

Relationship-Based Primary Care: The Perfect Prescription for COVID-19

Indian Country COVID-19 ECHO & Telemedicine

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65,000 Voices



20 Years of Prep for COVID

- Customer-Ownership, Relationship Based, Shared Responsibility
- Core Concepts – moving to Inquiry rather than Advocacy only
- Long Full integration of Behaviorists, Case Managers, Pharmacists, Case Management Support
- More Specialist co-location and integration - teach
- Already at ca. 70% virtual platform in Primary Care
- Already obsessive customer voice focus
- Already huge Workforce Development investment





Primary Care Provider

RN Case Manager

Certified Medical Assistant

Case Management Support

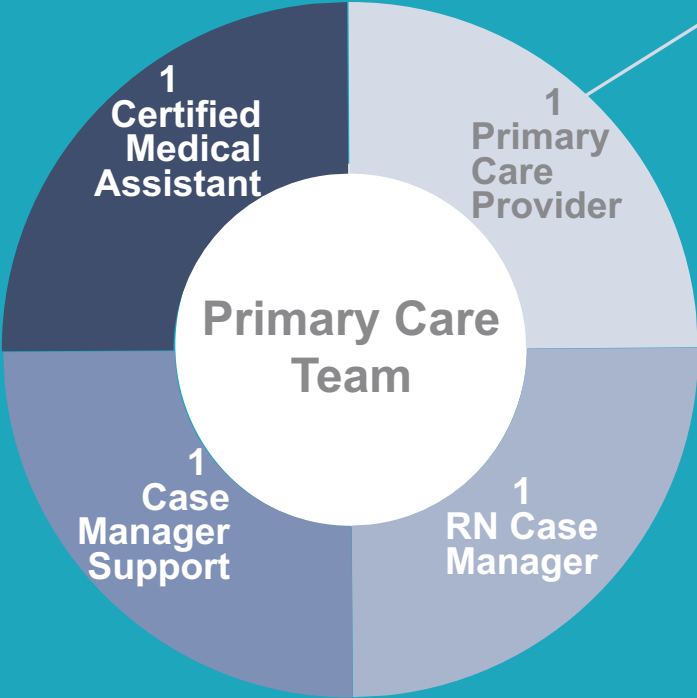
Coverage NP/PA

Behavioral Health Consultant

Dietician

Integrated Care Teams

Care Team Ratios



1,100-1,400 Empaneled Customer-Owners

Integrated Care Clinic Team	
2 Behavioral Health Consultants	6 General Practice Physicians
1 Pharmacist	
1 Registered Dietitian	
1.5 Certified Nurse Midwife	
2 Coverage Physician Assistants/Nurse Practitioners	

Rapid Change Response

- Pop-Up Respiratory Clinic vs Train the Trainer
- Door Screening
- Employee Health
- Decision Making Process
- “Task Force”
- Organizational Principles > Policies and Procedures
- Openness and TRUST



SCF's Action and Innovation

- Establishment of donation sites for PPE and handmade masks
- Establishment of scrubs process for employees to wear while at work in clinical settings
- Establishment of outside testing sites
- Increase mail-out pharmacy services
- Establishment of drive through routine care for things such as pharmacy pick-up, routine labs, birth control, etc.
- Established two new encounter types for phone and video

Telemedicine at SCF

- Relationship Based Telehealth
- Teleradiology
- Tele-pharmacy
- Tele-Behavioral Health



Lessons Learned

- Quality risk management
- Reopening plan
- Forecast plan/next steps with employee and community input
- Value the support of community health aides/ community health
- Building and maintaining relationships was the key to success
- Core Concepts tools work in the virtual world
- Primary care integration and teamwork in virtual care
- Team based organizational structure
- Complex care management during COVID-19
- Transparency with employees and community
- TRUST

Additional Resources Available at scfnuka.com

- Recent Articles
- Document Resource Library
- Testimonials
- Videos
- Free Webinars
- Free White Paper Downloads
- Nuka Strategic Planning Software Demos
- Nuka System of Care Blog



Topics Include:

- Customer and Community Engagement
- Leadership & Governance
- Measurement, Data and Analysis
- Service Delivery Transformation
- Strategy and Improvement
- Trauma Informed Care
- Workforce Development
- Virtual Consulting
- Data and Information Management Strategies
- Nuka Approach to COVID-19 Series

New Opportunities

- Virtual Site Visits
- Nuka Fireside Chat Series
- Virtual Consulting
- Student Opportunities
- Virtual Winter Nuka Conference Feb 8-10, 2021



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