



Kiyipna (Everyone Listen) Newsletter

“Good Medicine is Our Tradition”

Dear Southern Indian Health Council Community,

This past quarter SIHC has been fortunate to host a multitude of events. I'd like to take this opportunity to thank the elders who participated in the annual San Diego County Fair outing and the Senior Program leadership team. I am grateful to share memorable experiences with our elders. Thanks to Toyota of El Cajon and Viejas Tribal Council, who have made this a special and successful day and their community support.

In July SIHC worked with other community organizations to host the 4th Annual Native Youth Conference at California State San Marcos University. I want to recognize and give special thanks to those who lead the efforts for planning the Youth Conference, especially Kumeyaay Family Services' *REVIVE* Program and the participants who experienced 2 days of motivational and empowering keynote speakers, educational opportunities, fitness oriented fun, and team building exercises. Thanks to our volunteers and employees who made this a successful event.

The community and board members acknowledged the 3rd Annual All Tribes in Recovery for the focus on being substance free as well as aware. The turnout was inspiring and I want to thank the planning committee, community members, SIHC staff, community partners, and Sycuan for the success of this event.

Please continue to check our monthly calendars for upcoming clinic and community events. Remember to bring in your children for their physicals; the school year is here- call to schedule your appointment today! The health and well-being of the youth is important to all of us.

Finally, California is part of the Health Care Reform Exchange Program and at SIHC we are taking steps to review our own programs and learn how to bring the implementation and knowledge to our patients. We cannot make these changes ourselves, we need the willingness, patience, and understanding from each of you during this period of transition in hopes of improving our health care delivery system. The deadline is fast approaching and we will be providing education and assistance to all of you.

See you soon,

Carolina Manzano
Chief Executive Officer



Clinic Hours of Operation

**Monday-Friday
8:00am-4:30pm**

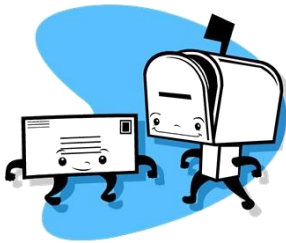
Pharmacy Hours of Operation

**Monday-Friday
8:30am-5:00pm
closed from
12:30-1:30pm**

**3rd Tuesday of every
month Pharmacy,
Medical and Dental
open until 6:00pm**



New Address? New Phone number?



Update your address and contact information today! It is important for SIHC to have your updated information so we can ensure all telephonic and mailed information reach you. Southern Indian Health Council Clinics are changing the way we tell you about test results!

We have begun using a system called “**Notify MD**”, which allows our providers to record a secure personal voice mail for you about test results, follow-up care plans, and referrals. Our goals are to make sure that all patients know their results in a timely manner, and that we can stop “phone tag” if we don’t reach you on first try.

How it works:

When results come in, the provider reviews them and then records a personal message for you. You receive a call from the Notify MD system (please note, it will be a 602 area code number), if you are unable to answer a voice mail from the Notify MD system will be left. You can access your message 24 hours per day/ 7 days per week. This message can be saved or deleted once listened to.

To use this system, you must know your “Personal Identification Number” (PIN), which we give you at the Clinic when you come in. This PIN is yours alone, and we will not release it to other people without your permission. We must also have an ACCURATE phone number for you! Please make sure that you provide us with the latest contact information update, so we have the best number to reach you.

Come Home to SIHC...

SIHC staff would like to take this opportunity to reach out to you, especially if it has been a while since your last visit at SIHC. SIHC is here for the Native American consortium tribal members. *This is your Clinic.* Come home to SIHC and give us an opportunity to make your experience a positive one. SIHC has services available for all urban Native Americans and non-Natives within SIHC’s service area as well.



July 2013

Dear SIHC Patients,



Jamie McReynolds,
M.D.
Medical Director

We are very excited to let you know about some *AWESOME* and *POSITIVE* changes at SIHC! We have a *FANTASTIC* new medical provider team which includes our new Medical Director, **Dr. McReynolds** and a new staff physician, **Dr. Whittle**. We *INVITE YOU* to come meet our new, returning, and current group of very enthusiastic, patient centered, and quality oriented physicians. We are also welcoming back, part time, Dr. Walker. In addition to this great team we have Drs. Packer (staff physician), Garcia (staff physician), Vallone (podiatry), Mullenax (pediatrician), and Collin Ross (physician assistant).

Dr. McReynolds has experience with Native American populations and comes to SIHC with a medical management background as well as many years of direct patient care. **Dr. Whittle** is a family physician who comes to SIHC with interest and specialized training in women's health and natural family planning.



Stephanie Whittle,
M.D.
Physician

SIHC looks forward to embracing the positive changes **Dr. McReynolds** has begun to implement at SIHC to create a Patient Centered Medical Home (PCMH) environment, to ensure readiness for the roll out of the Affordable Care Act (ACA) and the various elements of Improving the Patient Experience (IPE).

Come introduce yourself and get to know these providers and update your information. To make sure that YOU stay a PATIENT here at SIHC, we have a patient advocate who will help VERIFY you are still eligible at SIHC. If you are not, please call SIHC's Billing Department to make the changes x340.

PLEASE check your insurance card... Your card should read "Southern Indian Health Council, Inc." or "Dr. Whittle" CALL us to make sure that the provider listed on your card is correct. This will also give you an opportunity to COME SEE US for that health care check-up! We have included a Patient Registration packet to *save you time*, fill out prior to your next appointment and bring it with you. If you have any questions or concerns, please call our Quality Management Coordinator at x304.

We look forward to seeing you soon,

SIHC's Community Health Services Team

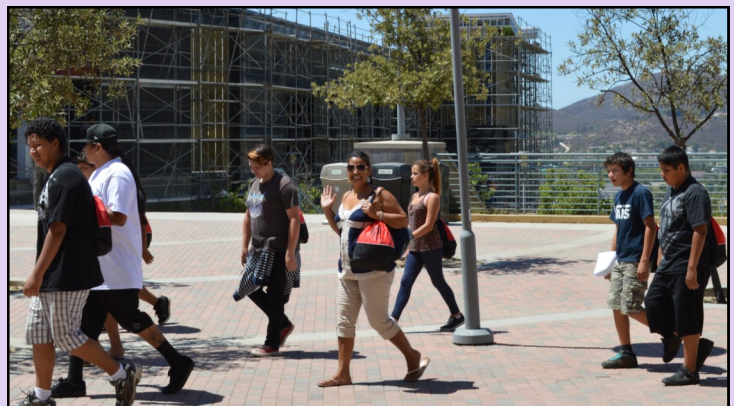




The Youth... Leading the Community!

4th Annual Native Youth Conference

Kumeyaay Family Services hosted the 4th Annual Native Youth Conference. It was a tremendous success with over 100 youth participating. This event was held at the beautiful campus at California State University San Marcos (CSUSM), the home of the California Indian Culture and Sovereignty Center (CICSC), under the direction of Dr. Joely Proudfit, Ph.D (Luiseño). This year's theme was **"Stand up! Get Active!"** which was definitely appropriate considering the main focus of the youth conference was to educate and bring awareness to issues and concerns native youth face today. The participants were given a small taste of the college life by having the opportunity to spend the night in the CSUSM dorm rooms. Some of the conference highlights consist of opening the two day event with Bird Singers. There were several excellent speakers such as Dr. Joely Proudfit, Ethan Benegas and Hazel Mae. The San Marcos American Indian Student Alliance also lead sessions and activities which included a campus scavenger hunt. The students were able to enjoy the pool and recreation center located at the dorms. Many of the participants stated they enjoyed this experience and had expressed their desire to go to college! This event over all was a great success due to all the staff and volunteers who took the time to **stand up** and **be active** in the lives of our native youth!



Dental Says... Brush Your Teeth!

It's summer and many of us get to enjoy ice cream, soda at gathering's and Pow Wow's, and other sugary food. It's important to make sure that good brushing habits are modeled by parents and care givers for the younger children. Permanent first molars erupt around six years of age and second molars around twelve years. These are some of the most cavity prone teeth due to their eruption at this early date when children may not have developed good brushing habits. Here is a dental fact... Sealants in teeth through the teenage and early twenties are important due to the importance of oral hygiene. Sealants not only seal the deep grooves that decay can start, but the newer sealants actually help to demineralize very small cavities that may have already started. Sealants require no anesthesia or drilling so are relatively stress free for the patient. Sealants have been shown to be the most economical, cost effective way to prevent dental cavities.



Recognizing Prescription Drug Abuse: Community and Clinic Partnership



SIHC is committed to educating the community on the growing trend of prescription drug abuse- amongst all ages. A few staff worked in conjunction with SIHC Consortium Tribal Councils to host several forums. During March-May 2013 Viejas, Barona, Jamul, and La Posta Tribal Councils hosted a presentation by Danielle Claude. Danielle Claude from the Drug Enforcement Agency has collaborated with SIHC for several years. We are sad to see her go as she pursues her career in another part of the DEA, but wish her the best!

SIHC's physicians focus on treatment of the "whole patient", and this includes ensuring that patients receive the RIGHT medications for the RIGHT reasons. Our doctors are very aware of national trends with prescription drug abuse,

and are committed to providing quality care. This includes working hard to prevent situations from being set up that enable prescription drug abuse. Sometimes patients think that they are not in danger of overusing medications. Our doctors and supporting pharmacy staff work together to be alert and aware of potentially dangerous medication usage. If you find that your doctor or our staff want to discuss your medication usage with you, please remember that we are doing this out of our absolute commitment to using prescription medications SAFELY.



Always Working Towards Improvement

At Southern Indian Health Council, Inc. we recognize that patient/client satisfaction is the most important thing each and every day. We have a new form in place to help you communicate with us. Please utilize this “Let Us Know How We Are Doing...” to keep us informed about your experience. If you like something, let us know so we can make sure to continue. If you don’t... let us know that too so we can improve our services to better meet your needs and expectations. This Form is available at each of our Clinic locations and on the Website. You may also contact SIHC’s Quality Management Coordinator at x304 to request a Form. We look forward to hearing from you soon!





SOUTHERN INDIAN HEALTH COUNCIL, INC.

4058 Willows Road Alpine, CA 91901

Mailing: P.O. Box 2128 Alpine, CA 91903

Phone: (619) 445-1188

Let Us Know How We Are Doing...

Please feel free to provide compliments, concerns, and suggestions. All feedback is welcomed!

Please note that filling out this form will not compromise access to care. SIHC is committed to always strive for improvement and provide you the highest care and satisfaction possible.

Date of Occurrence: ____/____/____

SIHC Staff Involved: _____ SIHC Department Involved: _____

Describe event: please include time, those involved (if more than above) and as much detail as possible:

[illegible]

☐ I would like a response.

☐ I do not need a response.

Name (first, last) (print)

Date

Phone Number: () -

SIHC Use Only:

Received by: _____

Received on: ____/____/____

Quality Management: _____

Received on: ____/____/____

Response Sent: ☐ YES

Date: ____/____/____

Original Date: 7.02.2013

Revision Date: 7.02.2013

Department Origin: Quality Management

Community Health Services Reminds You...



As a reminder, so we can do our best to accommodate everyone's needs, please take time to review these guidelines:

- Purpose: to provide transportation to Medical/Dental or outside medical consultants when referred out by SIHC
- Eligibility: a) a federally recognized Indian enrolled and/or residing on a reservation that is a member of SIHC's Consortium; b) enrolled in one of SIHC's Consortium tribes and within the Contract Health Service Delivery Area; or c) other federally recognized Indian living in the SIHC CHSDA with close economic and social ties as determined by a SIHC Tribal Chairs person; **AND** have no means of transportation schedule

- Each application for transportation is reviewed by the Tribal Chairperson and this must be updated each year
- Requests must be made as early as possible and at least ***within 24 hours***.
- For you to be ride eligible, an updated Transportation Form must be on file at SIHC and approved by the Tribal Chairman.



Please call x700 for all Campo ride requests and x240 for all Alpine ride requests.

Food For Thought... From SIHC's Nutrition Department

Creamy Mashed Cauliflower

Recipe Cookbook Report
Recipe Food ID: 852

Source: Custom

Yield: 6 (1.00 CUP)
Category: Side - Vegetable

Ingredients

4 lbs Cauliflower Florets
3oz Cream Cheese, low fat
Salt & Pepper, to taste
2 tbsp Parmesan Cheese, grated
Paprika for garnish

Nutrition Facts

Serving Size 1 CUP (318g)

Amount Per Serving		
Calories	116	Fat Cals: 33
		% Daily Value
Total Fat	3.6g	6%
Saturated Fat	2.0g	10%
Cholesterol	9.2mg	3%
Sodium	212.2mg	9%
Total Carbohydrate	16.8g	6%
Dietary Fiber	5.5g	22%
Sugars	7.3g	
Protein	8.2g	
Vitamin A	4%	Calcium 11%
Vitamin C	234%	Iron 9%

Instructions

Cut cauliflower into florets of even size. Drop into boiling salted water and cook for about 15 minutes or steam until cauliflower is very soft when pierced with fork. Drain well.

Put cream cheese in food processor, add cooked cauliflower and blend until creamy. Add Parmesan cheese and salt and pepper to taste.

Pour into greased casserole dish and top with a light sprinkle of paprika. Bake in a 350 degree oven for about 20 minutes or until bubbly and hot.

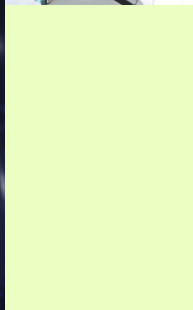




Kuhmii Corner...

Annual Del Mar Fair Outing

SIHC's Kuhmii Group enjoyed a fun day at Del Mar Fair in June. Participants enjoyed a great picnic lunch and then, of course, indulged in the Fair Food. This event was made possible with support from Viejas Tribal Council and El Cajon Toyota. Their generous donations allowed for SIHC to offer this event to the Kuhmii Group at SIHC. Here's to another year at the Del Mar Fair!



REMINDER: Kuhmii Congregate Meals and Outings are open to enrolled participants and 1 guest over the age of 18. Please call x304 4 days prior to each Congregate Meal to reserve your spot so we can plan accordingly!

Upcoming Fun:

The next **Kuhmii Outing** was held on September 18th at Santee Lakes. We had a BBQ, games, and different activities. Stay tuned for the next Newsletter to see the fun had by all!

All Tribes In Recovery Gathering 2013!



The 3rd Annual All Tribes in Recovery Gathering was held on Saturday, July 13th, 2013. This event is hosted by La Posta

Substance Abuse Center (LPSAC) staff, members of the substance abuse program as well as the alumni of that program. The event was very successful with over 300 people attending. The day was marked with traditional prayers, songs and dances.



The Kumeyaay People brought their flags from the 8 reservations and they were displayed with pride. The different colors of their flags blew with the wind like they were one. It was a great site to see. There were speakers sharing their stories of hope and their experiences of recovery. People came from all over the state, there were vendors selling traditional jewelry and snow cones, banana splits and clothing. All attendees were provided lunch, received a T shirt and a bag full of contributions made by collaborative partners. Raffles were held

throughout the day, which were donated by local reservations. There were also a number of treatment facilities present who were distributing educational information, as well as a kiddies' corner and activities for youth. This event would not have been a success if it was not for the kind contributions of the Kumeyaay People and support of Southern Indian Health Council.



**Artwork by:
Justine Thing**

How the Year “FLU” By...

SIHC's 2013-14 Flu Campaign Begins September 16th

Get Vaccinated Today (GVT)! Wow! It is already that time again... September 16th marks the first day that SIHC will be offering Flu Shots to the Community. We will also be visiting many of the SIHC hosted programs and events to ensure that getting a flu shot is convenient. Not a consortium patient? Not a problem! We can either bill your insurance or offer the shot for \$15. You do not have to be a SIHC patient to get the flu shot at our Clinic.



Flu Vaccines will also be available at select Healthy Family events, Meals on Wheels Delivery, and Kuhmii Congregate Meals. Please take the time to come in for a visit to Get Vaccinated Today!

Get Vaccinated Today!

Flu Clinic: Alpine Clinic on September 24th and October 1st from 1:00-4:00.

Or, feel free to **WALK IN** at any time at either our Campo Clinic or Alpine Clinic from 8:00-12:00 or 1:00-4:30 to get your flu shot. We will also be having the flu shots at many of our local community events during the remainder of September and beginning of October.

Back to School...

Where did the summer go? School physicals are a great way to check your child's health prior to and during the first few months of the start of the school year and are required for some schools, especially if your child is going to participate in sports. Come schedule your appointment today! We will also be doing health screenings at some of the Tribal Schools this coming season, we hope to see your child there!



Quality Management: Staff Training

In line with SIHC's mission to the community, "we will continually strive for excellence in our employees, programs, and services. We shall be innovative leaders and continually evolve to meet the needs and desires of the communities we serve..." SIHC employees have various opportunities to attend trainings so employees can continue to gain skills, information, and new resources to make sure we are always providing the best there is to SIHC's community.



Left to Right:
Michael Garcia, Ewiiapaayp Delegate, SIHC Board of Directors; Yvette Roubideaux, M.D., M.P.H, Acting Director, Indian Health Services; Carolina Manzano, Chief Executive Officer; Maurice James, Chief Operating Officer at the Affordable Care Act Training



Left to Right:
Geoffrey Roth, Senior Advisor to the Director, Indian Health Services; Maurice James, Chief Operating Officer at Indian Health Services Rockville, Maryland Office



Left to Right:
Michael Cadena and Megan Lenaghan and at Native American Water Masters Association Meeting with Eagle Jones, Environmental Circuit Rider, Rural Development Specialist, of RCAC and Nancy Dewees, Tribal Utility Consultant, Indian Health Services

October is...

Domestic Violence Awareness Month

Silent Witness Quiet Guide

Remember to listen
to our sisters murdered
by their batterers.

Work to end
violence against those
still being battered.

Celebrate the courage
and strengths of those
who survived
and recreated their lives.

-Sacred Circle



Here are some **ALARMING** facts and information, educate yourself and TAKE ACTION TODAY! American Indian women living on Indian reservations experience unique challenges that intensify the epidemic of violence against them. There is a huge underreporting of crime against women on reservations. It is estimated that rates of assault are as much as 50% higher for American Indian Women, according to a 2004 Department of Justice report. In 2008 a Centers for Disease Control study found 39% of Native women surveyed identified as victims of intimate partner violence. To get resources, information, or reach out for support, we encourage you to contact SIHC's REVIVE Department by calling x210.

Brest Cancer Awareness Month

It's not to late...schedule your breast exam today!



2013 East County Live Well Expo October 18-19

Record Zumba class attempt- Crunch Fitness



Bicycle rodeo with Sheriff's Department



Beat Cancer Boot Camp



Dance performance with Expressions Dance/Movement Center



Healthy cooking demos, healthy snack tasting,



Therapeutic laughing class, fitness events with The YMCA



Friday 3pm-8pm and Saturday 9am-4pm

www.sihc.org



Website Improvements Underway

Please be patient with us as we update our website to make it more user friendly. Our goals is to have all information at your fingertips., such as Patient Feedback Forms, Patient Registration Forms, and flyers for all the events SIHC hosts throughout the seasons. As always, we are open to feedback. Please let us know your thoughts!



And remember..."LIKE" us on Facebook!



Human Resource Department

We are currently accepting applications for the following positions. Please visit SIHC.org and click on Employment to view open positions and job descriptions. Applications can be downloaded from the website or picked up at SIHC and submitted via fax: (619) 659-3145, mail: 4058 Willows Road, Alpine, CA 91901, or in person. Please call Human Resources at x307 with any questions.

SIHC's current open positions include:

- ✓ Psychiatrist
- ✓ Physician
- ✓ Registered Nurse
- ✓ Billing Clerk



SAVE THE DATE! GVT



**Flu Shots BEGIN
September 2013**

Kuhmii Group Congregate Meals and Quarterly Outings

**Check your meals on
wheels delivery for
schedules or call x304**

**Remember to RSVP 4 days
prior to each meal or
outing.**

SAVE THE DATE!

**14th Annual Men & Women's
Wellness Conference
October 3, 2013**



Southern Indian Health Council, Inc.

Would like to say...

Thank You

**to Susan G. Komen
for their partnership and
support!!**



**Remember...October is
Breast Cancer Awareness**

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