

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



Presented on November 18, 2013

Table of Contents

Special Recognition Awards	6
Customer Service Awards	10
USPHS Commissioned Officers Awards	14
HHS Green Champion Awards.....	18
Director's Awards	20
Length of Service Recognition	34
Luana Reyes Leadership Award	36





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

Message from the Director

I am pleased to share with you the program from the 2012 Indian Health Service (IHS) Director's Award Ceremony. The IHS Director's Awards Ceremony is 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 Ceremony 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 2012 and were awarded at the ceremony on November 18, 2013, 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 Awards 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 2012 IHS Director's Award winners!







Special Recognition Awards



National Council Leadership

National Nurse Leadership Council

In recognition of leadership in service of the IHS Mission and Priorities.

Accepting this award on behalf of the National Pharmacy Council is Susan Ducore, 2012 Chair.

Public Health Leadership

2012 Tribal Best Practices Training Conference Planning Committee

In recognition of the IHS, USET, and ANTHC GPRA Pilot Projects team for improving care through the Tribal Best Practices Training Conference.

Accepting this award on behalf of the 2012 Tribal Best Practices Training Conference Planning Committee is Carolyn Crowder, Health Director of the Aleutian Pribilof Islands Association.



Tribal Leadership/Partnership

W. Ron Allen, Chairman, Jamestown S'Klallam Tribe

In recognition of leadership and partnership on Tribal Self-Governance.

Tribal Leadership/Partnership

Moke Eaglefeathers, Chair, National Council of Urban Indian Health

In recognition of leadership and partnership on Urban Indian Health.



SPECIAL RECOGNITION AWARDS



Tribal Leadership/Partnership

Cheryl Frye-Cromwell, Vice Chairwoman, Direct Service Tribes Advisory Committee.

In recognition of leadership and partnership as Chair of the Direct Service Tribes Advisory Committee.

Tribal Leadership/Partnership

Buford Rolin, Chairman, Poarch Band of Creek Indians

In recognition of leadership in the fight against diabetes in American Indian and Alaska Native communities.



Individual

Cynthia Mann, CMS Deputy Administrator, Director of Center for Medicaid and CHIP

In recognition of your leadership in Medicaid services for American Indians and Alaska Natives.

The Director would like to acknowledge those awardees who were unable to attend this year's ceremony.

The IHS Director's Special Recognition Award

Individual

VADM (r) Regina M. Benjamin, Surgeon General of the United States

Federal Partnership Award

Mayra Alvarez, Office of Health Reforms, HHS

Tribal Leadership/Partnership Award

Sandra Ortega, Chairwoman of the Direct Service Tribes Advisory Committee





Customer Service Awards



Catherine Fillmore, Phoenix Area

For superior customer service as the Labor and Employee Relations Specialist, Southwest Region HR Office.

Nichole Lerew, Aberdeen Area

For serving contracting customers with exemplary customer service.



Jeanette Long, Tucson Area

For outstanding internal and external customer service and dedication to IHS patients.

Brenda Pablo, Tucson Area

For a positive attitude, commitment to public service, and helping others through excellent customer service.



Clinton Service Unit IMPRESS Committee, Oklahoma City Area

For dedication to the enhancement of both internal and external customer service.

Corey Rodgers accepted this award on behalf of the team.

CUSTOMER SERVICE AWARDS



IHS UFMS/PRISM Helpdesk, Albuquerque Area

For providing exceptional customer service to UFMS and PRISM users across the Indian Health Service.

Kyle Leslie accepted this award on behalf of the team.

The Director would like to acknowledge those awardees who were unable to attend this year's ceremony.

The IHS Director's Customer Service Award

Individual Awardees

Bernadine Letcher, Albuquerque Area

Vivian McThomas, Navajo Area

Raelyn Quoetone, Oklahoma City Area

Chance Wilkie, Aberdeen Area

Team Awardees

PIMC Housekeeping Department, Phoenix Area







USPHS Commissioned Officer Awards

USPHS Commissioned Officers Awards



CAPT Randall Gardner, Headquarters
Meritorious Service Medal



CAPT Darrell LaRoche, Headquarters
Meritorious Service Medal



CAPT Robert Hayes, Oklahoma City Area
Outstanding Service Medal



CDR Stephen Keller, Navajo Area
Outstanding Service Medal



CAPT Sidney Temlock, Tucson Area
Outstanding Service Medal

The Director would like to acknowledge those awardees who were unable to attend this year's ceremony.

Commissioned Officer Award

Meritorious Service Medal

CAPT Dana Baer, Headquarters

Outstanding Service Medal

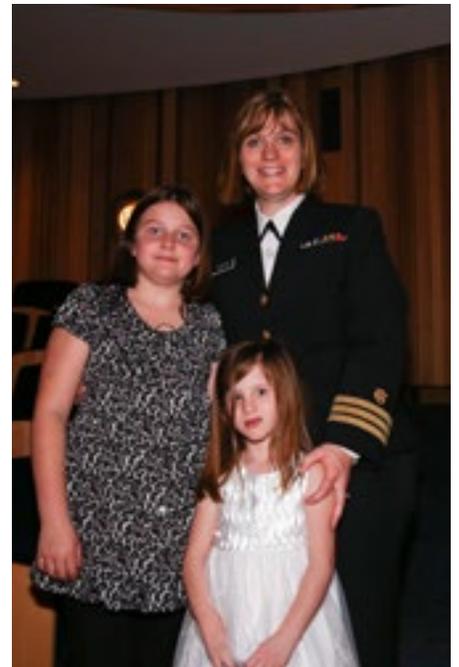
CDR Cynthia Gunderson, Bemidji Area

CDR Ramsey Hawasly, Headquarters

CAPT Mary Ingram, Aberdeen Area

CDR Scott Snell, Bemidji







HHS Green Champion Awards



IHS Sustainability Audits, Headquarters

Gary Hartz accepted this award on behalf of the team.

**The Director would like to acknowledge those awardees
who were unable to attend this year's ceremony.**

The 2012 HHS Green Champion Award for the Energy Category

DEHE Energy Program, Alaska Area

Campus Lighting LED Upgrade, Alaska Area

Michael Henrie, Tucson Area





Director's Awards



Rachel Akins, Aberdeen Area

For exemplary work in compliance and accreditation reforms in the Aberdeen Area.

Greg Ault, Billings Area

For successfully improving access to quality patient care through expansion of the Arapahoe Health Center.



Gary Ball, California Area

For unwavering determination and dedication to acquiring two parcels of real estate for the Northern and Southern California Youth Regional Treatment Centers.



Charmaine Branchaud, Bemidji Area

In recognition of focused leadership and tenacious commitment to the provision of customer-focused, compassionate care to the Red Lake Community.



Alysia Cardona, Phoenix Area

For leadership in improvements in emergency response and care of sexual assault victims.



DIRECTOR'S AWARDS



Paula Carmichael, Oklahoma City Area

For exceptional customer service through increasing patient access to primary care.

Barbara Derrico, Oklahoma City Area

For dedication to improving patient and employee safety through increasing awareness and practice of infection prevention.



Natalie Escalante, Tucson Area

For professionalism and dedication in IT support to improve quality and access to care.

David Garcia, Aberdeen Area

For tireless efforts and steadfast commitment to improving the safety and health of the Turtle Mountain Reservation community.



Dustin Goslin, Bemidji Area

For dedication and commitment to the White Earth Service Unit and advancing the mission of the Indian Health Service.



Amanda Hill, Aberdeen Area

For dedication to improving health care for women and infants at the Pine Ridge Service Unit.

Constance James, Headquarters

In recognition of outstanding leadership as Director of IHS Public Affairs.



Robin John, Portland Area

For exceptional coordination and management of a cost-effective, high quality IHS Healthy Heart Program.

Rene Joseph, Headquarters

For exemplary administrative service and support to the Immediate Office of the Director, Indian Health Service.



Armina Jumpingbull, Portland Area

For exceptional skill, professionalism, and customer service provided to IHS callers and visitors.

DIRECTOR'S AWARDS



Lenora Littledeer, Oklahoma City Area

For exceptional initiative and leadership in promoting and advancing IHS Priorities.

Crystal Martin, Aberdeen Area

For dedication to and enthusiasm for the Baby Friendly Hospital Initiative.



Grace McAtasney, Navajo Area

For outstanding leadership in development of a hospital-wide Sepsis Health Care Initiative at Northern Navajo Medical Center.

Kevin Meeks, Oklahoma City Area

In recognition of leadership of the Oklahoma City Area.



Mardell Nichols, Billings Area

In recognition of leadership and commitment to improving quality, continuity, and access to care to the Northern Cheyenne Community.



Stephen Riggio, California Area

For leadership in improving health care outcomes and ensuring a competent Indian health care workforce.

Gary Russell-King, Navajo Area

For exceptional contribution and leadership as the Acting Health System Administrator for the Dzilth-Na-O-Dilth-Hle Health Center.



William Saupitty, Oklahoma City Area

For exceptional dedication and superior performance in serving the IHS mission and providing Indian families with water and sanitation facilities.

Benjamin Smith, Headquarters

In recognition of leadership as the Director of the Office of Tribal Self-Governance.



Regina Thompson, Navajo Area

For commitment to customer service, performance improvement, and patient education in the ICU environment.

DIRECTOR'S AWARDS



Michelle VanderMay, Aberdeen Area

For outstanding leadership in improving breastfeeding education, support, and follow-up care at the Rosebud Indian Hospital.

Sandra Winfrey, Albuquerque Area

For continued distinguished performance as the Albuquerque Area Executive Officer.



Angela Zimmerman, Portland Area

For providing exceptional customer service and compassionate, high-quality public health nursing care.

IHS Tribal Consultation Summit Planning Committee, Headquarters

In recognition of outstanding coordination of the 2012 IHS Tribal Consultation Summits.

Anna Johnson accepted this award on behalf of the team.



IHS Division of Behavioral Health, Headquarters

For outstanding contribution to the transformation of the Division into a vital resource for behavioral health efforts throughout Indian Country.

Beverly Cotton accepted this award on behalf of the team.



Inpatient OB Nursing Staff, Rosebud Comprehensive Health Care Facility, Aberdeen Area

For leadership in becoming the first Baby Friendly Hospital in South Dakota and within the Indian Health Service.

Jessie White Hat accepted this award on behalf of the team.

Baby Friendly Leadership Group, Quentin N. Burdick Memorial HCF, Aberdeen Area

For leadership and dedication to the Baby Friendly Hospital Initiative.

Erica Gourneau accepted this award on behalf of the team.



Inpatient OB Nursing Staff, Quentin N. Burdick Memorial HCF, Aberdeen Area

For outstanding commitment to achieving the Baby Friendly Hospital designation.

Georgia Morin accepted this award on behalf of the team.

Prenatal Nursing Staff, Quentin N. Burdick Memorial HCF, Aberdeen Area

For outstanding commitment to prenatal breastfeeding education and the Baby Friendly Hospital Initiative.

Nichole Bruce accepted this award on behalf of the team.



Adolescent HPV Vaccination Team, Aberdeen Area

In recognition of dedication to achieving HPV vaccination rates that consistently exceed Area and national levels.

Jeanette Rosenheim accepted this award on behalf of the team.

DIRECTOR'S AWARDS



AANHS DHF & Seattle DES, Alaska Area

For outstanding leadership, skill, and initiative in contributing to the completion of Alaska health facilities projects.

Michael Weaver accepted this award on behalf of the team.

Nursing Staff, Jicarilla Service Unit, Albuquerque Area

In recognition of dedication to improving GPRA measures and becoming a Medical Home.

Nancy Watts accepted this award on behalf of the team.



Water Well Decommissioning Team, ABQ Area OEHE & Pueblo of Taos, Albuquerque Area

For outstanding collaboration and management to mitigate injury hazards to children from forgotten hand-dug wells in the Taos community.

Ray Kenmotsu accepted this award on behalf of the team.

Outpatient Department IPC Team, Red Lake Hospital, Bemidji Area

For outstanding implementation of the Improving Patient Care initiative.

Jamie Boser accepted this award on behalf of the team.



Palliative Care Team, Red Lake Hospital, Bemidji Area

For outstanding care of patients and families facing life-threatening illnesses.

Mary Ann Cook accepted this award on behalf of the team.



CAO Portal System Team, California Area

For dedication and innovation in the creation of a portal system to support IHS staff and their customers.

Beverly Miller accepted this award on behalf of the team.

Business Office, Cherokee Indian Hospital, Nashville Area

In recognition of outstanding improvements in billing and collections.

Chrissy Arch accepted this award on behalf of the team.



2012 NAO Annual Report Team, Nashville Area

In recognition of outstanding and cost-effective design and delivery of the 2012 Nashville Area Annual Report.

John Shutze accepted this award on behalf of the team.

Credentialing Staff, Chinle Hospital, Navajo Area

For leadership in developing a web-based credentialing process and database that serves as a model of excellence for the Indian Health Service.

Dabra Gonnig accepted this award on behalf of the team.



Physical Therapy & Rehabilitation, Pinon Health Center, Navajo Area

For clinical leadership, professionalism, and exceptional customer service for the Pinon Health Center.

Jeffrey Lawrence accepted this award on behalf of the team.

DIRECTOR'S AWARDS



Patient Experience - Exceptional Results Group, Clinton Service Unit, Oklahoma City Area

For improved quality of and access to medical care through the advanced access patient-centered care model.

Deonda Roberson accepted this award on behalf of the team.

Pharmacy Department, Clinton Service Unit, Oklahoma City Area

For improving quality and access to care through collaboration while decreasing expenditures and increasing revenue.

Niki Haney accepted this award on behalf of the team.



Dietary Department, Lawton Indian Hospital, Oklahoma City Area

For dedication to healthy eating, culturally appropriate nutrition, and customer service.

Kenneth Wahkinney accepted this award on behalf of the team.

Multi-Disciplinary Team, Lawton Indian Hospital, Oklahoma City Area

For improving quality of and access to care through partnership and collaboration.

Jennifer Wahkinney accepted this award on behalf of the team.



Oklahoma City Area, IPC Improvement Support Team, Oklahoma City Area

For improving care through the creation of a model program entitled Improving Patient Care Made Simple.

Julie Erb-Alvarez accepted this award on behalf of the team.



Oklahoma City Area Health Facilities, Oklahoma City Area

In recognition of the first IHS Area to achieve the Healthy People 2020 target to vaccinate 90 percent of health care personnel against seasonal influenza.

Rebecca Loving accepted this award on behalf of the team.

Diabetes Education Program, Claremore Indian Hospital, Oklahoma City Area

For ensuring exceptional, personable patient care with positive clinical outcomes through diabetes education.

Joyce Hansen accepted this award on behalf of the team.



PIMC Women and Infant Services, Phoenix Area

For improving quality of care through support of birthing choices while minimizing risk and optimizing outcomes.

Ardis Zah accepted this award on behalf of the team.

PIMC Benefits Coordinators, Phoenix Area

For outstanding teamwork to help patients apply for alternative resources and increasing revenues.

Beverly Zuniga accepted this award on behalf of the team.



ER Nursing Staff, San Carlos Hospital, Phoenix Area

For implementation of innovative technological changes to improve services in the emergency room.

Mary Dewey accepted this award on behalf of the team.

DIRECTOR'S AWARDS



San Carlos Pharmacy - Bylas Clinic, Phoenix Area

For implementation of program activities to improve the quality of and access to care for IHS patients.

Robert Montierth accepted this award on behalf of the team.

Phoenix Area Council of Nurse Educators, Phoenix Area

For improving patient care through reduced turnover rates and ensuring competent nursing staff.

Cheryl Hansen accepted this award on behalf of the team.



Wellpinit Service Unit, Portland Area

For outstanding, innovative reform of its clinical care system in partnership with Tribes.

Marcus Martinez accepted this award on behalf of the team.

Western Oregon Service Unit Leadership Team, Portland Area

For excellence and innovation in creating quality health care services for American Indians and Alaska Natives.

Ann Arnett accepted this award on behalf of the team.



Warm Springs Health & Wellness Center, Portland Area

For excellence in preventive care using innovative best practices.

Sherri Reeley accepted this award on behalf of the team.



Native American Cardiology & Medical Service Program - University of Arizona, Tucson Area

In recognition of quality and culturally sensitive cardiovascular disease care for American Indian patients in the Southwest.

Betsy Painter accepted this award on behalf of the team.

The Director would like to acknowledge those awardees who were unable to attend this year's ceremony.

The IHS Director's Award

Individual Awardees

George Chiarchiaro, Headquarters
 Jennifer Claycomb, Albuquerque Area
 Peter D'Orazio, Phoenix Area
 William Flood, Navajo Area
 Ralph Kauley, Oklahoma City Area
 David Mazorra, California Area
 Treva McKinley, Navajo Area
 Douglas McLemore, Tucson Area
 Maricruz Merino, Navajo Area
 Dale Mossefin, Alaska Area
 Phil Norrgard, Bemidji Area
 Jean Othole, Albuquerque Area
 Karen Reiser, Aberdeen Area
 Kay Sanchez, Phoenix Area
 Sophie Two Hawk, Aberdeen
 Sabra Van Orsdol, Phoenix Area

Team Awardees

Inpatient OB Nursing Staff, Pine Ridge IHS, Aberdeen Area
 Fort Thompson Immunization Program, Aberdeen Area
 Security Department, Rapid City Service Unit, Aberdeen Area
 Radiology Team, Red Lake Hospital, Bemidji Area
 Navajo Area Contract Health Service Staff, Navajo Area
 Patient Registration & Admissions, Gallup Service Unit, Navajo Area
 Confederated Tribes of Warm Springs Joint Health Commission, Portland Area



Luana Reyes Leadership Award

Luana Reyes Leadership Award



Clifton Kenon, Jr.

Aberdeen Area Maternal and Child Health Consultant

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 Director would like to acknowledge those awardees who were unable to attend this year's ceremony.

Length of Service Recognition

Pauline Anderson, Navajo Area (50 Years)

Althea Gloshey, Phoenix Area (45 Years)

Fannie Kinsel, Navajo Area (45 Years)

Earleen Yazzie, Navajo (45 Years)







The IHS Director's Award Ceremony recognizes the outstanding contributions of individuals, teams, and partners in the Indian health care 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.

