

INDIAN HEALTH SERVICE
Director's Awards Ceremony
NATIONAL MUSEUM OF THE AMERICAN INDIAN



Presented on August 2, 2012

Table of Contents

Special Recognition Awards	6
Customer Service Awards	8
USPHS Commissioned Officer Awards	13
HHS Green Champion Awards.....	15
Length of Service Recognition	17
Director's Awards	19
Luana Reyes Leadership Award	30





**Yvette Roubideaux, M.D., M.P.H.
Director, Indian Health Service**

Message from the Director

I am pleased to share with you the 2011 Indian Health Service (IHS) Director's Award Program. The IHS Director's Awards are an opportunity to recognize individuals who have performed extraordinary work in furthering the IHS mission to raise the health status of American Indian and Alaska Native people to the highest possible level and who have helped us make progress on our agency priorities.

The IHS Director's Award Program acknowledges and highlights the many extraordinary accomplishments of our Agency's talented and dedicated workforce. All IHS, tribal, and urban Indian health program employees use this opportunity to recognize deserving individuals. The Director's Awards offer a chance for us to reflect on what we are doing well in the IHS and to honor those who are truly going above and beyond the call of duty to support our organization.

It was a pleasure and an honor to select these dedicated and deserving awardees for the IHS Director's Awards. I found it incredibly uplifting to read the award nominations, and very challenging to select the award recipients. These awards represented accomplishments in the year 2011 and were awarded at the ceremony on August 2, 2012, in Washington, D.C.

In addition to the regular IHS Director's Awards that give national recognition for outstanding work by individuals and groups, we created the IHS Director's Special Recognition Awards to honor those who partner with us and who have demonstrated extraordinary achievements in public health leadership, federal leadership, and organizational leadership. We also have the IHS Director's Award for Customer Service. Customer service is a top agency priority, and we are honoring those who have been noticed by their fellow employees and our patients for their outstanding customer service.

The Luana Reyes Leadership Award continues to be presented to an individual who reflects the values and characteristics of a future leader that were so apparent in the great leader for whom the award is named.

As we work to change and improve the IHS, we need to take time to honor individuals and groups who make outstanding contributions. They are all further proof that the IHS has the most dedicated employees in the federal government who demonstrate time and again their devotion to our mission and their determination to end health disparities and health care inequalities among American Indian and Alaska Native people.

Congratulations to all the 2011 IHS Director's Award winners!







Special Recognition Awards



Tribal Leadership/Partnership

Cathy Chavers, Tribal Council Member, Bois Forte Band of Chippewa

For fostering and promoting tribal partnerships in her role as the Co-Chair of the Contract Health Service Workgroup.

National Council Leadership

National Pharmacy Council

For providing exemplary national council leadership.

Accepting this award on behalf of the National Pharmacy Council is Damion Killsback, Pharmacist Recruiter.



Federal Partnership

**John O'Brien
Office of Personnel Management**

For his instrumental role in providing leadership, support, and partnership in the implementation of Indian Health Care Improvement Act Section 157 – Access to Federal Insurance – in a manner that supported tribal consultation and partnership.

Federal Partnership

**John Berry
Office of Personnel Management**

For his instrumental role in providing leadership, support, and partnership in the implementation of Indian Health Care Improvement Act Section 157 – Access to Federal Insurance – in a manner that supported tribal consultation and partnership.

Accepting this award on behalf of John Berry is Rachel Royster





Customer Service Awards

CUSTOMER SERVICE AWARDS



Grace Baca, Albuquerque Area

For providing excellent customer service at the 2011 IHS/VA New Mexico Native American Symposium.

Michelle Blackowl, California

For delivering excellent support with a positive attitude and genuine concern for the customer's needs.



Cheryl Corbin, Oklahoma City Area

In recognition of her outstanding customer service as the UFMS Requestor/Receiver for the Micmac Service Unit and the Mashpee Service Unit.

Shirl Eastep, Oklahoma City Area

For her enthusiasm, motivation, and customer service focus as the Southeast Regional Human Resources Director during 2011, serving the Albuquerque, Oklahoma City, and Nashville Areas.



Michael Elston, Aberdeen Area

For his personable and compassionate treatment of patients as a Family Practice Physician at the Rapid City Service Unit.



Arlette Hager, Aberdeen Area

For demonstrating quality service through the professional and empathetic care of patients.

Dana Hayworth, Oklahoma City Area

For providing outstanding customer service to the employees and partners of the Cherokee Nation.



Michelle Jesse, Oklahoma City Area

For developing a twenty-eight page "How-to Guide" that assists potential employees in the application process and will be used at the national level.



Benjamin Koshy, Headquarters

For outstanding IT support to the Office of the Director.



Daniel Molina, Oklahoma City Area

For the successful implementation of Improving Patient Care initiatives, including an "open access" concept and scheduling follow-up visits for lab results.



CUSTOMER SERVICE AWARDS



Khang Ngo, Portland Area

For using exceptional customer service to advance both the Agency priorities and those of the Quinault Indian Nation.

Chickasaw Nation Medical Center Okchamali's Café Team, Oklahoma City Area

For providing fresh, nutritious foods with extraordinary service focused on helping customers make healthy food choices.

Melinda Newport accepted this award on behalf of the team.



Diversity Management & Equal Employment Opportunity Team, Aberdeen Area

For their positive impact on patient care through dedication to the IHS mission.

Pauline Bruce accepted this award on behalf of the team.

Division of Commissioned Personnel Support - Navajo Region Team, Navajo Area

For providing the highest quality of commissioned corps human resources services and support to the Navajo Region and IHS customers nationwide.

Deborah Damon accepted this award on behalf of the team.



Office of Resource Access and Partnerships, Headquarters

For outstanding responsiveness in ensuring Affordable Care Act/Indian Health Care Improvement Act provisions are properly implemented and reviewed.

Carl Harper accepted this award on behalf of the team.



Phoenix Indian Medical Center Physical Therapy Team, Phoenix Area

For performing in an outstanding manner during a 25% reduction in therapist staff.

Ron West accepted the award on behalf of the team.

Headquarters Executive Secretariat Staff, Headquarters

For collaborating with the Office of Information Technology to develop a comprehensive, Section 508 compliant workflow management system to service all of IHS.

Julie Czajkowski accepted the award on behalf of the team.



Awardees unable to attend the Ceremony

Tammy Bagley, Headquarters

Terrill Francis, Tucson Area

Sayeeda Hyder, Aberdeen Area

Scott McCoy, Nashville Area

Francine Red Willow, Aberdeen Area

Kristine Sauve, Tucson Area

Carol Slaba, Aberdeen Area

Annette Walette, Portland Area

Wagner Nursing Staff, Aberdeen Area



USPHS Commissioned Officers Awards

USPHS COMMISSIONED OFFICERS AWARDS



CAPT Katrina Leslie, Navajo Area

Outstanding Service Medal

For her sustained leadership and clinical performance as a pediatric dentist at the local, regional, and national levels.

CDR Stephen Piontkowski, Phoenix Area

Outstanding Service Medal

For continuous leadership in establishing a model program to reduce motor vehicle injuries to American Indian and Alaska Native communities.



CAPT Michael Weahkee, Headquarters

Outstanding Service Medal

For exceptional service in achieving goals and objectives of the Indian Health Service and Public Health Service.

Awardees unable to attend the Ceremony

CAPT (ret) John Kittredge, Tucson Area

Meritorious Service Medal

CDR Kara Levri, Tucson Area

Outstanding Service Medal

CAPT John Coleman, Albuquerque Area

Outstanding Service Medal

CAPT Timothy Ricks, Nashville Area

Outstanding Service Medal

CDR Cynthia Gunderson, Bemidji Area

Outstanding Service Medal

CDR Ross Schroeder, Tucson Area

Outstanding Service Medal

CAPT Brian Hroch, Albuquerque Area

Outstanding Service Medal

CAPT David Shoultz, Navajo Area

Outstanding Service Medal

CAPT Mary Koszarek, Bemidji Area

Outstanding Service Medal

CAPT Travis Watts, Oklahoma City Area

Outstanding Service Medal



HHS Green Champion Awards



Hugo Gonzalez, Oklahoma City Area

ANTHC Rural Energy Efficiency Program, Alaska Area

Carl Remley accepted this award on behalf of the team.



Fence Lake Water System, Bemidji Area

Mary Dahl accepted this award on behalf of the team.

Howard Kelsey, Deputy Assistant Secretary of the Office for Facilities Management and Policy, assisted Dr. Roubideaux with presenting the 2011 HHS Green Champion Awards to the winners from IHS.

Awardees unable to attend the Ceremony

Red Lake Hospital Energy Reduction Project, Bemidji Area



Length of Service Awards



Beatrice Calabaza, Albuquerque Area
45 years of service

Sandra Hicks, Phoenix Area
45 years of service



Janet Yazzie, Navajo Area
45 years of service

Betty Weston, Phoenix Area
45 years of service



Awardees unable to attend the Ceremony

Emily Lee, Navajo Area

Earl Riggs, Navajo Area

Elsie Martin, Navajo Area

Carol Saupitty, Oklahoma City Area

Marie Owen, Aberdeen Area

Frances Tenorio, Albuquerque Area



Director's Awards



Vincent Abeita, Albuquerque Area

For his leadership and technical expertise that have helped increase the quality of sanitation services to Native communities.

Vinay Behl, California Area

For significant contributions to financial operations at the California Area Office.



David Boyd, Headquarters

For outstanding performance and innovation in developing the National Trauma and Injury Prevention System for the Indian Health Service.

Christopher Brady, California Area

For providing exceptional leadership in disaster response and recovery, including collaborating with health authorities in four countries to plan and execute nine public health projects.



Margaret Brady, Phoenix Area

For creating a best practice program for IHS Service Units that focuses on quality care, tribal partnership, and governance accountability.

DIRECTOR'S AWARDS



Donald Branham, Oklahoma City Area

In recognition of outstanding service to American Indian and Alaska Native patients by improving patient safety and quality of care.

Harry Brown, Nashville Area

For his exceptional work serving in multiple leadership roles in addition to his duties as Chief Medical Officer.



Pete Conway, Billings Area

For outstanding leadership as Area Director.

Carolyn Crowder, Alaska Area

In recognition of her commendable work as a leader and policy developer for the Aleutian Pribilof Islands Association, Inc.



Max Defender, Aberdeen Area

For demonstrating leadership and proficiency in managing the solid waste utility of the Turtle Mountain Band of Chippewa Indians.



Sandra Dodge, Navajo Area

For her support to the Chinle Service Unit Interpersonal Violence Committee and her instrumental work in addressing sexual assault.

Mary Eaglestaff, Aberdeen Area

For recruiting and sustaining quality staff to work within the division of nursing, and accomplishing fully operational public and women's health programs.



Adrienne Echo-Hawk, Oklahoma City Area

For consistently seeking avenues for point-of-service reimbursement and sharing her knowledge with other clinics.



Tiffany Elton, Bemidji Area

In recognition of her commitment to clinical programming, policy development, recruitment and retention, and customer satisfaction.



Richie Grinnell, Albuquerque Area

For outstanding leadership as Area Director.

DIRECTOR'S AWARDS



Kenneth Harper, Portland Area

For exceptional leadership in the administration of engineering, construction, and contracting for health care facilities projects.

Maureen Harrington, California Area

For implementing the new Sanitations Facilities Construction initiative and developing an Area-wide model for tribal use and partnership.



Scott Helgeson, Nashville Area

In recognition of outstanding leadership as the Acting Deputy Directory for the Nashville Area Office, including reducing hiring time.

Lindsay King, Nashville Area

For exceptional and professional service as the Agency Lead Negotiator, Urban Coordinator, Direct Service Tribal Representative, and coordinator of special projects.



Dayle Knutson, Aberdeen Area

For outstanding performance, local and national committee leadership, and a commitment to the mission of the Indian Health Service.



Sandra Lahi, Albuquerque Area

In recognition of outstanding leadership as the Chief Executive Officer of the Jicarilla Service Unit.

Sean Meade, Navajo Area

For his outstanding efforts as Chief Medical Officer resulting in expanded leadership, stabilized staffing, and improved efficiency of patient care.



Susan Miller, Bemidji Area

To acknowledge superior performance, technical innovation, and customer satisfaction.

Shina Odejimi, Oklahoma City Area

For exceeding GPRM measures for fluoride varnishing by 212% and dental sealants by 408% as a dental health professional.



Leslie Racine, Billings Area

For emergency assistance to the Crow Service Unit facilities during a natural disaster, while maintaining her multiple duties at the Billings Area Office.

DIRECTOR'S AWARDS



Terri Schmidt, Headquarters

For outstanding support of the Contract Health Services workgroup.

Dean Seyler, Portland Area

For outstanding leadership as Area Director.



Paula Slyker, Phoenix Area

For demonstrating a high and unwavering level of professionalism, respect, and work ethic as the Medical Staff Coordinator for the Phoenix Indian Medical Center.

Max Tahsuda, Oklahoma City Area

For his work in negotiating the largest IHS compact, with 228 Tribes and totaling approximately \$578 million.



Alberta Tippeconnic, Phoenix Area

In recognition of her commitment, compassion, and dedicated efforts to the improvement of healthcare for Indian people.

This award was given posthumously and accepted by Jay Tippeconnic, her son.



Dawn Wyllie, Bemidji Area

For leadership in the Chief Medical Officer Council.

John Zierden, Bemidji Area

For exceptional service and leadership as a supervisory engineering technician in the IHS Division of Sanitation Facilities Construction program.



Alaska Tribal Health System Southcentral Foundation, Alaska Area

For their outstanding contribution to IHS system-wide improvement in support of the IHS mission.

Chanda Aloysius accepted this award on behalf of the team.

Anadarko Restoration & Renovation Team, Oklahoma City Area

For their efforts to provide quality healthcare to patients in southwest Oklahoma during a critical repair and renovation project.

Kelly Factor accepted this award on behalf of the team.



Chinle Service Unit Adolescent & School Health Services Team, Navajo Area

For obtaining superior adolescent immunization rates at school-based health centers at the Chinle Service Unit.

Annie Moon accepted this award on behalf of the team.

DIRECTOR'S AWARDS



Chinle Service Unit R3 Team, Navajo Area

For their actions to improve the lives of the Chinle Service Unit workforce, an accomplishment resulting in higher-quality healthcare services and reduced customer service complaints.

Ella Bia accepted this award on behalf of the team.

Claremore Dental Sealant and Fluoride Program, Oklahoma City Area

For providing preventative dentistry to an unmet patient population, and implementing a school-based program that treats children who have difficulty accessing care.

Sharon Pritchett accepted this award on behalf of the team.



Crow Service Unit OEHE Team, Billings Area

In recognition of outstanding teamwork that helped alleviate the damage of extensive flooding on the Crow Reservation that threatened communities, individual homes, and IHS facilities.

Deano Yarlott accepted this award on behalf of the team.

Elko Service Unit Improvement Team, Phoenix Area

For their collective excellence, dynamic work, and innovative ideas in becoming the first IHS facility to achieve Medical Home status.

Pam Gaines accepted this award on behalf of the team.



Headquarters Oversight Review Team, Headquarters

For outstanding teamwork in 2011 as the 2011 Headquarters Oversight Review Team.

Athena Elliott accepted this award on behalf of the team.



Healthy O'odham Promotion Program and Healthy Heart Project Team, Tucson Area

For their tireless efforts in promoting the management and prevention of diabetes.

Jennie Becenti accepted this award on behalf of the team.

Northern Navajo Medical Center Department of Pharmacy, Navajo Area

For outstanding dedication to improving customer service through innovative problem-solving, technology, and proactive initiatives for improving pharmacy services.

Patrick Harper accepted this award on behalf of the team.



Office of Finance & Accounting Training Team, Headquarters

For exceptional accomplishment in leveraging existing technology to provide a comprehensive UFMS Distance Learning Solution in support of the IHS mission.

Kenneth Cannon accepted this award on behalf of the team.



Office of General Counsel - Contract Support Cost Litigation Team, Headquarters

For extensive strategy coordination on over 700 extremely complex Indian Self-Determination and Education Assistance Act Contract Support Cost cases.

Julianna Frisch accepted this award on behalf of the team.



Oklahoma Area Treasury Document Number Reconciliation Team, Oklahoma City Area

For completing activities that automated the TDN reconciliation process, resulting in the receipt of \$1.2 million in third-party collections.

Lavina Guy accepted this award on behalf of the team.



DIRECTOR'S AWARDS



Pascua Yaqui Tribe Diabetes Prevention & Treatment Program Team, Tucson Area

For integrating modern, traditional, and alternative medicines in the treatment and prevention of diabetes to the Pascua Yaqui tribal members.

Apryl Krause accepted this award on behalf of the team.

Yakama Nation Sanitation Facilities Construction Project Team, Portland Area

For the successful construction of sanitation facilities, water systems, and emergency housing for the Yakama Nation community after a disastrous wildfire.

Marlene White accepted this award on behalf of the team.



Awardees unable to attend the Ceremony

Albert Adler, Phoenix Area
Norma Antonio, Tucson Area
Pete Barnette, Aberdeen Area
Mary Beth Dorgan, Nashville Area
Paul Fowler, Headquarters
Susan Hausser, Tucson Area
John Hubbard, Navajo Area
Sayeeda Hyder, Aberdeen Area
Clifton Kenon, Aberdeen Area
Mary Jo Koszarek, Bemidji Area
Michael Mahsetky, Headquarters
Clark Marquart, Portland Area
Bertha Negale, Navajo Area
Amy Passero, Aberdeen Area
Susan Pierce-Richards, Headquarters
Jon Schuchardt, Aberdeen Area

Carmelita Upshaw, Navajo Area
Barnie White, Nashville Area
Margaret White, Billings Area
Priscilla Whitethorne, Tucson Area
David Yost, Phoenix Area
Aberdeen Area Perinatal Task Force, Aberdeen Area
Albuquerque Area Satellite Telephone Pilot Project & Program Establishment Team, Albuquerque Area
Kyle Health Center, Aberdeen Area
Lawton Inpatient Department, Oklahoma City Area
Micmac Service Unit GPRC Team, Nashville Area
Oklahoma Area - Diabetic Retinopathy Outreach Program, Oklahoma City Area
Rosebud Comprehensive Health Care Center, Aberdeen Area
Upper Skagit Tribe Wastewater Contracting Team, Portland Area



Luana Reyes Leadership Award

Luana Reyes Leadership Award



Bryce Redgrave

Deputy Director of Management Services, Bemidji Area

The Luana Reyes Leadership Award is presented to an individual whose professional and/or community involvement demonstrates the kind of leadership that Ms. Luana Reyes exemplified. Her humility, drive, and ability to empower others made her the kind of leader people followed. This award acknowledges that legacy and highlights the recipient's potential to make a positive difference in the lives of American Indian and Alaska Native people.

The IHS Director's Award recognizes the outstanding contributions of individuals, teams, and partners in the Indian healthcare system who have demonstrated their unwavering commitment to eliminating health disparities among American Indian and Alaska Native people.

They serve as an inspiration to us all.

