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
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
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
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
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
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
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
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
Chinle Service Unit Vision

Tapestry of Wellness
2014 - 2016

Mission
As'ah na'adá dóó asah ooddál binilyé ahí nidealinshgo binahjí níi Dine'é bitsííí hadaait'ę naadléé.
To provide accessible, safe, high quality, community guided public health services.

Walking in Beauty: Customer Perspective
- Achieving wellness through self-reliance
- Ensuring exceptional customer experience

Learning: Workforce Perspective
- Growing our own
- Promoting effective communication
- Ensuring quality work-life
- Assuring competent, culturally appropriate staff

Health: Internal Process Perspective
- Building stewardship
- Supporting services improvement
- Building partnerships
- Building relationships with patients and families
- Assuring interdepartmental collaboration
- Supporting Iná (healthy living)
- Improving health outcomes
- Optimizing health services

Harvesting: Financial Perspective
- Assuring Financial Accountability
- Optimizing Revenue Generation

Certified by the Dine' Medicine Man Association, Inc. 1/18/2015
Performance Improvement Cycle

East
Nitsáhákees
Thinking

North
Sihasin
Reflecting

West
Ilná
Implementing

South
Nahat’á
Planning
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
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

Heidi Arnholm, Medical Recruiter
(physicians, nurse practitioners, physician assistants, midwives, psychologists)
heidi.arnholm@ihs.gov / Office: 970-882-1550 / Cell: 928-380-6094

Ella Bia, Nurse Recruiter
ella.bia@ihs.gov / 928-674-7608

Hospital Operator: 928-674-7001

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