Indian Health Service

National Director's Awards

November 6, 2003

DoubleTree Hotel • Rockville, Maryland

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Director, Indian Health Service

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Charles W. Grim, D.D.S., M.H.S.A.

Assistant Surgeon General
Director, Indian Health Service

DEPARTMENT OF HEALTH & HUMAN SERVICES

Public Health Service

Indian Health Service
Rockville, MD 20852

November 6, 2003

A Message from the Director

Today I have the honor of recognizing the men and women whose dedication, ingenuity and hard work have improved the lives, health, and welfare of American Indians and Alaska Natives.

The Indian Health Service (IHS) is truly unique in its delivery of environmental, educational, community outreach, preventive, and therapeutic services. From providing quality health care to building safe water systems, IHS employees are making a positive difference in the lives of Indian people. Together, we are showing that the progress of the diabetes epidemic through Indian Country can be slowed and, for some people, eliminated entirely. The blending of technology, telemedicine, and patient care is helping to extend our reach to distant communities and bringing health services a little closer to home. The dedicated IHS workforce is helping to give American Indian and Alaska Native children a healthy start in life. In short, our hard work today will help Indian people in the future.

The people whom we honor today come from the many diverse disciplines that work together toward achieving the IHS goal of raising the health status of American Indians and Alaska Natives. These awards represent a whole host of employees who make it possible for the successes that are achieved and for the programs that benefit so many. The contributions of those who we honor today are deserving of the recognition of their 15,000 colleagues and friends.

I congratulate all the award recipients.

Sincerely yours,

Charles W. Grim, DDS

Charles W. Grim, D.D.S., M.H.S.A.
Assistant Surgeon General

Emery A. Johnson, M.D., M.P.H.

Assistant Surgeon General
Director, Indian Health Service, 1969-1981

Dr. Emery A. Johnson, a family practice physician from Minnesota, came into the Indian health Program before the Transfer Act of 1955. In 1969, Dr. Johnson became the fourth Director of Indian Health Service. He remained as Director until 1981 and served the longest tenure of any Indian Health Service Director -- 12 years. Dr. Johnson entered the Public Health Service and was assigned to the Indian Health Program about a year previous to the transfer from the Bureau of Indian Affairs to the Public Health Service. He served as a reservation staff physician in Winnebago, Nebraska, and White Earth, Minnesota. He also spent his entire Public Health Service career associated with the Indian Health Program. He had a number of interesting and varied assignments at such locations as Billings, Montana, as the Billings Area Director; Director of the Phoenix Arizona Indian Medical Center; Chief of Program Services at the Silver Spring Indian Health Service Headquarters; Deputy Director of the Indian Health Service serving under the Director Dr. Erwin S. Rabeau, and then became Director of the Indian Health Service in 1969. During Dr. Johnson's tenure, the Indian Health Service made mammoth strides and gains in not only the delivery of comprehensive health care services to American Indians and Alaska Natives, but in the construction of new and modern hospital and clinical facilities. There was also major updating and renovation of many of the old and antiquated hospitals and clinics that had been transferred from the Bureau of Indian Affairs. Dr. Johnson was a major catalyst and prime mover for Indian involvement in the management and operation of the Indian Health Service health care delivery system and program. He was a champion for legislation that impacted the health care of American Indians and Alaska Natives. He was a major contributor to the development, writing and passage of sweeping legislation affecting the American Indians and Alaska Natives such as: the Indian Self-Determination and Education Assistance Act of 1975, Public Law 93-638, and the Indian Health Care Improvement Act, Public Law 94-437, passed in 1976. He was a champion for Indian preference that qualified American Indians and Alaska Natives to assume leadership positions in Indian Health programs. Dr. Johnson retired in 1981 after a 30-year career as a Public Health Service Commissioned Corps Officer.

Agenda

Ceremony Commencement by the Mistress of Ceremonies
Doni Wilder
Rosebud Sioux
Director, Portland Area
Indian Health Service

Presentation of Colors
Ceremonial Unit of the Surgeon General's Honor Corps
Indian Health Service Veterans
White Oak Drum Group

Traditional Blessing
W. L. Buck Martin
Stockbridge Munsee Band of Mohicans
Senior Advisor to the Director
Indian Health Service

Introduction of Stage Dignitaries and Special Guests

Welcoming Remarks
Charles W. Grim, D.D.S., M.H.S.A.
Cherokee
Assistant Surgeon General
Director, Indian Health Service

Introduction of Guest Speaker
Doni Wilder

Guest Speaker
Emery Johnson, M.D., M.P.H.
Former Director
Indian Health Service

Presentation of Length of Service Awards

Presentation of USPHS Commissioned Corps Awards

Presentation of Director's Awards

Presentation of the Luana Reyes Leadership Award

Closing Remarks
Doni Wilder

Retire Colors
Honor Corps
White Oak Drum Group

Reception

Awards

40 Years of Service

ABERDEEN AREA

Geniva Doenhoefer
Supervisory Rehabilitation Aftercare Specialist

BEMIDJI AREA

Mary F. Walk
Secretary

NAVAJO AREA

Cecelia M. Anderson
Supervisory Human Resource Specialist

Margaret M. Gorman
Supervisory Clinical Nurse

Marie J. Nez
Purchasing Agent

PHOENIX AREA

Photo Unavailable
Nancy J. Garrett
Nurse

Photo Unavailable
Richard W. Gilpin, Jr.
Air Conditioning Equipment Mechanic

Alberta H. Naha
Cook

Photo Unavailable
Isabelle J. Sekayumptewa
Practical Nurse

HEADQUARTERS

Frank E. Marion
Senior Program Specialist

45 Years of Service

NAVAJO AREA

Rosanne Y. Johnson
Practical Nurse

PHOENIX AREA

Reba M. Majenty
Practical Nurse

TUCSON AREA

Photo Unavailable
Angela L. Martinez
Nurse

50 Years of Service

PHOENIX AREA

Photo Unavailable
Tyler Wahnee
Maintenance Mechanic

The USPHS Commissioned Corps Awards

Purpose

The purpose of the Commissioned Officers' Recognition Program is to:

- recognize officers for outstanding achievement or service
- encourage maximum performance, and
- improve esprit de corps among officers.

Outstanding Unit Citation (OUC)

The OUC is granted to a group of commissioned officers who exhibit outstanding contributions toward achieving the goals and objectives of the Public Health Service (PHS). To merit this award, the unit must have provided outstanding service, often of national or international significance.

Outstanding Service Medal (OSM)

The OSM is granted to officers who have demonstrated continuous outstanding leadership in carrying out the mission of the PHS, have performed a single accomplishment that has had a major effect on the health of the Nation, or have performed a heroic act resulting in the preservation of health or property.

Meritorious Service Medal (MSM)

This award is the second highest recognition granted to PHS commissioned officers for outstanding or meritorious levels of achievement. This award is presented in recognition of: (1) meritorious service of a single, particularly important achievement; (2) a career notable for significant accomplishments in technical or professional fields; or (3) unusually high quality and initiative in leadership. The levels of accomplishment meriting this award may include a highly significant achievement in research, program direction, or program administration; a series of significant contributions; a continuing period of meritorious service; or an exhibition of great courage in hazardous work or in an emergency.

Distinguished Service Medal (DSM)

This is the highest award given to a PHS commissioned officer. An exceedingly high level of achievement characterizes this award for an officer with a genuine sense of public service who has made exceptional contributions to the mission of the PHS. Such achievement may range from the management of a major health program, to an initiative resulting in a major impact on the health of the Nation. The award can also be conferred for a one-time heroic act resulting in great saving of life, health, or property.

Outstanding Unit Citation

ALBUQUERQUE AREA

IHS Safety Officer Training Group
Development and implementation of safety officer training for Indian Health Service and Tribal employees resulting in highly skilled employees and significant cost savings to the government

PHOENIX AREA

Point-of-Sale Pharmacy Billing Implementation Task Committee
Personal and professional contributions and outstanding team effort in the nationwide implementation of the Indian Health Service Pharmacy Point-of-Sale Pharmacy Billing Project

Rodeo-Chedeski Fire Response Group
Superior teamwork during the catastrophic Rodeo-Chedeski wildfire that destroyed a large portion of the Fort Apache Indian Reservation

HEADQUARTERS

ITSC Point-of-Sale Implementation Project
Outstanding achievement and dedication to revenue collection through the Point-of-Sale Implementation Project

National Oral Health Council
Significant accomplishments for the advancement of oral health in the Indian Health Service Dental Program

Outstanding Service Medal

ALASKA AREA

George H. Hays, Jr., M.D.
Captain, USPHS

Sustained exemplary service to PHS and the Indian Health Service

ALBUQUERQUE AREA

George H. Maxted, M.D.
Captain, USPHS

Sustained outstanding leadership as a Clinical Director on national, area, and local levels, particularly in quality improvement, diabetes care and geriatrics

Russell D. Pederson
Captain, USPHS

Outstanding leadership as District Engineer and Deputy Director, Sanitation Facilities Construction, Albuquerque Area

NASHVILLE AREA

Richie K. Grinnell
Captain, USPHS
Outstanding service and quality performance of duties as Director, Trans-Am Program, Indian Health Service

NAVAJO AREA

Kimberlae A. Houk, R.N., M.P.H.
Commander, USPHS
Consistent and successful contributions to the mission of the Indian Health Service at local, area, and national levels

Karen L. Parko, M.D.
Captain, USPHS
Establishment of a novel module for providing quality of continuity of care to a large volume of patients that were previously underserved

OKLAHOMA CITY AREA

Tad R. Mabry, D.D.S.
Commander, USPHS
Exceptional contributions in pediatric dentistry and improving dental care for American Indian and Alaska Native children and adolescents

Cathy L. Shaffer, R.Ph.
Captain, USPHS
Remarkable initiative and outstanding accomplishments within the Pharmacy Branch of the IHS while serving as Chairperson, Pharmacy Professional Specialty Group

PHOENIX AREA

Photo Unavailable
David S. Dickman, M.D.
Captain, USPHS
Outstanding career in radiological duties at the Phoenix Indian Medical Center

Sandra D. Robinson
Captain, USPHS
Innovative, dedicated service and commitment to the principles and virtues of the USPHS throughout her career

Kenneth W. Simpson, R.N.
Captain, USPHS
Significant contributions of lasting impact to the Phoenix Indian Medical Center and the Indian Health Service that improve health care services provided to Native Americans

Charles C. Watson, R.Ph., M.P.H.
Captain, USPHS
Distinguished service and extraordinary achievements while serving as Regional Pharmacy Consultant for the Phoenix Area Indian Health Service

TUCSON AREA

Randy Willard, P.E.
Captain, USPHS

Outstanding program leadership and overall service to the Tucson Area, Tohono O'odham Nation, and the Pascua Yaqui Tribe

Meritorious Service Medal

PHOENIX AREA

Photo Unavailable
Timothy R. Cavanagh, M.D.
Captain, USPHS
Exemplary leadership in providing medical care to Native Americans and significant contributions to the mission of the Public Health Service throughout a 22-year career

HEADQUARTERS

Kelly J. Acton, M.D., M.P.H., F.A.C.P.
Captain, USPHS
Exceptional contributions in managing the Congressionally-mandated Special Diabetes Program for Indians and improving diabetes care for American Indians and Alaska Natives

Charles W. Grim, D.D.S., M.H.S.A.
Rear Admiral, USPHS
For significant accomplishments while serving as Director, Oklahoma City Area

Distinguished Service Medal

ALBUQUERQUE AREA

Andrew S. Narva, M.D.
Captain, USPHS
Innovative contributions to American Indian and Alaska Native health care as Chief Clinical Consultant in Nephrology and Director of the Indian Health Service Kidney Disease Program

HEADQUARTERS

Photo Unavailable
John S. Yao, M.D.
Captain, USPHS
Exceptional contributions in health care financing and improving access to care in rural areas for American Indian and Alaska Native people

The Director's Award

The Director recognizes individuals or groups of employees whose special efforts and contributions, beyond regular duty requirements, have resulted in significant benefits to the programs or customers of IHS and fulfillment of the IHS mission. Examples of such efforts/contributions include exceptional initiative or leadership in carrying out activities to improve IHS program operations to benefit the IHS environment; unusual competence, compassion, or heroism; outstanding contribution to a special committee or task force dealing with IHS-wide policies, procedures, or operations; outstanding efforts in applying technical or clerical support skills to accomplish the IHS mission; skill and leadership in administration, knowledge or skill building, knowledge dissemination, or technology transfer; or notable competence and resourcefulness in improving the knowledge building or knowledge application capacity of IHS.

Aberdeen

Commander Scott M. Anderson, M.P.H.

In recognition of his leadership of the Winnebago Indian Health Service Hospital

ABERDEEN AREA

CDR Anderson is currently detailed as the CEO, Winnebago Indian Health Service (IHS) Hospital, in addition to serving as the Deputy Service Unit Director and Hospital Accreditation Specialist. He has been instrumental in the transition to the new facility, facilitating cooperation between IHS and Tribal health leaders. He has outstanding conflict resolution skills, which promote positive relations between management and the union. He provides opportunities for team building and the active participation of all staff. His organizational skills, management abilities, and promotion of teamwork have resulted in the Winnebago Hospital receiving the highest recognition from JCAHO in the Aberdeen Area. He has assisted in strategic planning for several IHS facilities in the Aberdeen Area. He serves on Area committees such as Quality Council, Information Technology Team and the Aberdeen Area Leadership Council.

The Area Fluoridation Team

Captain William D. Bailey, D.D.S., M.P.H., Captain Michael D. Warren, M.P.H., Commander Jack S. Sorum, P.E., Charles Boulais, Janice Bohling, John Trebesch, Clint Gray

For provision of fluoridated water to Native Americans in the Aberdeen Area

ABERDEEN AREA

As a result of renewed efforts in the fluoridation programs in Indian country, the Aberdeen Area Dental and Environmental Health Programs held a series of meetings in fiscal year 2001 to formulate the Area fluoridation plan. The Aberdeen Area Fluoridation Program, spearheaded by CAPT Bailey and CAPT Warren, has been used as a model throughout the Indian Health Service and continues to prove to be one of the most cost effective and convenient methods of preventing dental carries to any population. As evidenced in an Area cost analysis, the average cost to provide fluoridation equipment and, ultimately, fluoridated water to the user is $4.39 per person. This cost is much less than the costs of the dental care that would have otherwise been required.

Lieutenant Commander Michael A. Candreva, O.D.

For service to the Standing Rock Hospital Optometry and Diabetes Programs

ABERDEEN AREA

LCDR Candreva, Chief of Optometry, coordinates all aspects of eye care for the entire reservation population, a population of 10,000 American Indians. Promoting and providing vision screenings to Head Start and Early Head Start students has fostered an improved relationship with children. He worked closely with the Standing Rock Sioux Tribe to establish an eye glasses program. In 2001-2002, he also served as Acting Chief Dental Officer for 10 months. Because of his vast experience, his input is critical at Executive Medical Staff, Diabetes Control Committee, Performance Improvement and Supervisor's meetings. As Director of the hospital-based Optometry Residency Program, four residents have completed their residencies under his guidance. LCDR Candreva's commitment to the Indian Health Service, his dedication to the facility, community, and the improvement of patient care is apparent through his work.

Dan Dailey

For leadership to the patients of the Standing Rock Sioux Tribe

ABERDEEN AREA

Mr. Dailey, a nurse practitioner, began his service in 1985 at the Standing Rock Service Unit. He currently serves as the Field Health Director. Through his work with the community nurses, pediatric immunizations rose from approximately 80% to greater than 95%. Mr. Dailey serves on multiple committees. He is Co-Chair of the Diabetic Team, leader of the Maternal and Infant Health Committee, represents the Standing Rock Service Unit at the infant mortality conference, and represents his department on the Governing Body, Executive Medical Staff, Performance Improvement, Patient Safety, and Pain Management Committees.

Shelly R. Harris

In recognition of support to both staff and patients in the Aberdeen Area

ABERDEEN AREA

Ms. Harris has exceeded management's expectations in performing her duties as a nurse educator. She was involved with implementation of the Health Insurance Portability and Accountability Act and provided leadership to prepare the Belcourt Service Unit for its August 2003 accreditation review. Further, she provided leadership for the Belcourt Service Unit's contributions to the Aberdeen Area Master Plan. An outstanding resource for the Belcourt Service Unit medical staff, Ms. Harris is always willing to provide assistance to those who need continuing education credits to maintain licensure. She also volunteered to provide instruction for the Indian Health Service "Leadership in Context" course.

Alaska

Captain Thomas H. Coolidge

For significant contributions to the health status of Alaska Natives and American Indians

ALASKA AREA

CAPT Coolidge, Director, Alaska Area Office of Environmental Health and Engineering (OEHE), is responsible for managing a staff of five who carry out residual responsibilities of the office. The Alaska Area OEHE program manages Indian Health Service funds in excess of $50 million. In addition to the residual program, he has oversight responsibility for about $25 million in sanitation facilities construction funding. In fiscal year 2003, CAPT Coolidge served on many committees including the Sustainable Utilities Steering Committee, sponsored by the USDA Rural Development, the Governor's Council on Rural Sanitation, State of Alaska Water and Wastewater Works Advisory Board, and the Engineering and Science Management Advisory Board. CAPT Coolidge continued to work with EPA, ANTHC, and a contractor to develop and implement a web-based database to replace the current Sanitation Deficiency System. This program is now in the process of being implemented nationwide. Under his leadership OEHE has initiated, with the support of Headquarters, development of a web-based project data system to replace the current PC-based project and utility data system. He developed guidelines to facilitate construction by Tribes of new health facilities on Federal land and successfully facilitated the acquisition of land on St. Paul Island for the construction of a new health facility.

Connie M. Greene

For outstanding service to the Office of the Director, Alaska Area IHS

ALASKA AREA

The Alaska Area functions as a "residual" Area office. With the resulting small staff size, it is essential to our success that each employee demonstrates initiative and willingness to adapt to changing roles, responsibilities, and objectives.

Ms. Greene adapts to profound change while maintaining a strong focus on customer service. She is repeatedly the recipient of written and verbal compliments for her selfless service to visitors to the building. Ms. Greene manages the schedule of the Area Director and the office's senior managers in a manner that maximizes the office's presence and contribution to health dialogue throughout the state and nation. The Indian Health Service (IHS) Office of Tribal Self-Governance complimented her in writing for assistance at the DOI/IHS Self-Governance Conferences, and she serves in the IHS Administrative Support Technical Advisory Group. In August 2003, Ms. Greene provided critical administrative support services to coordinate an unprecedented visit to Alaska by the Secretary of Health and Human Services. This success was due to Ms. Greene's assistance to Intergovernmental Affairs, OS, DHHS. Additionally, Ms. Greene organized, with one-week notice, a visit to Alaska by the Deputy Assistant to the President for Domestic Affairs. This brought unprecedented exposure to the health needs of Alaska Natives to the principal White House official responsible for domestic affairs.

Burton J. Humphrey

For contributions to the health status of Alaska Natives and American Indians

ALASKA AREA

Mr. Humphrey, Director, Alaska Area Office of Acquisition Management, administers the pharmaceutical prime vendor contract on behalf of Tribal organizations statewide. In fiscal year (FY) 2003, he added the Yukon Kuskokwim Health Corporation (YKHC) to the list of AANHSN pharmaceutical prime vendor clients, in a move estimated to save the YKHC over $200,000 annually. He also maximizes the Federal health capacity by providing procurement services to Alaska offices of the Centers for Disease Control (CDC) and the National Institute for Occupational Safety and Health (NIOSH). Mr. Humphrey worked proactively with Tribal dental programs and the Office of General Counsel, and has subsequently awarded Personal Service Contracts for medical providers on behalf of Tribal programs throughout Alaska. Several communities in rural Alaska have dental and other medical services today where none existed before. In FY 2003 he awarded 43 contracts for 29 dentists, eight physicians, three dental hygienists, two physician assistants, and one nurse practitioner.

Diane L. Leach

For outstanding skills and leadership in knowledge dissemination

ALASKA AREA

Ms. Leach is a statistician assigned through an intergovernmental personnel agreement to the Alaska Native Tribal Health Consortium. During the summer of 2003, she analyzed and reported on Tribal GPRA+ data in her role as Tribal statistician. She created an objective analysis of Tribal GPRA data at the local level and enhanced Tribal acceptance and participation in the process. Ms. Leach was able to correct errors in GPRA+ taxonomies at the facility level, and compared several GPRA indicators to national rates. She also compared GPRA results to alternate data systems such as the diabetes registry and women's health software. Ms. Leach's position as a Tribal employee, her willingness to assist the Indian Health Service (IHS), and her technical expertise made it possible for Tribes to objectively review the results and benefits of GPRA. Her work has increased the comfort level of Tribal leaders who must decide whether or not to share GPRA results with the IHS and Congress, and has enhanced the trust between self-governance Tribes and the IHS.

Albuquerque

Lieutenant Commander Wilbert Darwin, Jr., Pharm.D., R.Ph.

For leadership in accomplishing the mission of the Indian Health Service

ALBUQUERQUE AREA

Since his arrival at the Acoma-Canoncito-Laguna Service Unit, LCDR Darwin was appointed to the Medical Staff and privileged to practice as a clinical pharmacist. An example of his clinical contributions was his development and implementation of a Warfarin treatment clinic. This approach provided greater continuity in the management of complex patients requiring anticoagulation. He has implemented approaches to the delivery of pharmacy services, such as an electronically generated medication refill form within the Resource Patient Management System. This has decreased the possibility of medication errors and has simplified the refilling of medications increasing quality of patient care. LCDR Darwin was instrumental in the implementation of billing systems within the pharmacy. For example, with the "Point-of-Service Concept," third party revenues increased from $150 per month to approximately $10,000 per month. Additionally he proposed, planned, and effectively implemented the Script-Pro system of dispensing medications via a computer directed robotic system, which has improved the efficiency of the Pharmacy staff and decreased again the potential for medication errors. LCDR Darwin also participated in the Area-wide implementation of the Med-Marx medication error reporting system and is the local coordinator for the program.

Division of Clinical Support

Regina S. Robertson, Commander Georgia Pedro, M.P.H., Mary Balenquah

In recognition of collection, distribution, and development of data materials in the Albuquerque Area

ALBUQUERQUE

The Division of Clinical Support is nominated for superior performance on the extraction, collection and distribution of a six-year trend dataset in the areas of outpatient/inpatient, disease profile, performance including GPRA, pharmacy, facility planning, and billing. They developed a resource book from the data, increasing the Area's capability for providing on-hand information expediently to IHS Areas, Tribal and Urban staff. Due to their detailed work, a cost-savings of over $200,000 was realized. They achieved a 100% increase in the collection and storage of available data reports, which improved clinical reporting and distribution in the Area by 125% to a wide range of users. The Division of Clinical Support accomplished the first ever extraction and creation of a six-year trend data report. Their work has inspired others to duplicate their process and system.

Commander James L. Sutton, R.N.

For performance of duties as the Director of the Public Health Nursing Program at the Jicarilla Service Unit

ALBUQUERQUE AREA

CDR Sutton became a public health nurse (PHN) in Dulce in 1992, a Certified Diabetes Educator in 1995, and the Director of Public Health in 1996.

CDR Sutton's workload consistently exceeds the Indian Health Service public health nursing goals. He is considered a PHN expert in the Albuquerque Area, conducts program reviews at other Service Units, and participates in Area PHN initiatives. By learning to speak the local Apache language, he has developed a special rapport with the elders. He manages the care of the elderly with frequent home visits, referrals and constant communication with the medical staff as patient conditions change. CDR Sutton used his epidemiology background to coordinate care during TB investigations and Hepatitis A outbreaks. His extensive knowledge of infectious diseases has made him an important contributor and member of the Clinic's Infection Control Committee.

CDR Sutton was deployed to Rwanda from April through June 1995 with the US Agency for International Development (USAID). To improve readiness for deployment to international health emergencies, he completed the initial Disaster Assistance Response Training Field Deployment training sponsored by PHS and USAID in March 2001. In addition to PHN duties, CDR Sutton serves the Chairperson of the Governing Board.

Zuni-Ramah Service Unit Staff

For performance and commitment to the mission of the Indian Health Service

ALBUQUERQUE AREA

The Zuni-Ramah Service Unit staff has displayed exemplary service and teamwork, resulting in efficient facility operations and enhancement of services. The staff maintains JCAHO and CAP Accreditations, including those from FDA and the American College of Radiologists. They achieved an increase in third party collections due to their tireless efforts and commitments. In addition, they implemented a sound fiscal program that consistently complies with the Anti-Deficiency Act. All clinical coders and business office staff are AAPC and AHIMA-certified, with medical and nursing programs certified in both ACLS and PALS. Finally, the Zuni Hospital is the only facility in the Albuquerque Area IHS to offer mammography services.

Bemidji

Emerson Coy

For managerial excellence in water and sewer improvements

BEMIDJI AREA

Mr. Coy, Lac du Flambeau Tribal Planner, assumed responsibility as Tribal Project Manager for water and sewer improvement/replacement projects. Because of his superior management, construction on his first project came in under budget by approximately $275,000. During the course of this construction, he initiated a public awareness campaign writing articles for the local paper and letters to all the residents affected. Mr. Coy is proactive in handling various construction issues to ensure job safety. His efforts have created development opportunities for the Tribe by providing future infrastructure capacity.

Gail J. Gardner

For development of a creative approach to Diabetes Health Education

BEMIDJI AREA

Ms. Gardner is the Diabetes Program Coordinator at the White Earth Health Center. After realizing that the standard education classes on diabetes generated little interest among the patients on the White Earth Reservation, she decided to implement a different approach – Diabetes Bingo. Although played like regular bingo, the numbers also include pictures which illustrate basic concepts and self-care information about diabetes. Ms. Gardner's creative educational model on diabetes has achieved outstanding results. This year, a patient who had a hemoglobin A1C in the 9-10 range for years attended Diabetes Bingo recently, and proudly, announced that she had gotten her A1C down to 7.0. Patients are motivated to learn more and are willing to receive more support from others in the community.

Marlene Glaesman

For leadership of the expansion of the Rural Health Program at Sault Ste. Marie Tribal Health Program

BEMIDJI AREA

As the Rural Health Program Director since 1993, Ms. Glaesman has been dedicated to delivering an efficient and cost-effective health care service to Tribal members in the Upper Peninsula of Michigan. Under her outstanding leadership and management, the Rural Health Program expanded its service by more than 50 percent, creating a comprehensive, preventative, therapeutic and rehabilitative health delivery system. In addition, she successfully secured local contracts for ancillary services currently unavailable in the clinics. While she efficiently manages a multi-site service delivery system, Ms. Glaesman also attends Northern Michigan University to obtain a Master's Degree in Public Administration.

Sault Ste. Marie Tribal Working on Wellness Group

Connie Hill, B.S., Chris Baier, B.S.N., R.N., Karen Kucharczyk, B.S., Kristy Fox, B.S., R.D.

For achievements in planning, implementing, and evaluating a Working on Wellness Program

BEMIDJI AREA

The Working on Wellness Program (WOW) was designed and implemented by the Fit-It-In Group in the seven-county service area. WOW group sessions include 30 minutes of physical activity most days of the week or at least 150 minutes weekly, healthy eating of five fruits and vegetables daily, and one personal goal (tobacco cessation, increasing fiber or water intake, stress management, balancing a checkbook, etc.). Weekly brown bag lunches are offered covering topics according to National Health Observances and SHP Goals & Objectives. Evening group sessions are also available. Other highlights of the program include the Digiwalker Challenge, quarterly newsletters, incentives/prizes for dedicated participants, and healthy fruits & vegetables at the Tribal health center for employees, patients, and visitors. This innovative program has become highly successful and life changing for over 200 people thus far.

Billings

Craig L. Chandler

For continued support of the goals and mission of the Indian Health Service

BILLINGS AREA

Mr. Chandler is a custodial worker at the Eaglechild Health Center in Hays, Montana. He takes great pride in maintaining the facility, as evidenced by his continuous attention to detail. Mr. Chandler provides a clean and safe environment, not only for staff, but for the patients as well. He responds in a positive "can do" manner to requests for support from the staff and patients. He is a true ambassador of the Indian Health Service within the community.

Commander Charlene F. Johnson, R.D.

For continued support of the goals and mission of the Indian Health Service

BILLINGS AREA

When CDR Johnson accepted the assignment of Quality Work Environment Coordinator for the Crow Service Unit, she immediately began involving employees from all service unit departments. The inclusion of all employees enhanced the services provided to patients. On her own initiative, CDR Johnson began involving patients by developing the "We Care" cards, a short patient satisfaction survey that allows patients to freely express their opinion of services received, including the demeanor of the staff. The "We Care" cards are located in each department with a sign encouraging customers to complete one. Customers are given the option to withhold their identity on the cards. CDR Johnson continues to collect the cards, analyze the results, and work with specific departments for program improvement.

Commander John C. Klinkenborg, M.D.

For continued support of the goals and mission of the Indian Health Service

BILLINGS AREA

As Chief Medical Officer for the Wind River Service Unit, CDR Klinkenborg represents the Billings Area on the National Council of Clinical Directors. He exemplifies conscientious leadership and is a role model for medical staff. He initiated an effective same day next appointment system for the Wind River Service Unit and improved the prenatal clinics through oversight of contracted specialty providers. His work reflects his concern for quality care and cultural sensitivity. He also performed an analysis on various ways to get patients back into the health care system. Under CDR Klinkenborg's leadership, improvements were made on how providers code and document their level of service, resulting in a dramatic increase in third-party collections to an all-time high of $4 million.

Luanna J. Stewart

For continued support of the goals and mission of the Indian Health Service

BILLINGS AREA

When Ms. Stewart was first assigned timekeeping duties, she initiated her own research on the rules and regulations and began teaching herself all aspects of timekeeping. She became familiar with laws pertaining to timekeeping and over the years applied her knowledge and maintained 100% accuracy in her timekeeping records. In addition, she has often trained new timekeepers and participated in special projects and audits where expert timekeeping services were required. Most recently, Ms. Stewart agreed to assist another service unit conducting an in-depth audit covering a five-year period. Her assistance in this project greatly reduced the amount of time required to conduct the audit, so she took advantage of the opportunity and provided on-the-job training to those involved.

Debbie K. Trottier

For continued support of the goals and mission of the Indian Health Service

BILLINGS AREA

Using the financial reporting system, Ms. Trottier designed and implemented database tables, queries, and reports which enabled the Area financial management staff to track and extract information more efficiently. Additionally, she revised and established new formats for the JV log, monthly count, check log, and the quarterly reports to achieve more time-efficient and user-friendly formats.

California

Government Performance and Results Act Group

Captain Steven R. Lopez, R.H.I.A., Ralph G. Ettinger, Ph.D.,
Captain Theresa A. Cullen, M.D.

For elevating the health status of American Indians and Alaska Natives through improved GPRA performance

CALIFORNIA AREA

During fiscal year 2003, CAPT Cullen, Dr. Ettinger and CAPT Lopez developed an improved reporting system for data required by the Government Performance and Results Act (GPRA). This work was accomplished without negative impact on their other numerous responsibilities. Dr. Ettinger and CAPT Lopez worked with CAPT Cullen to bring about tremendous improvements in the ability of IHS to gather accurate and meaningful clinical data needed for GPRA reporting purposes. Dr. Ettinger and CAPT Lopez worked with the Area GPRA coordinators and Chief Medical Officers in an effective manner to ensure that all Areas are aware of the GPRA goals for IHS. The impact of this effort will be an improvement in the health status of all patients served by the IHS system.

Arvada J. Nelson

For leadership of the California Area Urban Indian Health Program

CALIFORNIA AREA

Ms. Nelson continually provides outstanding vision, leadership and management for Urban Indian health programs in the California Area Indian Health Service (IHS). She provided valuable assistance to the IHS Headquarters Urban Program staff during the recent PART review. Ms. Nelson willingly contributed many hours of additional work toward this effort while still performing her California Area duties in her usual outstanding and efficient manner. She is respected and admired by all of the Urban program staff, as well as her co-workers. She always goes above and beyond her normal duties to provide the highest quality of service.

Lieutenant Commander Nathan M. Quiring, M.P.H.

For performance as District Environmental Health Specialist at the Redding District Office

CALIFORNIA AREA

At the request of the Hoopa and Yurok Tribes, LCDR Quiring became certified as a cannery inspector through the Food and Drug Administration. He is the only certified cannery inspector in the Indian Health Service and was able to assist the Tribe in building the cannery located on the Hoopa Reservation. This cannery is the first processing plant to be located on the Hoopa Reservation since 1950. LCDR Quiring also organized a regional economic workshop that focused on interpreting and applying local, state, and federal food processing rules and regulations and effectively marketing products for export. This assisted many Tribes from California, Oregon, and Washington with setting up a private business on Tribal land. During this same time period, he attended training to become certified as an Indian Health Service x-ray technician. He has completed surveys of all twelve Head Start Programs, and completed the Smith River and XL Rancherias Tribal comprehensive solid waste management plans.

Mark J. Sundberg

For performance as an Engineering Technician at the Arcata Field Office

CALIFORNIA AREA

Mr. Sundberg continues to "step up to the plate" to help with tough problems that are mitigated only through his valuable field experience and extensive historical knowledge. He was called in to provide surveying and technical assistance to get the Trinidad Rancheria water main replacement project back on track when progress was stalled. He was also integral in the completion of drafting plans for the Happy Camp project when it was falling behind schedule. He coordinated the scattered sites program for the Arcata Field Office. His current workload consists of 52 home sites that are in varying stages of completion for water and wastewater facilities. His innovative designs for curtain drains and other sanitation facility systems to meet special site conditions have been replicated and used by other districts. For over 12 years, Mr. Sundberg has provided stability and continuity for services in the Redding District.

Nashville

Commander Dana J. Baer, M.P.H.

For the development of Tribal community water and wastewater operation and maintenance programs

NASHVILLE AREA

CDR Baer filled the newly created role of Tribal Utility Consultant in the Bangor Field Office, Nashville Area Indian Health Service two years ago. In June 2001, he began the task of creating utility programs through carefully tailoring appropriate solutions unique to each Tribe. This enabled him to design the "best fit" approach for creating or enhancing each Tribe's utility program. As CDR Baer's program emerged, it was guided by extensive Tribal input and feedback, as well as IHS and EPA directives. Some examples include 15 training sessions developed and conducted for Tribal utility and individual homeowners and the first Water System Vulnerability Assessments conducted for any Tribe anywhere in the Indian Health Service. CDR Baer also assisted in creation of a Utility Asset Management project. This initiative received special project funding from Headquarters in fiscal year 2003.

Commander Deborah K. Burkybile, R.N., M.S.N., C.P.C.

For outstanding leadership of Managed Care Services

NASHVILLE AREA

CDR Burkybile has demonstrated outstanding work in providing leadership in Managed Care services for the Nashville Area Indian Health Service. She developed expertise as a reimbursement specialist and certified coder during her tenure as the Area Managed Care Consultant. She championed the importance of compliance principles by supporting the Area's initiative to provide Tribal health care sites with access to credentialed coders. Tribes responded by engaging their staff members for training and final examination requirement for certification. CDR Burkybile provided leadership for the implementation of the Health Insurance Portability and Accountability Act (HIPAA) for the Nashville Area IHS. She provided specialized training sessions for the Area Tribes that facilitated the formation of Tribal HIPAA teams. CDR Burkybile also contributed to the successful Tribal consultation sessions with Health and Human Services (HHS) agencies. The partnerships that were established facilitated the process for successful planning and participation of the Tribes and HHS agencies at consultation sessions for the Nashville Area and its Tribes.

Captain Byron G. Jasper, D.D.S.

For exceptional contribution, management, and leadership

NASHVILLE AREA

CAPT Jasper has provided exceptional management and leadership while serving as the Acting Director of the Office of Public Health (OPH), Nashville Area. He successfully implemented an effective method to assess Tribal needs for health care delivery, quality management, training, recruitment, and technical assistance. This customer-oriented process was well received by Nashville Area Tribes. In addition, the Tribal services plans enabled the effective allocation of OPH financial and human resources during the year. CAPT Jasper implemented an office commitment register to track OPH funds. He directs staff to develop spending plans consistent with the availability of fiscal resources. He serves as the Area lead for the Governments Performance and Results Act implementation and reporting, Acting Area Dental Officer, Area Health Professional Recruiter, and provides leadership for the budget formulation process.

Martha A. Ketcher

For exceptional contribution, management, and leadership

NASHVILLE AREA

Ms. Ketcher has made exceptional contributions as the Acting Financial Manager and the Agency Lead Negotiator for the Nashville Area Office of the Indian Health Service (IHS). She was instrumental in the uneventful, financial transition of the Cherokee Indian Hospital Service Unit from a federally operated program to a tribally administered health delivery system. She serves as the Agency Lead Negotiator for all nine Title V compacts negotiated and executed on behalf of the IHS within the Nashville Area. In addition to her lead negotiator role, Ms. Ketcher is the Chairperson for the Agency's committee of lead negotiators. Her efforts have resulted in the development of a new commitment register which eliminates redundant functions between the programs and finance. She has also developed a comprehensive and accurate reporting system to the Tribes specific to the current financial status of the Nashville Area.

Captain B. Kevin Molloy, M.P.H.

For development of Continuity of Operations Planning and Emergency Preparedness for the Indian Health Service

NASHVILLE AREA

CAPT Molloy has demonstrated outstanding leadership in developing continuity of operations plans and emergency preparedness and response plans for the Indian Health Service (IHS). This work is exemplary in that it has institutionalized emergency preparedness and continuity of operations plans within the Agency. CAPT Molloy is also recognized as an expert in emergency planning response outside of the Agency. He is frequently called upon to provide technical support to the Secretary's Command Center staff. The Nashville Area Director made him the Area Emergency Preparedness Officer; however, CAPT Molloy has also volunteered to provide support IHS-wide.

UNITY Healing Center

For demonstrated outstanding teamwork and dedication to the people they serve

NASHVILLE AREA

UNITY has diligently pursued third party reimbursements and has been granted their Medicaid Provider number. UNITY conducted a successful tobacco cessation program, implemented an improved nutrition program and promoted CPR training for all staff members and a continuing program of CPR training for patients. The RNs at UNITY are certified CPR instructors. All of UNITY's patients receive Pre and Post HIV test counseling. A new curriculum was developed incorporating all grade levels into more group classroom activities, and eighteen patients took their GED tests, with nine completing successfully, five passing parts of the test and four are presently awaiting results. UNITY has met all HIPAA requirements. A web page was developed to allow easier access to admission documents and to show UNITY's schedule. UNITY has successfully implemented the ACCUCARE electronic charting program.

Navajo

Captain George C. Baacke, II, M.D.

For management of several clinical departments and improved quality of care at Northern Navajo Medical Center

NAVAJO AREA

CAPT Baacke, a Family Practitioner, has devoted himself to administrative duties while simultaneously providing excellent care to patients. He has served as the Chief of Staff, Deputy Clinical Director, and Acting Clinical Director for Shiprock Service Unit. He performs multiple tasks including the roles as Deputy Clinical Director, contract health services evaluator, contracting officer for multiple contracts, supervisor of the department of radiology, and medical director of the laboratory department.

Captain Richard A. Champany, D.D.S.

For management and improvements in the quality of care at Northern Navajo Medical Center

NAVAJO AREA

Over the past year and a half, as the Acting Chief Executive Officer (CEO), CAPT Champany has exhibited exceptional leadership. Asked to assume the Acting CEO role at the time when the hospital was anticipating a large deficit, he brought different departments together in a partnership model, reversed the trend, and the service unit was able to balance the budget and maintain and improve services. Under CAPT Champany's leadership, morale and teamwork at the hospital have improved, resulting in significant improvements in health care delivery.

Gallup Indian Medical Center Health Promotion Team

For community work that improves living, increases healthy lifestyles and promotes well being

NAVAJO AREA

The Health Promotion Program is a comprehensive amalgamation of many facets of community projects that positively impact the Gallup Indian Medical Center (GIMC) service unit. These hard working professionals routinely go above and beyond for the children in the area. Their programs are designed to help community members improve their health status by promoting healthy eating, exercise and education. Under the National Comprehensive School Health Program, GIMC's Health Promotion Department has adopted and adapted a program called Ristra, a health education curriculum that incorporates traditional teachings with healthy foods. The initial goal was to provide nutrition education for all grades in two local elementary schools. This has been accomplished and other schools have been added. Another Health Promotion project, "SPARKS" - (Sports-Play-Activity-Recreation-for-Kids), engages children and parents/guardians in an activity that is fun and beneficial. This program is being developed across the Navajo Nation and GIMC has successfully promoted the tool throughout the Gallup School system.

Gallup Indian Medical Center Kids Wellness Camp Team

For work with the children at risk for development of Type II diabetes and obesity

NAVAJO AREA

The Gallup Indian Medical Center Kids Wellness Camp is in its third year of providing a special place for the American Indian children to have fun while learning how to prevent Diabetes. The goal of this creative and innovative camp is to prevent Diabetes through obesity prevention, weight reduction and positive reinforcement for healthy eating. The camp incorporates cultural teachings, including how to prepare traditional foods and how to grow fruits, vegetables and herbs. Exercise focuses on having fun through a myriad of programs including swimming, dancing, kickboxing, corn grinding, hiking, bicycling, learning respect (for themselves and others) and laughter. The camp does not use physical measurements but uses positive reinforcement and rewards to stimulate the desires of children to participate. The children teach their parents how to read food labels, about the nutritional content of fast foods, and are leading their families on hikes. Some entire families switch to health eating and report weight loss. One parent said, "My children learned so much, they are teaching ME!"

Anthony F. Knott, M.D.

For dedication to the care of the elders of the Kayenta Service Unit

NAVAJO AREA

Dr. Knott, a family practice physician, has been continually at the forefront of caring for members of the community, especially the elders, with whom he has developed a special bond. His compassion and understanding of Navajo tradition have made him the most respected member of the staff. He has created policies and plans to improve the emergency care department to make it more efficient. He also focuses on the field of women's health and prenatal care. One of his accomplishments is the introduction of digital technology, which allows for better detection and diagnosis. One of his greatest achievements has been the development of the Elder Care Committee. Dr. Knott took it upon himself to bring together all the resources available to create this committee that serves as a surrogate family, anticipating elders' needs and providing coordinated services to them. Services range from acquiring a new wheelchair to helping an elder regain control of their finances.

Ellen L. Rothman, M.D.

For dedication to the care of the community's youth in the Kayenta Service Unit

NAVAJO AREA

In her two short years at the Kayenta Health Center, Dr. Rothman, a pediatrician, has proved to be a great physician and an impressive advocate for the welfare of the community's youth. As a member of the Child Protection Team, she oversees a large multidisciplinary committee to ensure that all children at risk are identified and cared for in an appropriate manner. She methodically manages the large group of social workers, school liaisons, and community health nurses to find, address, and deliver the necessary care to ensure the safety of these children. Recently, Dr. Rothman revitalized a program that brings spinal injury patients and their families together in a formalized setting to facilitate their care. The Spinal Cord Clinic was an instant success. She also created the Adventures in Medicine Program, which allows medical residents and high school students to visit and work in our clinic. The Adventures in Medicine Program also encourages the youth of the community to pursue a strong education and keeps them firmly rooted in their traditions and culture. It is possible some may return to the reservation, as the next leaders of this community.

Shiprock Service Unit Information Management Program

For development of a program to improve patient care and increase collections for the Shiprock Service Unit

NAVAJO AREA

In 1998, the Information Management (IM) Program, Shiprock Service Unit (SSU) created the vision "Real people, real time, real accomplishments" set a new standard for information management and became a national model. Specific components have been utilized by various Indian Health Service (IHS) Areas, including Aberdeen, Navajo, Phoenix, and Albuquerque. The success of the IM program was demonstrated by a White House Review in 2000, many internet postings, and printed stories in over ten national publications including Canadian Healthcare, Computer World and Federal Report in 2003. Some of the contributions include planning and developing a new suite of web-based software applications called E-Series, to overcome projected budget deficits. E-Verify and E-Post were developed to automate the patient billing process. As a result, the SSU increased its monthly income from third-party carriers from $1.1 million to $2.3 million per month. The software also saved the billing staff four days per month of manual processing allowing that time to be used to work on aged accounts and denials. The IM program also embarked on a massive network security and cyber security initiative. Today, the SSU network is protected by a triple layer security program. Inappropriate internet use, as well as virus penetration on the Shiprock network has been reduced to 0%. The IM program planned and developed web-based help desk software called E-Trax. This software allows the IM program to provide responsive IT support to all end users and is being used across IHS.

Oklahoma City

Keith Barrick

For service as Chief Executive Officer, W.W. Hastings Indian Hospital

OKLAHOMA CITY AREA

Mr. Barrick served as the Chief Executive Officer (CEO) at the W.W. Hastings Indian Hospital (WWHH) from August 2002 to May 2003, while continuing his duties as Deputy Administrator. During his tenure as CEO, he demonstrated exemplary leadership skills. He led the executive management team to a successful JCAHO accreditation in 2003, developed and implemented short term and strategic plans, and secured a budget increase for facility management. Many construction projects were completed during this time. All patient rooms were renovated and other improvements were made at the hospital. Mr. Barrick was also instrumental in establishing a partnership between the Eagle Med Air Ambulance Service, the Cherokee Nation, Tahlequah City Hospital, and WWHH, which reduced patient transport time by fifty percent.

Loa E. Girty

For fulfilling the mission and goals of the Human Resources Department of W.W. Hastings Indian Hospital

OKLAHOMA CITY AREA

Ms. Girty has provided an exceptional level of Human Resources support for the Hospital and the Oklahoma City Area. She is recognized across the Area for her Labor Relations (LR) and Employee Relations expertise. When the Area LR Officer was on extended leave, Ms. Girty provided these services for the entire Area. She has served on many local and Oklahoma City Area workgroups. She frequently works late and on weekends, without being asked, to complete time sensitive work. She performs many collateral duties including coordination of ITAS, licensure tracking, training/employee development tracking, volunteer coordination, position management committee, JCAHO compliance, and workman's compensation.

Oklahoma City Area and Service Unit Biomedical Staff

For maintaining a high quality medical equipment management and biomedical engineering program

OKLAHOMA CITY AREA

Since its establishment in 1975, the Biomedical Engineering Program has established a history of excellence. The Area Biomedical Engineering Branch, working cooperatively with the individual Service Unit Biomedical Engineering Staff, has been instrumental in developing and maintaining high standards for medical equipment management programs in Oklahoma, Kansas, and Texas. Both Service Unit and Area Biomedical Engineering staff have provided support to Urban health care facilities, Tribal health care facilities, and service units, to assure that all medical equipment is properly maintained, with virtually no interruption of patient care. Biomedical Engineering services have been one of the most highly sought after services that the Tribal health care programs have purchased. Through the team's efforts and assistance, health care facilities have scored exceedingly high on their EOC Medical Equipment Management standards during the JCAHO surveys. The technical expertise and innovative group thinking of the team has resulted in the migration to computerized equipment management methods, which improved the efficiency of maintenance and repair practices, as well as the ability to analyze the overall effectiveness of the program.

Vicki L. Snell

For outstanding performance and leadership at the Claremore Service Unit

OKLAHOMA CITY AREA

Ms. Snell has served concurrently as CEO and HAO, Claremore Service Unit, carrying out the duties of both positions in an exceptional manner. She provided guidance and oversight for a JCAHO survey, for which the hospital was awarded the highest score in the Oklahoma City Area. She coordinated a major renovation project to improve the administration and business office operations, addressed personnel and labor relations issues and had an essential role in the acquisition of a CT scanner, which will conserve precious contract health care funds. Ms. Snell participated in multiple performance improvement teams, maintained a vibrant relationship with city leaders and the community, and coordinated quarterly Hospital Health Board meetings with the 17 Tribal leaders. Her Acting CEO responsibilities ended June 1, 2003, after a very successful eight-month tour of duty.

Captain Richard A. Stowe, Pharm.D.

For delivering drug therapy which achieved improvement of patient's quality of life

OKLAHOMA CITY AREA

CAPT Stowe collaborated with Mr. Ray Hammond to write one of the first pharmacokinetic programs used in the Indian Health Service (IHS). This program improved the delivery of narrow therapeutic index medications within the IHS. He was responsible for the planning, development, and management of pharmacokinetic consultation programs, nutritional assessment and management programs, and antibiotic streamlining and review programs. Recently he developed an inpatient drug distribution system that permitted the removal of unit dose carts from the pharmacy. He has began to profile all medication orders on automated dispensing machines, which has eliminated the unit dose system from the pharmacy, allowing more time for clinical activities and appropriate billing for medications. CAPT Stowe has been the Director, W.W. Hastings/ASHP Residency Program for 10 years and has promoted the IHS practice standards. He trained excellent pharmacists that have remained in the IHS and UPSHS. His residency program has become a model for many residency programs in the IHS.

Surgery Department Team, W.W. Hastings Indian Hospital

For maintaining a standard of excellence through staff shortages and increased workloads

OKLAHOMA CITY AREA

This group of motivated and devoted employees has weathered staff shortages and turnover, while the Surgery Department's workload has increased. All RNs are ACLS and PALS certified, a standard far above that of most tertiary care Surgical Departments. Patient satisfaction surveys indicate that patients view the Department staff as professional and caring. Each member of the staff is empowered to develop their talents and encouraged to strive for continuous growth.

Lieutenant William G. Worthington, R.N.

For outstanding dedication and service in nursing at the W.W. Hastings Indian Hospital

OKLAHOMA CITY AREA

LT Worthington has performed at a level well above expectations for a junior officer. He has taught procedures and techniques to other nurses, researched diagnoses about which he and others had questions and shared the information in teaching sessions. He served as a mentor/preceptor to newly employed nurses and graduates. LT Worthington's competence and his compassion for his patients have made him a role model for the staff. He excelled in his duties while on the Medical-Surgical Unit. To ensure that his unit was ready for the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) survey, he developed an impressive JCAHO readiness tool.

Phoenix

2003 Health Summit & Celebration Group

For leadership and performance in planning and coordinating the 2003 Health Summit and Celebration

PHOENIX AREA

The conference committees and support staff demonstrated exemplary performance, planning and coordinating the August 12-14, 2003, Health Summit and Celebration held in Scottsdale, Arizona. With more than 300 in attendance, the "Walking in Wellness" conference provided a forum for strengthening the Phoenix Area's capacity for health and wellness, in partnership with Tribal and Urban partners. The conference drew participation from Tribal, State, and local emergency and health agencies. Focus areas such as diabetes, mental health, and obesity were identified for each day and reflected in themes such as "Strengthening the Heartbeat of Native Americans," "Steps to a Healthier Lifestyle," and "Walk the Talk." All who participated and experienced personal successes in wellness received special recognition.

Rear Admiral Anna Albert, M.P.H.

For leadership and significant contributions as Director of the Phoenix Indian Medical Center

PHOENIX AREA

RADM Albert has repeatedly demonstrated her exceptional ability to manage the delivery of comprehensive health care to a large and very diverse population. As Director, RADM Albert is responsible for a staff of approximately 900 employees. She continues to work extensively on the development of plans for much needed expansions. She implemented a new supply inventory system, which has saved approximately $95,000 a month in the value of stores stock. Highlights of other improvements include developing a pilot project with the Colorado River Service Unit for computerized radiography; setting a mobile dental unit at Gila Bend; establishing Memorandums of Agreement with Keams Canyon, Gila River Healthcare Corporation, Ft. Yuma and Colorado River Service Units for pathology services; providing planning support to the Schurz Service Unit and assisted with developing a Rural Network Development Grant; and, conducting assessment for surgical and specialty services for Schurz to define and develop a scope of services.

Captain Vincent Berkley, D.O.

For leadership as Chief Medical Officer, Phoenix Area Indian Health Service

PHOENIX AREA

CAPT Berkley effectively advises the Phoenix Area Director on all matters pertaining to care of Indian patients. He has saved the Agency more than $1,000,000 in associated costs over a period of ten years. He continues to support the development of regional medical credentialing, to improve physician movement throughout the Phoenix Area and reduce site-specific medical staff workload. He is active in the development of telemedicine services, linking isolated Indian Health Service (IHS) facilities to the Phoenix Indian Medical Center (PIMC) and university-based hospitals. As Chief Medical Officer for the Phoenix Area, CAPT Berkley provides leadership and direction to all clinical programs and has been the catalyst in improving communications among the Clinical Directors for nine Service Units. He continually seeks ways to improve services through partnerships and collaboration. He continues clinical practice at the PIMC and works with Service Unit Medical Staff Committee in furthering the goals of the IHS.

Captain Alan M. Croft

For leadership for Bioterrorism and Homeland Security for the Phoenix Area

PHOENIX AREA

As an ABEAC member, CAPT Croft showed extraordinary tenacity, resourcefulness and diplomacy in assuring the inclusion of Arizona's Tribal communities in any distribution of Bioterrorism resources. His efforts resulted in six Indian hospitals in Arizona receiving equipment enabling them to access CDC, Bioterrorism and health education satellite programming. He participated in the beta testing of the States new Secure Internet Response Electronic Notification (SIREN) System. In the summer of 2002, CAPT Croft was appointed by the Agency to serve on the Departments (DHHS) review team for the State Bioterrorism Grants. He reviewed the Arizona and Nevada proposals for both the CDC and HRSA grants.

Captain James M. Galloway, M.D.

For performance in the furtherance of the mission of the Indian Health Service

PHOENIX AREA

As Director of the Native American Cardiology Program, CAPT Galloway provides cardiac care to American Indians in Arizona, Nevada, Utah, California and New Mexico. He is the senior cardiologist nationally in the Indian Health Service, and is the Director of the National Native American Cardiovascular Disease Prevention Program. Over the past two years, he has developed a branch of the Native American Cardiology Program at the Flagstaff Medical Center. This branch has saved more than 3 million dollars. CAPT Galloway is currently involved in a number of tribally requested research initiatives, including the Strong Heart Study, the SANDS (Stop Arteriosclerosis in Native Diabetics) Study, the White Mountain Apache Heart Study, the Hopi Heart Study and a number of others focused on the trends of cardiovascular disease in native people and diabetes, and the development of optimal prevention activities. CAPT Galloway's contribution to the health and wellness of all native peoples has extended beyond the Southwest to the entire community of American Indians and Alaska Natives.

Phoenix Area Network Executive Committee

For leadership in providing the highest quality health care

PHOENIX AREA

The Phoenix Area IHS was initially accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) as an Integrated Healthcare Network in November 1966. At its second triennial survey in November 1999, JCAHO awarded the Phoenix Network Accreditation with Commendation giving it a score of 99. In March 2002, four Phoenix Area IHS acute care hospitals, assisted by the Arizona Office of Rural Health, made the decision to apply to the Center for Medicare Services for Critical Access Hospital (CAR) designation and request Joint Commission conversion of their accreditation process to CAR in October 2002. Preparations for survey included CAR mock surveys and onsite training on the Medicare standards for Conditions of Participation. Following the CAR surveys, the Phoenix Area Director received a letter of commendation from Kurt Patton, JCAHO Executive Director, Accreditation Services.

Phoenix Indian Medical Center Pharmacy Group

For pharmacy services and dedication to the Phoenix Indian Medical Center

PHOENIX AREA

The Phoenix Indian Medical Center (PIMC) Pharmacy has responded to demands for increased services by opening and staffing satellite outpatient pharmacies, extending hours of service for outpatients and inpatients, and opening a telephone refill service. The pharmacy has facilitated the care given to the 400 to 450 new patients per month that come to PIMC for care as the result of job loss, lost or canceled health insurance, and relocations to the city. The pharmacy helped establish the PIMC pain team, a team that facilitates the treatment of pain throughout the service unit and stats, by consulting on individual cases and assuring that optimal pain relief is provided while actively preventing drug diversion and inappropriate drug use. The pharmacy has also increased access to service by adding pharmacy clinics for anticoagulation, nicotine cessation and pediatric asthma education. The PIMC established a pharmacy residency program to help recruit and retain pharmacists for the Indian Health Service (IHS). This program gained accreditation status under the American Society of Health System Pharmacists and has graduated and retained three American Indian pharmacists for continued service in IHS.

Captain Eric Ossowski, M.D.

For commitment to the mission and vision of the Phoenix Indian Medical Center

PHOENIX AREA

CAPT Ossowski exemplifies the mission, drive and compassion of Family Practice. He began his professional career in 1980 at the Phoenix Indian Medical Center (PIMC). He has served as the Chief of Family Medicine and Primary Care Medicine. Despite his growing administrative responsibilities, including serving as Chief of the Medical Executive Committee at PIMC, he continued to provide excellent clinical services. He has volunteered numerous times in the Tar Wars program, seeking to decrease the likelihood of tobacco abuse. He has been a tireless champion for the care of the indigent. The Phoenix Area Office recognized CAPT Ossowski as the employee of the year last year. Recently, he was named the 2003 Arizona Family Physician of the Year.

Captain David A. Yost, M.D.

For leadership and planning of health care services during catastrophic wildfires

PHOENIX AREA

The 20,000 acre Kimshba fire of 2003 brought massive flames critical1y close to the Whiteriver Indian Health Service Hospital. CAPT Yost successfully directed the rapid evacuation of hundreds of patients and staff, assembled a crew of highly trained clinicians, and maintained critical emergency services in the midst of tremendous smoke and substantial personal danger to himself and his staff. He also coordinated clinical services to over 5,000 evacuated community residents, ensuring that patients living in crowded shelters received necessary medications and medical attention. CAPT Yost's ultimate test of leadership came during the massive Rodeo-Chediski wildfire of 2002, a 380,000 acre inferno that captured national and international attention. Coping with the evacuation of more than 30,000 area residents, including the majority of his own professional staff, he skillfully oversaw the doubling of his hospital's service load, as patients from other evacuating hospitals and nursing homes poured in. Integrating and prioritizing resources from numerous federal agencies, CAPT Yost quickly augmented clinical services, including the overnight establishment of full high-risk obstetrical service for the isolated mountain community.

Portland

Captain Donn Kruse, M.D.

For leadership resulting in enhanced patient care and cost savings

PORTLAND AREA

CAPT Kruse was faced with the task of maintaining an undiminished level of service with a severely reduced staff, while simultaneously reducing clinical operating expenses. He succeeded beyond expectations, demonstrating strikingly high initiative, ingenuity, and dedication to duty in leading the medical staff through this crisis. CAPT Kruse implemented a change in the drug formulary that required 15 high-cost medications be replaced with others which were equally effective but less costly, resulting in a savings to the Service Unit of over $300,000. He revised, implemented, and enforced a chronic pain policy that requires patients to agree to a code that includes no early refills, no refills for lost medications, and no emergency room usage to obtain narcotics. In addition to his responsibilities as Clinical Director, CAPT Kruse continues a hospital practice and sees an average of 28 patients per day.

Ralph Forquera, M.P.H.

For service to Urban Indians in Seattle and nationwide

PORTLAND AREA

In July of 2000, Mr. Forquera launched an enterprise by creating the Urban Indian Health Institute as a division of the Seattle Indian Health Board. The Institute was created to provide leadership and support for national information on the health of Urban Indians and the social factors, health policies, and systems of care that affect Urban Indians and their health. While the Director of the Seattle Indian Health Board (SIHB), Mr. Forquera has raised the issues of Urban Indian health with various audiences and identified unique solutions. The SIHB has developed the first Urban Indian Epidemiology Center in IHS and is successfully assisting the various programs throughout the Untied States facing the challenges of health status among the Urban population.

Ft. Hall Shoshone-Bannock Tribal Health Program

For outstanding commitment to quality of care and program development

PORTLAND AREA

Four years ago, the two health care systems on the Shoshone Bannock reservation set out to develop a joint program that focused on patients and health outcomes. After initial accreditation, they worked diligently to develop policies, procedures, and program activities that would solidify the programs and provide a seamless approach to quality health care. The programs presented a unified approach to all the CORE standards of accreditation, with the focus on the total system. The governance has resulted in a commitment to health care by both entities that is reflected in the successes achieved in health care delivery and services. The patient population recognizes the efforts of all staff and staff work together to achieve measurable objectives. The result is achievement of a House of Healing on the reservation that is recognized for quality of care in all aspects of the Indian health care system. The recognition of Ft. Hall-Shoshone Bannock Tribal Health Program as jointly accredited and successful is the culmination of massive work for all staff in both entities.

Warm Springs Health and Wellness Center

For outstanding support and contributions to positive patient outcomes

PORTLAND AREA

The willingness of the staff of the Warm Springs Health and Wellness Center (WSH&WC) has led to dramatic changes that have improved health care. One such example of this is the alpha and beta testing of the Patient Care Component Plus (PCC+) application. The PCC+ system has revolutionized visit documentation in the Indian Health Service (IHS) by combining a patient's health data and billing information into a customizable form that is used by the health care providers to document patient visits. Staff at the WSH&WC provided consultation to the developers to assist them in providing the best possible product for the IHS. They made numerous suggestions that were incorporated into the software that has been rolled out at IHS sites nationwide. PCC+ has enormous potential to improve health care for Indian people. Most notably, the WSH&WC has realized the impact of PCC+ in the areas of patient education (5 fold increase), improved documentation of clinical objectives (3 fold increase), redesigned business processes, increased efficiency in documenting patient visits, improved revenue, and cleaner problem lists.

Kathy A. Winzer, F.N.P.

For leadership in implementing change at the Colville Service Unit

PORTLAND AREA

From October 1, 2002, through September 30, 2003, Ms. Winzer showed exceptional initiative and leadership in carrying many projects to improve program operations. They include a same day appointment policy, which refined the scheduling process for all providers, and resulted in an increase of approximately 50% more patient visits this fiscal year. She implemented a team approach to improve the PCC+, educated the team and staff on how PCC+ changes the way of doing business in the clinic and revised the PCC+ form for all departments. She coordinated with the Bureau of Indian Affairs to conduct numerous Fire Fighter Physical Exams and completely revamped the Credentialing and Privileging Program. According to the Chief Medical Officer it is now one of the best credentialing programs in the Portland Area Indian Health Service. In addition, Ms. Winzer coordinated on-site Mammography Services, utilizing the Mammogram Coach, and then did a patient satisfaction survey which showed that 100% of the patients were pleased with the service and more likely to get their mammograms via this coach versus at a local hospital.

Tucson

Barbara J. Burgess

For providing the highest quality of care to the Tohono O'odham people

TUCSON AREA

Ms. Burgess is the supervisor of the Outpatient Department (OPD) at the Sells Indian Hospital, where she provides leadership for the RNs, LPNs, Nurses Aids, and clerical staff. She revamped a dysfunctional system, increasing patient and staff satisfaction, as well as decreasing patient waiting time. She has involved her entire staff in decision-making, assessed each staff member's strengths and areas needing improvement, utilizing their strengths appropriately and providing the atmosphere and support necessary for positive change. She instituted a program to significantly increase the confidentiality of patient records. She is a team player who works with other departments to ensure that patients receive the highest level of care. Her punctuality, ability to work with and direct others and her professionalism have enhanced the efficiency of the OPD and positively influenced other employees.

Zeenat Chowdhury-Jackson, M.D.

For providing quality patient care to the Tohono O'odham people

TUCSON

Dr. Jackson possesses a keen sense of professional maturity important for managing a complex program with limited resources in an isolated setting. Her abilities, flexibility, and willingness to adapt have contributed to the establishment of a sound clinical program and a sense of esprit de corps among the Service Unit ancillary staff. Her tactful approach with people has enhanced cooperation and communication across health disciplines. As an internist with a sub-specialty in endocrinology, she takes her role very seriously. She often consults with the nursing staff and other ancillary staff to meet the special cultural needs of patients. Dr. Jackson's peers regularly refer complicated patients to her. She is always sensitive to and respectful of the cross-culture issues that impacted the delivery of health care to the IHS patient population.

Hilary J. Lopez

For performance as a Security Officer and assisting a patient in severe medical distress

TUCSON AREA

In December 2002, Mr. Lopez took action, above and beyond his normal responsibilities, which helped to save a patient's life. The patient appeared at the gate well before sign-in time for the walk-in clinic. Mr. Lopez observed that the patient was in a great deal of distress and directed the patient to go immediately to the clinic. Mr. Lopez then called to alert the receptionist and clinic staff that a patient was coming in need of immediate attention. The nurse and medical staff immediately assessed and treated the patient. Mr. Lopez's good judgment, fast action, and concern for the patient were critical to preserving life.

Alfred Pablo

For the rewiring of the outlying buildings at the San Xavier compound in a timely and cost efficient manner

TUCSON AREA

Alfred Pablo serves as the telecommunications specialist for the Division of Information Systems and Technology, Tucson Area Indian Health Service. Mr. Pablo provided leadership to upgrade the wiring in each of the outlying buildings on the San Xavier Compound to Category 5E, install new drops in each room, and install a communications rack in each building. He developed a comprehensive plan and schedule to accomplish this prior to the completion of the fiber-optic re-cabling. Mr. Pablo's accomplishments include: installing over 8,OOO ft of Cat SE data cable in the 16 outlying buildings, installing a total of 120 cable drops in the 16 outlying buildings, installing 16 patch panels, UPS, and unmanaged switches, punching down over 1,900 connections, installing over 720 ft of Panduit (conduit), and preparing over 100 patch cords that connects the patch panel to the unmanaged switch. He saved the government more than $16,500 by doing the work himself, rather than having it done by a contractor.

Headquarters

Regina Barnett

For exemplary performance and dedicated service to the Office of the Director

OFFICE OF THE DIRECTOR

Ms. Barnett is recognized for outstanding contributions to the Office of the Director. She provides support to the Director of Headquarters Operations, the Policy Support Staff and the Legislative Affairs staff, in a highly professional manner. Her knowledge of procedures, willingness to help and cordial manner make her an extremely valuable member of the office staff.

Ronald B. Demaray

For performance in the administration of the Contract Support Cost Program

OFFICE OF THE DIRECTOR

Mr. Demaray serves as the Team Leader of the Self-Determination Services Team in the Office of Tribal Activities. He provided leadership in implementing a program of policy guidance, technical assistance, and support to IHS staff and Indian Tribes and organizations on issues concerning Contract Support Costs (CSC) that are authorized by the Indian Self-Determination Act. Mr. Demaray has been the principal Agency expert and spokesperson with regard to CSC. He serves as the Chairperson of the IHS/Tribal Contract Support Cost Workgroup. His tactful stewardship of this group has resulted in exceptional and productive collaboration and cooperation with Tribes concerning CSC issues. The efforts of the workgroup have resulted in Agency policies that have further refined the negotiation of CSC and improved the administration of CSC in the IHS. Mr. Demaray led a team that developed guidance for more definitive standards for the review and approval of CSC requests received from Tribes that were adopted by the Director of IHS. He also designed a process to delegate final authority to the IHS Area Offices, on a trial basis, for the approval of CSC requests. Mr. Demaray's exceptional performance in the administration of CSC has established a CSC program that brings credit to the Agency.

Mark Downing

For leadership and development of the Phoenix Area Residual Budget

PHOENIX AREA

Mr. Downing was nominated by the Office of Tribal Self-Governance, Headquarters. As the Federal Co-Chair for the Phoenix Area Residual Workgroup, Mr. Downing helped Area Tribes and the Phoenix Area Office reach an agreement on the Phoenix Area Residual Budget. He facilitated a series of seven intensive meetings, over a period of eight months that were attended by Phoenix Area staff and representatives of the 43 Tribal governments. Mr. Downing's integrity and commitment to the Indian Health Service mission was evident throughout this process. He was consistently professional and results oriented. Well versed in Area issues, he facilitated discussions that promoted a clear understanding of the issues by all parties concerned. Mr. Downing's respect for Tribal leadership, his forthrightness in providing full disclosure of the information necessary to discuss issues, and his facilitation of discussions about highly volatile issues is exceptional.

IHS Business Plan Workgroup

For development of a business plan to improve IHS administrative and health care operations

OFFICE OF THE DIRECTOR

The Business Plan, developed while members of the workgroup simultaneously served in leadership positions for American Indian and Alaska Native (AI/AN) Tribes and IHS, Tribal and Urban Indian Health Programs across the nation, provides strategies and an action plan to improve the delivery of health care to 1.6 million AI/ANs affiliated with more than 560 Tribes located in 35 States. The plan sets a course for the IHS to capitalize on its opportunities, enhance its strengths, and address its weaknesses through a focus on revenue generation, customer service, partnerships, and improving administrative and health care operations. The thorough research and insightful recommendations of the IHS Business Plan Workgroup provides for the IHS a viable plan for addressing challenges that must be overcome if disparities in the health status of AI/ANs, as compared to the general population in this country, are to be eliminated.

Interim Tribal Technical Advisory Group

Elmer Brewster, Kitty Marx, J.D., Michael Mahsetky, J.D.

For sustained superior technical assistance and support to the Indian Health Service

OFFICE OF THE DIRECTOR

An Interim Tribal Technical Advisory Group (ITAG) was first established by resolution of support from the National Indian Health Board in January 2001. In November of 2002, the National Congress of American Indians, and the Tribal Self-Governance Advisory Board passed resolutions of support. The resolutions of support authorized the ITAG to work on behalf of Tribes on Medicare, Medicaid, SCRIP and other reimbursement issues with the Centers for Medicare and Medicaid Services (CMS). Ms. Marx, Mr. Brewster, and Mr. Mahsetky have provided exemplary leadership in providing technical assistance to the ITAG in addressing highly complex Medicare and Medicaid issues. Through their efforts, the IHS and Tribal programs were exempted from implementation of the Medicare Outpatient Prospective Payment System. They have provided exceptional technical assistance to Tribes in addressing CMS issues such as the IHS' and Tribes' authority to bill Medicaid for pharmaceuticals purchased off the federal supply schedule, working with CMS in developing national guidance to allow Tribes and Tribal organizations to participate in Medicaid Administrative Match programs to increase Medicaid enrollment, and providing technical support and information regarding several provisions in the Indian Health Care Improvement Act reauthorization legislation.

Office of General Counsel Staff

Jocelyn Beer, J.D., Cassie Temple, J.D., Barbara Hudson, J.D., Julia Pierce, J.D.

For outstanding legal advice and support to the Indian Health Service

OFFICE OF THE DIRECTOR

Over the past year and a half, these attorneys in the IHS branch of OGC have worked to provide day-to-day legal advice to the Agency. They have responded to voluminous discovery requests, drafted cogent legal briefs, deposed witnesses, and provided ongoing legal advice to the Agency. They have reviewed numerous proposals under the Indian Self-Determination Act, identified legal issues, and assisted the agency in the resolution of those issues. Their advice, assistance, and legal defense have been critical to the IHS.

Privacy Rule Task Group

Photo Unavailable

Jocelyn Beer, J.D., Deborah Burkybile, Janice Chase, Patricia Gowan, Rebecca Grizzle, RADM Robert Harry, Angela Kihega, CAPT Steven Lopez, Ranae Manuel, R. Frank Martin, Shirley Michaelson, Shara Michalka, LCDR Godwin Odia, Richard Price, CAPT Nicholas Provost, Yolanda Reyna, Tamara Ribas, Cindy Rupe, Velma Shirley, William Tibbitts, Sandy Trent, Nancy Wever, Robyn York

For the development and implementation of the HIPAA Privacy Rule program

OFFICE OF THE DIRECTOR

The Privacy Rule Task Group showed great leadership by providing the IHS with an all-encompassing new program that meets the legal requirements for compliance with the Health Insurance Portability and Accountability Act of 1996 Privacy Rule. The task group analyzed the new regulations and existing IHS procedures to protect patient health information. They developed a new way of doing business that merged existing programs with new legal requirements and trained the entire IHS workforce on the Privacy Rule by the compliance date. The group's commitment to this project resulted in the development of a superior health care privacy program that protects all personally identifiable health information.

Brenda L. Fookes

For the implementation of the IHS Management Control Plan

OFFICE OF MANAGEMENT SUPPORT

Ms. Fookes has shown exceptional initiative and competence in the implementation of the IHS Management Control Plan. With each annual cycle she demonstrates increased technical skill and leadership. Ms. Fookes provides management analysis support in developing annual briefing and orientation materials for Headquarters managers, reviews draft plans and self-assessment instruments for over 20 managers, and provides advice to the Director, MPSS, on the adequacy of these tools and their compliance with FMFIA requirements. Ms. Fookes compiles summary analyses of each management control area, develops and maintains a records management system, and provides technical assistance and guidance to managers throughout the Agency. Her attention to detail is excellent and her analytical skills and positive attitude make Ms. Fookes a valuable asset to the IHS.

IHS Commissioned Corps Awards Coordinators

Photo Unavailable

Kim Lawrence, Mari Stasco, Jerry Lee, Leah Dudley, CAPT Jaloo Zelonis, CAPT Paul Young, LCDR Scott Helgeson, CAPT Ralph Fulgham, CAPT Martin Oberly, CDR Henry Walden, Jr., CDR Woody Crow, CAPT Richard Rubendall, Theresa Harjo, CAPT Patrick Bluhut, CAPT Ron Ferguson, CDR Randall Gardner, CAPT Candace Jones, CAPT Robert Pittman, CAPT Nicholas Provost, CAPT Jeanine Tucker

For the IHS Commissioned Corps Awards program and the mission of the IHS

OFFICE OF MANAGEMENT SUPPORT

Each of the twelve IHS areas is represented by an individual who has assumed the responsibility of being the primary contact person for awards, organizing nominations, then boarding and processing awards for officers within their area. The Headquarters team ensures the accuracy and timeliness of nominations by examining the nominations and preparing them for review by the IHS Awards Board. The 2002-2003 statistics reiterate the excellent job of the IHS Commissioned Corps Awards Program and its small, but powerful group of hard workers. There were 1,241 awards presented to IHS Commissioned Officers, and 2,534 officers were recognized through individual and group awards. Because of the dedication this group of officers and civilians has devoted to the Commissioned Corps Awards Program, officers throughout the Indian Health Service are being duly recognized for their exceptional achievements.

Program Integrity and Ethics Staff

Back Row: Mona Galpin, Jennifer Hovencamp, Bertie Sandoval
Front Row: Jeanelle Raybon, Karen Kucik

For an Outstanding Ethics Program Review

OFFICE OF MANAGEMENT SUPPORT

The Program Integrity and Ethics Staff (PIES) prepared for a comprehensive review of the Indian Health Service Ethics Program by the U.S. Office of Government Ethics (OGE) by conducting an internal evaluation. The planning and preparation for this review was exceptional. It involved working closely with the 12 IHS Areas and two Engineering Service sites to review and document procedures and internal controls and ensures that the entire agency was meeting regulatory requirements. The report presented to the IHS after the OGE review states that, "…the ethics program at IHS complies with applicable ethics laws and regulations and the various program elements are well-managed by a capable and experienced ethics staff." Through their competence and resourcefulness, PIES demonstrated that the IHS administers a well-managed Ethics Program.

Captain Patricia T. Yee-Spencer

For leadership as the Acting Chief, Scholarship Branch

OFFICE OF MANAGEMENT SUPPORT

CAPT Yee-Spencer accepted a critical temporary assignment to provide leadership for the Indian Health Service Scholarship Program (IHSSP). The impact of her work is of national importance because maintaining an efficiently run IHSSP means that scholarships can be awarded to American Indian and Alaska Native students who will be the health care leaders throughout Indian country. During the last award cycle, 718 health profession scholarships were awarded; the largest number since the beginning of the program in 1978. CAPT Yee-Spencer coordinated the retrospective audits of approximately 4,500 scholarship records to determine the status of all scholarship recipient graduates. To ensure all the findings were recorded, she developed a database for future download to the IHS Scholarship Management System, which will capture historical information for all student profiles. She also provided guidance for the development and implementation of the scholarship award cycle for the 2003-2004 academic year. Her efforts advanced the overall process by one month, allowing timely review of approximately 1,500 applications and completion of the award process well in advance of the school year - the largest and earliest scholarship solicitation in 25 years.

Dina L. Yazzie

For processing of controlled correspondence in the Office of the Director

OFFICE OF THE DIRECTOR

Ms. Yazzie, who was nominated by the Office of Management Support, has demonstrated exemplary support for the processing of controlled correspondence among senior executives within the immediate Office of the Director. Ms. Yazzie prioritizes and monitors the signatory process for high-priority controlled documents and expedites their return to the Executive Secretariat office. She exemplifies excellent customer service with a pleasant disposition, positive attitude, and genuine concern for her customer's needs. She is consistently reliable and provides extraordinary support to facilitate timely responses to controlled correspondence.

Kathy J. Block

For leadership in the implementation of the Small Ambulatory Program

OFFICE OF THE DIRECTOR

Senior Contracting Officer Kathy J. Block was nominated by the Office of Public Health. Ms. Block has demonstrated outstanding efforts in the award of high priority health care facility contracts for the IHS Small Ambulatory Program. Ms. Block demonstrated proficient negotiation abilities, and successfully negotiated the award of seventeen 638 Subpart J construction contracts in a timely and efficient manner. Her contributions will benefit the health of many thousands of American Indians and Alaska Natives in seven different IHS areas.

Frank M. Canizales, M.S.W.

For leadership in guiding the IHS/SAMHSA collaboration process and the IHS National Tribal Consultation on Alcohol and Substance Abuse

OFFICE OF PUBLIC HEALTH

In September of 2000, Mr. Canizales volunteered to provide liaison between the Indian Health Service and the Substance Abuse and Mental Health Services Administration. The charge was to provide information on and for Native American behavioral health programs between the agencies, as well as to help them create more substantive connections with, and initiatives for, native populations. There were few structures or models to go by in creating the liaison. Mr. Canizales was successful in bringing together formerly contentious constituents to work positively, in some cases, for the first time ever. Under his leadership, the processes and programs have developed into a significant interagency effort to support Native American populations. As his liaison work moved forward, Mr. Canizales sheparded a process which resulted in the development of Five Year Strategic Goals and a spending plan that were adopted without change by the Director.

Captain Theresa A. Cullen, M.D.

Photo Unavailable

For contributions toward developing clinical quality improvement initiatives

OFFICE OF PUBLIC HEALTH/OFFICE OF MANAGEMENT SUPPORT

In her dual roles as Senior Medical Informaticist for the Information Technology Support Center, Office of Management Support, and the Acting Director for Planning and Evaluation, Office of Public Health, Dr. Cullen planned and participated in several clinical quality initiatives over the past two years. She has been a tireless advocate for and demonstrated the importance of clinical performance reporting as one of the keystones to improving the health status of the American Indian and Alaska Native community. Her commitment to and passion for improving health status through clinical quality has encouraged others to become more involved and enthusiastic in quality improvement. Dr. Cullen has taken the lead in educating front line health care providers on the direct benefit to them and their patients of tracking and reporting on clinical performance measures, based on clinical care guidelines and national standards organizations. Her ability to sustain her enthusiasm and vision for clinical quality is uncommon and deserves the highest recognition by the agency.

James G. Flaherty, M.D., F.A.A.P., M.S.

For tireless, passionate dedication to improve EMS patient care delivery

OFFICE OF PUBLIC HEALTH

Dr. Flaherty has excelled in his capacity as EMS Medical Director for the Tuba City Regional Health Care Corporation and Navajo EMS. He has led by example, maintaining high employee morale and output while reinforcing employees' awareness of their importance to the employer, their chosen discipline, and their patients. He has provided invaluable expertise and guidance as the EMS Chief Clinical Consultant, Navajo Area IHS. Dr. Flaherty inspires cooperation and confidence among his peers and subordinates, and embodies professionalism and old-fashioned courtesy to all. He approaches every challenging issue thoughtfully, thoroughly and fairly and clearly articulates the issues. Dr. Flaherty has worked tirelessly to improve working conditions for EMTs, clarify and improve the standards of care delivered to patients at accident scenes and in the Emergency Room.

National Business Office Committee

For exceptional contributions to IHS business office practices

OFFICE OF PUBLIC HEALTH

The National Business Office Committee (NBOC), with support from Headquarters and the field, has made tremendous strides over the past two years to streamline business office practices and to increase access to health care for Indian people through increased third party revenue. This national committee provides a forum to bring a diverse group of staff together to strategically plan and implement new strategy and best practices to meet the many challenges and rapidly changing business office and managed care environments. They developed a 15-step process, which builds from the time a patient enters a facility, ensuring accurate provider documentation to follow-up on unpaid claims and management of the accounts receivable. This 15-step program is used to educate managers, providers and operations staff on ways to improve the process at their facility. The NBOC's efforts have played a major role in this endeavor to increase collections and services to patients.

Sanitation Facilities Construction Program Staff

Photo Unavailable

For superior and cost effective engineering services and sanitation facilities

OFFICE OF PUBLIC HEALTH

The 495 Sanitation Facilities Construction (SFC) Program staff are being recognized for their superior and cost-effective provision of engineering services and sanitation facilities that serve American Indian and Alaska Native homes and communities. Their efforts directly resulted in the President proposing that the program receive a 20 percent increase above its 2003 budget and a continued increase in third party project contributions. The SFC Program provides American Indian and Alaska Native homes and communities with essential water supply, sewage disposal, and solid waste disposal facilities. The IHS credits its SFC program with playing a key role in the long-term reductions it has achieved in infant mortality, gastroenteritis, and other environmentally related diseases. Approximately 92% of American Indian and Alaska Native homes have been provided sanitation facilities since the inception of the SFC program in 1959.

Lieutenant Commander Celissa G. Stephens

For outstanding leadership to the IHS nursing program

OFFICE OF PUBLIC HEALTH

LCDR Stephens provides outstanding leadership and direction to the IHS Nursing Program, provides comprehensive management of professional nursing services, and manages the nursing recruitment/retention (R/R) and marketing programs. LCDR Stephens collaborated with the Division of Human Resources to address the IHS Registered Nurse (RN) special pay scale. She identified the need to increase the number of new graduate nurses and developed a national graduate clinical nurse position description which allows local recruitment of new graduate nurses prior to licensure. She also analyzed IHS nursing statistics and identified succession planning and leadership development as a priority for addressing the IHS RN shortage. She identified and allocated nursing resources to re-establish the nursing JR and SR COSTEP programs and other specialty training programs. LCDR Stephens helped to initiate IHS RN demonstration project to increase the number of RNs into the Commissioned Corps Reserves and identified section 112 FY03 Nursing Recruitment Grant schools as priority targets. Because of her insights into program needs and her ability to accomplish many tasks to meet these needs, LCDR Stephens has earned the respect of nurses throughout IHS and the Public Health Service.

Luana Reyes Leadership Award

Luana Reyes devoted her life to working to improve the health and welfare of American Indian and Alaska Native people. Her integrity, loyalty, hard work, and graciousness made her an exceptional leader and endeared her to all who knew and worked with her.

Ms. Reyes took advantage of the opportunities available to her – and she created opportunities for others and encouraged their development. She was a vibrant and tireless advocate for Indian people whose focused effort and firm leadership helped establish a high-quality health care delivery system.

The Luana Reyes Leadership Award is presented to individuals who reflect the values and characteristics of a future leader. This is an award of encouragement to someone who the Indian Health Service believes can take the path that Ms. Reyes did to make a positive difference.

IHS Awards Committee

A. Thomas Birdinground, National Council of Service Unit Directors

Cheryl A. Bittle, Portland Area

Pauline Bruce, Aberdeen Area

Leah Dudley, Bemidji Area

Shirl R. Eastep, Oklahoma City Area

Phyllis Eddy, Headquarters

Judy Enyart, R.N., National Council of Nurses

Vee Garcia, Headquarters

Richard Gerry, Phoenix Area

Theresa M. Harjo, Headquarters

Diego Lujan, Albuquerque Area

Jean Ann Mattias, Tucson Area

Kim Nicholson, Billings Area

Kevin W. Rand, M.D., National Council of Clinical Directors

Richard A. Rubendall, Tucson Area

Lucille E. Shifrin, Headquarters

Candace Tsingine, Navajo Area

Debrah Ward, California Area

Marva Windyboy, Billings Area

Cindy Yahola, Nashville Area

National Director's Awards Ceremony Committee

Regina Barnett, Office of the Director

Phyllis Eddy, Office of Management Support

Vee Garcia, Office of Management Support

Sharon Hoppman, Office of the Director

Jennifer Hovencamp, Office of Management Support

Captain Nicholas Provost, Office of the Director

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