

Southcentral Foundation Elder Program

2018 National Title VI Training and Technical
Assistance Conference
Chris Klabunde, Manager



65,000 voices





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

- 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

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



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.

Elder Dental Clinic

- 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.

The background is a solid teal color with a pattern of dark teal silhouettes of various plants and flowers, including stems with leaves and clusters of small blossoms.

Questions?

Thank You!

Qāgaasakung

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