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
Leadership Principles

Operate from the strength of Alaska Native cultures and traditions of leadership.

Will stand in the gap to align and achieve the mission and vision.

Nurture an environment of trust that encourages buy-in, systematic growth and change.

Encourage ownership of responsible, calculated risk taking.

Respect and grow the skills of future generations to drive initiatives and improvements.

Share and listen to personal life stories in order to be transparent and accountable.

Hedge people in by creating a safe environment where spiritual, ethical, and personal beliefs are honored.

Improve for the future by learning from the past, giving away credit and celebrating achievements.

Practice and encourage self-improvement believing there is good in every person.
Operational Principles

**Relationships** between customer-owner, family and provider must be fostered and supported

**Emphasis** on wellness of the whole person, family and community (physical, mental, emotional and spiritual wellness)

**Locations** convenient for customer-owners with minimal stops to get all their needs addressed

**Access** optimized and waiting times limited

**Together** with the customer-owner as an active partner

**Intentional** whole-system design to maximize coordination and minimize duplication

**Outcome** and process measures continuously evaluated and improved

**Not** complicated but simple and easy to use

**Services** financially sustainable and viable

**Hub** of the system is the family

**Interests** of customer-owners drive the system to determine what we do and how we do it

**Population-Based** systems and services

**Services** and systems build on the strengths of Alaska Native cultures
Core Concepts

Work together in relationship to learn and grow
Encourage understanding
Listen with an open mind
Laugh and enjoy humor throughout the day
Notice the dignity and value of ourselves and others
Engage others with compassion
Share our stories and our hearts
Strive to honor and respect ourselves and others
Elder Program Goals and Outcomes

- Maintain independent living as long as viable.
- Promote whole person wellness and quality of life
- Support Elders as keystone members of their families and communities
- Coordination and advocacy with other community programs and resources as well as government agencies and tribal entities.
Customer Ownership

- The foundation for all interactions.
- Not patients and more than just customers.
- Promotes improved customer experience for customer owners as well as staff.
- Ownership promotes advocacy and participation in individual health decisions and outcomes.
Elder Demographics

- Alaska Native / American Indian people 55 or better
- 400-500 unique users monthly; 1300 annually
- Representing every region of Alaska and non-Alaskan tribes.
- Most are migrants to Anchorage from other communities in Alaska.
- Changing demographics of aging “baby boomer” generation.
Elder Program Operations

- Nutrition Services
- In Program Activities
- Health and Wellness Promotion
- Home and Community Support
- Transportation
Nutritional Services

- Daily congregate meal
- Monthly Food Bank food box delivery
- Farmers Market vouchers
- Subsistence activities
- Traditional foods distribution
Activities

- Exercise and nutrition education
- Live music
- Monthly potlucks
- Traditional arts and crafts
- Health education
- Vegetable and berry picking

- Shopping
- Day of caring
- Learning circles,
Elder Provider Services

- Elder providers support Elders on their panels and provide services tailored to individual Elder needs based on a service plan.
  - In-home visits
  - Group visits
  - Chores and/or meal preparation
  - Phone calls
  - Nutrition
  - Social interactions
  - Transportation
  - Referral and resource services
Integration of Care at the Elder Program

- Integration of medical, dental and behavioral health into the Elder Program.
- Weekly RN services and consultation
- On site dental clinic
- Learning circles and behavioral health referrals.
- Voucher program for clinical services not covered.
RN Consult Clinic

- Currently: 4 hours weekly.
- Services offered:
  - Chronic condition monitoring
  - Triage - Appointment and referrals
  - Medication consultation and education
- Average of 10 encounters per day.
- Designed to allow for longer visits than primary care.
Specifically designed space to accommodate Elders.
Open twice weekly on Tuesday and Thursday
All routine dental services offered
Walk in appointments available.
Learning Circles and Behavioral Health

- Learning Circles hosted on site.
- Availability of counseling services through Behavioral Health Consultants (BHC).
- Referral services to other related services.
Transportation Services

- Network of 4 bus routes throughout Anchorage
- Alaska Native Medical Center 9x daily
- Elder Housing and shopping 6x daily,
- 2 “activity” busses, Elder homes to Elder Program.
- Medical appointment transports for outside of our normal network.
- >23,000 one way rides.
How we connect to the Nuka System of Care

- Integration of, and access to health care at the Elder Program.
- Connecting customer-owners to resources so they can connect with their community in a way that best fits their lifestyle
- Promote Health & Wellness within our program and services offered
- Assistance and advocacy through their health care and other programs
Customer Ownership & Feedback

- Elder Advisory Council
- Customer Satisfaction survey’s
- Suggestion boxes
- Staff availability including executive level
- Focus groups and Customer Owner panels.
- Various hotlines
Next steps and future plans

- Elder Program remodel and upgrade
- Currently undergoing program evaluation
- Expanded services and facilities, including clinical space, transportation, & staffing levels
- Upgraded assessment tool-evolving from IADL, to SNAP assessment.
Questions?
Thank You!

Qagaasakung  Aleut
Quyanaa  Alutiiq
Quyanaq  Inupiaq
Awa'ahdah  Eyak

Mahsi'  Gwich'in Athabascan
Igamsiqanaghalek  Siberian Yupik
Haw'aa  Haida

Quyana  Yup'ik
T'oyaxsm  Tsimshian

Tsin'aen  Ahtna Athabascan
Chin'an  Dena'ina Athabascan

Gunalchéesh  Tlingit