



## **CHINLE SERVICE UNIT**

**Chinle Comprehensive Health Care Facility**

**Tsaile Health Center**

**Pinon Health Center**

**Navajo Area - Indian Health Service**

# Chinle Service Unit - Navajo Area IHS



Chinle Comprehensive  
Health Care Facility



Tsaile Health Center



Pinon Health Center

# The Navajo Reservation

25,000 square miles in size

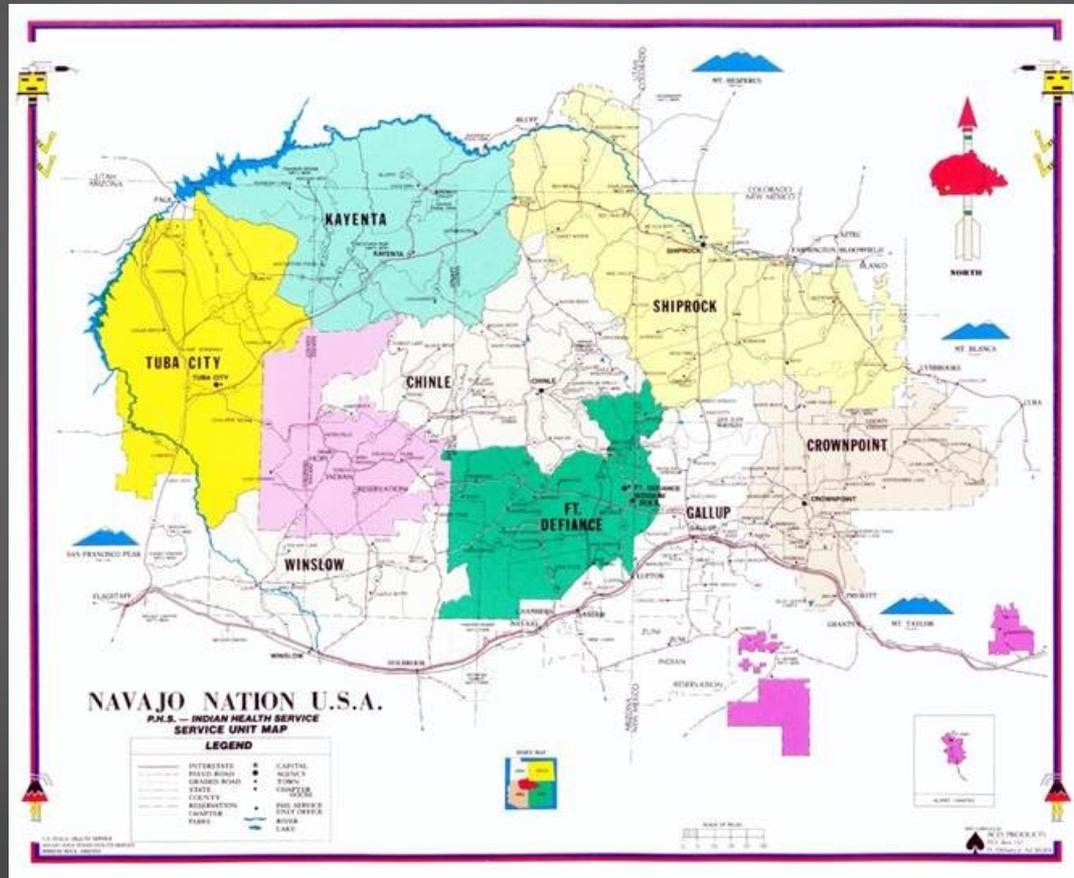


# The Navajo Nation

- The largest federally recognized land-base tribe in the United States
- Approximately 298,000 members nationwide
- 168,000 members reside on the reservation
- Chinle Service Unit serves a population of approximately 40,000
- Half of the population is under age 25
  - Growth rate is nearly 4x that of the U.S.

# Navajo Area I.H.S. Service Areas

(includes federal sites & PL93-638 tribal sites)



## In the “Heart” of the Navajo Reservation:

- Elevation Range 5,500 – 9,000 ft
- Semi desert plateau with wooded mesa, mountain ranges, canyons and valleys
- Temperature range 0 – 90 degrees F  
(with low humidity)
- Annual rainfall 8.5 inches
- Seasons: Winter, Wind, Sun, Monsoon



# Chinle Comprehensive Health Care Facility



# Chinle - Medical Services

- Family Medicine
- Internal Medicine
- Pediatrics
- Emergency Medicine
- Women's Health (OBGYN, Midwifery)
- General Surgery
- Anesthesia
- Counseling Services – Mental Health
- Native Medicine
- Dental
- Optometry
- Podiatry
- Physical Therapy
- Occupational Therapy
- Speech-Language Pathology
- Audiology
- Pharmacy & Lab
- Public Health
- Dietary-Nutrition
- Adolescent School-Based Health



# Chinle - Specialty Services

- Exercise Treadmill Testing
  - Chest Clinic (Latent and Active TB)
  - Pacemaker Clinic, Fracture Clinic
  - Acupuncture Clinic
  - Clinical Services for the Extended Care Facility and the Home for Adults/Children with Exceptional Needs
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# Chinle - Sub-Specialty Services

- Visiting MDs (from Farmington, Gallup, Flagstaff, Phoenix, Tucson, etc.)
  - ADULT: Nephrology, Rheumatology, Cardiology, Neurology, Orthopedics, Dermatology, Hand
  - PEDIATRIC: Pulmonology, Genetics, Cardiology, Neurology



# Unique Pathology

- **Infectious Disease**
    - **Hantavirus Pulmonary Syndrome**
    - **Plague**
    - **Black Widow & Snake Bites!**
  - **Chronic Lung Disease (not COPD)**
  - **Uranium Exposure**
  - **Rheumatic Disease**
  - **Navajo Neuropathy**
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# Native Medicine

- 4 Native Healers on Staff
- 2 Hogans for Native Holistic Healing
- Sweat Lodges for:
  - Treating illnesses, Giving therapy
  - Cleansing, Spiritual rejuvenation
- Medicine men and women on staff provide traditional diagnostic care for all patients who request it.
- Some of the different diagnostic specialties are: crystal gazing, hand trembling, water gazing, charcoal gazing, the Listening way, feather gazing
- Native healers also provide education to our medical providers about traditional Navajo beliefs & ceremonies





# Life in Chinle

## Services

- Basha's Supermarket
  - Restaurants
    - Garcia's, Junction, Thunderbird, Denny's
  - Wells Fargo Bank
  - US Post Office
  - DSL Internet / Satellite Television
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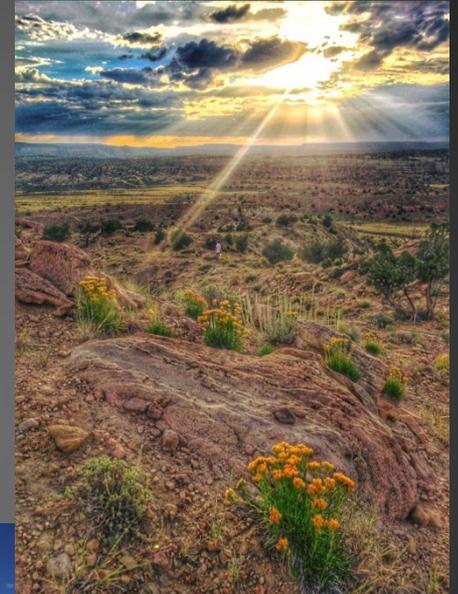


# Life in Chinle

## Activities:

- Book Clubs, Soup Swaps, Clothing Exchanges
  - Wellness Center, Community Indoor swimming pool
  - Potlucks
  - Ultimate Frisbee
  - Hiking, biking, fishing, rock climbing, skiing
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# Life in Chinle



# Life in Chinle



# Tsaile Health Center



# Tsaile Outpatient Departments

- Primary Care
- Women's Health
- Counseling
- Optometry
- Dental
- Health Promotions
- Laboratory and X-ray
- Native Medicine
- Pharmacy
- Public Health Nursing
- Dietary & Community Nutrition



# Life in Tsaile



# Life in Tsaile



# Pinon Health Center



# Pinon Health Center

- Outpatient Clinic
- 15 exam rooms
- 4 Optometry exam rooms
- 14 Dental bays
- Large Physical Therapy area
- Large Pharmacy Area



# Pinon Health Center Departments

- **IM, FP, Peds**
- **Women's Health**
- **Counseling**
- **Optometry**
- **Dental**
- **Health Promotions**
- **Laboratory and X-ray**
- **Native Medicine**
- **Pharmacy**
- **Physical Therapy**
- **Speech Pathology**
- **Podiatry**
- **Public Health Nursing**
- **Dietary & Community Nutrition**



# Life in Pinon

## Activities:

- Book Clubs, Film Nights, Potlucks, Gardening
  - Pinon Pickers – band members are health center staff
  - Hiking, rock climbing, camping, biking, and cross country skiing all in the backyard
  - Downhill skiing, kayaking, rock climbing, and fishing are all within a few hours
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# Life in Pinon



# Life in Pinon



# Life in the Four Corners

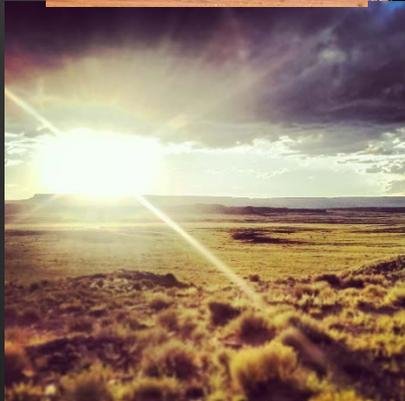
- Skiing / snowboarding
  - Southern Colorado: Telluride, Durango, Wolf Creek
  - Northern New Mexico: Taos, Angel Fire, Santa Fe
  - Salt Lake City, Utah: Park City
  - Northern Arizona: Snow Bowl
- Mountain biking – Moab, Durango...many other places!
- Ice climbing – Ouray
- Hiking/ canyoneering- Your pick!
- White water rafting – Green River, Colorado River, San Juan River

# The Flying Goatheads - Ultimate Frisbee Team



*Tribulus terrestris* is an annual plant in the Caltrop Family (Zygophyllaceae) widely distributed around the world, that is adapted to grow in dry climate locations in which few other plants can survive. It is an invasive species in North America. Like many weedy species, this plant has many common names, including **bindii**, **bullhead**, **burra gokharu**, **caltrop**, **cat's head**, **devil's eyelashes**, **devil's thorn**, **devil's weed** & **goathead!**

# Discover the beauty of the land!



# Canyon De Chelly

## Just minutes away!



# More places to discover near Canyon De Chelly



# Learn about the local culture!



# Places to visit... Just a drive away in many directions!



# Weekend Adventures!



# Hubbell Trading Post is nearby in Ganado, Arizona





# CSU Improvement Program

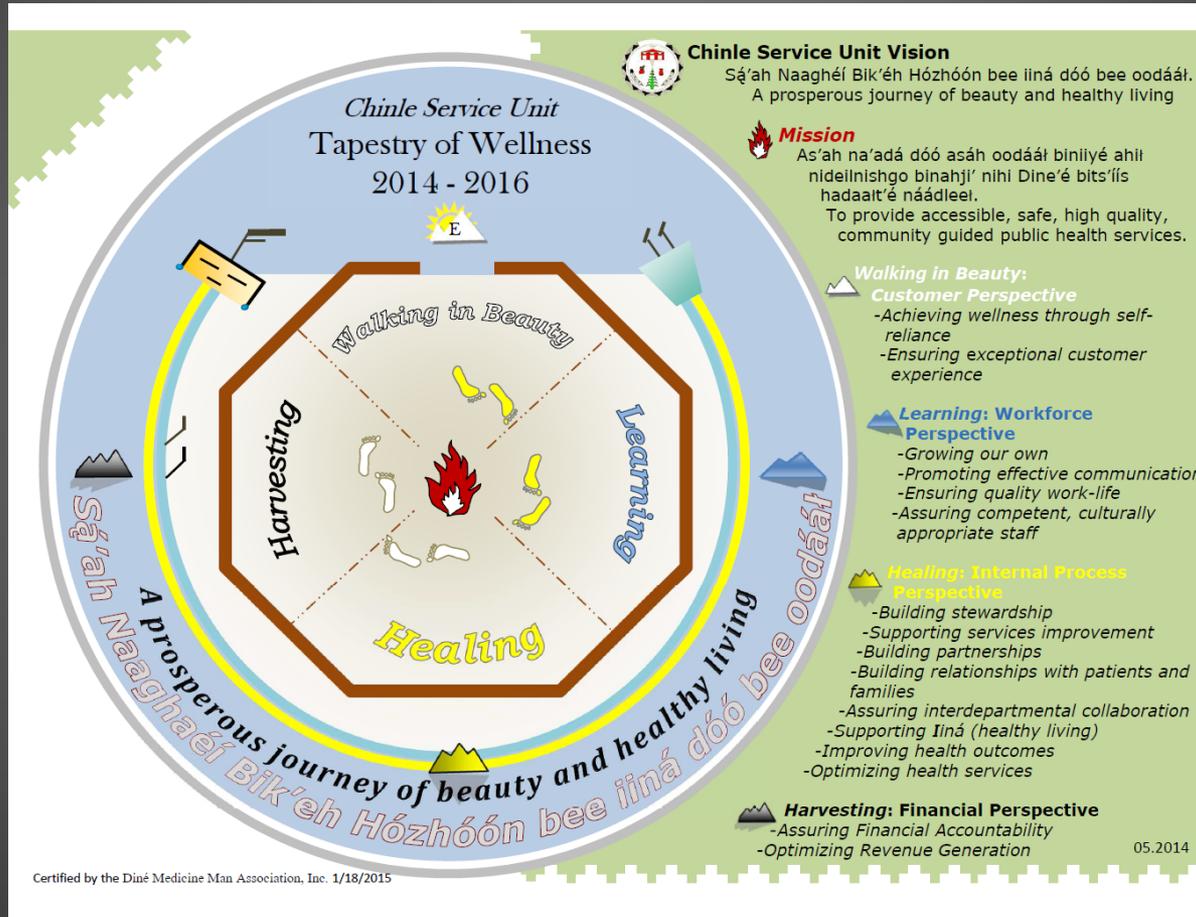
- Team of senior and mid-level leaders
  - Supported by Quality Management
  - Meets weekly
  - Online meetings so all locations can easily participate
  - Hosts monthly internal improvement collaborative
  - Leadership team aims to effectively guide, promote, support and communicate improvement work throughout Chinle Service Unit using the Tapestry of Wellness
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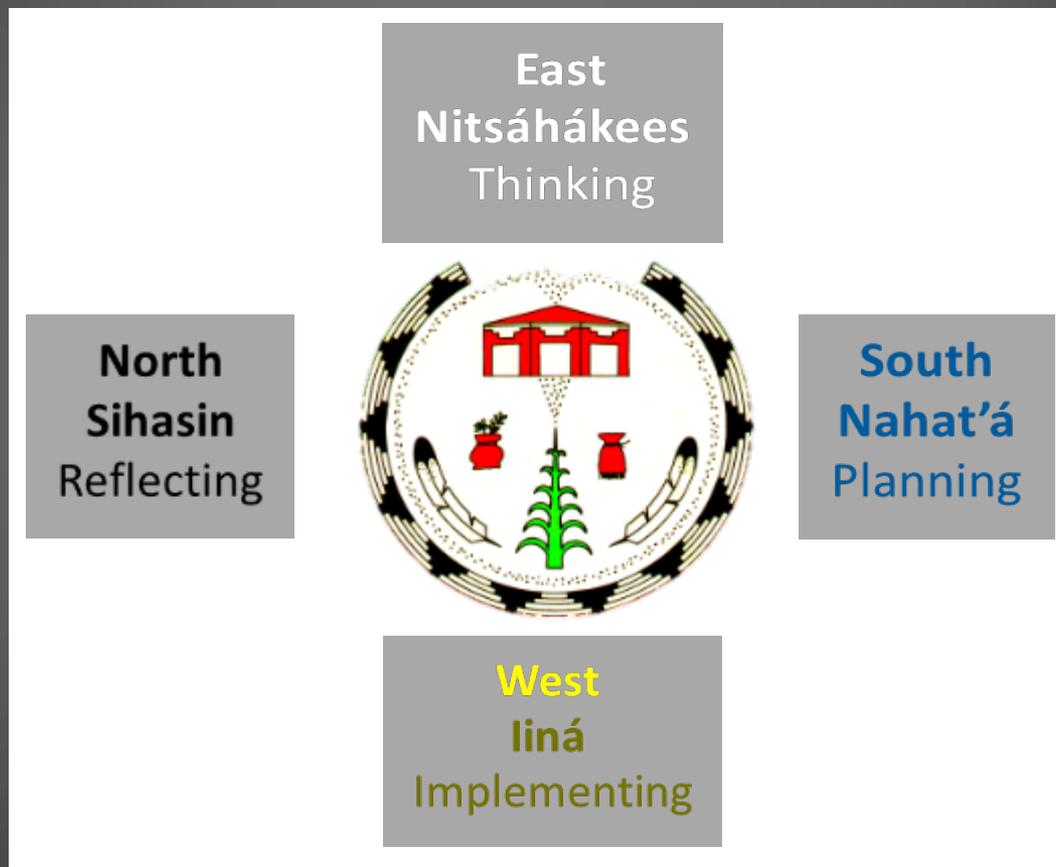
# CSU Improvement Teams

- Across all divisions in organization
  - Multidisciplinary
  - Meet at least monthly
  - Defined leaders, members and meeting times
  - Use the model for improvement with change ideas, action plans, tests of changes and measures of success
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# Chinle Service Unit Vision



# Performance Improvement Cycle





# Improvement Work Portfolio

**Improving Patient Care Medical Home** - focuses on establishing a medical home with primary care access and continuity

**Diabetes/Healthy Heart Initiative** – focuses on improving diabetic care using health coaches to provide intensive care coordination and self management support

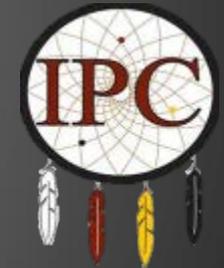
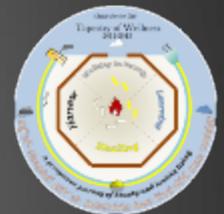
**HEN (PfP Hospital Engagement Network)** – focuses on improving quality and safety of inpatient care and reducing readmissions

**Community Health Councils** – supports formation of community health improvement councils in the three regions of the Chinle Service Unit to improve the health of the population using the Community Health Improvement Process (CHIP) Model.



# Improvement Milestones

- Chinle Hospital Outpatient Project (CHOP) – 1996
- Tapestry of Wellness – 2000
- Culturally based improvement model – 2003
- Improving Patient Care (IPC) – 2007
- Bluebirds formed – 2009 (IPC2)
- Balanced Scorecard – 2010
- Joined Triple Aim in 2012
- Joined the IHS Hospital Consortium in 2013



# Loan Repayment Possibilities

- I.H.S. Loan Repayment program:  
<http://www.ihs.gov/loanrepayment/>
- NHSC (National Health Service Corp)  
Loan Repayment program:  
<http://nhsc.hrsa.gov/loanrepayment/>



# Medical Education Program

## Student & Resident rotations

- Up to 6 students or residents per month
  - IM/FP/OB-GYN Ambulatory Rotations
  - Emergency Medicine & Surgery Rotations
  - Allied Health Students (Pharmacy, Rehab, Midwifery, Nursing)
  - Housing provided for up to 6 students per month
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# CME: Continuing Medical Education

- Weekly Noon Conference Series
- Monthly Medicine Journal Club
- Quarterly Pediatric Journal Club
- One hour lectures by visiting specialists
- Grand Rounds – Teleconference & online via streaming video with University of Arizona
- 10 days of educational leave plus \$3,000 allocated for travel & training per fiscal year for permanent credentialed medical staff employee

# Helpful Links:

**Indian Health Service Website:** <http://www.ihs.gov/>

**IHS Career Paths:** <http://www.ihs.gov/careeropps/careerpaths/>

**IHS Health Professions:** <http://www.ihs.gov/careeropps/healthprofessions/>

**Health Benefits:** <https://www.opm.gov/healthcare-insurance/>

**Retirement Benefits:** <https://www.opm.gov/retirement-services/>

**USAJOBS.gov:** <https://www.usajobs.gov/>

(Make sure to email or call our recruiter to let us know you've applied!)

**IHS Loan Repayment:** <http://www.ihs.gov/loanrepayment/>

**NHSC Loan Repayment:** <https://nhsc.hrsa.gov/loanrepayment/>

# Contact Info

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*These photos by: Mike From, MD / Former "and very missed" Chinle I.H.S Pediatrician / mikefrom.com*