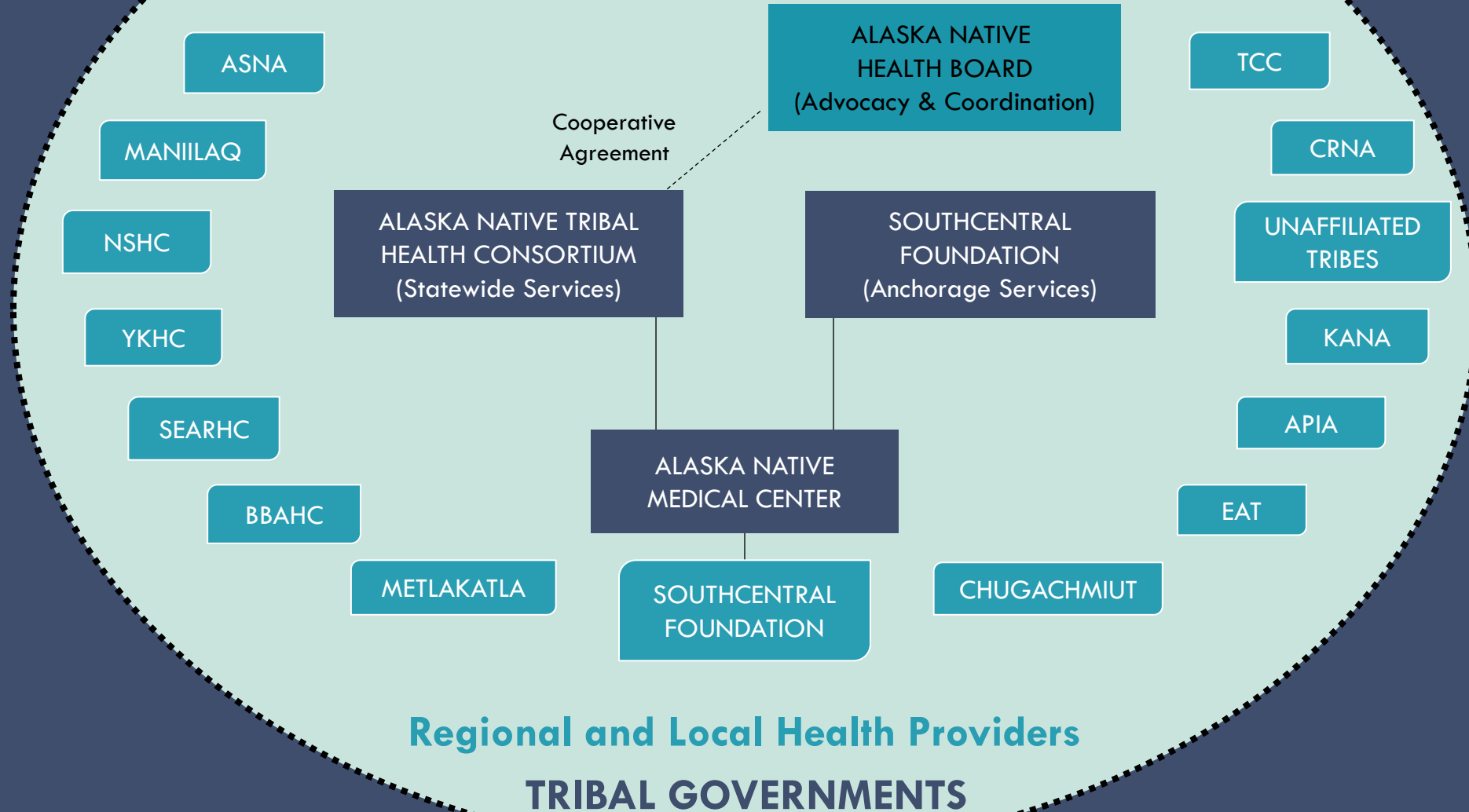


PROCESS

ALASKA NATIVE HEALTH SYSTEM

INDIAN HEALTH SERVICE

Advocacy



Check-In: Key Events

In your Learning Circle, make a list of important events that have had an effect on your health care systems and your community's wellness.



**SCF acts on behalf of the
Health Councils.**

**They choose us to deliver
the services they need.**



SCF Community Health Centers

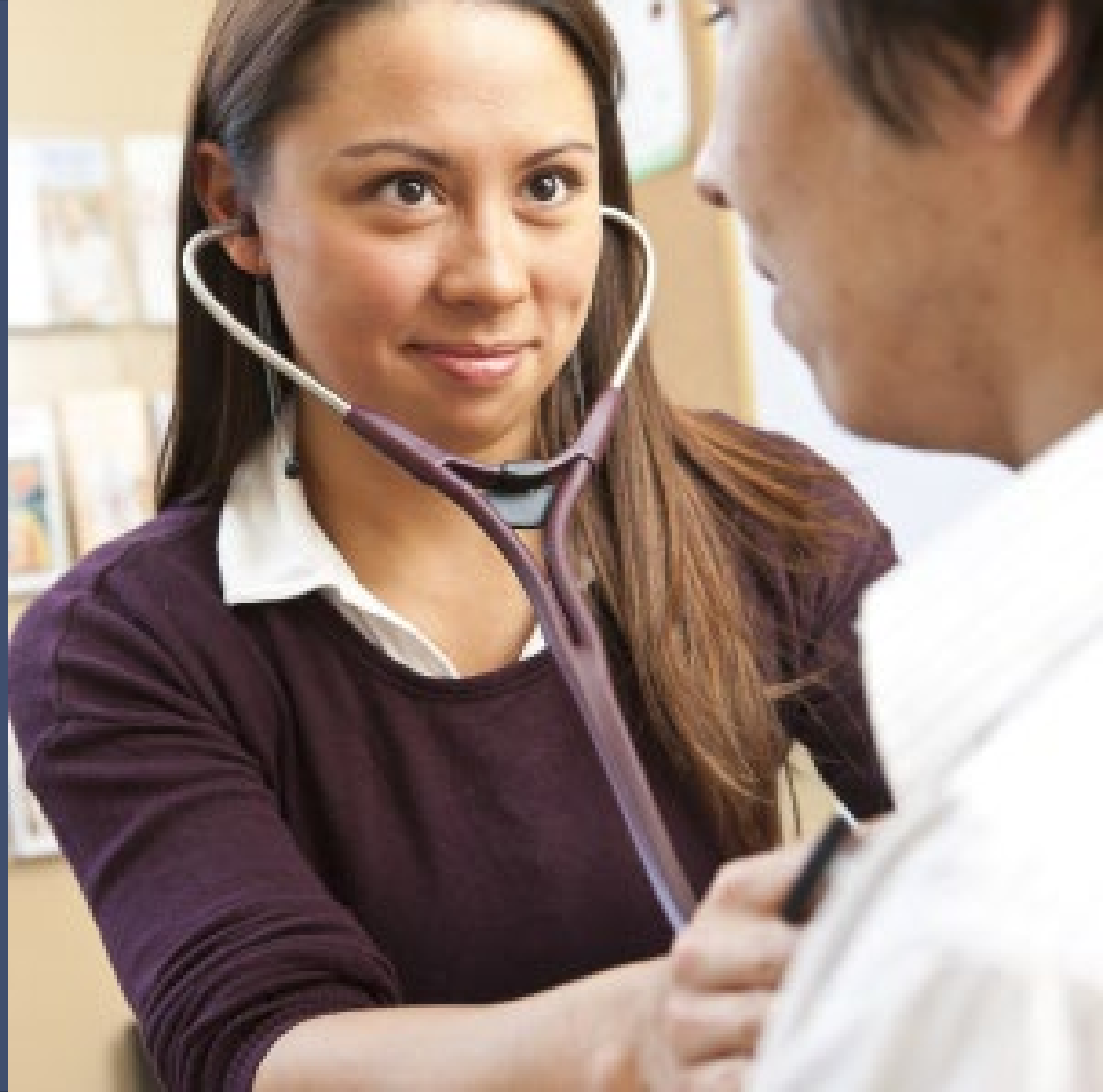
CHC Governance

- Clinics operated by SCF are supported by SCF's Board of Directors
- Each Region is also governed by a Community Health Council.
 - Health Council members are made up by community members which could include tribal or non-tribal members.
 - SCF leadership meets with the Community Health Councils quarterly to share health center data, trends, and listen to feedback.

Community Health Center Model

- Hub Clinics are staffed with a Physician or Advanced Practice Provider (APP) & Community Health Aid (CHAP).
- Smaller local clinics are often staffed only by a Community Health Aid.
- Clinics can also have a Behavioral Health Aid (BHA) on staff.
- Traveling providers visit health centers and utilize Telehealth when not in the region. Ex: Optometry, Behavioral Health, Dental, etc.

Community Health Aids (CHAP)



Advisory Councils



Advisory Committees & Affiliations

- SCF Elder Advisory Council
- Valley Native Primary Care Center Joint Operating Board
- Village Service Management Team
- Veterans' Committee
- Cook Inlet Tribal Leadership
- Life House Advisory Council
- Nilavena Tribal Health Council
- St. Paul Health Council
- Tebughna Indian Creek Clinic Advisory Council – Tyonek, AK
- Pathway Home Advisory Council
- Upper Kuskokwim Health Advisory Council

**All care is
Trauma-Informed
Care, and we have
specific programs
that respond to
specific needs.**



Community Voiced Their Top Needs

1993

- Domestic Violence
- Child Abuse
- Child Neglect
- Behavioral Health
- Addictions

2018

- Alcohol, Drug, and Tobacco
- Oral Health
- Behavioral Health
- Food, Nutrition, and Obesity
- Cardiovascular Health and Heart Disease

The Family Wellness Warriors Story





Family Wellness Warriors: *Nu'iju*

Returning to the strengths of Alaska Native and Native American culture to build healing relationships, community connection, and resiliency to trauma



Connection to Culture

- FWW was created by and continues to be led by Alaska Native people
- FWW is thoroughly grounded in Alaska Native traditional values
- Elders have led the way by giving permission and first breaking the silence by sharing their stories



Calling the Warriors

to take back their place as protectors of
the family and community.

Root Issues

- FWW trainings focus on the source, not just the symptoms
- Truly breaking the cycle of abuse includes:
 - Those harmed
 - Those causing harm



The Power of Story in Generational Healing



Attachment research shows that adults who remember and tell their story in a full and honest way are unlikely to repeat generational abuse

Main, M. & Goldwyn, R. (1984). Child Abuse and Neglect v8:20317



Focus Areas

- Domestic violence, child sexual abuse and child neglect
- Combat-related and First Responder post traumatic stress
- Re-entry and corrections
- Families connected to Office of Children Services

Nu'iju – Conceptual Model

PEER LEADER ROLE

Show how a stories of difficult experiences can be used to help others and encourage wellness exploration

Model relational awareness and healthy conflict resolution

Teach how to respond and challenge thinking errors

Create safety by modeling the process and sharing first

PARTICIPANTS ROLE

Build physical, mental, emotional and spiritual wellness. Demonstrate support to self and others

Develop relational skills and rebuild self-esteem

Correct thinking errors and negative self perception

Share personal experiences and connect with others

TRUE
SELF

REBUILDING
HEALTHY
RELATIONSHIPS

RECLAIMING SELF

SHARING STORY

How do we do this work?



Training
Intensives



Therapeutic
Communities



Learning
Circles

Training Intensive Experience



Large Group Teachings

30 - 45 minutes

Presenters share personal stories

11 sessions

Learning Circle Experience

- Two trained group leaders and six participants
- 90 - 120 minute sessions
- Participants explore the topic as it ties to personal story

Layers of Safety

Our Circle of Care at FWW

Relationship between LCL Coaches and Care Team





**The depth of story
you share is
always up to you.**



Arrigah House Intensive

- 5-day culturally connected intensive training
- Participants are carefully grouped with a seasoned peer support leader
- Delivered in person or virtually



Soldier's Heart Intensive

Soldiers' Heart goal is to reduce the symptoms of PTS and aid in suicide prevention among those that serve their community, in a military or first responder role, on a local or national level.



Therapeutic Communities

- 12-month residential program
- Culturally rooted and trauma informed
- Designed to change
- core beliefs
- Comprehensive interview process
- Success requires full commitment and accountability

Southcentral Foundation Learning Circles

Small groups bring people together with similar interests to:

- Build relationships by sharing story
- Learn from one another and provide support
- Provide referral to other services
- Focus on specific issues



Participant Quotes

“This was one of the most rewarding experiences in my life both personally and professionally.”

“With any kind of event in my life, the way I used to react was just to use or drink...But this program showed me and gave me the tools to process in a healthy way.”

“I am learning to be a better father and to break the cycle of abuse.”



BREAK

Southcentral
Foundation



Energizer: Pictionary

Race the other Learning Circles to complete all your Pictionary terms first!

Rules:

- The drawer can't speak
- No using letters, numbers, or symbols in your drawings



**The community asked
for Traditional Healing,
and the program has
evolved and grown.**

Overview



Healing the mind, body and spirit

Traditional Healing Clinic

- Modalities
 - Counseling
 - Physical
- Appointments by referral for eligible beneficiaries





Traditional Counseling

- Culturally relevant, holistic
- Identifies needs and customer-owner goals
- Healing Touch
- Individual and Families

Traditional Physical Healing

- Healing Hands
- Healing Touch
- Services vary depending on Tribal Doctor's skills



Who Can Make a Referral?

- Primary Care Clinics
- OB-GYN
- Pediatrics



Why Do Customer-Owners Come to Traditional Healing?

- Pain
- Learn about illness
- Root cause discovery
- Alternative to medicine
- Chronic conditions management
- Unexplained symptoms
- Grief
- Traditional support
- Holistic support
- Emotional support
- Substance abuse support
- New diagnosis

Other Traditional Services

- Traditional Healing Garden
- Information and awareness on the importance of plants in the history of Traditional Healing



Traditional Healing Services

- Cultural Classes
- Plant education
- Plant walks
- Tea time
- Sewing
- Beading
- Drumming
- Salve making
- Women's Talking Circles



How We Built Traditional Healing

- Customer-owner feedback requesting Alaska Native perspectives
- SCF Board of Directors and Executive Leadership support
- Culturally relevant space integrated with Anchorage Native Primary Care Center
- Creation of Elders' Advisory Council
- Development of Tribal Doctor job description
- Definition of Traditional Healing Services
- Referral based from Primary Care Provider

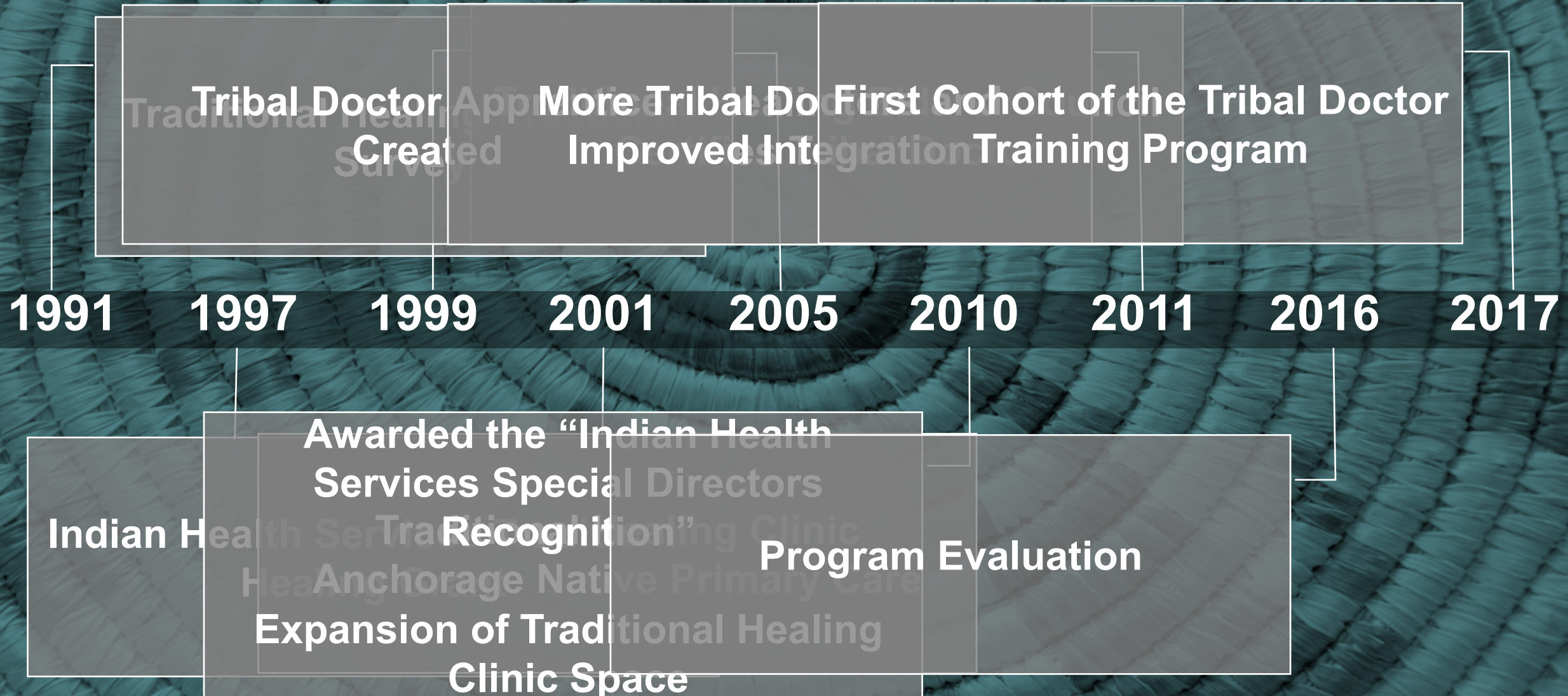


Traditional Healing Clinic Elders' Advisory Council

A Tribal Doctor must meet a number of criteria, including certification by the Traditional Healing Elders' Advisory Council



Traditional Healing Timeline



Traditional Healing Timeline



Why is Traditional Healing Important?

- Offers cultural and traditional options to customer-owners as they seek wellness
- Primary care providers view traditional healing as a valuable service
- Customer-owners asked for it and appreciate it
- Honors Alaska Native healing practices
- Integrates spirituality into healing



“This morning I brought my mind, body, soul and spirit, of course, because you cannot separate them. I brought my whole person because if I plan to be – one, to be healthy, it has to come from these four units; mind body soul and spirit”

“Respect for each other, respect for health, respect for knowledge, respect for health care. It’s all built in as part of the program.”

“I feel like when I come here I feel it’s my family, the women’s health circle and my sisters, my family. The providers treat us as family; they greet us, they’re glad to see us, they look at us, smile at us, and ask we’re doing, ask about our pets.”

“We talk about food, we talk about Native dancing, we talk about our people – I think it’s really important that the people that you have in you have are really connected to our culture and to the various cultures throughout Alaska.”

“It works and it makes a difference”

“It’s changed my life and enriched my life.”

“A program and a way of life... It’s really, really, needed here.”



Questions?

Qaġaasakung

Aleut

Quyanaa

Alutiiq

Quyanaq

Inupiaq

AwA'ahdah

Eyak

Mahsi'

Gwich'in Athabascan

Igamsiqanaghalek

Siberian Yupik

Háw'aa

Haida

Quyana

Yup'ik

T'oyaxsm

Tsimshian

Gunálchéesh

Tlingit

Tsin'aen

Ahtna Athabascan

Chin'an

Dena'ina Athabascan

Thank you!