

Southcentral  
Foundation



# Patient Led Transformation Lessons From the Nuka System of Care

*3<sup>rd</sup> Transnational Conference on  
Integrated Community Care*

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# 65,000 Voices





The background of the slide is a vibrant landscape. In the foreground, there are tall, slender plants with bright pink flowers on the left and yellow flowers at the bottom. A calm lake reflects the surrounding scenery in the middle ground. In the background, a range of mountains with patches of snow is visible under a clear blue sky.

# Vision

A Native Community that enjoys physical, mental, emotional and spiritual wellness

# Mission

Working together with the Native Community to achieve wellness through health and related services



# Goals

Shared Responsibility  
Commitment to Quality  
Family Wellness



# Customer-Ownership



# Leadership Principles

- O**perate from the strength of Alaska Native cultures and traditions of leadership.
- W**ill stand in the gap to align and achieve the mission and vision.
- N**urture an environment of trust that encourages buy-in, systematic growth and change.
- E**ncourage ownership of responsible, calculated risk taking.
- R**espect and grow the skills of future generations to drive initiatives and improvements.
- S**hare and listen to personal life stories in order to be transparent and accountable.
- H**edge people in by creating a safe environment where spiritual, ethical and personal beliefs are honored.
- I**mprove for the future by learning from the past, giving away credit and celebrating achievements.
- P**ractice and encourage self-improvement believing there is good in every person.

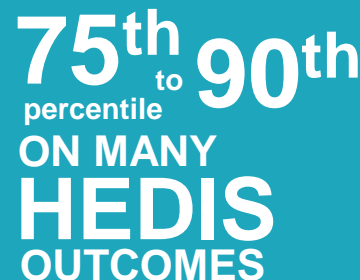
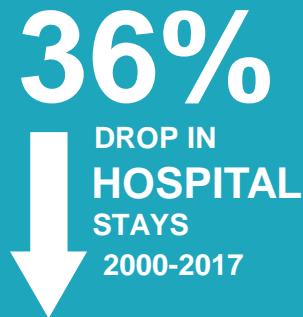
# Operational Principles

- R**elationships between customer-owner, family and provider must be fostered and supported
- E**mphasis on wellness of the whole person, family and community (physical, mental, emotional and spiritual wellness)
- L**ocations convenient for customer-owners with minimal stops to get all their needs addressed
- A**ccess optimized and waiting times limited
- T**ogether with the customer-owner as an active partner
- I**ntentional whole-system design to maximize coordination and minimize duplication
- O**utcome and process measures continuously evaluated and improved
- N**ot complicated but simple and easy to use
- S**ervices financially sustainable and viable
- H**ub of the system is the family
- I**nterests of customer-owners drive the system to determine what we do and how we do it
- P**opulation-Based systems and services
- S**ervices and systems build on the strengths of Alaska Native cultures

# Core Concepts

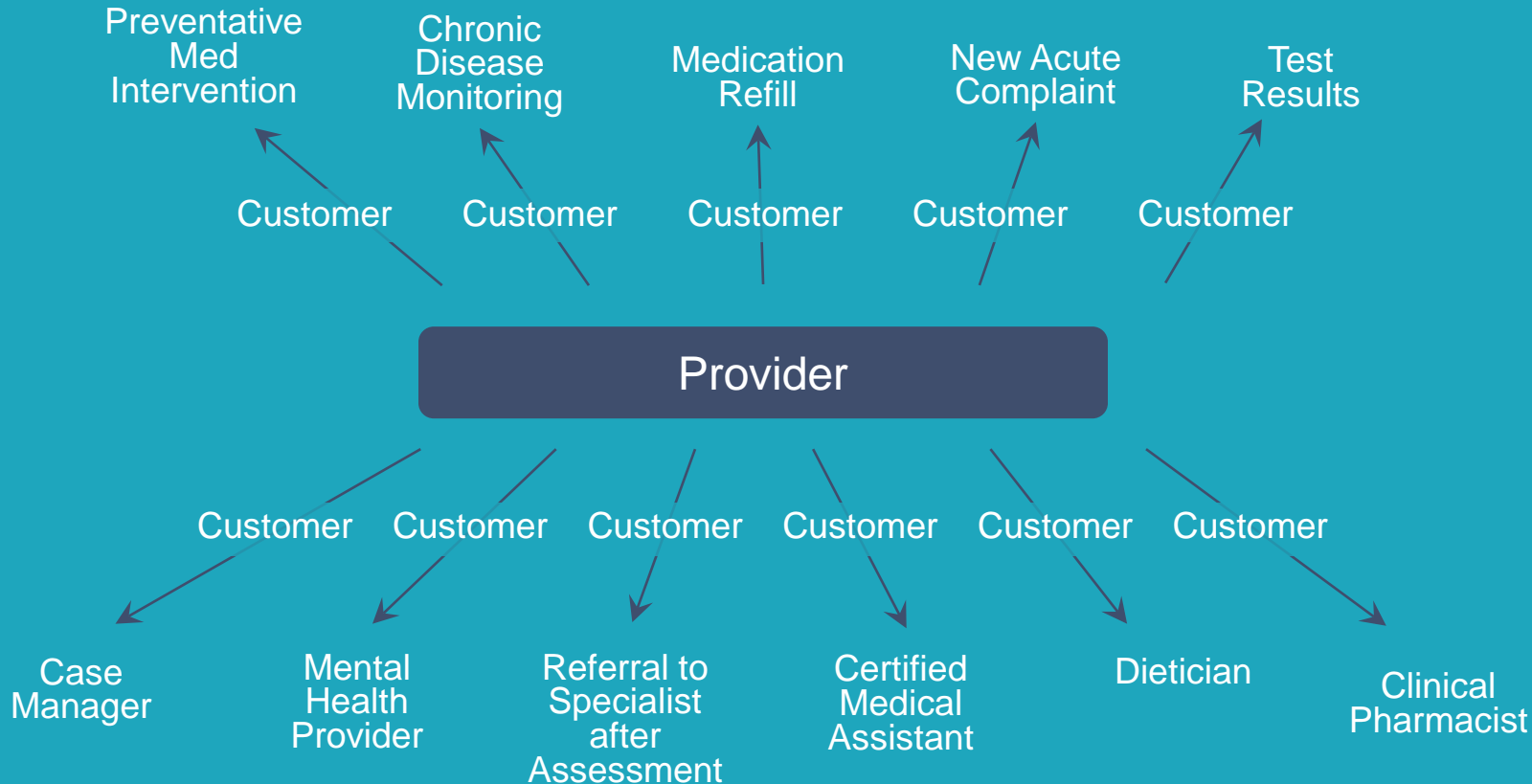
- W**ork together in relationship to learn and grow
- E**ncourage understanding
- L**isten with an open mind
- L**augh and enjoy humor throughout the day
- N**otice the dignity and value of ourselves and others
- E**ngage others with compassion
- S**hare our stories and our hearts
- S**trive to honor and respect ourselves and others

# Why listen to our story?

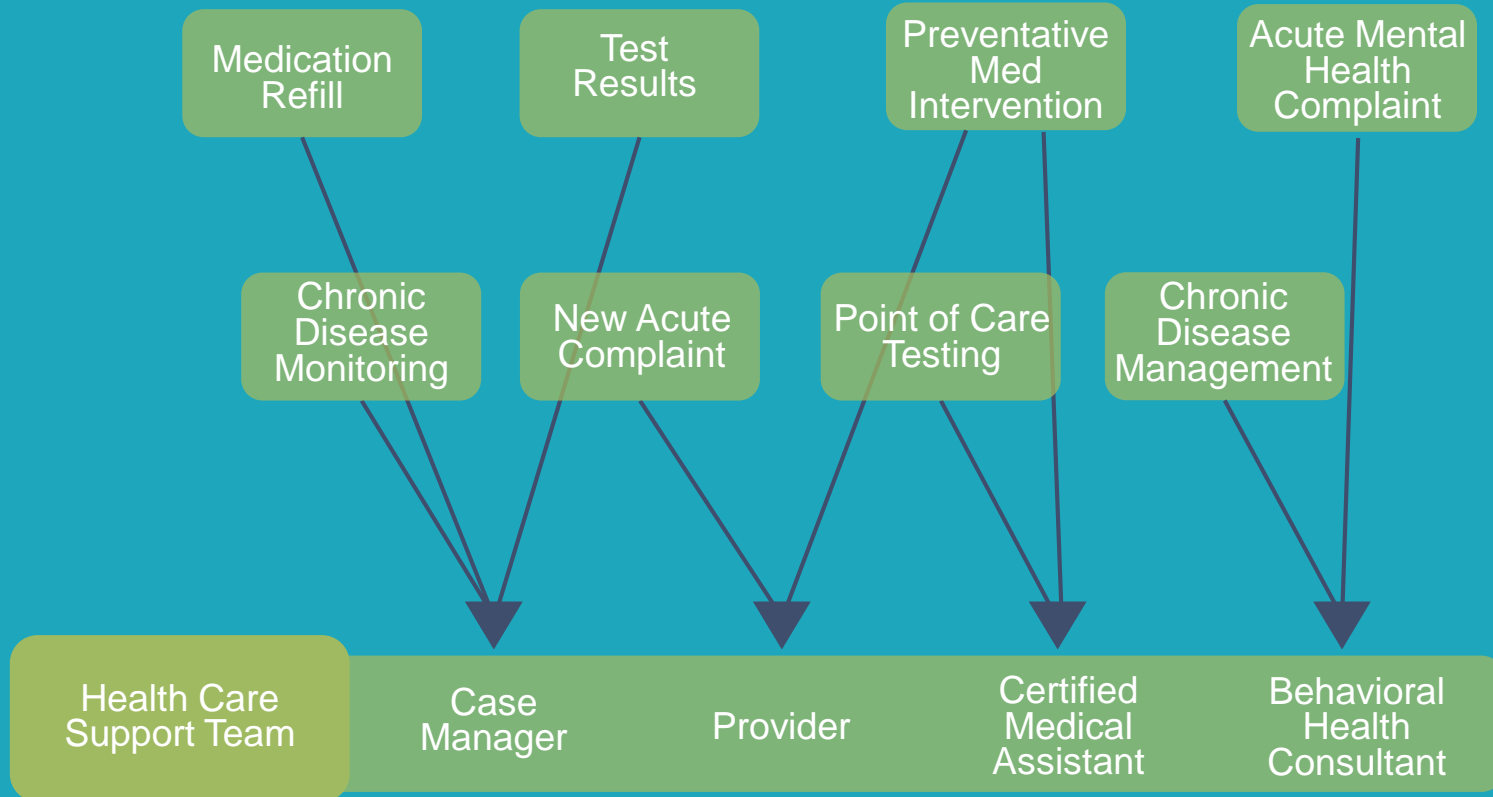




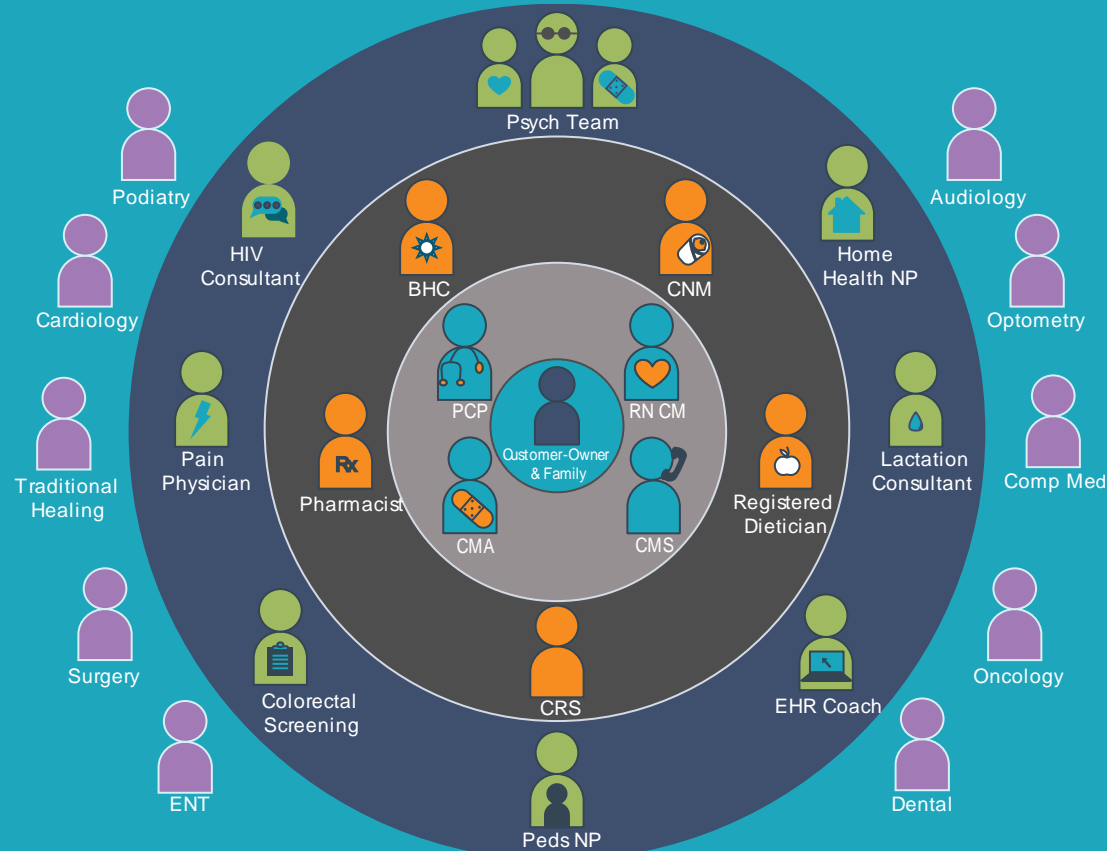
# Traditional Workflow



# Parallel Workflow Redesign



# Patients at the Center





# Lessons Learned

- Change in culture and bring providers with us
- Behavioral Health Integration different expectations of professions
- More Integration = BIG Primary Care
- Bureaucracy
- Give customer-owner a voice to lead and be ready
- Despite, not because of US Healthcare System

# What's next?

- Elders
- Palliative Care
- Behavioral Health Continuum
  - Addiction
  - Crisis
  - Early intervention
- Pain
- Healthy families

# Is it replicable?



**Malcolm Baldrige**  
National Quality Award

**2011 & 2017 Award Recipient**



# Nuka Site Visit Requests



# Conclusion

- Customer-ownership
- Relationships
- Community based – Elders, Veterans, FWWI
- Access to own provider and culturally appropriate care
- Integrated primary care teams includes Behavioral Health Consultants
- Behavioral health redesign includes learning circles
- Improved facilities



Questions?



# Thank You!

**Qa̕aasakung**

*Aleut*

**Quyanaa**

*Alutiiq*

**Quyanaq**

*Inupiaq*

**AwA'ahdah**

*Eyak*

**Mahsi'**

*Gwich'in Athabascan*

**Igamsiqanaghalek**

*Siberian Yupik*

**Háw'aa**

*Haida*

**Quyana**

*Yup'ik*

**T'oyaxsm**

*Tsimshian*

**Gunalchéesh**

*Tlingit*

**Tsin'aen**

*Ahtna Athabascan*

**Chin'an**

*Dena'ina Athabascan*