

Culturally Appropriate Alternatives: Traditional Healing in Primary Care

Angela Michaud DC, CSCS, Senior Clinical Director, Executive and Tribal Services
Buz Daney, Manager



65,000 voices





Malcolm Baldrige
National Quality Award

2011 & 2017 Award Recipient

Where We Are From





Vision

A Native Community that enjoys physical,
mental, emotional and spiritual wellness

Mission

Working together with the Native Community to
achieve wellness through health and related services



Goals

Shared Responsibility
Commitment to Quality
Family Wellness

Customer-Ownership



Leadership Principles

- O**perate from the strength of Alaska Native cultures and traditions of leadership.
- W**ill stand in the gap to align and achieve the mission and vision.
- N**urture an environment of trust that encourages buy-in, systematic growth and change.
- E**ncourage ownership of responsible, calculated risk taking.
- R**espect and grow the skills of future generations to drive initiatives and improvements.
- S**hare and listen to personal life stories in order to be transparent and accountable.
- H**edge people in by creating a safe environment where spiritual, ethical and personal beliefs are honored.
- I**mprove for the future by learning from the past, giving away credit and celebrating achievements.
- P**ractice and encourage self-improvement believing there is good in every person

Operational Principles

- R**elationships between customer-owner, family and provider must be fostered and supported
- E**mphasis on wellness of the whole person, family and community (physical, mental, emotional and spiritual wellness)
- L**ocations convenient for customer-owners with minimal stops to get all their needs addressed
- A**ccess optimized and waiting times limited
- T**ogether with the customer-owner as an active partner
- I**ntentional whole-system design to maximize coordination and minimize duplication
- O**utcome and process measures continuously evaluated and improved
- N**ot complicated but simple and easy to use
- S**ervices financially sustainable and viable
- H**ub of the system is the family
- I**nterests of customer-owners drive the system to determine what we do and how we do it
- P**opulation-Based systems and services
- S**ervices and systems build on the strengths of Alaska Native cultures

Core Concepts

Work together in relationship to learn and grow

Encourage understanding

Listen with an open mind

Laugh and enjoy humor throughout the day

Notice the dignity and value of ourselves and others

Engage others with compassion

Share our stories and our hearts

Strive to honor and respect ourselves and others

Objectives

- Define key elements of traditional healing
- Describe how SCF coordinates traditional healing practices with western medicine to incorporate Alaska Native values
- Examine culturally appropriate alternatives

Overview



Healing the mind, body and spirit

A photograph of two women sitting at a table, facing each other in conversation. The woman on the left is older, with glasses and a blue patterned shirt. The woman on the right is younger, with long dark hair and a blue top. On the table between them is a blue vase with purple and red flowers, and some dried branches. In the background, there are colorful tapestries on the wall and a window with blinds. A semi-transparent dark blue overlay covers the bottom half of the image, containing text.

Traditional Healing Clinic

- Modalities
 - Counseling
 - Physical
- Appointments by referral for eligible beneficiaries



Traditional Counseling

- Culturally relevant, holistic
- Identifies needs and customer-owner goals
- Healing Touch
- Individuals and Families
- Referral needed every six months



Traditional Physical Healing

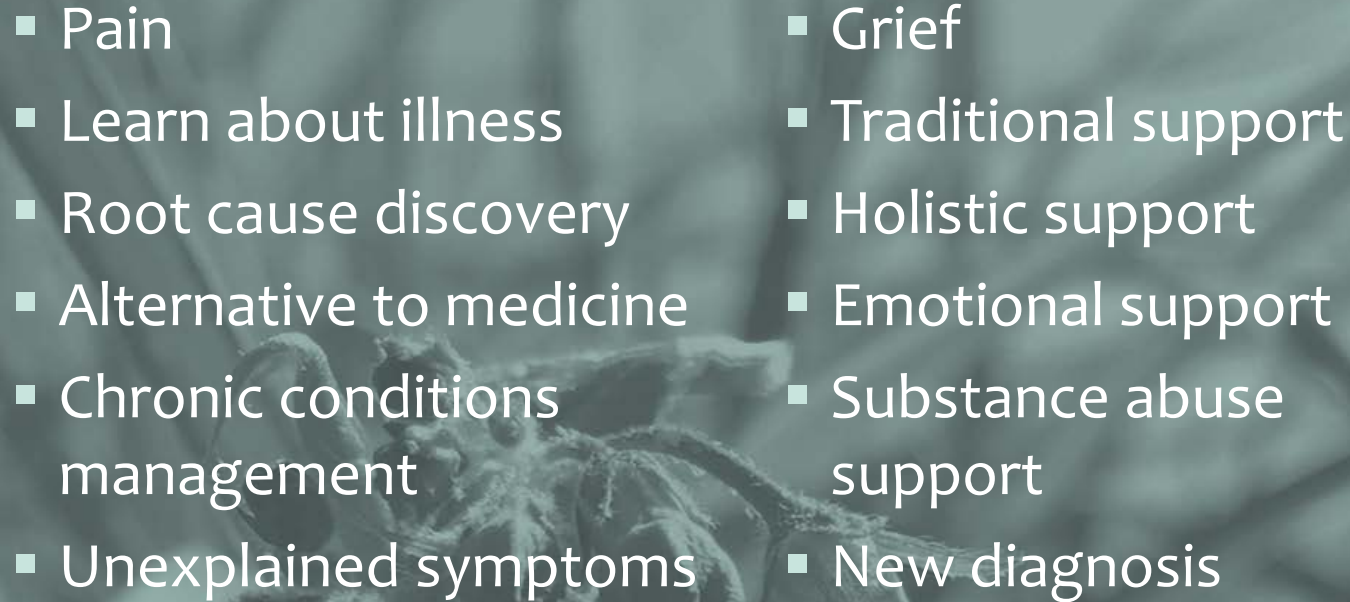
- Healing Hands
- Healing Touch
- Services vary depending on Tribal Doctor's skills



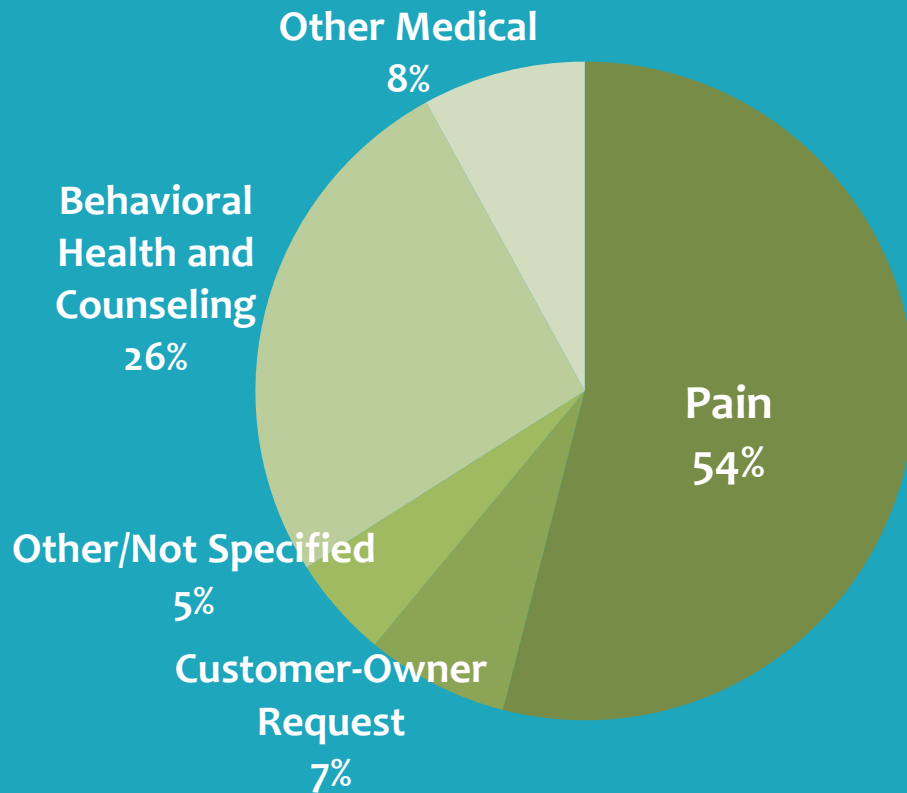
Who Can Make a Referral?

- Primary Care Clinics
- Behavioral Health
- OB-GYN
- Internal Medicine
- Pediatrics

Why Do Customer-Owners Come to Traditional Healing?

- 
- Pain
 - Learn about illness
 - Root cause discovery
 - Alternative to medicine
 - Chronic conditions management
 - Unexplained symptoms
 - Grief
 - Traditional support
 - Holistic support
 - Emotional support
 - Substance abuse support
 - New diagnosis

Reasons People Were Referred



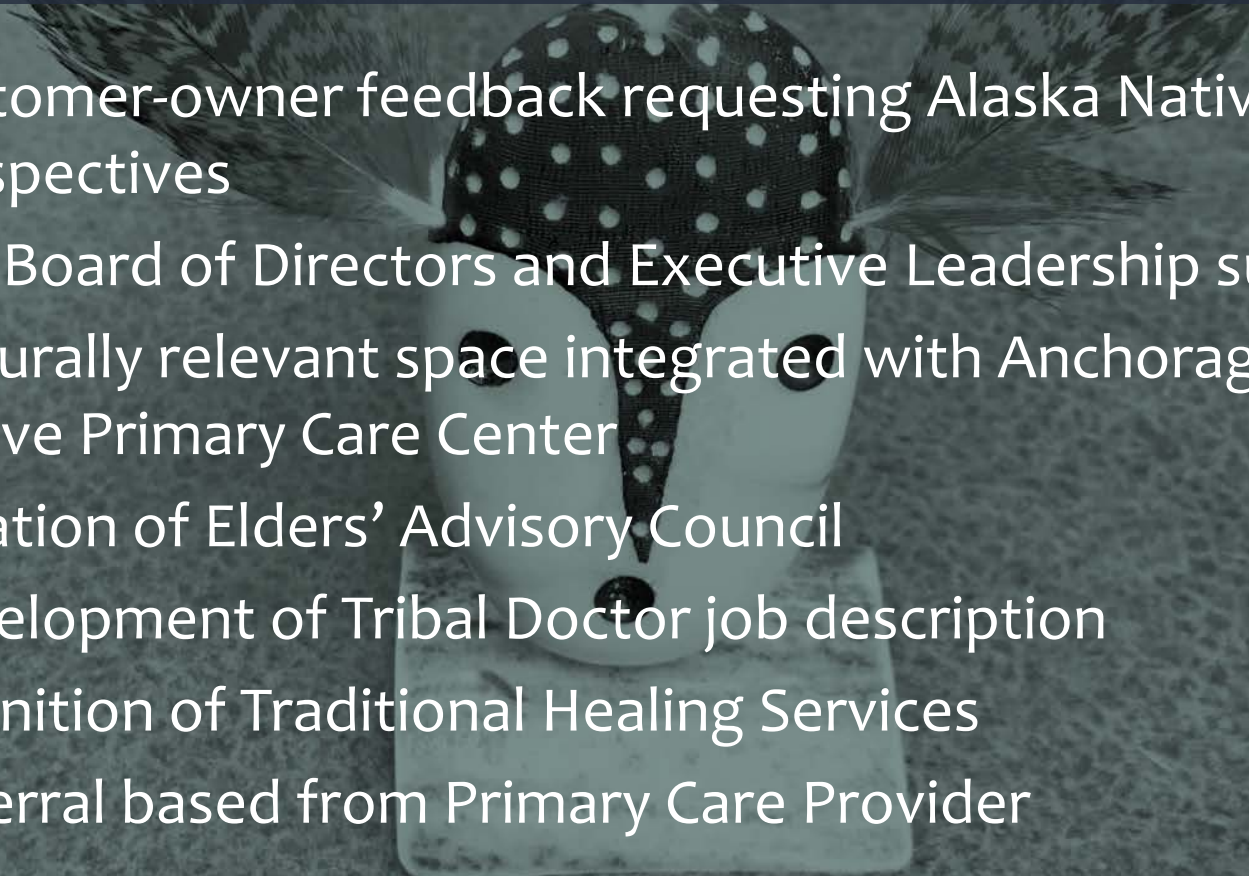


Other Traditional Services

- Traditional Healing Garden
- Information and awareness on the importance of plants in the history of Traditional Healing
- Women's Talking Circles

How We Built Traditional Healing

- Customer-owner feedback requesting Alaska Native perspectives
- SCF Board of Directors and Executive Leadership support
- Culturally relevant space integrated with Anchorage Native Primary Care Center
- Creation of Elders' Advisory Council
- Development of Tribal Doctor job description
- Definition of Traditional Healing Services
- Referral based from Primary Care Provider

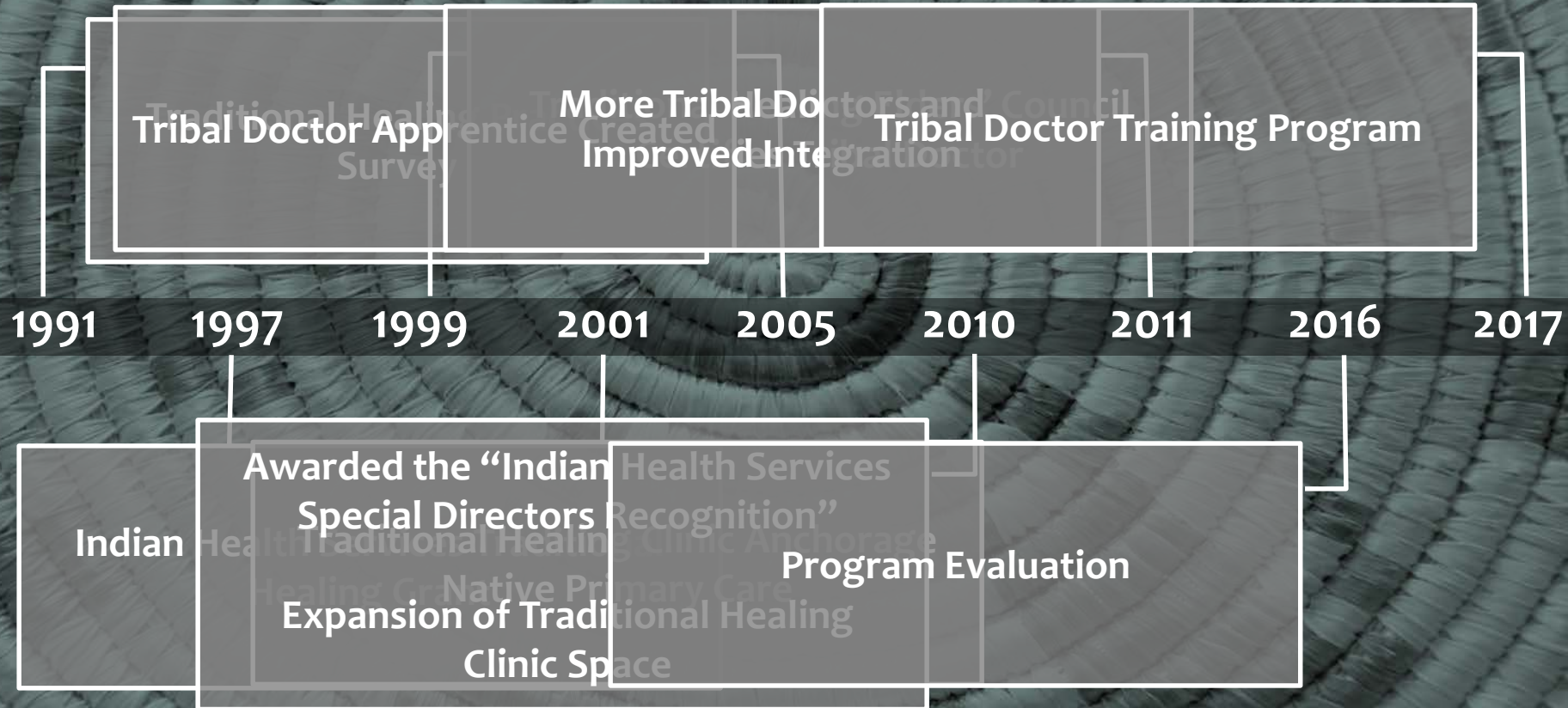




Traditional Healing Clinic Elders' Advisory Council

A Tribal Doctor must meet a number of criteria, including certification by the Traditional Healing Elders' Advisory Council

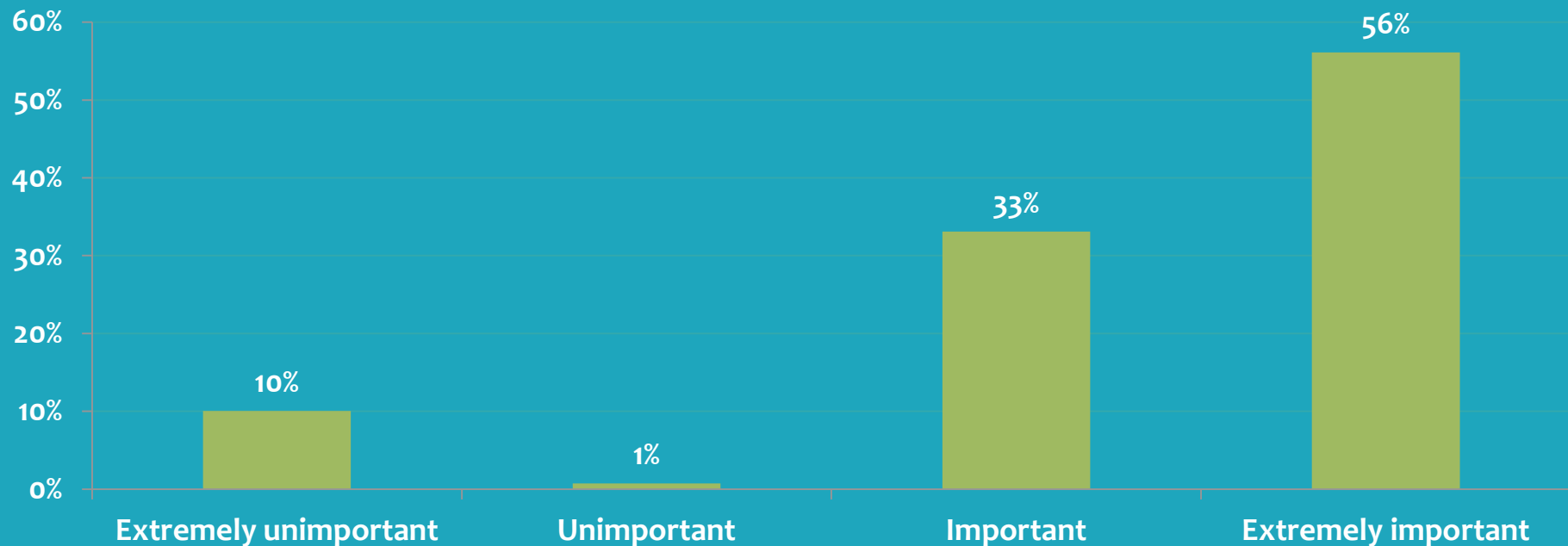
Traditional Healing Timeline



Why is Traditional Healing Important?

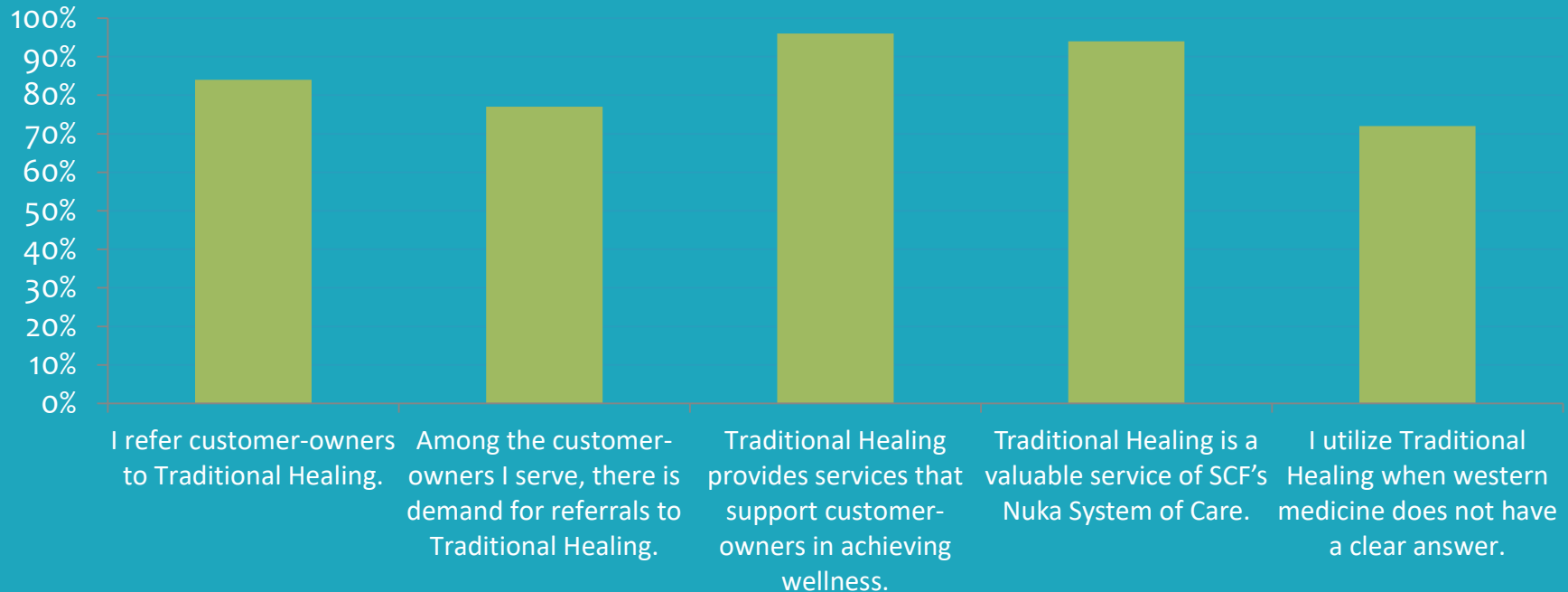
- Offers cultural and traditional options to customer-owners as they seek wellness
- Primary care providers view traditional healing as a valuable service
- Customer-owners asked for it and appreciate it
- Honors Alaska Native healing practices
- Integrates spirituality into healing

How Important is it to Bring Culture and Traditions Into Your Health Care?



Data from SCF customer-owners (n=269) collected at the 2016 SCF Gathering

Primary Care Providers View Traditional Healing as a Valuable Service



From a survey of Primary Care Providers (providers (n=69), 42% primary care providers, 34.8% RN/Case Managers, 14.5% BHC, 8.7% other)

Customer-Owner Satisfaction

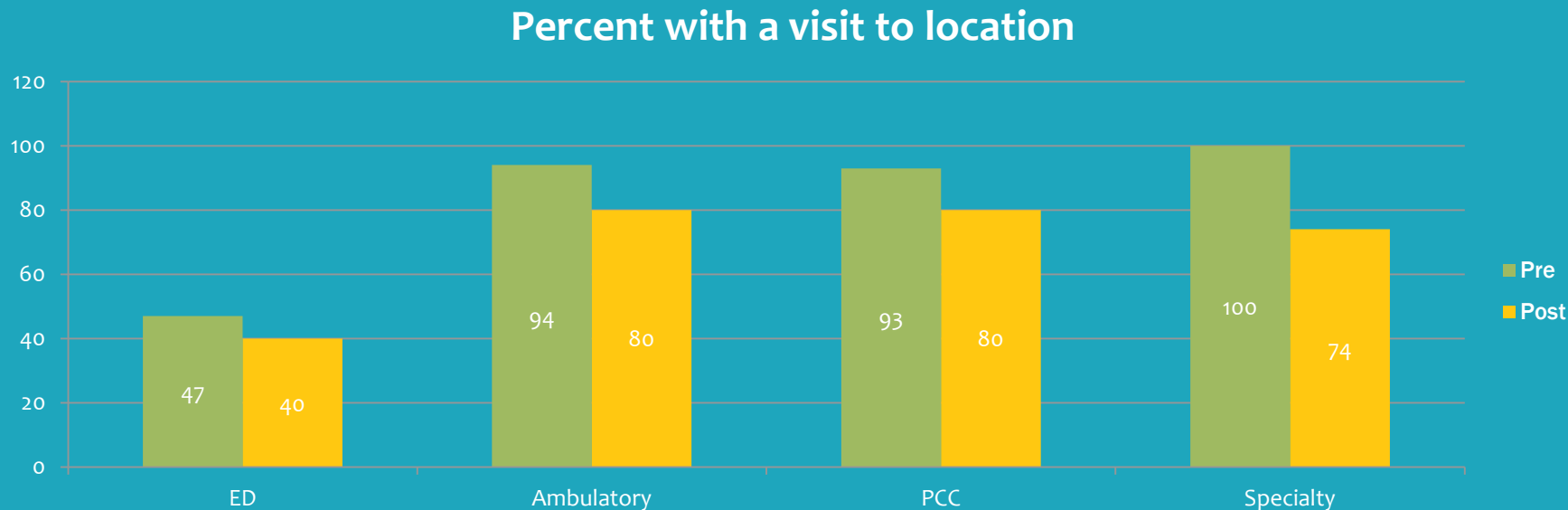


Health Data Results

Large visit decreases after Traditional Healing Clinic treatment for more complex customer-owners

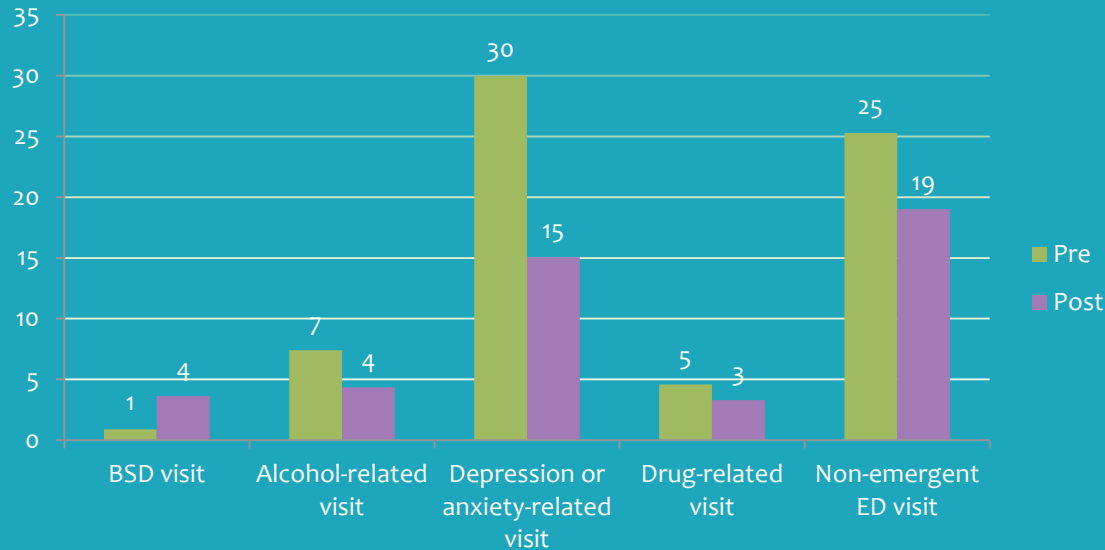
- People in top 10% of utilization
 - Average changes in post-period
 - 12 fewer specialty visits
 - 4 fewer ED visits
 - 6 fewer ambulatory visits
 - 7 fewer PCC visits

Decreased Visits After Being Seen in Traditional Healing



Behavioral Visit Patterns Changed

Percent with a visit



- Customers engaged in behavioral services
- Significantly less depression and anxiety visits

“This morning I brought my mind, body, soul and spirit, of course, because you cannot separate them. I brought my whole person because if I plan to be – one, to be healthy, it has to come from these four units; mind body soul and spirit”

“Respect for each other, respect for health, respect for knowledge, respect for health care. It’s all built in as part of the program.”

“I feel like when I come here I feel it’s my family, the women’s health circle and my sisters, my family. The providers treat us as family; they greet us, they’re glad to see us, they look at us, smile at us, and ask we’re doing, ask about our pets.”

“We talk about food, we talk about Native dancing, we talk about our people – I think it’s really important that the people that you have in you have are really connected to our culture and to the various cultures throughout Alaska.”

“It works and it makes a difference”

“It’s changed my life and enriched my life.”

“A program and a way of life... It’s really, really, needed here.”



Questions?

Please Join Us For a Tour!

You are invited to join us for a tour of our Healing Garden at the Primary Care Center from 12:15-12:45!

We will meet in the lobby and walk over together.

Thank You!

Qa̕gaasakung

Aleut

Quyanaa

Alutiiq

Quyanaq

Inupiaq

Awa'ahdah

Eyak

Mahsi'

Gwich'in Athabascan

Igamsiqanaghalek

Siberian Yupik

Háw'aa

Haida

Quyana

Yup'ik

T'oyaxsm

Tsimshian

Gunalchéesh

Tlingit

Tsin'aen

Ahtna Athabascan

Chin'an

Dena'ina Athabascan