

INDIAN HEALTH SERVICE

National Director's Awards



April 22, 2005

Bethesda North Marriott Hotel & Conference Center
North Bethesda, Maryland

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Charles W. Grim, DDS, MHS

Assistant Surgeon General
Director, Indian Health Service



April 12, 2005

A Message from the Director

My sincere congratulations to all the award recipients. It is with great pleasure that I recognize those individuals whose dedication, ingenuity, compassion, and hard work have improved the health and welfare of American Indians and Alaska Natives.

The Indian Health Service (IHS) works closely with American Indian and Alaska Native people to deliver critical and innovative environmental, educational, community outreach, preventive, and therapeutic services. Together, we demonstrate that health promotion and disease prevention initiatives increase awareness, foster action, and help reduce the risk of ailments such as heart disease and diabetes. In addition to health care, our employees provide new information technologies for collecting and maintaining electronic patient records and build new facilities with an increased capacity for addressing health care issues. The response to the tragedy at Red Lake further shows our employees' dedication to culturally appropriate and comprehensive care in the community, particularly through the Agency's behavioral health programs. Efforts to streamline processes, increase efficiencies, and use best practices also contribute to improved, results-oriented responses and services to our customers.

The diverse skills of IHS employees help us toward meeting the Agency's mission of raising the physical, mental, social, and spiritual health of American Indians and Alaska Natives to the highest level. Every achievement serves to inspire us as we work toward a common goal and create a better future for Indian people.

Thank you for your outstanding performance, and congratulations once more on your award.

Sincerely yours,

A handwritten signature in black ink that reads "Charles W. Grim, DDS". The signature is written in a cursive style with a large, looping initial "C".

Charles W. Grim, D.D.S., M.H.S.A.
Assistant Surgeon General



Agenda

Ceremony Commencement by the Master of Ceremonies

Kathleen Annette, MD
Director, Bemidji Area Indian Health Service

Presentation of Colors

Indian Health Service Veterans
White Oak Singers

Traditional Blessing

Gary M. Quinn
Emerging Leaders Intern, Office of Clinical and Preventive Services
Indian Health Service

Introduction of Dignitaries and Special Guests

Kathleen Annette, MD

Welcoming Remarks & Special Recognition

Charles W. Grim, DDS, MHSA
Assistant Surgeon General
Director, Indian Health Service

White Oak Singers

Introduction of Guest Speaker

Charles W. Grim, DDS, MHSA

Guest Speaker

Rich McKeown
Chief of Staff, Department of Health and Human Services

Presentation of Special Awards

Presentation of Length of Service Awards

Presentation of USPHS Commissioned Corps Honor Awards

Presentation of Director's Awards

Presentation of the Luana Reyes Leadership Award

Closing Remarks

Kathleen Annette, MD

Retire Colors

Indian Health Service Veterans
White Oak Singers

Reception



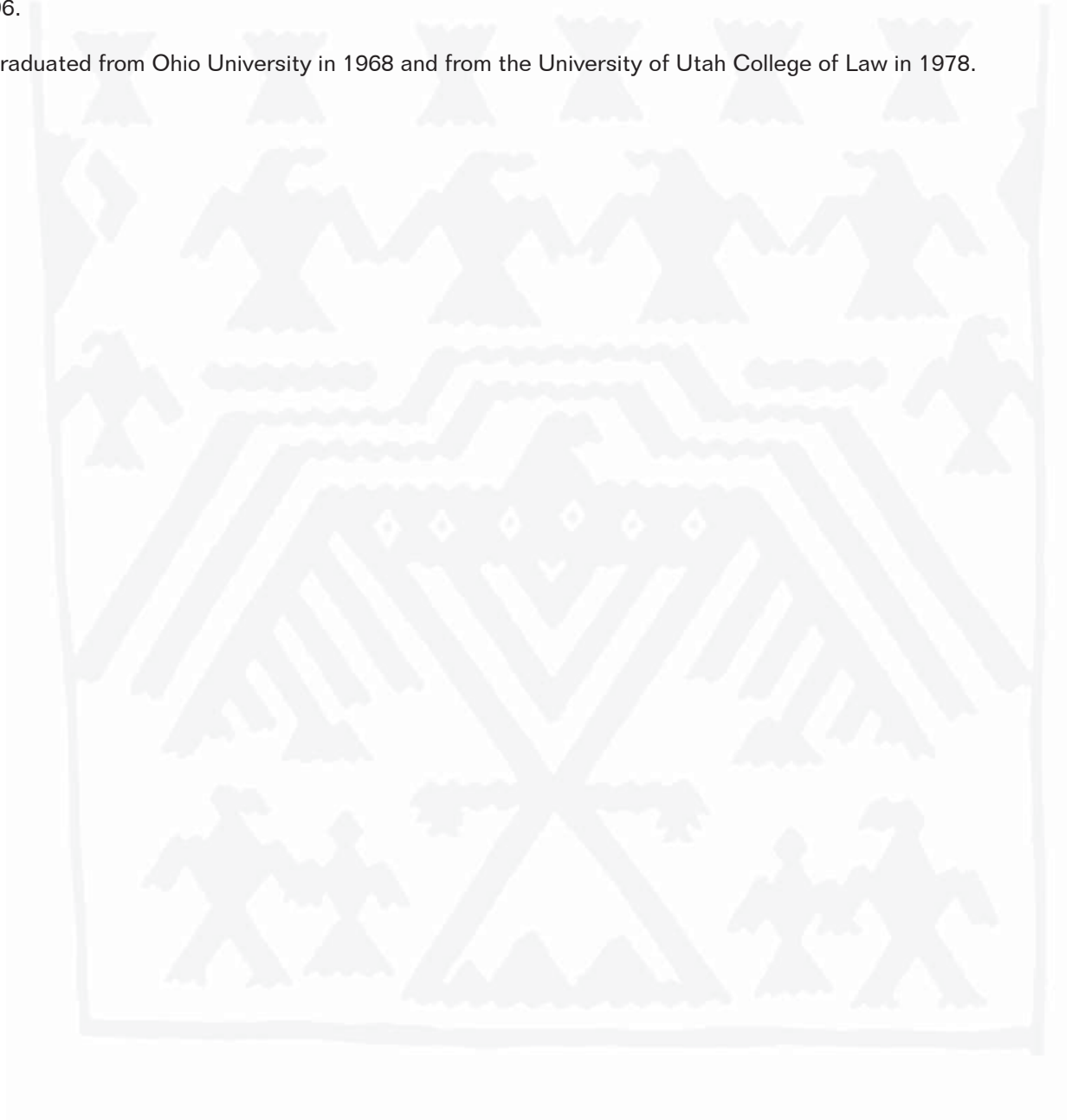
Rich McKeown

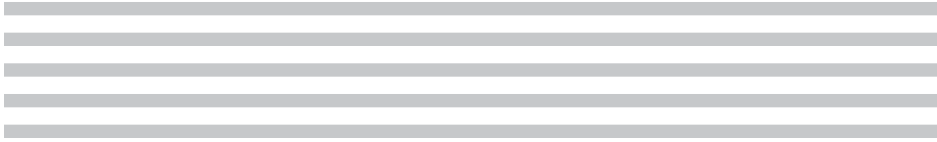
Chief of Staff
Department of Health and Human Services

Commencing in November 2003, Rich served first as Senior Counselor and then Chief of Staff to Administrator Leavitt at the Environmental Protection Agency. Upon Leavitt's appointment as Secretary of the Department of Health and Human Services (HHS), Rich joined him as Chief of Staff at HHS.

From 1999 to 2003, Rich was the Chief of Staff to then-Governor Leavitt in Utah. He served as Commissioner of the Utah State Tax Commission from 1996-1999, and practiced law in Salt Lake City from 1978 to 1996.

Rich graduated from Ohio University in 1968 and from the University of Utah College of Law in 1978.





SPECIAL AWARDS





Special Unit Recognition for Red Lake

On March 21, 2005, a tragic incident occurred that required all the skills and expertise of the Red Lake PHS Indian Hospital and Red Lake Comprehensive Health Service staff to be put into action. The Hospital was notified that shooting victims from the Red Lake High School were being brought by ambulance to the small emergency room at this facility. Staffs were activated to perform at a level that greatly exceeded any highly developed regional emergency room. The large volume of critically injured patients impacted the Emergency Room staff, physicians, nurses, and the rest of the staff from Housekeeping to Administration.

Due to the efforts of the Red Lake staff, seven victims were transferred in stabilized condition to the Regional Health Care Facility. In addition, the staff sensitively cared for distraught families and community members. Their treatment efforts were complicated by the need for crowd control, communication with distraught family members, utilization of ambulance services from multiple communities, and working cooperatively with law enforcement and the news media. Following the stabilization and transfer of critically injured patients, the staff prepared the deceased in a culturally sensitive and caring manner.

The tragedy that Red Lake staff members dealt with is just the beginning of ongoing care for community and family members. The employees of the Red Lake PHS Indian Hospital and Red Lake Comprehensive Health Service demonstrated exemplary service, professionalism, and compassion in response to a tragedy.



Stephen Jay Mader, MD

1951 - 2004

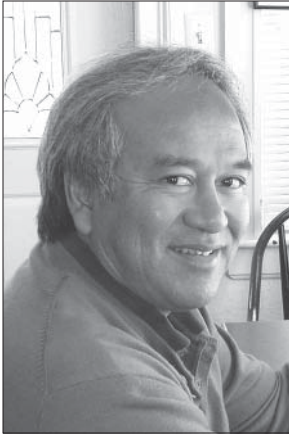
In September 1992, Dr. Mader joined the California Area Indian Health Service as a general medical officer responsible for providing technical assistance and clinical guidance to tribal and urban Indian clinics serving over 65,000 patients. Dr. Mader's success in fostering cooperative working relationships with the many health care providers and administrators throughout the State, led to his selection as Chief Medical Officer of the California Area in 1999. Dr. Mader proved to be "the right man for the job" as he guided the IHS from its previous role as overseeing health care delivery in California to that of being in a partnership with Indian health programs.

Dr. Mader saw how data collected as part of the Government Performance and Results Act (GPRA) could be put to use in the daily practice of medicine and the administration of health care programs. He initiated the audit of over 15,000 Indian health records to establish a baseline for measuring clinically guided standards. Then, he refined the entry process by publishing high quality reports that reflected the accomplishments of each individual clinic. Dr. Mader has made GPRA a household word throughout Indian health programs in California. Through this leadership, California is able to show stunning results in the GPRA effort with a 96% participation rate. This is being achieved in an Area where tribal health programs have the option of participating or not participating in such exercises.

The development of telemedicine capabilities at Indian clinics throughout California had been a project of special interest to Dr. Mader. He was able to see the benefit of getting specialty services to remote locations and pursued the interest and cooperation of the University of California, Davis, as a partner in working with tribes. Now, several clinics have telemedicine capabilities. In his pursuit of using rapidly advancing technology to improve the health care provided to Indian people in California, Dr. Mader had been almost single handedly championing the use of satellite transmission as a source for continuing medical education. He served as the project manager of the IHS-Centers for Medicare & Medicaid Services Satellite Agreement. Dr. Mader was also honored by his physician peers by being selected to represent the IHS Chief Medical Officers on the IHS Executive Leadership Group.

Prior to his service in California, Dr. Mader entered the IHS in 1988 as a family practice physician at the Gallup Indian Medical Center (GIMC) in New Mexico. While at the GIMC, he served as Deputy Chief of Family Medicine and the Health Promotion and Disease Prevention Coordinator. His interest in disease prevention led to his involvement in breast cancer screening programs and HIV/AIDS education in New Mexico.

Dr. Mader attended Le Moyne College in Syracuse, New York, and graduated in 1973. He received his Medical Doctor degree in 1980 from the Georgetown University School of Medicine in Washington, DC. He was certified as a Diplomate for the American Board of Family Practice. Dr. Mader died on July 28, 2004. He is survived by his wife Paulette, and two sons, Ryan and Justin.



Ervin W. Lewis, MD

1951 - 2004

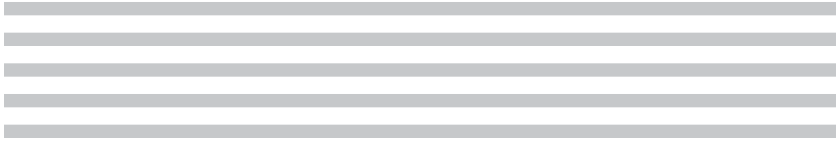
The position of Chief Medical Officer for the Albuquerque Area Indian Health Service requires a person with professional versatility, thorough knowledge of health systems and accreditation, and continued medical practice experience. Dr. Ervin Lewis exceeded all of these requirements and in addition brought the human qualities of compassion, service, and cultural awareness to his duties. As Chief Medical Officer, Dr. Lewis was responsible for technical assistance and clinical guidance to clinics and hospitals serving over 85,000 patients. He worked tirelessly to improve the quality of care and service for these patients and others nationally.

Dr. Lewis provided agency-wide inspiration through his facilitation of a re-organization of the IHS Council of Chief Medical Officers. He mobilized partners to assist in addressing the challenges confronting Indian people. He was a key player in developing an operating agreement with Harvard University to facilitate training and other resources for Indian country. He advocated and provided guidance for the Albuquerque Area and national behavioral health programs. Dr. Lewis was the mentor for the Area Quality Council and championed education and training on quality of care. Although his accomplishments were impressive, he was never proud or boastful. He was always considerate, compassionate, and led by example.

Dr. Lewis was a man of many accomplishments in academia and in the practice of medicine. Dr. Lewis received his medical degree from the University of New Mexico (UNM), specializing in Family Practice. He also received a degree in Psychiatry from the University of California at San Francisco. His career experience included Family Practice, Psychiatry, and Emergency Medicine, and he served as Chief of Psychiatry for the Albuquerque Veterans Administration Hospital. He was also a Clinical Assistant Professor and a member of the Admissions Committee for the UNM School of Medicine.

Dr. Lewis was licensed to practice medicine in both New Mexico and Arizona and was board-certified in Family Practice, Psychiatry, and Neurology. Additionally, he held certifications from the American Society of Addiction Medicine. He was a trained and certified surveyor for the Accreditation Association for Ambulatory Health Care. He was a member of the Association of American Indian Physicians, American Psychiatric Association, American College of Physician Executives, and the American Academy of Medical Acupuncture. He also had special interest and training in Complimentary Medicine and Native Traditional Healing. However long his list of accomplishments and experiences, he maintained his basic values of compassion and service.

Dr. Lewis is survived by his wife, Karen Waconda-Lewis of Isleta and Laguna Pueblo; daughter, Camille Waconda-Lewis; parents, Mark Lewis of Sanders, AZ, and Kikue Hayashi of San Francisco, CA; mother and father-in-law, John and Josephine Waconda of Isleta Pueblo; sister, Lillian Lewis Solis; brothers, Tom Lewis, Ted Lewis, Bill Lewis, Stewart Lewis, and Eddie Harker; and many nieces, nephews, and other family members.



LENGTH OF SERVICE AWARDS





40 Years of Service

ABERDEEN AREA



Olivia P. Boyer
Clinical Nurse

ALBUQUERQUE AREA



Lenora M. Hoskie
Dental Assistant



Rozella M. LaPointe
Clinical Nurse



Ruth M. Melikan
Practical Nurse

BILLINGS AREA



John H. Morsette
Motor Vehicle Operator



NAVAJO AREA



Eleanor B. Nabahe
Practical Nurse



Francis R. Mansfield
Physician Assistant



Nellie C. Benally
Supervisory Clinical Nurse



Pauline M. Cornfield
Nursing Assistant



Willetto Freeland
Support Services Supervisor

PHOENIX AREA



Angelita Thompson
Medical Records Librarian



Don J. Davis
Area Director



Floyd Honwaima
Custodian



Ruhama J. Charles
Supervisor Medical Records



Susan Cody
Registered Nurse

TUCSON AREA



Sarah M. Parvello
Custodian

45 Years of Service

ABERDEEN AREA



Patricia K. LeCompte
Secretary

PHOENIX AREA



Alice E. Gould
Licensed Practical Nurse

50 Years of Service

NAVAJO AREA



Barbara L. Munn
Administrative Officer



THE USPHS COMMISSIONED CORPS HONOR AWARDS

Purpose

The purpose of the Commissioned Officers' Recognition Program is to:

- recognize officers for outstanding achievement or service,
- encourage maximum performance, and
- improve esprit de corps among officers.

Outstanding Unit Citation (OUC)

The OUC is granted to a group of commissioned officers who exhibit outstanding contributions toward achieving the goals and objectives of the Public Health Service (PHS). To merit this award, the unit must have provided outstanding service, often of national or international significance.

Outstanding Service Medal (OSM)

The OSM is granted to officers who have demonstrated continuous outstanding leadership in carrying out the mission of the PHS, have performed a single accomplishment that has had a major effect on the health of the Nation, or have performed a heroic act resulting in the preservation of health or property.

Meritorious Service Medal (MSM)

This award is the second highest recognition granted PHS commissioned officers for outstanding or meritorious levels of achievement. This award is presented in recognition of: (1) meritorious service of a single, particularly important achievement; (2) a career notable for significant accomplishments in technical or professional fields; or (3) unusually high quality and initiative in leadership. The levels of accomplishment meriting this award may include a highly significant achievement in research, program direction, or program administration; a series of significant contributions; a continuing period of meritorious service; or an exhibition of great courage in hazardous work or in an emergency.

Distinguished Service Medal (DSM)

This is the highest award given to a PHS commissioned officer. An exceedingly high level of achievement characterizes this award for an officer with a genuine sense of public service who has made exceptional contributions to the mission of the PHS. Such achievement may range from the management of a major health program, to an initiative resulting in a major impact on the health of the Nation. The award can also be conferred for a one-time heroic act resulting in great saving of life, health, or property.



Outstanding Unit Citation

ALBUQUERQUE AREA



Acoma-Canoncito-Laguna Hospital Emergency Response Team

For outstanding performance and leadership in responding to a local derailment of a freight train carrying toxic chemicals

Outstanding Service Medal

ALASKA AREA



CDR Matthew Dixon

For outstanding performance and initiative as a regional manager for the Alaska Native Tribal Health Consortium



CAPT Suzanne Eberling

For uncompromised values, high standards, and excellent work during her career in the IHS dental program

ALBUQUERQUE AREA



CAPT William Green

For exceptional leadership in carrying out the mission of the Public Health Service through distinguished service as the Chief Clinical Consultant in Pediatrics



CDR George Haddy

For outstanding leadership as both a dental officer and administrator while serving at IHS and tribal medical facilities



ALBUQUERQUE AREA (continued)



CDR Darrell LaRoche

For outstanding leadership and performance of duties as Director, Division of Health Facilities, Albuquerque Area IHS



CAPT Michael Mericle

For superior performance and leadership throughout a twenty-nine year career as a Commissioned Officer assigned to the IHS

BILLINGS AREA



CDR John Klinkenborg

For outstanding leadership in medical care as a family physician and clinical administrator serving the Wind River Service Unit

CALIFORNIA AREA



CDR Donald Brafford

For superior technical and management abilities and public health accomplishments while serving the California Area IHS

OKLAHOMA CITY AREA



CAPT George Chiarchiaro

For leadership in developing an IHS Business Plan to address disparities in the health status of American Indians and Alaska Natives



CAPT Kevin Meeks

For superior leadership and initiative in managing a comprehensive environmental health services program with the Oklahoma City Area IHS

PHOENIX AREA

**CAPT Gregory Heck**

For outstanding contributions to the IHS Institutional Health Program and the mission of the Public Health Service

**CDR Jonathan Krakoff**

For outstanding service far beyond the call of duty in providing needed endocrinology services and leadership to the IHS

**CAPT Lance Poirier**

For superior performance in developing integrated surgical services over a five-year period at the Phoenix Indian Medical Center

**CAPT Leland Stern**

For exemplary and dedicated service to improving patient care services throughout a twenty-four year career with the IHS

HEADQUARTERS

**CAPT Nicholas Provost**

For leadership in developing the Health Insurance Portability and Accountability Act (HIPAA) requirements that facilitated IHS compliance



Meritorious Service Medal

ALASKA AREA



CAPT Barbara Hsu-Trawinski

For outstanding accomplishments in her career as a nurse officer in the IHS

NAVAJO AREA



CAPT Stephen Holve

For eighteen years of clinical excellence, pediatric program innovation, and original clinical research that brought national recognition to the IHS



CAPT W. James Hughes

For a career of exceptional performance resulting in major positive impacts on the health of American Indians and Alaska Natives and the Nation

PHOENIX AREA



CAPT Alan Croft

For exceptional leadership in a variety of critical roles and outstanding advocacy to American Indians and Alaska Natives

PORTLAND AREA



CAPT Donn Kruse

For outstanding leadership as Clinical Director in sustaining undiminished medical services at the Yakama Service Unit

HEADQUARTERS



CAPT Stephen Aoyama

For outstanding leadership based on accomplishments, program policy development, expert advice, and superior management



CAPT Ron Ferguson

For significant accomplishments in the Sanitation Facilities Construction Program and contributions to tribal self-governance



CAPT Candace Jones

For exemplary service and significant accomplishments



CAPT Patricia Yee-Spencer

For outstanding leadership and performance as Acting Chief, Scholarship Branch, and Health Professional Recruiter

Distinguished Service Medal

ABERDEEN AREA



CAPT Sara Dye

For visionary leadership and outstanding performance as Chief Medical Officer for the Aberdeen Area IHS

HEADQUARTERS



CAPT Richard Olson

For exceptional contributions to health care delivery, public health promotion, and clinical and administrative services for American Indians and Alaska Natives



DIRECTOR'S AWARDS

The Director recognizes individuals or groups of employees whose special efforts and contributions, beyond regular duty requirements, have resulted in significant benefits to the programs or customers of IHS and fulfillment of the IHS mission. Examples of such efforts/contributions include exceptional initiative or leadership in carrying out activities to improve IHS program operations to benefit the IHS environment; unusual competence, compassion, or heroism; outstanding contribution to a special committee or task force dealing with IHS-wide policies, procedures, or operations; outstanding efforts in applying technical or clerical support skills to accomplish the IHS mission; skill and leadership in administration, knowledge or skill building, knowledge dissemination, or technology transfer; or notable competence and resourcefulness in improving the knowledge building or knowledge application capacity of IHS.



Aberdeen Area



Aberdeen Area Mobile Women's Health Clinic

For outstanding performance, dedication, and contribution to the successful launch of the Aberdeen Area IHS Mobile Women's Health Clinic

ABERDEEN AREA

From January 2003 to the dedication ceremony on October 27, 2004, the Aberdeen Area IHS Multidisciplinary Team (MDT) devoted numerous hours and contributed their expertise to the creation and successful launch of the Aberdeen Area Mobile Women's Health Clinic. This clinic represents the IHS's commitment to bringing health care to American Indian and Alaska Native women on rural reservation lands in the Aberdeen Area. It is the first to utilize broadband satellite communications to provide real time digital mammography and breast ultrasound screening, and other health and educational services. Team members often worked on this project outside of the normal duty assignments, and in addition to their normal workload. On many occasions, team members attended conference calls while away from the Area Office, responded to short time-frame requests for information, and made last minute changes in travel itineraries to help make this project a success.



Aberdeen Area M-System Team

In recognition of dedication to M-System installation in the Aberdeen Area facilities

ABERDEEN AREA

The Aberdeen Area M-System Team was requested to implement a new supply tracking system in all Area Service Units in order to collect for supplies from private insurances. Within two months, the Team established a contract with the Morris System. They installed the software, trained supply personnel, and implemented the M-System in the Service Units. The Team demonstrated extraordinary dedication and service to the project. They were able to complete implementation of the M-System across the 12 Service Units in South Dakota and North Dakota within six weeks; without their efforts, this process would have taken at least six to eight months.

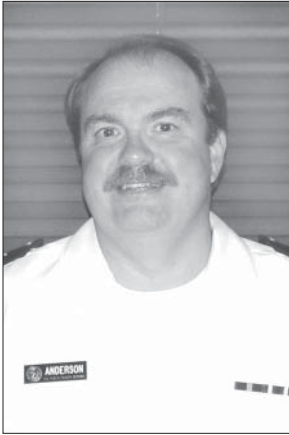


Aberdeen Area Services Master Plan Workgroup

For outstanding performance in the planning, coordination, and implementation of the Area-wide services master planning process

ABERDEEN AREA

The Master Plan Workgroup was formed in February 2003, and was charged with the planning, coordination, and implementation of the master planning process. Due to their initiative and creative approach, the Area-wide Services Master Plan was completed on time, within budget, and with outstanding tribal input. The Workgroup focused on the inclusion of tribes at every step in the process. In addition, the Workgroup initiated a compressed two month, one-on-one training with each tribe on the proposed scoring methodology. Upon completion of the training, each tribe was provided with a copy of their discussions and urged to submit comments. The Workgroup demonstrated outstanding performance throughout the entire process.



Scott Anderson, MPH, RHIA

CDR, USPHS

In recognition of outstanding leadership provided to improve organizational performance of the Aberdeen Area health care delivery systems

ABERDEEN AREA

CDR Anderson facilitated the first Aberdeen Area Information Technology (IT) strategic planning session in March 2004. This IT team building and planning session resulted in the development of a collaborative vision which set the direction for the Area IT program. His vibrant leadership skills enabled the IT staff to develop a working document augmenting the performance of the entire IT program. CDR Anderson was also instrumental in the development of the Area Office performance improvement teams. He served as a facilitator and liaison to the Aberdeen Area Director with all of the improvement teams. The team objectives were to improve Area Office performance and enhance customer service to the Aberdeen Service Units. Several improvements have been made to the Area Office as a result of the project. He continued to manage the improvement teams even after he was detailed to serve as the Area Equal Employment Opportunity Officer.



Belcourt Hospital Dental Program

For the provision of exceptional dental services to the patients served by the Belcourt Indian Hospital

ABERDEEN AREA

The Dental Program has reduced the appointment waiting list from 800 to virtually zero in less than a year and a half. In order to achieve this remarkable improvement, the program redesigned their processes. The primary elements of the redesign were patient needs and satisfaction as well as staff satisfaction.



AnnaMarie Bosma, RN, MSN, CDE

In recognition of superior service to improve clinical outcomes of Diabetic clients and outstanding support to health care providers

ABERDEEN AREA

Ms. Bosma served as project officer for 27 non-competitive and 6 competitive Special Diabetes Programs for Indians (SDPI) Grants. In support of these grants, she provided pre-review educational sessions and technical assistance to 26 IHS/Urban programs. She also promoted increased Health Promotion and Disease Prevention awareness with the 10,000 Steps Programs, co-coordinated the 2004 Women's and 2005 Men's and Women's Conferences, supported the Area-wide Metabolic Syndrome programs, and contributed to the Cardiovascular Heart Disease conference. She developed and distributed CD-ROMs on footcare based on the Standards of Diabetic Footcare Booklet, mental health, and cultural diversity. Ms. Bosma also initiated a data integrity study, developed a "How to Cookbook" for Service Unit diabetes coordinators, focused on educator efforts, and integrated education programs.



Robin R. Charging Hawk, RN, BSN LCDR, USPHS

In recognition of dedicated service to improving the health status of patients in the Aberdeen Area IHS

ABERDEEN AREA

LCDR Charging Hawk initiated an Adult Immunization Project at three Service Units to enhance their Influenza and Pneumococcal vaccination rates. This project involved evaluation of the data integrity and quality of medical records, educating the Service Units on Government Performance Results Act indicators, and identification of meaningful strategies to improve their immunization rates. LCDR Charging Hawk has played an integral role in the overall coordination of communicable disease activities that involved collaborative efforts between the IHS, state, tribal, and other organizational entities. During the Influenza vaccine shortages, she coordinated the acquisition of additional vaccines for various Service Units in the Area. During the Pertussis outbreaks in North Dakota and South Dakota, she was a driving force in providing consultative information, direction, and guidance to various facilities as a means to ensure that appropriate preventative activities were initiated.



Nancy L. Davis, RN, PhD

In recognition of outstanding leadership skills and decision making abilities

ABERDEEN AREA

Ms. Davis leads from the perspective of a direct patient care provider and molds her experience and expertise into the administrative management of the care facilities. She has worked diligently to enforce top-level management accountability at the hospital and clinic levels. She provides wholehearted support for the IHS mission and goals through her efforts to provide the best quality care to American Indians and Alaska Natives. She stays abreast of the day-to-day operations by continuously monitoring and communicating with staff. She also provides constant support and guidance to the Chief Executive Officers and staff at the hospital and clinics. Ms. Davis is adept at addressing controversial issues, has a natural ability to communicate with staff at all levels, and serves as a role model for the Senior Leadership of the Aberdeen Area IHS.



Mary Lynn Eaglestaff, RN, MSN

For quality performance as the Aberdeen Area IHS Government Performance Results Act (GPRA) Coordinator

ABERDEEN AREA

Ms. Eaglestaff is the Women's Health Consultant for the Aberdeen Area IHS and provides consulting services for Women's Health and Maternal Child Health activities. She also serves as the Area GPRA Coordinator and compiles quarterly Area aggregate GPRA reports for Area Executive Staff and Service Unit Chief Executive Officers. Her constant professionalism and team approach are exemplified in her contributions to the Health Promotion and Disease Prevention Committee and training program development for improving Service Unit GPRA reporting data. She has positively influenced the quality of Area reporting and consistently brought high marks for the Area Director's Senior Executive Service Report. Ms. Eaglestaff's dedication, punctuality, teamwork, and high-level performance have enhanced the overall efficiency of the program and contributed to the IHS mission of improving the health status of American Indians and Alaska Natives.



Michael S. Forman, RPh

CAPT, USPHS

For outstanding leadership in pharmacy innovations

ABERDEEN AREA

CAPT Forman provided outstanding performance as Pharmacy Consultant for the Aberdeen Area IHS. He continues to be a positive role model through his display of professional excellence. He is always willing to assist with projects and is dedicated to seeing projects through successful completion. He has strengthened the local, area, and national pharmacy program within the IHS through recruitment, policy standardization, and area/national committee leadership. His recruitment efforts have proven to be effective. His collaborative agreement with over 20 schools of pharmacy has prompted student rotations in the Aberdeen Area and lowered the overall pharmacy vacancy rate. His leadership with the Aberdeen Area Pharmacy and Therapeutics Committee has helped reduce soaring pharmaceutical costs throughout the Area and led to the development of the Area Comprehensive Pain Management Guidelines and the only national Palliative Care Formulary.



Theresa M. Friend, CNM, MSN

In recognition of her instrumental role in motivating healthcare workers to participate in weekend community clinics

ABERDEEN AREA

Ms. Friend, along with many other individuals, has reached out to the community to demonstrate that healthcare does not stop at the doors of the hospital. She has been a key organizer of the weekend clinics and has helped expand them to family wellness. Almost every Reservation community has been involved with this program. The event starts with a walk and then continues with health examinations, immunizations, and education. The program is designed to help the community deal with challenges such as a high rate of sexually transmitted diseases, a high occurrence of Diabetes, and a need to improve childhood immunizations. The tribal programs help with fitness assessments, and the IHS dental staff provides education on cavity prevention along with Dr. Zimmer's magic show. The event organizers also collaborate to provide a meal to the community in order to show their appreciation for the community's participation. This program provides an excellent opportunity for people who cannot otherwise make it into the clinic and still need that time to make their health count.



Deborah Holland

For dedication, excellence, and outstanding customer service in providing personnel assistance to the Bemidji Area Office IHS

ABERDEEN AREA

Ms. Holland has extensive knowledge of the federal system and personnel guidelines. She has demonstrated outstanding proficiency with initiating personnel actions, conducting performance appraisals, establishing performance improvement plans, and implementing change that requires timely and effective coordination between Aberdeen and Bemidji Area staff. She also has excellent communication skills, provides exceptional customer service, and easily relates to individuals at all levels. She has extended herself above and beyond to accomplish tasks even with an increased workload. She also provided highly rated in-service sessions to Area staff on various topics. Ms. Holland willingly assumed greater responsibility, often worked under significant time constraints, effectively and expeditiously accomplished assignments, and successfully met the challenge of her position.



Michael Horned Eagle, RN

For outstanding job performance, dedication, involvement, and contributions to the improvement of healthcare

ABERDEEN AREA

Mr. Horned Eagle is an excellent role model through his display of professional excellence, accountability, and integrity in the performance of his daily job responsibilities and community activities. He plays an integral role in the overall coordination of performance improvement at the Yankton-Wagner Service Unit. He is always eager to initiate and implement changes to promote the improvement of quality patient care, services, and the working environment. He has volunteered to be an active participant on several Total Quality Management Teams. He has also encouraged the enhancement of collaborative efforts with the Yankton Sioux Tribe through the sharing of Government Performance Results Act and Health Promotion and Disease Prevention information and performance improvement processes. Mr. Horned Eagle also serves as Acting Chief Executive Officer and Acting DON. He keeps up-to-date with the current changes within his profession and with the ever-changing Joint Commission on Accreditation of Healthcare Organizations and IHS regulations.



Richard Kraft, MD, BA

CAPT, USPHS

For outstanding leadership and significant contributions to the Standing Rock community

ABERDEEN AREA

Dr. Kraft is the Chief Executive Officer and sole physician at the McLaughlin Indian Health Center. He is responsible for the leadership of his staff and individual care for the many patients that seek him daily. Despite his busy clinic schedule and demanding duties, he demonstrates compassion for his patients and coworkers and remains an involved father and community member. He participates in multiple staff committees, shares his expertise with others, and provides strong patient advocacy. Dr. Kraft's invaluable knowledge and diligent work has resulted in significant pharmacy cost savings and increased revenue through the billing department.



Monica J. Macek, BS

For outstanding engineering project and program support to the Pine Ridge Service Unit

ABERDEEN AREA

Ms. Macek demonstrated commitment to the Agency by ensuring the completion of numerous facilities construction projects including heating, ventilation, and air conditioning (HVAC) upgrades, a Computed Tomography (CT) Scan addition, flooring replacement, heat pump installations, emergency department and outpatient clinic expansion at the Pine Ridge Comprehensive Health Care Facility; Radiology expansion at the Wanblee Indian Health Center; and roof replacement and miscellaneous renovations at the Kyle Health Center.



Elaine Miller, MD

CAPT, USPHS

For leadership in the improvement of quality healthcare to the American Indians of the Aberdeen Area IHS through Area prevention initiatives

ABERDEEN AREA

Dr. Miller has dedicated her career to serving American Indians and Alaska Natives. She demonstrates professional excellence, accountability, teamwork, and integrity in the performance of her duties. She is an advocate for quality patient care and promotes initiatives such as improving data integrity and relevance, suicide prevention, and methamphetamine use prevention. She provides further support for these initiatives as an active participant in several national professional organizations and several Area teams. She co-chairs an exemplary Institutional Review Board committee, and has taken a lead in developing suicide clinical practice guidelines and best practices. She is always willing to assist with projects and is dedicated to overseeing a project through successful completion. Dr. Miller provides outstanding professional performance.



Flora Odegaard

In recognition of extraordinary Contract Health Service at the Aberdeen Area IHS and nationally

ABERDEEN AREA

Ms. Odegaard distinguishes herself among her peers and nationally by providing exceptional leadership, functionality, and creditability. She has been instrumental in promoting national focus and enhancement of data quality and integrity. She also helped establish a beneficial Fiscal Intermediary contract and numerous contract health service tools that improve operational aspects.



La Verne V. Parker, BSN, MS

In recognition of exceptional service and dedication to Nursing, Health Promotion and Disease Prevention, Government Performance Results Act, Budget Formulation, Revenue Generation and Tribal Consultation in Aberdeen Area

ABERDEEN AREA

Ms. Parker has distinguished herself by exceptional leadership qualities in all fields of endeavor and by pursuing improved clinical outcomes through data integrity, use of resources and satisfaction of staffs and clients. She demonstrates professionalism in everyday practice and creates the environment of partnership in the most graceful ways by valuing all staff and input to achieve the mission, goals, and objectives.



Quentin N. Burdick Memorial Hospital Emergency Room Nursing Staff

For sustained quality performance of clinical duties at the
Quentin N. Burdick Memorial Hospital

ABERDEEN AREA

The Quentin N. Burdick Memorial Hospital Emergency Room (ER) Nursing Staff is responsible for ER patient care. They are a certified Level IV Trauma Center and have instituted a Cancer Care Center so that patients do not have to travel one hundred miles to receive chemotherapy. They were instrumental in obtaining the services of a permanent Emergency Department paramedic. They also developed trauma protocols for Trauma Codes and Trauma Transfer Agreements. The Ambulance program is a certified Basic Life Support Ambulance Service and was recently recognized at the Emergency Medical Services Conference with the "Sherlock Holmes Crew of the Year Award." Their ability to work with the North Dakota State Trauma Committee and Minot private Hospitals on the development of chemotherapy clinic enhanced the overall efficiency. Their dedication brought them well-deserved recognition by patients, peers, and supervisors. Their high-level performance strongly supports the IHS mission of improving the health status of American Indians and Alaska Natives.



Leslye L. Rauth, RD LCDR, USPHS

In recognition of the leadership provided in the improvement of diabetic care to patients at the Winnebago Indian Hospital

ABERDEEN AREA

LCDR Rauth has provided leadership to the improvement of care to diabetic patients and Government Performance Results Act performance. She has served as the Diabetic Coordinator for the Winnebago Comprehensive Health Care Facility and Supervisory Dietitian. She has also played a leadership role in the Service Unit Diabetes Control Team. In 2003, supported by the Aberdeen Area Diabetes Program, she received the American Dietetic Association credentialing in Adult Weight Management. In 2004, she worked with the IHS National Diabetes Program's Integrated Diabetes Education Recognition Program (IDERP) in order to provide technical assistance to the Oklahoma Area IHS with the Diabetes Self Management Education (DSME) Accreditation. LCDR Rauth's outstanding performance has demonstrated her dedication to improving patient diabetes management.



Aaron Shoots The Enemy

For demonstrating pride in his work and a willingness to always help

ABERDEEN AREA

Mr. Shoots The Enemy has been employed in the Fort Yates Indian Hospital for many years. He is a beacon in the housekeeping department and is affectionately known as the "hardest working employee" among the staff. He works diligently and quietly, respecting other people's work areas and patients. When a clinic room needs attention, he is often the first to respond and never complains or even shows a hint of frustration. He is personable, helpful, willing to volunteer for extra duties, and truly performs to the best of his abilities.



Aubrey Smelley, MS, DAAS, REHO CAPT, USPHS

In recognition of productivity and outstanding quality of services provided to the Aberdeen Area IHS health care facilities

ABERDEEN AREA

CAPT Smelley, Aberdeen Area Institutional Environmental Health Officer, provides exceptional quality of services and productivity. He maintains a health care facility survey completion rate of over 90 percent despite his large workload. The surveys include x-ray systems, mercury and nitrous oxide exposures, safety management, and infection control programs. He manages the Area Radiation Dosimetry program and serves as the Area Physical Safety Officer, which tasks him with implementation of the IHS Emergency Management Plan. His work requires extensive special training and knowledge of highly technical matters and standards/rules of accreditation bodies such as the Occupational Safety and Health Administration and Environmental Protection Agency. CAPT Smelley is a dedicated, highly esteemed, and outstanding Commissioned Officer and IHS representative. He is also an officer of the South Dakota Infection Control Council.



Carol E. Smith, RN

In recognition of outstanding job performance toward improving the healthcare and services to American Indians and Alaska Natives

ABERDEEN AREA

Ms. Smith volunteered to serve as the Aberdeen Area's Quality Council Chairperson for 2004. She is an excellent role model for the Council members through her displays of professional excellence, accountability, and integrity in her leadership role. Ms. Smith played an integral part in the overall coordination of the Council to complete specific standardized formats for reporting performance improvement activities to the Area Governing Body utilizing a Balanced Scorecard format. She also initiated the compilation of a uniform policy and procedure protocol relating to Domestic Violence assessment criteria. She revised the Government Performance Results Act reporting format to allow for tracking of indicators over time using delimited output; this format was shared with all Council members for utilization at their facilities. Ms. Smith is always willing to assist with projects and is dedicated to seeing them through successful completion.



Joseph M. Snider

For his instrumental role in providing water to the Fort Yates Indian Hospital during a water outage, saving the boiler system and ultimately the facility

ABERDEEN AREA

In November 2004, the river became so low that the intake system clogged and left the entire community without water. The hospital boiler system would have been ruined if Mr. Snider and his staff had not started hauling water from his family's well. He and his staff worked 24 hours a day to keep the system from failing. He also provided non-potable water to the facility to keep toilets flushed. Without his quick actions, the patients at the Standing Rock Reservation would have lost the hospital and the IHS may have lost the entire facility.



Angel L. Wilson, RN, MSN, FNP LCDR, USPHS

In recognition of her outstanding contributions to the Rosebud Childhood Obesity Treatment Program

ABERDEEN AREA

LCDR Wilson serves as Nurse Practitioner and Case Manager for the Rosebud Service Unit. For the past two years she has worked as a case manager for the Childhood Obesity Treatment Initiative. Since beginning this program, she has been instrumental in bringing together a partnership with the Rosebud Sioux Tribal Diabetes Prevention Program and formulating an innovative and effective program for treating obesity in children on the Rosebud Reservation. The program is individual and clinical in focus, and provides one-on-one obesity treatment for identified youth utilizing nutritional counseling, individual exercise programs, depression screening and treatment, and ongoing education with children and parents. The program also reaches out to the Reservation community providing community-based fitness and nutrition interventions such as fitness challenges, walks, bike rides, blood sugar screenings, and radio programs.



Winnebago Pre-Natal Team

In recognition of dedication and outstanding performance in improving the health status of the Winnebago community

ABERDEEN AREA

Sandy Anderson and Robbi LeMaster have taken shared responsibility for directing the health and education of the maternal, teen, and child population at the Winnebago Service Unit. Together, they have successfully managed the prenatal clinic schedule and provided prenatal, postpartum, and parenting education to the families seeking care at Winnebago. In collaboration with the Winnebago Public School System, the Winnebago Tribal Health Department, and other Winnebago service agencies, they provided specialized training to key professionals and community members who work with youth. This program, called "WAIT Training" or "Why Am I Tempted," is an abstinence-based educational program to prevent or delay sexual activity in youth. As a result of their training efforts, the public school system integrated the WAIT Program into their curriculum as a pilot program and is considering it for permanent approval for the 2005-2006 school year.



Alaska Area



Michael P. Keiffer, MPH CAPT, USPHS

For outstanding dedication to furthering the IHS Mission
ALASKA AREA

CAPT Keiffer has served Operation Arctic Care (OAC) for six years. OAC is comprised of federal uniformed service providers who work together to augment needed medical, dental, preventative, sanitation, and veterinarian services for rural Alaska. He examined Maniilaq health care needs, facilitated credentialing issues, and identified medical providers. He also coordinated with the United States Army Veterinary Command to provide environmental health, veterinary services, and dog bite prevention classes. He served as principle adviser to the exercise commander and liaison to the Hospital, Maniilaq officials, and the Borough. He enabled the augmentation of military teams with United States Public Health Service Commissioned Officers. CAPT Keiffer's comprehensive knowledge of the local political and cultural issues, gregarious personality, and wise counsel were essential to the success of OAC. His participation in OAC was above and beyond the scope of his regular duties and reflects highly on his dedication to the IHS mission.



Douglas C. Ott, PE, DEE CAPT, USPHS

For outstanding effectiveness as the sole Alaska Area Health Facilities Engineer and coordination with IHS staff, tribes, and other funding agencies on two hospital replacements and additional projects

ALASKA AREA

CAPT Ott has provided outstanding support to the development of two \$125 million dollar hospital replacement projects in Nome and Barrow, Alaska. Mindful of self-governance issues, he has worked tirelessly with regional Native health corporations to guide them through a complex project approval process that requires coordination with IHS program offices, regional Native corporations, private engineering firms, and medical and legal experts. CAPT Ott has worked with the emerging issue of Tribes constructing new facilities on Federal property and the associated issues of gifting; successfully initiating two projects totaling \$28 million. He has excellent communication and customer service skills, adapts to challenges easily, and promotes effective tribal consultation.



Paula M. Poncho

For outstanding effectiveness in project and Real Property management, including collaborations with self-governance tribes in managing capital assets

ALASKA AREA

Ms. Poncho led an effort to formalize a process for self-governance tribes to report capital improvements to Federal property. This new process allows facility managers to collect required information related to real property during the annual internal control review. It represents a significant collaboration to satisfy federal needs for accountability and the exercise of tribal self-governance relating to real property management. In 2004, the Area initiated a project to relocate staff from three locations and consolidate to one floor of the Inuit Office Building. Ms. Poncho served as the project manager who oversaw the design process and worked with the general contractor, furniture contractor, and movers to ensure efficient coordination. She kept the Area staff informed and quickly responded to any concerns.

Albuquerque Area



Rainey Enjady

For outstanding leadership and efforts in financial management at the Mescalero Service Unit

ALBUQUERQUE AREA

Ms. Rainey, Budget Analyst, demonstrates exceptional and exemplary performance as the Acting Administrative Officer at the Mescalero Service Unit. The Mescalero Service Unit faced budgetary challenges in which Ms. Rainey successfully worked to reduce costs at the Service Unit during the year. Regardless of these challenges, Ms. Rainey continued to focus on patient care quality and was instrumental in a patient survey focused on community needs.



Connie L. Loretto

For accepting additional responsibility and performing above expectations as the Acting Medical Records and Business Office Director

ALBUQUERQUE AREA

Ms. Loretto, Secretary at the Jicarilla Service Unit, accepted additional duties in September 2004 as Acting Medical Records and Business Office Director. In this capacity, she provided administrative oversight for numerous employees. She quickly learned procedures for both departments. Although there have been staff shortages within these departments, Ms. Loretto ensured staff coverage for important functions. She continually fulfills her duties as Secretary and HR Field Representative. She puts patients and co-workers ahead of her own needs, and has met every challenge. Patient care has always been a priority for her. As Acting Business Office Manager she holds her staff accountable for obtaining additional third party resources, researching delinquent accounts, and updating staff with coding/billing changes.



New Sunrise Regional Treatment Center

For dedication and commitment to exceptional services for adolescents and their family members

ALBUQUERQUE AREA

The New Sunrise Regional Treatment Center (NSRTC) is a residential adolescent program for the treatment of substance abuse and dependence and its coexisting symptoms. NSRTC has been accredited by the Joint Commission on Accreditation of Healthcare Organizations since 1991. As of June 2004, the organization received a three-year accreditation without recommendations. NSRTC has been collecting third party payments since 1996 and in 2004 NSRTC collected in excess of 1.1 million for adolescent treatment services. This accomplishment compliments the NSRTC's vision statement: "NSRTC will be the provider of choice for Native American adolescents in need of residential services for substance abuse and dependence, We will have the resources and management to provide superior services within our scope, and A well-functioning system of care that effectively addresses the needs of Native American adolescents and their families will reduce the need for residential care and improve the outcome of treatment services."



Stephen Ryter, MD

For outstanding commitment to improving the quality of patient care
ALBUQUERQUE AREA

Dr. Ryter has contributed to the improvement of patient care through superior work in the area of management and performance improvement. He was directly responsible for getting the Tribe and IHS together to improve coordination of care to diabetic patients. Although the Service Unit met the Government Performance Results Act criteria for diabetes, Dr. Ryter recognized that the current clinic was limited to seeing only a portion of the total diabetic population. The diabetes program has been changed to allow for an increase in diabetic patient care. Dr. Ryter has also been involved in performance improvement activities such as the Baldrige Criteria standards. He has frequently dealt with changes in leadership, staff shortages, and other challenges. He has renewed the focus on evaluation of all available data for the purpose of improving patient care and services.



Tina Tah, BSN, MBA CDR, USPHS

For exemplary contributions as the Albuquerque Area IHS Diabetes Nurse Consultant and Public Health Nurse Consultant
ALBUQUERQUE AREA

CDR Tah served as a senior consultant for 33 tribal programs providing community-based diabetes treatment and prevention activities and establishing projects with measurable goals. She organized multiple training programs to enhance skills in tribal programs. Additionally, as Area Public Health Nurse (PHN) Consultant, she successfully created a program plan for performance improvement projects and a standardized PHN referral system to improve PHN services. She also developed an Area PHN Data Improvement Project. The PHN data was used to provide a baseline measurement of PHN activity to facilitate meeting the PHN Government Performance Results Act indicator goal of increased PHN patient contacts. This project also supported the beta testing of a PHN electronic charting system.



Alan G. Walker, PA-C

For outstanding service as a Physician Assistant, Chief of the Medical Staff, and Supervisor of the Service Unit Ambulance Service

ALBUQUERQUE AREA

Mr. Walker's service as a Physician Assistant in the Emergency Department of the Acoma-Canoncito-Laguna Hospital has been exemplary. He has outstanding clinical skills and has maintained his license as an Emergency Medical Technician. He was also instrumental in the development of a State licensed ambulance service. He was elected Chief of the Medical Staff by his professional colleagues, and has become an outstanding leader in that role. Mr. Walker demonstrates the finest qualities of a clinician, leader, and mentor.



Bemidji Area



Bonnie J. Allard, BSN, RN LCDR, USPHS

For enthusiasm and commitment to health promotion and disease prevention for the Fond du Lac Reservation community

BEMIDJI AREA

LCDR Allard is an enrolled member of the Turtle Mountain Reservation in North Dakota. She is a Public Health Nurse and has been a Commissioned Officer since 1990. LCDR Allard's nursing focus is diabetes prevention. She has developed, coordinated, and implemented numerous activities to reduce the risk of developing diabetes. Some of those activities include: the "On the Move" program to increase exercise, good nutrition, and smoking cessation rates; yoga, kickboxing, walking, swimming, and weight lifting with over 400 community members; the Minnesota Department of Health's WOLF (Work Out Low Fat) Program with the Fond du Lac Ojibwe School students; traditional Ojibwe food preparation and storage practices; and the "Minobimaadiziwin" Powwow to promote diabetes prevention. She maintains certification as an American Red Cross and American Heart Association CPR Instructor, and a Child and Teen Check Up Practitioner. She also became a certified American Council on Exercise (ACE) Personal Trainer.



Bemidji Area Health Resource Management Team

For exceptional performance, teamwork, and accomplishment in the administration of the Bemidji Area Health Resource Management Program

BEMIDJI AREA

The Bemidji Area Health Resource Management (HRM) Team provides consultation, technical assistance, education, and training to Area, IHS, and tribal programs in regard to program elements, Catastrophic Health Emergency Fund guidance and claims processing, and management of Area operated tribal Contract Health Service (CHS) programs for patient care. For over a year, the team provided extensive HRM program coverage, continuity, coordination, and management. The members of this team performed exceptionally during a transition period in absence of an Area CHS Officer. Each member diligently served as a resource agent, lending his or her respective expertise. The team provided a comprehensive CHS program review which included the interpretation and application of the IHS and Area CHS policies and procedures; managed care functions; resource allocation; financial audits and reconciliation; CHS computer applications; individual case management; liaison with health care providers, vendors, tribes, and state agencies; CHS contract reviews; and patient advocacy.



Patricia Ells

For enthusiasm, care, and commitment to improving the health of American Indian elders of the Fond du Lac Reservation community

BEMIDJI AREA

Ms. Ells, an enrolled elder of the Fond du Lac (FDL) Band of Lake Superior Chippewa, was approached by the FDL Reservation Business Committee in 1999 to be an Elder Advocate for American Indians. Within the past three years, she served as Chairperson of the Minnesota Wisdom Steps Committee and provided leadership to the Wisdom Steps program. This program is designed for and by American Indians in coordination with the Office on Aging, Minnesota Department of Human Services. Ms. Ells attended annual conferences and mini-health fairs on behalf of the local elders. She participated in the development of a traditional cookbook, an elder physical activity promotion, the "Medicine Talk" pharmacy education program, fund raising activities, and scheduled trips for elders to attend conferences. Ms. Ells is a role model to her peers through her commitment to working full-time, staying physically active, and striving to maintain a healthy life.



Carolyn Garcia

For exceptional contributions in environmental health program development and service as a resource to the Area Environmental Health Services Section

BEMIDJI AREA

Ms. Garcia has updated and developed standard forms and checklists used by staff for Environmental Health surveys. She created a standard reporting template to document and summarize monthly staff activities for data compilation. She also developed a Head Start Incident Reporting system including data collection forms and an EPI 2003 program to enter and analyze disease and injury data. Ms. Garcia produced a model policy for investigation of foodborne illness outbreaks and complaints. This policy streamlines and reduces staff response time to foodborne illness cases and complaints, improves communication between government and tribal agencies, and ultimately improves the services provided. She served as an instructor and facilitator in a four-day Introduction to Injury Prevention course hosted by the Oneida Tribe of Indians of Wisconsin. Ms. Garcia has attained professional Registration as an Environmental Health Specialist.



Gregory L. Griswold, PE, MS

For immeasurable contributions to the development of young engineers within the IHS Sanitation Facilities Construction program

BEMIDJI AREA

Mr. Griswold served in various capacities for the Sanitation Facilities Construction (SFC) program in Rhinelander, Wisconsin. He was a District Engineer for five years, a Senior Field Engineer for seven years, and a Field Engineer/Inspector for more than ten years. During his career, Mr. Griswold exhibited superior leadership through the mentorship of more than 25 engineers, 18 of whom are still employed by the IHS. By providing technical guidance and values, he developed young and inexperienced engineers into quality employees. Mr. Griswold unselfishly uses his time to answer questions, serve as a sounding board, and review performance despite his heavy workload. As one engineer put it, "Greg serves as an example of honesty, candor, selflessness, and humility."



Robert A. Voss, BS

For enthusiasm and successful administration of the Ho-Chunk Ride Safe Program

BEMIDJI AREA

Mr. Voss demonstrated excellent leadership during the 2003 - 2004 Head Start school year. He attended and spoke at the Ride Safe Coordinators Conference in Minneapolis, MN. His participation offered insight on successful implementation strategies. He also secured Baseline and Follow-up Child Safety Seat use surveys. He worked with Ride Safe community partners to schedule Child Passenger Safety (CPS) training sessions. Mr. Voss coordinated with partners to conduct 12 parent education and child safety seat distribution events. He provided accurate and timely progress reports to the National Ride Safe Coordinator and effectively implemented the program. The aggregate Baseline Child Safety Seat usage was 32 percent. By May 2004, the aggregate Child Safety Seat usage rate was 59 percent. His outstanding administration ensured the success of the Ho-Chunk Ride Safe program.

Billings Area



Leann A. Christianson

For outstanding information systems support in the Billings Area IHS

BILLINGS AREA

Ms. Christianson is truly a stellar employee whose dedication and commitment are recognized throughout the Billings Area. She provided excellent technical support for numerous information systems throughout the Area including the successful deployment of the Electronic Health Record and the new Behavioral Health, Public Health Nurse, and Community Health Representative systems.



Laura Green, RN

For outstanding leadership skills as Assistant Director of Nursing (ER)

BILLINGS AREA

Ms. Green's commitment to improving her clinical and emergency room nursing skills truly amplifies her dedication to patient care. Her outstanding organizational skills and knowledge of standards of care improved the service and also helped other staff to improve their level of care. Ms. Green's tireless efforts to improve the efficiency and accountability of her department had a major impact on the services at the Northern Cheyenne Service Unit.



Jonie M. Hines, MD, BS, BA

For exceptional and innovative medical staff leadership resulting in improved access to quality care

BILLINGS AREA

Dr. Hines volunteered to be Acting Clinical Director during a period of significant change after the loss of the Service Unit Director. She carried a heavy patient load and provided backup for emergency room locums in addition to her many administrative duties. Dr. Hines found innovative solutions to long standing challenges. For example, she implemented a pain clinic to provide a holistic approach to chronic pain management. She rewrote all the position descriptions and performance standards for the medical staff which cascaded from the Director's performance standards. She scheduled family practice staff to assure coverage and emergency room backup. She worked closely with the Area Recruiter on recruiting needed health care professionals and even made some recruiting trips on her own time. She coordinated a Woman's Health Fair giving 300 women access to a variety of screening and educational booths. She nurtured a robust volunteer program giving patients access to medical specialties.



Catherine Keene

For leadership skills and successful implementation of the Electronic Health Record

BILLINGS AREA

Ms. Keene provided outstanding leadership and management in her capacity as Chief Executive Officer. She implemented new initiatives such as the Electronic Health Record while also keeping the budget in balance and the productivity of the provider staff at the highest level in the Billings Area. Ms. Keene accomplished this through innovative use of direct and contracted services.



Christiaan A. Willig, DDS

For outstanding dental services at the Blackfeet Service Unit and efforts throughout the community

BILLINGS AREA

Dr. Willig's efforts to improve the quality of dental care for patients of the Blackfeet Service Unit are impeccable. He provided numerous in-service trainings to other staff, coordinated the dental student extern program, and improved the recruitment of potential dentists. Dr. Willig's efforts also included programs throughout the community and local schools.





California Area



Gary Ball, BS

For outstanding service to the tribes within the California Area IHS in the development of health care facilities

CALIFORNIA AREA

Mr. Ball provided valuable service to the Area tribal health care programs. He collaborated with tribes in the development of new tribal clinics throughout the State. He also provided valuable services in the renovation and modernization of existing clinics. His vast architectural experience contributed to many successful projects that provided critically needed health care services to the Indian people of California. Mr. Ball demonstrated outstanding commitment, selfless dedication, and perseverance.



California Area Acquisition Management Staff

For an exceptional team of contracting specialists who consistently perform at a high level and exemplify excellence

CALIFORNIA AREA

The California Area Acquisition Management Staff is a team with a depth of work experience and knowledge of the Federal Government standards and laws. They collaborated with each other to provide advice and guidance both internally and externally. Internally, this group of four served the Area Office and five field offices. Their workload included awarding, at a minimum, 35 tribal and 11 urban contracts and annual funding agreements in addition to numerous modifications. Whether the action involved a simple small purchase, a complicated request for the ongoing sanitation and facilities construction projects, or a multi-million dollar award, each action was treated with sincerity and integrity. Their workload was often heavy and demanding, yet they remained focused. Their outstanding performance demonstrates their commitment to excellence.



Susan E. C. Ducore, RN, BSN, MSN

For outstanding efforts to implement a systematic plan to improve reporting of childhood and adult immunizations from tribal and urban health programs

CALIFORNIA AREA

Ms. Ducore maximized data collection from 34 immunization coordinators to improve Government Performance and Results Act indicators. She was the Project Officer for six tribal contracts and recently coordinated seven health professionals in a crucial program review. She was also responsible for renewal of health program standards in Public Law (P.L.) 93-638 contracts and advised the Area Director and contract office of adverse health issues. She represented the Area in government-to-government relationships with the P.L. 93-638 contractors.



Toni Johnson

For outstanding performance at the California Area IHS as the Third Party Billing and Accounts Receivable support person

CALIFORNIA AREA

Ms. Johnson converted numerous tribal sites from miscellaneous billing packages to Resource and Patient Management System (RPMS) Third Party Billing and Accounts Receivable packages. She organized Area-wide business office meetings, trainings, and conference calls. She served on the National Business Office workgroup and the IHS Third Party Billing and Accounts Receivable workgroup. In addition, she made many trips to tribal sites to assist in implementation of the RPMS billing package. She also served as the Area RPMS Training Officer. She performed all of these duties cheerfully and tirelessly. Ms. Johnson is truly an asset to the California Area IHS.



Susan D. Rey

For outstanding effort and performance in providing administrative support to the California Area IHS

CALIFORNIA AREA

Ms. Rey provided exemplary service to the California Area IHS, Office of Environmental Health and Engineering (OEHE), as an Administrative Support Assistant. Her dedication and work ethic are commendable. Ms. Rey willingly accepted collateral duties such as timekeeping for 34 Commissioned Officers (COs), training new staff, and supporting field locations during vacancies including two locations for nearly one year. She served as lead support to all secretaries in six field locations and travel and purchasing expert for the Area Office. She exemplifies excellent customer service with a pleasant disposition, positive attitude, and genuine concern for customer needs. She is consistently reliable and has provided timely responses to all assignments and earned the respect and admiration of her co-workers. Ms. Rey has been the cornerstone of the Area OEHE and, in large part, responsible for the success of the OEHE and Area for 28 years.



Mary M. Weber, MPH, REHO

CDR, USPHS

For outstanding service to the tribes within the California Area IHS in operation and maintenance of sanitation facilities

CALIFORNIA AREA

CDR Weber provided valuable service to the operation and maintenance (O&M) of tribal sanitation facilities. Tribes throughout the IHS realize the importance of protecting their valuable investments – community water and waste disposal systems. Many tribal communities do not have certified public utility operators and therefore need ongoing technical assistance with operating their systems and troubleshooting problems. CDR Weber's technical knowledge and experience allowed her to provide these valuable services in a superior manner. She has also conducted one grant writing and two water system operator workshops, reinstated the interagency agreement between the Environmental Protection Agency and IHS, and hosted the National O&M Coordinators Meeting. CDR Weber has demonstrated outstanding contributions and provided valuable service to California tribes.

Nashville Area



Diane Carnes, BSN, MHA CAPT, USPHS

In recognition of development, management, and leadership of the newly established Catawba Service Unit

NASHVILLE AREA

CAPT Carnes assumed her new duties as Health Systems Administrator for the newly established Catawba Service Unit (SU) in January 2004. Her mission was to organize and implement the new SU within federal guidelines, policies, and internal controls. CAPT Carnes exhibited superior leadership, diplomacy, and management skills. She immediately established, recruited, and filled 16 positions. She established strong SU policies and procedures, including a mission statement. She worked closely with the Area Finance and Contracting offices to establish budgets and new financial accounts and to award services and rate-quote provider contracts and agreements. She worked with Area Facilities Engineers to develop, contract, and start construction on a new small ambulatory facility home for the SU operations. Her tenacious work ethic and achievements had a direct and positive effect on the delivery of quality health care services to the Catawba Indian Nation of South Carolina.

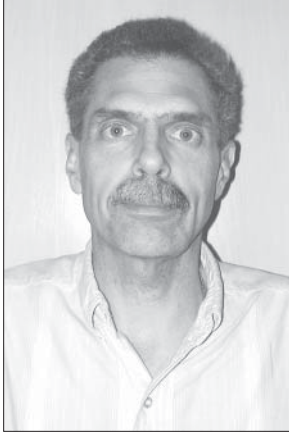


Robbie Green

For superior achievement in Point of Sale (POS) collection efforts

NASHVILLE AREA

Ms. Greene joined the Cherokee Business Office in 2003. She suggested a plan to address the short, medium, and long term Point of Sale (POS) collection issues. Using her knowledge and skill with the Resource and Patient Management System (RPMS) POS system, private insurance, and Medicaid, the Cherokee Business Office was able to reduce its claims backlog. Utilizing the RPMS system, she also ran reports listing all medical insurance carriers. She checked in-house records or called the carriers and ascertained the pharmacy drug card insurance information. Ms. Greene also spearheaded the idea of increasing the quality of the RPMS POS data with an ambitious goal of 90 percent of submitted claims being paid. Thanks to her efforts, the RPMS POS pharmacy billing office at Cherokee now collects over \$620,000 dollars a year (a 100 percent increase from previous years). As a result of Ms. Green's ideas, initiative, and her methodical, persistent, and accurate work, Cherokee's POS operations meet or exceed most private sector operations.



Scott T. McCoy, MS

For superior Information Technology networking, technical skill, and customer service support

NASHVILLE AREA

Mr. McCoy exhibited superior dedication, outstanding technical skill, and customer support in the implementation of the IHS Exchange 2003 Active Directory migration for the Nashville Area. In the course of implementing this special initiative, Mr. McCoy was personally responsible for identifying, acquiring, configuring, and implementing the computer hardware necessary to execute this task. He coordinated time sensitive migration implementation steps with IHS Headquarters staff and migration contractors. He executed the actual switchover of Exchange service between servers. Mr. McCoy monitored all systems activities both during and after migration. He also responded to user requests for technical assistance. He performed all of these activities in addition to, and in conjunction with, his normal work duties. His superior efforts and accomplishments allowed e-mail access to be maintained for all Area staff with minimal disruptions in service.



Nashville Area Hurricane Response Team

For superior teamwork in emergency response activities related to four hurricanes impacting Area tribes in 2004

NASHVILLE AREA

During a six-week time period from mid August to the end of September 2004, four major hurricanes struck the Southeastern United States, thereby threatening or directly impacting eleven tribes in the Nashville Area. Area employees greatly distinguished themselves and the IHS during this time through their superior logistical support, teamwork, deployment to impacted areas, work beyond normal duty hours, creativity, and overall unsurpassed commitment and dedication to meet the real and potential emergency response needs for these tribes. Deployments of environmental health and engineering field office personnel provided critical and timely technical expertise and support to the Poarch Creek and Seminole Tribes in particular. Area logistical support to all tribes was superior in the emergency procurement and delivery of generators, cots, and blankets to support utility operation, community shelters, and homes of special needs patients.



Navajo Area

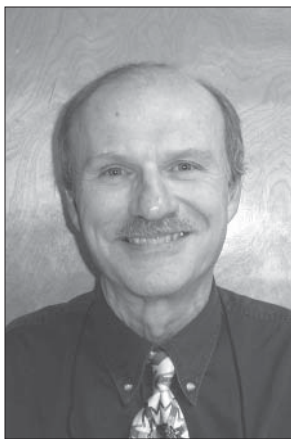


Emerson L. Arviso

For dedication and competence in performing inspections of sanitation facilities construction for the communities in the Crownpoint Service Unit

NAVAJO AREA

Mr. Arviso has worked for the Navajo Area IHS as a Civil Engineering Technician for over 33 years. He is stationed in the Crownpoint Service Unit with the Office of Environmental Health and Engineering. He started in 1971 and continued to meet his potential by accepting increasing responsibilities throughout his career. He has received numerous awards recognizing his technical abilities, positive attitude, and initiative. He has also helped to train and guide numerous engineers. Mr. Arviso is well-known for his tremendous institutional knowledge and unbounded willingness to share that professional and personal knowledge with others. His dedication has made a direct and positive impact on the IHS mission by increasing the number of Navajo families served with potable water and sewer systems.



James J. Campbell, MD

CAPT, USPHS

For 20 years of dedicated, expert, and compassionate care to children in the Navajo Area IHS

NAVAJO AREA

Dr. Campbell has provided longstanding leadership at the Tohatchi Health Center. He is committed to the health of patients; and to teaching students, residents, and staff. His performance demonstrates integrity and cultural respect.



Chinle Service Unit Pharmacists

For motivation and dedication to decreasing American Indian health disparities by providing an innovative pharmacist-administered immunization delivery program

NAVAJO AREA

The Chinle Service Unit pharmacists were educated and certified as vaccine experts and administrators. Vaccine administration and education is provided in private consultation rooms following all approved protocols, recommended techniques, and federal documentation requirements. Despite a busy department workload, the dedicated pharmacy staff enthusiastically implemented the program while maintaining the provision of traditional IHS pharmacy standards of practice. In the first month of operation, the Pharmacy Department provided over 110 vaccinations, 79 of which were missed opportunities through the ambulatory clinic. The remaining vaccines were administered during medication refills, the pharmacist-managed anticoagulation clinic, and/or associated with employee health. This practice decreases disparities and expenditures while assisting with Government Performance Results Act indicators. The Chinle Service Unit's Pharmacist-Managed Immunization Delivery program is the first of its kind in the Navajo Area IHS.



Virgil L. Davis, MPA

For outstanding support of the Navajo Area administrative programs and commitment to teamwork and quality customer service to the Public Law 93-638 programs

NAVAJO AREA

Mr. Davis has provided outstanding administrative support to the Navajo Area federal and Public Law (P.L.) 93-638 contracted Service Units. He supervises the Regional Supply Center that supports health programs in the Navajo, Phoenix, and Albuquerque Areas as well as regional P.L. 93-638 and urban programs. He has instilled a customer service value in these staff that results in very successful programs, few complaints, and saves the programs many thousands of dollars in drug and medical supplier costs. His most recent initiative was to support the implementation of the performance-based contracting process by the Area Acquisition Department. Mr. Davis' inspiring approach to teamwork and his can-do attitude have a positive impact on the Navajo Area and make him an excellent role model for new IHS health administrators.



Henry C. Dodge, MBA

In recognition of excellence in improving records management accountability and efficiency through enhanced Records Management Standards and Requirements

NAVAJO AREA

Mr. Dodge has displayed leadership in assuring that supervisors and employees are properly oriented in IHS Records Management Policy. He has been responsible for planning; organizing; and conducting records audits, reviews, analyses, and surveys Area-wide. He has also drafted and provided a template for an interagency agreement which sets forth the terms and conditions under which the National Archives and Records Administration's (NARA) Pacific Region (Laguna Niguel) stores records that remain in the legal custody of tribal organizations with the IHS as an intermediary. This innovative approach has resulted in an agreement between a Federal agency and a Public Law 93-638 contractor. Mr. Dodge's analytical skills; records management knowledge and expertise; thoroughness and attention to detail; and strong work ethic have resulted in greater cost efficiency, accountability, and customer satisfaction for the Navajo Area as well as other areas within the Agency.



Verly S. Fairbanks

For outstanding support of the Equal Employment Opportunity (EEO) Program by maintaining a high level of counselor training, hands on management, and timely case investigation

NAVAJO AREA

Ms. Fairbanks has developed and maintained an outstanding Navajo Area EEO program by assuring a highly-trained collateral duty EEO Counselor workforce. Her efforts have increased program efficiency through continuous training and implementation of alternative dispute resolution via mediation. Timely investigations and recommendations for corrective actions have resulted in minimal risk to the Agency with prompt resolution and relief to EEO grievants. In addition to her EEO duties, she provides outstanding support to related programs such as the Federal Women's Program, cultural diversity, and the employees' Quality of Life program. Ms. Fairbanks is a valuable employee who is richly deserving of agency recognition.



Charles E. Fletcher

In recognition of outstanding achievement in support and commitment to travel management which has significantly improved efficiency, effectiveness, and accountability

NAVAJO AREA

As a Travel Management Specialist and Travel Card Coordinator, Mr. Fletcher has had the opportunity to work with IHS Headquarters and other Areas to convey information on IHS travel management policies. He developed a PowerPoint presentation used by Headquarters for Area-wide training purposes, improved internal controls, negotiated a contract for a travel management center for the Navajo Area IHS (NAIHS), advocated for e-ticketing (FEDTRIP), and created an internal travel card circular. He was also instrumental in assuring that all employees are properly oriented and that 100 percent of travel audits for the NAIHS are conducted. The savings realized are the result of Mr. Fletcher's cost-effectiveness research; accountability; and effective minimizing of travel card delinquencies, write-offs, and unauthorized use of the travel card. His outstanding contributions have greatly advanced the NAIHS travel management program.

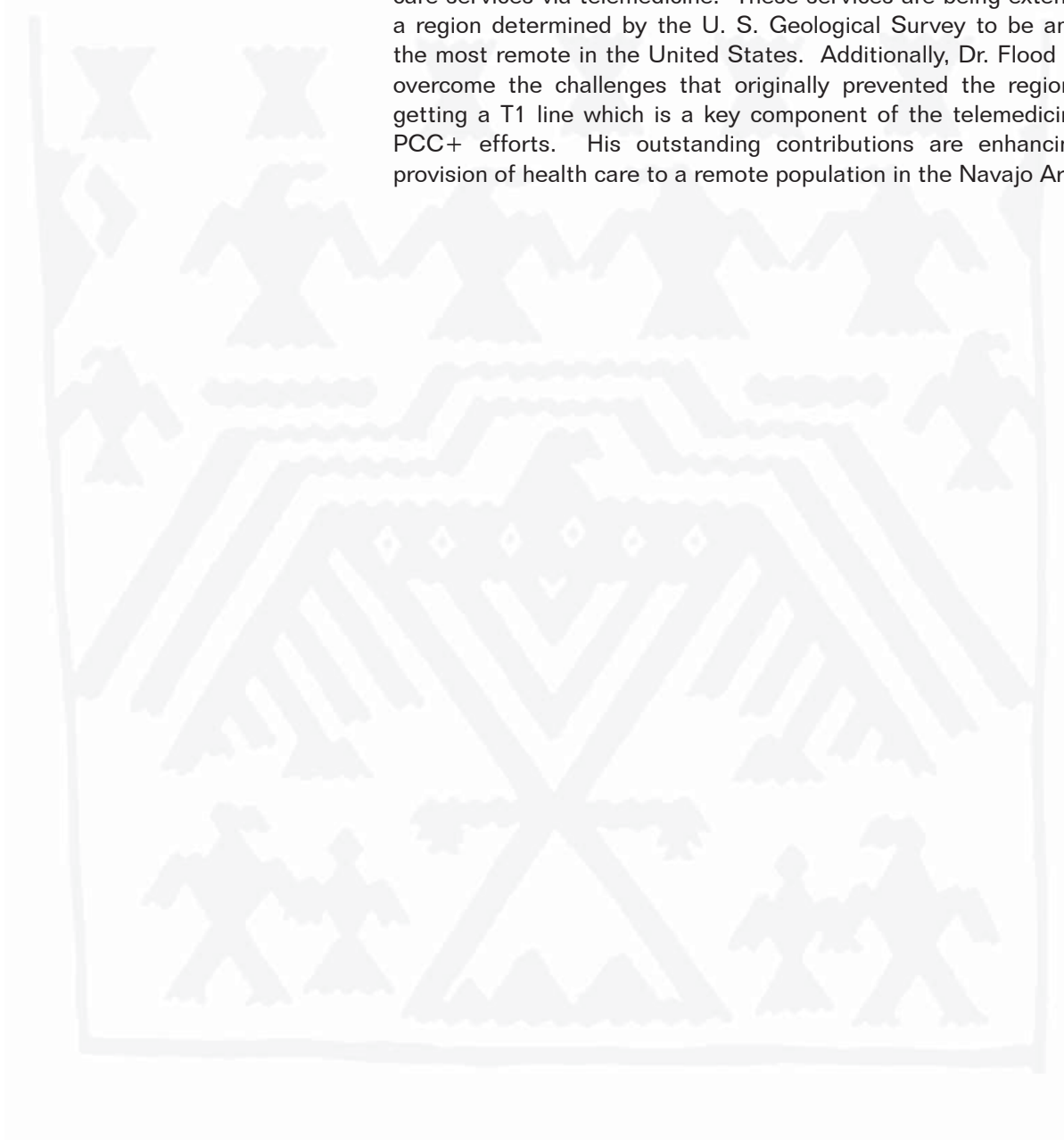


William L. Flood, MD, FAAP

For exemplary efforts in facilitating the implementation of Patient Care Component Plus (PCC+) in one of the more remote Navajo Area clinics

NAVAJO AREA

Dr. Flood has worked tirelessly for the past two years, frequently after hours and on his days off, developing PCC+ templates, meeting with Information Technology staff, and ordering and assisting with the installation of new computers and printers in an effort to expand health care services via telemedicine. These services are being extended to a region determined by the U. S. Geological Survey to be amongst the most remote in the United States. Additionally, Dr. Flood helped overcome the challenges that originally prevented the region from getting a T1 line which is a key component of the telemedicine and PCC+ efforts. His outstanding contributions are enhancing the provision of health care to a remote population in the Navajo Area.





Fort Defiance Indian Hospital EHR Implementation Team

In recognition of exemplary and pioneering performance during implementation of the Electronic Health Record at the Fort Defiance Indian Hospital

NAVAJO AREA

The Fort Defiance Indian Hospital (FDIH) started from scratch and quickly became the IHS's largest Electronic Health Record (EHR) user. Meeting Area and program directives, the FDIH was chosen to quickly implement the EHR. Implementation of the EHR was accomplished in a short span of time, and surpassed timeframes at other sites using the EHR. The FDIH's interdisciplinary group put in hundreds of hours of work to implement the program. During implementation, the FDIH was also asked to help finish beta testing which required significant additional hours of work. Training was partly handled by the Information Technology Support Center and largely self-taught. Disparate parts of the hospital worked closely together in order to gain an understanding of each others' tasks and duties. Based on these experiences, the FDIH plans to develop teaching modules that will be used Area and possibly nation-wide. It is through coordination, dedication, and good rapport that the FDIH accomplished so much to benefit patient care.



Gallup Indian Medical Center Lifestyle Balance Program

For exemplary performance and superior dedication to providing opportunities for GIMC staff and patients to achieve goals to delay the onset of Diabetes Mellitus (DM)

NAVAJO AREA

The Gallup Indian Medical Center (GIMC) Lifestyle Balance (LSB) Team is made up of three Registered Dietitians (RDs), a Health Technician, and a Physical Therapist. The team modified the DM Prevention Program materials in order to provide DM prevention courses for American Indians and Alaska Natives. Through these courses, the team helps patients lose 7-10 percent of their current body weight through healthy eating and increased physical activity (PA). The RDs, known as LSB coaches, meet individually with participants and review daily food records. PA is promoted through class exercise, weekly walking, and monthly hiking excursions. The length of the program is six months with 16-core sessions and other classes with guest speakers meeting every Wednesday evening. Since October 2002, there have been four groups with 50 participants completing the program with a total weight loss of 671.2 pounds (averaging 13.4 pounds per person). The team's dedication, hard work, and commitment to providing time and support to patients help make this program a success; it is a program that is continually evaluated and improved. Program participants are successfully making lifestyle changes and reducing their risk of DM.



Gallup Regional Supply Service Center

For dedication and tireless efforts in support of the Supply Management Program

NAVAJO AREA

The Gallup Regional Supply Service Center (GRSSC) serves 300 active accounts for hospitals and clinics. The GRSSC has provided goods and services in excess of \$28 million. They maintain a high level of accountability that promotes accuracy and ensures that no interest payments and/or late charges are paid, saving the Government approximately \$500,000. They provide rapid responses to requests concerning patient supplies and pride themselves on working together toward a common mission: to provide customers with direct supply support to meet patient care needs/requirements in a timely and efficient manner while assuring quality, quantity, and best prices. Camaraderie, dedication to accuracy and excellence, and belief in a common goal help make the GRSSC among the best.



Inscription House Health Center Facility Maintenance Department

For consistently outstanding job performance and dedication to the patients, staff, and clinic tenants

NAVAJO AREA

The Inscription House Health Care Facility Maintenance Department members provide quality and consistent performance. They are respectful and courteous to each other, patients, and staff; and they set an excellent example of teamwork. Their service is consistently prompt and delivered with a smile. Each member is always willing to help without complaint. They collaborate with other departments to facilitate patient care and clinic workflow, including going above and beyond the call of duty by assisting with housekeeping or administrative duties as needed. Department members respond to pages and requests expeditiously and assist with direct patient care as needed, including late transports. They ensure that the clinic and grounds are consistently well-maintained. Additionally, the supervisor has been proactive in researching and facilitating numerous upgrades.



Scott D. Langston

In recognition of outstanding achievement in support of the Navajo Area's effort to improve Acquisition Management

NAVAJO AREA

Mr. Langston, Senior Contracting Officer, has demonstrated outstanding leadership skills that have increased the effectiveness of the Division of Acquisition Management. He has invested time in mentoring and inspiring teamwork to promote a level of contracting responsibility beyond the norm. He has also shown diligence by analyzing assigned projects to ensure availability of resources (monetary/human) and adequate timelines resulting in final, tangible products. Mr. Langston has established an Area Performance-Based Service Acquisition Team whose charge is to ensure that the Navajo Area meets the Agency's contracting goals to include performance based contracts, task orders, and modifications - as measured in dollars. Toward this end, he has demonstrated proven abilities to successfully negotiate complex actions under compressed deadlines, to develop innovative solutions to contractual problems, and to achieve cost savings for the Area.



Navajo Area Director's Administrative Support Team

For exceptional teamwork and outstanding administrative support of the Office of the Director, Navajo Area IHS

NAVAJO AREA

The Office of the Area Director (OAD) has an outstanding administrative support team consisting of Patricia Wilson, Cheryl Leslie, and Patricia Begaye. In addition to providing outstanding administrative support for the OAD, they provide administrative support for the Tribal Affairs Office, the Equal Employment Opportunity Officer, the Third Party Coordinator, and the Area Medical Records Director. The OAD administrative support team works extremely well together with effective communication and continuous cross training accomplished among them so that all administrative assignments are completed in a timely manner. They vary their work schedules to ensure maximum office coverage. The OAD administrative support team demonstrates professionalism, dedication and pride in their work, and an exceptionally high-level performance.



Northern Navajo Medical Center Dental Auxiliary Staff

For the provision of outstanding customer service through teamwork and demonstrated experience

NAVAJO AREA

The Northern Navajo Medical Center Dental Auxiliary Staff has provided increasingly outstanding customer service to its patient population. The staff has demonstrated an exceptional level of teamwork that promotes efficient and quality care. They represent over 411 years of combined patient care experience that truly shows in the care that they provide. The Dental Auxiliary Staff's dedication to providing superior customer service through teamwork and advanced experience is an inspiration.



Northern Navajo Medical Center Medical Social Services Team

In recognition of outstanding teamwork in performing professional and compassionate services to ensure a brighter tomorrow for American Indians

NAVAJO AREA

The Northern Navajo Medical Center Medical Social Services Team has demonstrated exceptional support, leadership, and teamwork efforts in promoting and improving the lives of American Indian people at the facility. Their outstanding performance and willingness to go beyond their scope of duties has proven their dedication to ensuring work is carried out with vigor and integrity.



Wesley Old Coyote, BS

For significant achievements in assisting with the development of enhanced local area-wide networks that allow greater clinical support to IHS patients

NAVAJO AREA

Mr. Old Coyote has provided outstanding service to the Navajo Area as the Chief Information Officer and part-time support to Headquarters in order to develop better Information Technology (IT) networks IHS-wide. He has a wealth of Federal IT experience which has enabled him to help upgrade the Navajo Area IT system to include voice and data systems over the past several years. Through his efforts, the Navajo Area has installed local dialing capable voice equipment and has implemented a regional telemedicine network with local IHS and university providers in the Southwest. This telemedicine network allows clinicians at remote reservation health facilities to transmit digital medical images to clinical specialists at Southwest University hospitals and literally anywhere in the world to obtain timely clinical consultations, often within ten minutes or less. Mr. Old Coyote has helped the Navajo Area and the entire IHS become much more IT capable over the past several years.



Michael L. Pike

For outstanding innovation in health care information technology development with the X-FORM on-line Web-based pharmacy formulary management system

NAVAJO AREA

Before X-FORM, pharmacy formularies had to be individually managed, printed, and updated. The process was very difficult and time consuming. The X-FORM application allows any pharmacist with the proper level of access to create and modify their formulary making it available to physicians in sub-second response time. This process also allows changes to the pharmacy drugs to be reflected instantly to physicians, thus improving healthcare to the end-patient by allowing the medical provider to obtain up to the second results at any time (24 hours per day, 7 days per week) from any platform and location – including Windows, Macintosh, Linux, Tablet PC, PocketPC, or PalmPilot. Since the release of the X-FORM application in May 2004, over 30,000 drugs are online and in use at different areas and facilities across the Country. The X-FORM has improved the quality of health care provided to patients and has made the daily tasks of medical staff members easier.



Gary M. Russell-King

For outstanding contributions and commitment to patient privacy within the Shiprock Service Unit

NAVAJO AREA

Mr. Russell-King serves as the Medical Records Director and Chief Privacy Officer for the Shiprock Service Unit. As the Chief Privacy Officer he has raised privacy awareness and compliance to a new high through the use of new training techniques. He developed an educational session entitled "Federal Family Feud" which is modeled after the TV game show "Family Feud." During the sessions, attendees compete for top privacy answers in six questions from the IHS Privacy Act manual. Sessions are well attended, fun, and unique ways to learn about patient privacy. He also developed unique crossword puzzles to test privacy knowledge. These training techniques have been positively received by the Service Unit staff and have been requested by other IHS staff. Furthermore, his excellent communication and presentation skills have made the training program educational and informative. Mr. Russell-King is an exemplary advocate for patients' rights to privacy, and his expertise and leadership make him a tremendous asset to the Shiprock Service Unit and the IHS.



Sheila Silva

In recognition of outstanding achievement in support of the IHS efforts to improve accountability, efficiency, and effectiveness through supply management protocols

NAVAJO AREA

Ms. Silva demonstrates exemplary supply management skills that have increased customer service, accountability, and cost savings for the Gallup Regional Supply Service Center (GRSSC). GRSSC serves 300 active supply management accounts for the IHS and Public Law 93-638 hospitals and clinics located throughout the Navajo, Albuquerque, and Phoenix Areas. GRSSC has and continues to provide goods in excess of \$28 million. Over \$500,000 in cost savings have been realized through standardization and effective buying that yields quantity discounts and "best value," and utilization of the IHS/Veterans Affairs Prime Vendor Pharmaceutical Program. GRSSC is able to obtain funds from each hospital and clinic and sets up direct issue/prime vendor credit lines. Ms. Silva has improved this process by ensuring sound fiscal integrity, coordinated teamwork, and excellence and commitment to quality customer service.



Roland Todacheenie

For significant achievements in improving the Navajo Area IHS Business Office functions by providing knowledgeable advice and communication among all Area Business Offices

NAVAJO AREA

Mr. Todacheenie has provided outstanding support to all Navajo Area Business Offices by providing expert advice and maintaining excellent communication with all Business Offices. He provided leadership for the Area with the introduction of new business office automation programs which further optimize third party collections and ensure Health Insurance Portability and Accountability Act compliance. His efforts have contributed significantly toward the Area's collection of over \$140 million in third party collections in FY 2004. Mr. Todacheenie's outstanding achievements are truly commendable.



Ron Tso, MPH

For exceptional leadership and vision in meeting the IHS mission in the Chinle Service Unit

NAVAJO AREA

During Mr. Tso's tenure as the Chief Executive Officer (CEO), the Chinle Service Unit has continued to meet its budget every year with a carryforward. His efforts have enabled the Service Unit to pay for remodeling in all existing buildings and a new outpatient addition. Modular buildings for the Business Office, Public Health Program, and Mental Health Program will also be added this year to help accommodate the increasing staff and services needed to continue the provision of quality care to patients. Mr. Tso has provided outstanding service as a fiscal manager. In addition, he treats all employees and patients with respect and compassion. Under his leadership, Chinle has continued to grow and prosper. He is a model CEO that demonstrates what can be accomplished in the IHS and throughout Indian country.

Oklahoma City Area



AFGE Local 3601 Claremore Indian Hospital Negotiating Team

For outstanding efforts in the successful negotiation of a collective bargaining agreement

OKLAHOMA CITY AREA

The AFGE Local 3601 and the Claremore Indian Hospital management negotiated a successful collective bargaining agreement in record time and with many shared successes throughout the agreement. While the contract has not been finalized, there are only two outstanding issues that remain to be completed. The negotiating process took less than one year to complete, from the time the ground rules were negotiated to the start of the negotiations. The negotiation teams successfully collaborated to reach a mutually satisfactory agreement that benefits both parties.



Ramona I. Dillard

In recognition of her ability and eagerness to learn, explore, and teach all aspects of Human Resources

OKLAHOMA CITY AREA

Ms. Dillard is amazing when it comes to her willingness to participate, volunteering for almost any task within the Human Resources Department. She can be counted on in any situation to provide assistance without question. She is an expert in Staffing and Classification, and has experience in payroll and keying and coding personnel actions. Her experience and comprehensive knowledge enable her to provide the best advice in some of the most complex situations. She is constantly contacted from Human Resources Specialists across the Nation requesting her expert advice and guidance, and has been an asset to many of the leaders of the new e-Government initiatives. She is proactive, often exploring these new programs to identify errors, improvements, and enhancements. Ms. Dillard continues to perform at an extremely exceptional level year after year.



John Farris, MD

For exceptional leadership and notable accomplishments in patient care for Indian people at the W. W. Hastings Indian Hospital, Oklahoma City Area IHS

OKLAHOMA CITY AREA

Dr. Farris served as Clinical Director, W. W. Hastings Indian Hospital (WVHIH) until his selection as Chief Medical Officer, Oklahoma City Area IHS. His commitment to quality care is evident by successfully recruiting/retaining an outstanding medical staff of 41 physicians and keeping minimal physician vacancies. His leadership of the medical staff contributed to WVHIH collecting \$30.7 million in Fiscal Year 2004 which was used to increase staff, buy equipment, add services, and begin facility renovations/expansion. He prototyped the move of pharmacists to clinics thereby reducing waiting times and increasing efficiency. To address the unmet specialty services needs, he established orthopedic services; expanded eye care; and recruited an orthopedic surgeon, ophthalmologist, and podiatrist. He was a key member of the WVHIH management team contributing to WVHIH's recognition as one of the top IHS hospitals with a workload of 202,000 outpatient visits, 3,100 hospital admissions, and 816 newborn deliveries.



Irene Fields

For exceptional performance, initiative, and commitment to service as the Area Realty Officer for the Oklahoma City Area IHS

OKLAHOMA CITY AREA

Ms. Fields carries out one of the highest IHS leasing workloads (41 leases). She secured four new clinic leases, two Office of Environmental Health and Engineering Office leases, and met with the Bureau of Indian Affairs and tribal officials to finalize the new Pawnee Health Center land and the new Clinton Health Center land leases. She is working with the Choctaw Nation to transfer the old Talihina hospital, pending building preservation per historical preservation and environmental laws. She assisted clinics to obtain excess systems furniture and design layouts to save on space and cost. Due to tornado damages to the Area Office, she worked with officials to coordinate repairs and timely systems installations. She aided in reporting capital improvements to Headquarters for the Real Property Inventory database and was detailed to Headquarters to process a backlog of asset management documents and data entry in the Healthcare Facilities Database System. Ms. Fields is a valuable member of the Oklahoma City Area IHS team respected by IHS staff and officials from Indian Tribes and Federal agencies.



Paula Foster, MSN, BSN, FNP CDR, USPHS

In recognition of her dedication to the development of the Native Way Adolescent Weight Management Program at the Haskell Health Center in Lawrence, KS.

OKLAHOMA CITY AREA

CDR Foster assisted with the development of the Native Way Adolescent Weight Management program. This program is designed to improve the overall health of adolescents and to increase awareness of healthy lifestyles for the adolescents and their families. The participants are enrolled in the program for one year, and the program involves the entire family. Each participant receives a pre-evaluation of height, weight, fasting lipids, blood sugar, circumference, and body fat measurement. The participants meet once a week for two hours and the progress of the participants is monitored every 12 weeks for changes. After the initial 12 weeks of the program, the weight loss among the participants ranged from four to thirty nine pounds, the body mass index decreased by 10 percent, and two of the participants had noticeably improved blood pressure readings. The program increased awareness and motivated the adolescents and their families to continuously improve their overall health.



Bobbie Gonzalez, BS

For outstanding leadership and notable accomplishments as the Acting Director, Division of Facilities Management, Oklahoma City Area IHS

OKLAHOMA CITY AREA

Ms. Gonzalez, Acting Director, DFACM is responsible for Oklahoma City Area (OCA) healthcare facilities construction. She improved customer relations, enhanced fiscal accountability/accurate project tracking, and is the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) expert for building structures and systems. With 5 staff, the DFACM provides technical and administrative support to \$78.3 million of active design/construction projects including the Pawnee Health Center, Clinton Health Center, Choctaw Nation's Idabel Clinic, Creek Nation's Coweta Clinic, and Lawton Hospital expansion and renovation. The DFACM completed 100 Healthcare Facility Condition Surveys and eight energy audits, implemented an on-line Web-based CAD drawing library, established Multi-Trade Construction Contracting, and re-initiated hospital Space Utilization Studies, Energy Audits, and Mechanical Master Plans data collection. Ms. Gonzalez's leadership and contributions to healthcare facilities management make her invaluable to the OCA.



Lawton Indian Hospital Laboratory Department

For outstanding teamwork, expertise, and professionalism in performing laboratory tests

OKLAHOMA CITY AREA

For the third consecutive time, this laboratory has earned the highest rating possible for a College of American Pathologist's (CAP) inspection. The excellent attributes of the entire laboratory staff contribute to this accomplishment. The most notable attribute this laboratory displays is how well the technologists work together. They are a true team. In the peak hours of heavy workload everyone knows exactly what needs to be done and dutifully performs the laboratory tests precisely and accurately. Medical technology is a vital part of complete patient care. Test results enable the primary care provider to assess and diagnose a patient more quickly. This laboratory staff exemplifies the best of the best with the kind of expertise and professionalism sought by all hospitals in the IHS as well as private health care facilities.



Kathleen R. Michalk, DO

In recognition for superior leadership, quality patient care, and outstanding organizational skills

OKLAHOMA CITY AREA

Dr. Michalk has been Chief of Obstetrics-Gynecology for four years. She has made positive changes to benefit patients and staff. W. W. Hastings Indian Hospital performs the most deliveries (950 per year) and gynecological surgeries (930 per year) making it a complex service to supervise. The Women's Center sees over 25,000 outpatient visits per year for a high risk group of Native women. Dr. Michalk led the development of department guidelines that meet high standards. She instituted the Thin Prep pap smear which decreased the unsatisfactory specimen rate by 80% thereby saving the facility a large amount of money, increasing patient satisfaction, and decreasing patient anxiety. Dr. Michalk has overcome the challenge of limited resources such as funding and provider/nursing staff by advertising and hiring more providers and by working extra hours to provide coverage. Patient satisfaction has increased dramatically over the last few years under her leadership. She is a positive role model for the IHS.



Oklahoma City Area Business Office Managers

In recognition of consistently achieving high standards in the performance of improved business office functions in the Oklahoma City Area IHS

OKLAHOMA CITY AREA

The Oklahoma City Area Business Officer Managers' leadership, dedication, teamwork, and innovative efforts have resulted in significant increases to IHS resources through patient outreach, and reimbursement and collection activities. It is through their collaborative, partnering, and never ending labor that the Oklahoma City Area collections have exceeded expectations for Fiscal Year 2004. Their impact has and will continue to significantly improve not only customer service relations, but more importantly the quality of health care for Indian people receiving services in the Oklahoma City Area.



Oklahoma City Area Training Initiative Team

In recognition for developing an Intranet-based tool for tracking training and associated costs not documented by the HHS 350

OKLAHOMA CITY AREA

The Training Initiative Team was given the challenge of developing an Intranet program to capture the Oklahoma City Area training costs not captured by form HHS 350. This program collects items such as course development time by IHS staff. In addition, training costs can be captured real time without waiting for periodic reports. The program is designed to bundle the report for the Area Director allowing him to track the training at individual facilities and the overall cost of training for the entire Area. This instrument is under modification to draw information directly from the Administrative Resource Management System's (ARMS) HHS 350 data so that it can be automatically added to the reports. The ultimate goal is one document that the Area Director can use to manage training efforts and to know precisely at any given time the funds and human capital that have been invested in training. This system is also being reviewed by IHS Headquarters for possible implementation IHS-wide.



Oklahoma City Area Wellness Team

In recognition for implementing an innovative employee-based wellness program

OKLAHOMA CITY AREA

The Oklahoma City Area Wellness Team accepted the challenge of asking their peers to evaluate their lifestyle choices. In return, they provided options to support employees that chose to participate. Working in an environment with low employee morale due to numerous organizational changes and staff reductions, this team was faced with many challenges that at times seemed insurmountable. However, the team met the challenges with creative and innovative responses and succeeded in providing a comprehensive, holistic health promotion solution for healthier employees through a multifaceted program that will ensure future success.



Terri Schmidt, BSN

For demonstrated vision and exceptional leadership in managing the Clinton Service Unit, Oklahoma City Area IHS

OKLAHOMA CITY AREA

Ms. Schmidt, Clinton Service Unit (SU) Chief Executive Officer (CEO), has implemented new health care initiatives. Her commitment to staff recognition and development is seen by the new "Employee of the Month" award and special "Ring the Bell" awards for employees going above and beyond, as well as her promotion of self management training. She expanded services with an IHS Health Education Cardiovascular Grant for smoking cessation programs. The respect she has earned from the Cheyenne and Arapaho Tribes has led to Diabetes Grant collaboration to acquire diabetes medications and foot care supplies. She enabled Resource and Patient Management System access for tribal Community Health Representatives and dietitians in order to assist with diabetes project data collection. She is the SU lead for the Clinton Health Center project and the upcoming Concho clinic. Her emergence as a top CEO is seen through increased SU alternate resource revenues, a stabilized medical staff at all 3 SU clinics, and greatly improved relations with private sector providers.



Bonnie K. Warner, CNM, MSN, RN-C CDR, USPHS

In recognition for consistent quality care to Native women as a Certified Nurse Midwife

OKLAHOMA CITY AREA

CDR Warner began her career serving Native American people in 1983. She is a Certified Nurse Midwife and has faithfully served the Native women of Eastern Oklahoma by performing outstanding care in routine and high risk pregnancies/deliveries and gynecology care. Her work has drawn the praise of patients, colleagues, physicians, and supervisors. CDR Warner continually performs above and beyond the average and is extremely reliable. She advances her skills regularly. Currently, she is in the final stages of getting certified as a Women's Health Nurse Practitioner to further her scope of practice and increase the quality of care for the women she serves. She has completed the certification and passed the test for Advanced Colposcopy, something that very few Midwives have attained. Her outstanding work is a credit to the W. W. Hastings Indian Hospital, and she helps make many Native women's lives healthier and more productive.



W. W. Hastings Indian Hospital OB-GYN Medical Staff

In recognition of hard work and an outstanding quality of care

OKLAHOMA CITY AREA

The Department of Obstetrics-Gynecology (OB-GYN) at the Hastings Indian Medical Center performs the most deliveries and gynecological surgeries in the IHS. All of the providers work long hours and demonstrate exemplary team work as they provide excellent care for high-risk Native woman. They take pride in their work and highly deserve recognition for their outstanding efforts.



Phoenix Area



Dennis A. Barber, PE, MS

CAPT, USPHS

For 26 years of outstanding performance in providing sanitation facilities to Indian communities and improving accessibility to well-maintained health care facilities

PHOENIX AREA

CAPT Barber has provided outstanding service and significant contributions to the IHS's Sanitation Facilities Construction Program and the Facilities Engineering Program throughout his career. He consistently performed his duties efficiently, effectively, and always in a most professional manner. CAPT Barber began his engineering career in 1979 as a Field Engineer in Sacaton, Arizona. He then served as a Senior Field Engineer in Ukiah, California; Senior Design Engineer in Anchorage, Alaska; and Sanitation Facilities Construction District Environmental Engineer in the Phoenix Area. In January 1998, CAPT Barber underwent a major career change in becoming the Chief Facilities Engineer for the Phoenix Indian Medical Center; and in July 2000, he was selected to run the Area's Facilities Engineering Program.



Catherine R. Eden, PhD

For facilitating access to bioterrorism prevention resources for tribes and the IHS throughout Arizona

PHOENIX AREA

Dr. Eden has served as State Health Director since May 2000. She has provided outstanding support through the Hospital Bioterrorism and Community Bioterrorism Preparedness programs operating within her purview. From the beginning, Dr. Eden was fully aware of the unique status of tribal Nations and their need to acquire the same level of homeland security as was being provided to the rest of Arizona's citizens. Most recently, she demonstrated her determination to serve Indian country with bioterrorism preparedness resources by tenaciously seeking legal language to remove "road blocks" to implementing IHS and tribal grant agreements. Arizona is the first State to successfully achieve this level of State, IHS, and tribal partnership. The Phoenix, Tucson, and Navajo Areas of the IHS are truly indebted to Dr. Eden's unwavering commitment to include Indian country as a full partner in The War on Terrorism.



Jody M. Hodahkwen

For exemplary performance in supporting special emphasis initiatives for the Phoenix Area IHS

PHOENIX AREA

Ms. Hodahkwen has demonstrated outstanding initiative in providing support to several emphasis areas for the Phoenix Area office. She volunteered to work with the Equal Employment Opportunity Program and has provided Sexual Harassment training to the Desert Visions Youth Wellness Center and the following Service Units: Hopi Health Center, Yuma, Colorado River, and Whiteriver. In addition, she has provided secretarial support for four years to the Phoenix Area Union/Management Partnership Council which meets quarterly. Ms. Hodahkwen has been the lead Travel Coordinator for the Area for over ten years and is the Federal Women's Program representative for the Area office. She has coordinated the annual Combined Federal Campaign (CFC) with outstanding results and received recognition from the Maricopa County CFC Program. These duties are above and beyond her duties as secretary to the Phoenix Area Chief Medical Officer and Executive Officer.



IHS Bioterrorism Preparedness Group

For assistance to the Department of Health and Human Services in awarding 62 grants to States and Territories for bioterrorism prevention

PHOENIX AREA

Nine IHS volunteers assisted the Department of Health and Human Services (HHS) in getting Centers for Disease Control and Prevention (CDC) and Health Resources and Services Administration (HRSA) dollars out to States and Territories for bioterrorism preparedness activities. In a letter dated November 18, 2002, the Secretary of HHS told each team member, "Your efforts were a proud testimony to not only our collective sense of urgency about combating terrorism but also to the HHS commitment to excellence in all that we do. The fruits of your work have drawn high praise from the President and his senior staff..." The role of grant reviewer and the broad spectrum of considerations within the funding plans were mostly unfamiliar to the IHS group; however, this team quickly overcame a steep learning curve and was able to perform as "invaluable" assets to the HHS. In addition, the group was dedicated to assuring that tribal Nations would also benefit from CDC and HRSA dollars sent out to the grantees.



IHS National Technical Advisory Group

In recognition of their dedication to the mission of the IHS and their efforts to improve the quality of customer service throughout the Agency

PHOENIX AREA

The National Technical Advisory Group (NTAG) has been assigned the challenging task of promoting office management, better executive communication practices, organizational values consistent with the IHS mission, and enhanced training for support staff in all areas. The group has national impact on the way the IHS operates and delivers exceptional customer service. They have worked closely with the IHS strategic plan incorporating it into their work and providing reports. This group has generated many changes within their Area offices that reduce workload by streamlining procedures within the system. They provide onsite leadership every day to all Area office clerical staff, and demonstrate the utmost professionalism to the customers of the IHS. The NTAG often represents the IHS in every aspect of operation and is a trusted and invaluable asset to the leaders of the IHS.



Pamela M. Schweitzer, PharmD

CAPT, USPHS

In recognition of national implementation of the Pharmacy Point of Sale Program in over 100 facilities

PHOENIX AREA

CAPT Schweitzer was instrumental in pioneering the pharmacy electronic billing process throughout the IHS. Her Point of Sale Billing Program has generated well over \$40 million per year in new revenues and continues to create revenues for facilities across the Nation. Her efforts have brought the IHS to the forefront of electronic billing. The Veterans Health Administration is currently implementing electronic pharmacy billing using the same successful system that was developed by CAPT Schweitzer. She coordinated development of the new software application that is integrated with the Resource and Patient Management System software. This included writing software specifications, designing the overall billing process, aiding in interface development, and monitoring the overall contract deliverables. The new software automatically bills for prescriptions, provides immediate adjudication of claims, and passes information to the IHS billing software. She also developed training courses and a Web site to facilitate Point of Sale communication.



Diane D. Steuart, MS

For excellent performance and outstanding dedication to the IHS and the Native American Cardiology Program

PHOENIX AREA

Ms. Steuart, Special Administrative Assistant to the Director and Native American Cardiology Program (NACP), has demonstrated dedication, selflessness, and outstanding performance in administrative and special project roles. Her hard work has resulted in the dramatic improvement of clinical quality and the enhanced image of the IHS and the NACP for the period of 1994 -2004. Ms. Steuart has been primarily responsible for the growth of this collaborative program from three employees to twenty-two, and has overseen a variety of vital aspects of administration. She has assumed new responsibilities for oversight of budget, purchasing, and special projects as well as complex personnel issues. Her expanded responsibilities have demanded additional education which she has provided on her own initiative and effort often outside of work. Ms. Steuart's extraordinary efforts are invaluable to the IHS and the NACP.



Brenda Turner

For exemplary performance in providing support to the Director, Field Operations, IHS

PHOENIX AREA

Ms. Turner has demonstrated exemplary support for the Phoenix Area Director, who also served as the Director, Field Operations (DFO), IHS. With the dual capacity of her supervisor, Ms. Turner's workload was significant on a national level. She prepared materials for the Executive Leadership Group and Area Directors' meetings and worked closely with Area offices in scheduling Senior Executive Service reviews and managing reports. Ms. Turner prepared all travel documents for the DFO. She also worked with the Area offices in scheduling meetings and managing Area Directors' travel and leave. Ms. Turner provided support to the June 2004 Annual Direct Services Tribes conference and the July 2004 Regional Tribal/IHS Consultation conference. She provided assistance to the National Technical Advisory Group (NTAG) and was voted as the first Chair. Ms. Turner also developed a satisfaction survey and assisted with the meetings during the Department of Health and Human Service Deputy Secretary's visits to the Phoenix, Tucson and Navajo Areas.



Whiteriver Service Unit Rocky Mountain Spotted Fever Team

For outstanding service resulting in the identification of the potentially fatal Rocky Mountain Spotted Fever illness as an emerging and infectious disease

PHOENIX AREA

The Whiteriver Service Unit Rocky Mountain Spotted Fever response team detected a disease not previously believed to exist in most of Arizona. The team worked with the White Mountain Apache Tribe, the Arizona Department of Health and Human Services, and the Centers for Disease Control and Prevention to minimize and control the disease, educate the community, and prevent tick exposures. This effort has gone far beyond the team members' typical duties and has required innovation, dedication, commitment, and compassion for the people throughout the communities.



Portland Area



Chemawa Health Center Behavioral Health Program

For contributions to promote holistic health and well-being of students at Chemawa Indian School by providing comprehensive mental health and addiction treatment services

PORTLAND AREA

The Chemawa Health Center offers an intensive behavioral health program that provides integrated mental health and substance abuse services to Native American teens living in a boarding school environment. The program is situated on the Chemawa Indian School campus. Through its location and mission, the program has developed a school-based behavioral health program to serve high-risk students and all members of the school community. The services have contributed to improved graduation rates and numbers of graduates entering the work force. While many services are offered in the traditional clinic model, alternative delivery methods and times such as process groups, classes, dorm assemblies, and after hour sessions have contributed to the program's accomplishments.

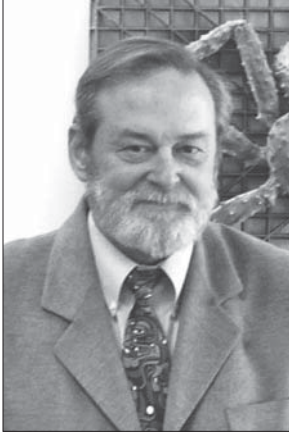


Chemawa Health Center Orthodontic Clinic

For outstanding contributions to the oral health and self-esteem of Native American adolescents

PORTLAND AREA

The orthodontic staff of the Western Oregon Service Unit is recognized for their efforts in improving both the oral health and self-esteem of Native American adolescents. The disparity in orthodontic care between the general United States population and the American Indian and Alaska Native population is well documented. Comprehensive orthodontic care is paramount to improving adolescent self-esteem and appearance. This care also contributes to the maximum function of a person's dentition and improves one's ability to chew food and to speak clearly. It can prevent dental caries, periodontal disease, or temporomandibular joint (TMJ) problems. A second priority of the program is health promotion through tobacco cessation counseling, dental sealants, and other services. This program is an outstanding example of orthodontic services and it has made a significant contribution to improve the oral health and self-esteem of Native American adolescents.



Clark T. Marquart, MD

In recognition of 30 years of dedicated service and leadership that have raised the standard for medical care provided to American Indian and Alaska Native people

PORTLAND AREA

Over a 30 year career dedicated to the IHS mission, Dr. Marquart has shown exceptional leadership in developing health care for American Indians and Alaska Natives (AI/ANs). From a clinician in Rosebud to the Chief Medical Officer (CMO) in the Portland Area, he has excelled in the formation and implementation of innovative services that raise the health status of AI/ANs. His accomplishments include: expansion of physician assistant training programs; enhanced screening programs in urban areas; credentialing recognized as the model; computerization of clinic systems; chairing a myriad of National and regional committees for IHS and other Federal and tribal entities; mentoring dozens of physicians in the Aberdeen, Oklahoma, and Portland Areas; creating and implementing new practices in contract health such as Preferred Provider, quality assurance, appeals, and rate quotes; assessment and development of pain management practices; promotion of electronic data systems and medical record development both locally and nationally; and chair of the IHS CMO Council.





Portland Area Health Facilities Engineering Program

For outstanding group performance in providing quality and timely support to health facilities in the Portland Area IHS

PORTLAND AREA

The Health Facilities Program staff of the Portland Area IHS is recognized for their outstanding performance from January 1, 2001, through December 31, 2004. Due to their efforts, the Portland Area Office has the lowest score among the 12 Areas for Backlog of Essential Maintenance, Alteration, and Repair (BEMAR), and the highest Facility Condition Index score in the IHS. More than 26 communities will have new health care facilities by Fiscal Year 2007. The staff has added value and additional years of useful building life while performing energy conservation projects. Their accomplishments have been recognized nationally by the Department of Health and Human Services and the Department of Energy. Their successful and extraordinary efforts have directly contributed to a significant increase in the quality and quantity of health care buildings and building systems. Their exemplary teamwork, cooperation, and partnership in providing quality and timely support for health programs means significantly better health services for American Indians and Alaska Natives within the Portland Area.



Swinomish Tribal Health Department

For commitment and leadership in elevating the health status of the Swinomish Indian community

PORTLAND AREA

The Swinomish Tribal Health Department (STHD) serves more than 1,100 people, an increase of more than 50 percent since the early 1990's. The Swinomish Tribal Council and community constructed a 6,512 square foot clinic. It features four exam rooms, one patient treatment room, diagnostic services, pharmacy services, medical records, ancillary and preventive services, contract health services, third party billing, a state-of-the-art Diabetes Demonstration Project, and a patient waiting area. The Tribe also built a 2,788 square foot dental clinic providing services five days a week. The STHD's achievements have been timely and consistent with the mission and goals of the IHS. Neighboring Tribes have often called upon the STHD for assistance and the STHD has responded willingly and enthusiastically. The integrity, initiative, creativity, and adaptability of the STHD, coupled with genuine concern for the health status of the community's members, has created a high quality, customer focused, and cost effective health care delivery system.



Leah A. Tom

In recognition of the intelligent and effective management of the Portland Area Business Office resulting in the achievement of all goals

PORTLAND AREA

Ms. Tom has worked diligently to improve business office practices to ensure accurate and complete billing protocols, while also meeting Health Insurance Portability and Accountability Act and electronic security criteria. In her assignments, she has met and exceeded all of the Portland Area's success measures. She has managed systems used for billing such as the Resource and Patient Management System, Point of Sale, and Patient Care Component Plus. She has conducted training sessions to implement third party collections, and has provided technical assistance to assure compliance with the codes and criteria for reimbursement. She approaches situations expertly and professionally. Her calm, pleasant demeanor very effectively motivates others. She is adept in obtaining pertinent information regarding third party billing and then using that information to arrive at a desired result. In meeting the Area third party collections targets, Ms. Tom enhances resources available to service units and positively impacts the delivery of health care and pharmaceuticals to the patients served by the Portland Area.



Richard R. Truitt, PE

CAPT, USPHS

In recognition of 38 years of commitment and leadership that has improved health care and the health status of American Indian and Alaska Native people

PORTLAND AREA

CAPT Truitt has 36 years of exemplary service to American Indian and Alaska Native people. He has served in the Alaska, Navajo, and Portland Areas, and is currently the Portland Area Office of Environmental Health and Engineering Director. He has reduced maintenance and repair backlogs by 50 percent in eight years; reduced energy use by 30 percent; increased health facilities' square footage more than 70 percent; used \$12 million in Federal funds to obtain \$42 million for health facilities; partnered to leverage \$5 million in Federal funds for \$12 million yearly for water and waste systems. For nine years, he has also served as a Senior Management Advisor to the IHS Headquarters. He has facilitated and provided support for the Restructuring Initiative Workgroup, the Executive Leadership Group, the Indian Health Leadership Council, and Area Director meetings. He has ensured that issues important to the IHS are addressed, that meetings are productive, and that Tribes contribute to policy making. By his service, the IHS facilities are properly maintained, more Indian people access health care and have reliable water and sewer systems, and Tribes are heard at decision-making forums. His leadership motivates IHS staff to perform at their best.



Warm Springs Health & Wellness Center

For implementing new technology to accomplish the mission of the IHS and for its leadership on installation and use of the Electronic Health Record

PORTLAND AREA

The Warm Springs Health & Wellness Center was the second facility to fully implement the Electronic Health Record (EHR) and quickly emerged as the leader in the IHS. What sets this site apart from other beta sites is that they developed a large part of the infrastructure of the EHR. Over 50 progress note templates have been designed by this group including Elder Care, Well Child, Women's Health, Prenatal, and Diabetes. These templates are utilized nationally by new sites when they implement the EHR. Warm Springs is now alpha testing the EHR Clinical Reminders. Clinical Reminders inform clinicians that a patient is due for screening/health maintenance, and helps clinicians document their response in a standardized manner. This system promotes better data capture and improved IHS Government Performance Results Act performance. Staff members have presented at the IHS Technology Conference as well as National Pharmacy and Clinical Directors Meetings. They provide training, site visits, and support for facilities that are implementing the EHR. They have also responded to inquiries from the National Aeronautics and Space Administration, Columbia University, the Veterans Health Administration, and others.



Tucson Area

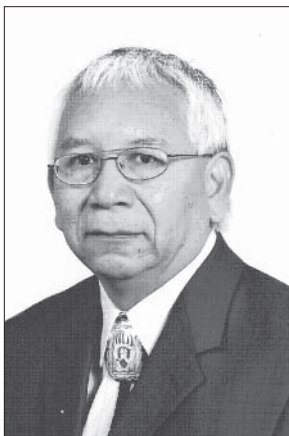


Dale Armstrong, DDS, MPH CAPT, USPHS

In recognition of attentiveness to operation and staff needs, and work with outside persons and tribes to enhance the overall efficiency and image of the Tucson Area Division of Information Systems and Technology

TUCSON AREA

CAPT Armstrong provides seamless installation of various Information Technology (IT) packages. He collaterally serves as Area Dental Consultant. Working with the Tohono O'odham Nation and the Sells Service Unit, he assists with the planning, design, and equipping of planned and existing facilities to increase dental services. He developed a Business Case Analysis methodology to analyze dental office performance data. CAPT Armstrong is nationally recognized as an active contributor to the National Dental Initiative in the procurement of a commercial dental data system. In addition, he was instrumental in hiring a new Chief Dental Officer at an isolated hardship site. He was designated short term Acting Chief for the Sells Dental Unit and continued to ensure positive outcomes for the overall Dental Program. CAPT Armstrong is a dedicated Division Director that maintains a high level of performance. He has received high recognition by the IHS Headquarters Division of Information Resources Director for building the Cheryl Chase Computer Training Center.



George W. Bearpaw, BS

In recognition of sustained positive and effective working relationships with the Tohono O'odham Nation, the Pascua Yaqui Tribe, and the Kickapoo Tribe of Oklahoma

TUCSON AREA

Mr. Bearpaw coordinates health planning meetings that optimize use of limited health resources. He was elected as Chair of the IHS National Council of Executive Officers by his peers. He also contributes to the annual IHS strategic plans and objectives, fostering positive and appropriate changes in a challenging environment. Mr. Bearpaw is considered a highly credible, sincere, and dedicated individual. He instills a real sense of team spirit among his peers at all levels of the IHS management. As an Area Executive Committee member, he readily adapts to added work assignments and responsibilities that contribute to planning and organizing. He follows through on significant issues that impact the Area and Service Unit. He actively participates in the work processes at the National, Area, and Service Unit level. Mr. Bearpaw has demonstrated effective leadership and significant influence on IHS management and administrative processes.

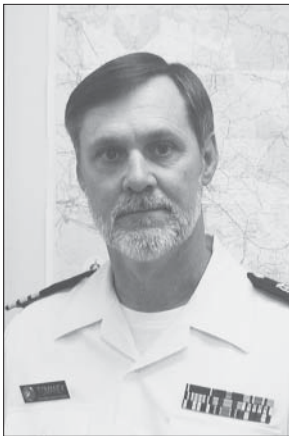


Mark J. Bigbey, BS

For sustained noteworthy service to the IHS in which outstanding leadership, professional ability and skills, and accomplishment of duties were commendably demonstrated

TUCSON AREA

Mr. Bigbey is a top performer with the highest level of productivity in each area of laboratory testing. He occasionally assumes the Laboratory's leadership role, and is a strong supporter of providing quality health care. Providers from the Medical and Nursing staffs have a great deal of respect for his reliable, quality work. He handles his workload professionally and ensures that all tasks are completed. In supporting the Laboratory Supervisor, Mr. Bigbey handled a number of major projects including Microbiology, Infection Control, Blood Gas, Blood Bank, and Chemistry for approximately 11 months. He has excellent leadership skills, and regularly leads by example. He is very well respected for his additional work contributions, even when he is still in the process of completing his own workload. Mr. Bigbey is diplomatic, works very well with department managers and hospital staff, and has an innate ability to help fellow workers deal with work stress.



Vernon L. Tomanek, PE

CDR, USPHS

For advancement of program objectives and superior performance in accomplishing his significantly increased duties as the Assistant Chief of the Sanitation Facilities Construction Branch

TUCSON AREA

CDR Tomanek commendably assists in management of the Sanitation Facilities Construction Branch. He recently took over 13 additional projects, and now manages 33 active projects worth \$1.28 million. He assisted the Tohono O'odham Utility Authority in preparing feasibility studies to support Environmental Protection Agency (EPA) grant applications resulting in 8 funded projects worth \$1,075,000. He significantly improved branch effectiveness by reassessing program needs. The sanitation survey format he modified resulted in completed surveys rising from one in 2002 to 17 in 2003. The timely completion of these surveys allowed CDR Tomanek to successfully negotiate a 50 percent increase in EPA contributed funds to help support operation and maintenance activities. CDR Tomanek's leadership role in construction safety training activities is commendable. He provided competent training for the entire construction staff that emphasized the use of personal protective safety equipment to decrease lost time and productivity caused by injury.

Headquarters



Commissioned Officers Recruitment Workgroup

For outstanding performance developing and implementing strategies to meet HHS Secretary Thompson's charge to recruit 275 new Commissioned Officers to IHS, tribal, and urban programs by September 30, 2004

HEADQUARTERS

On July 3, 2003, in setting forth his vision for the transformation of the Commissioned Corps, Secretary Thompson stated that 275 new Commissioned Corps officers would be recruited by the end of Fiscal Year 2004 to support the IHS. A multidisciplinary group of staff developed both short term strategies to meet the Secretary's recruitment goal and long term strategies to improve the recruitment process, and increase the number of health professionals in the Indian health system, whether tribal, civilian, or Commissioned.



Contract Health Care Systems Improvement Workgroup

For superior work in developing and implementing new systems which enhanced the IHS contract health care program

HEADQUARTERS

The Contract Health Care Systems Improvement Workgroup has provided relentless efforts and significant contributions to national contract health service (CHS) initiatives and requirements making the overall program more efficient and compliant. The group implemented the transaction code sets required by the Health Insurance Portability and Accountability Act (HIPAA) for the CHS management information system and the Fiscal Intermediary (FI). The HIPAA was enacted in 1986 and requires all health care providers to submit their health claims electronically and in one national standard format. In addition, health care providers must be able to accept electronic fund transfers for the payment of medical claims. The workgroup was responsible for identifying, developing, and implementing the necessary system changes. They also developed and implemented the national IHS contract with the New Mexico Blue Cross Clue Shield, the FI for the CHS program. The workgroup ensured that all the necessary requirements were in the contract to maximize CHS funds and services provided to patients. This FI contract pays the CHS medical claims totaling over \$500 million in billed charges. As a result of provider contracts and alternate resource savings, the CHS program paid approximately \$300 million for FY 2004. The workgroup played a major role in the award of a five year FI contract. Most recently, the workgroup has focused on system changes to implement the various Medicare prospective payment systems required by legislation. They have also been involved in updating the CHS Manual medical claims.



Headquarters Executive Secretariat Staff

For significantly improving the timeliness of responses to controlled correspondence for the IHS

HEADQUARTERS

As a result of a highly effective effort launched by the IHS Executive Secretariat, the IHS has markedly improved the timeliness of responses to controlled correspondence. For example, in August 2000, the IHS had 29 items on the Department of Health and Human Services' (HHS) overdue list. As a result of the efforts of the Executive Secretariat, the Agency had no over-due controls from the HHS for 13 consecutive weeks in FY 2004. To achieve this change, members of the Executive Secretariat staff worked closely with IHS managers to reduce overdue correspondence from all sources and minimize the possibility that matters would be brought to the Secretary for intervention. In addition, they launched a concerted effort to support timely responses to controls received from the Office of the Secretary. Their commitment to helping the IHS prepare timely responses to correspondence has contributed to our image as an organization that is truly committed to service and our customers.



Health Summit Planning Committee

For their outstanding effort in coordinating the “Healthier Indian Communities Through Partnership and Prevention” Health Summit

HEADQUARTERS

The Health Summit Planning Committee was responsible for the planning, implementation, and evaluation of the successful “Healthier Indian Communities Through Partnerships and Prevention” Health Summit held on September 22-24, 2004, in Washington, D.C. This successful conference included over 800 participants. Featured presenters included the Department of Health and Human Services (HHS) Secretary Thompson, HHS Deputy Secretary Allen, HHS Surgeon General Carmona, and IHS Director Dr. Grim. Also included were presentations from tribal leaders, tribal organizations, and the following HHS Operation Divisions: Health Resources and Services Administration, Substance Abuse and Mental Health Services Administration, Centers for Disease Control, Agency for Healthcare Research and Quality, and Centers for Medicare and Medicaid Services. Workshops featured local community experts on a variety of topics from diabetes to suicide prevention. Feedback from the evaluations indicated that the conference objectives were successfully met. Outcomes of the summit included increased knowledge and skills in building partnerships and best practices. Each IHS Area participant also met and developed Health Promotion and Disease Prevention plans to take back to their local communities.



HIPAA Transactions Workgroup

For outstanding work by implementing Health Insurance Portability and Accountability Act compliant Transactions and Code Sets in support of the Resource Patient Management System software and third party revenue operations

HEADQUARTERS

Implementing Health Insurance Portability and Accountability Act (HIPAA) compliant Transactions and Codes Sets have been a top priority for the IHS, tribal, and urban (I/T/U) facilities. A major challenge of this task was ensuring the I/T/U supported the Resource Patient Management System (RPMS) software was in compliance with all transactions and code sets based on multiple third party payer requirements. To accomplish this task, ongoing support, testing, and guidance were provided by a multi-tiered team consisting of Service Unit Business Office staff, Service Unit Site Managers, Area Business Office Coordinators, and Office of Information Technology support staff. Daily communication, including bimonthly conference calls, was ongoing to provide networking on a national level and identify major issues which were related to the software, business process changes, contracting issues, and payer issues. The diligent work provided by this workgroup not only assisted multiple I/T/U facilities with continuous third party revenue but also increased the success rate of I/T/U facility HIPAA compliance with Medicare by 95 percent in FY 2004. This group has been in existence for well over a year and continues to work as a team to address issues as they arise.



IHS Healthcare Engineering Staff

In recognition of the superior planning, design, and construction services for health facilities serving the American Indians and Alaska Natives

HEADQUARTERS

The Healthcare Facilities Engineering (HFE) staff has provided superior planning, design, and construction services for healthcare facilities serving the American Indians and Alaska Natives. Since 1980, 20 hospitals, 24 health centers, and over 400 staff quarters have been placed in operation increasing staff by 2800. The HFE Program provides comprehensive technical support to ensure optimally functioning, well maintained health facilities and staff housing. Due to this success, many countries view the IHS as a model for rural comprehensive health programs. A recent Office of Management and Budget rating of the HFE program, with its high level of cost effectiveness and financial integrity, cited it as "a model of best practice." A Federal accountability tool that focuses on results scored the HFE program at 92 percent, the highest facilities program score.



IHS Influenza Vaccine Workgroup

For outstanding support to the IHS, tribal and urban programs managing influenza vaccine issued during a national vaccine shortage

HEADQUARTERS

On October 8, 2004, an Influenza Vaccine Workgroup was formed to discuss issues and formulate a plan for the IHS regarding a nationwide influenza vaccine shortage. Actions taken by the workgroup included: providing information and updates related to the influenza vaccine to all IHS, tribal, and urban (I/T/U) sites on a regular basis, contacting every I/T/U site and determining influenza vaccine needs, tracking the current vaccine inventory and the ordered influenza vaccines that had not yet arrived, participating in regular conference calls with the Centers for Disease Control and Prevention (CDC) officials to ensure that I/T/U sites would be a high priority for receiving the influenza vaccine, and conducting a needs assessment and redistributing 20,060 influenza vaccine doses to sites in the greatest need. Within five weeks, all I/T/U high priority influenza vaccine needs had been met either by reallocated CDC doses or through redistributed IHS influenza vaccines.

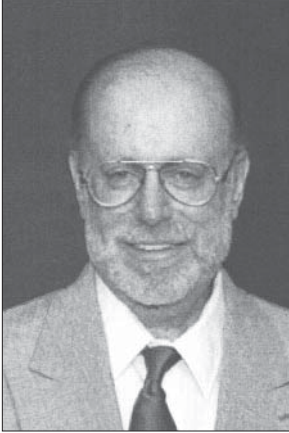


IHS Medicare Prescription Drug Card Team

For outstanding work related to the development of implementing regulations and training programs for the Medicare Prescription Drug Discount Card for American Indians and Alaska Natives

HEADQUARTERS

The Medicare Prescription Drug, Improvement, and Modernization Act of 2003 contains provisions that affect Medicare beneficiaries including the Prescription Drug Discount Card and Transitional Assistance program. Over the last year, the IHS and Centers for Medicare and Medicaid Services (CMS) have worked to develop implementing drug card regulations. The IHS staff participated in many workgroup meetings and nationally televised training sessions, developed a standardized Indian health drug card agreement and addendum, negotiated agreements with the two drug card sponsors, and prepared IHS computer systems prescription billing. Pursuant to an interagency agreement between the IHS and the CMS, the IHS staff developed a training materials toolkit used to train over 580 IHS, tribal, and urban (I/T/U) staff at 14 regional meetings. The drug card program is anticipated to affect up to 20,000 I/T/U beneficiaries and generate up to \$24 million in billable revenue for I/T/U sites.



Leslie M. Morris, JD

For providing exceptional leadership for the development and implementation of important regulations and policies

HEADQUARTERS

Mr. Morris has provided exceptional leadership for many important regulations and policies. He was the Alternate Lead Federal Official of the Joint Tribal Federal Self-Governance Negotiated Rulemaking Committee, a key contributor in the development of the Internal Agency Procedures Handbook, and he trained IHS Contracting Officers for negotiations. He contributed to the IHS Final Offer Review Group Process and worked with the Office of General Counsel, the Office of Tribal Self-Governance, and the Office of Tribal Programs to resolve Final Offer issues for Title V negotiations. He served as a member of the Headquarters Audit Review Team. He advised on privacy concerns specific to the implementation of the Health Insurance Portability and Accountability Act, border crossing and related health care issues, extending services to non-beneficiaries, the development of a final rule for the Indian Child Protection and Family Violence Prevention Act, IHS scholarship and loan repayment matters, and at Self-Governance conferences.



Darrell E. Pratt, BA

For a career that touched lives across the Nation by inspiring thousands of professionals to join in serving the IHS mission

HEADQUARTERS

Mr. Pratt has had a significant impact on the healthcare of the communities that IHS serves. He has been in the Federal service for more than 40 years. He served the majority of that time in support of the IHS mission. While he has worked to support many public health issues and initiatives, he is recognized for his work to bring thousands of physicians and other health professionals to serve in the American Indian and Alaska Native communities. While the residents of these communities may not know Mr. Pratt by name, they do know that when there are health care issues that require attention, there are physicians and other health professional staff to serve them. Mr. Pratt has devoted his career to serve the mission of the IHS by bringing others to serve as well.



Robert Twitty

For exemplary leadership during the reorganization and implementation of the Office of Commissioned Corps Operations and the Division of Commissioned Personnel Support

HEADQUARTERS

As the IHS Headquarters Liaison for the Commissioned Corps, Mr. Twitty has represented the IHS with extreme knowledge, unrelenting campaigning, and valuable foresight, all for the benefit of over 2,000 commissioned officers. He spent countless hours assisting in the development of the new Division of Commissioned Personnel Support. He is a key player in determining the needs of the Agency regarding staffing of the newly formed regions and mindful of the wants and needs of the officers. When the Division of Commissioned Personnel dissolved and restructured as the Office of Commissioned Corps Operations, Mr. Twitty advocated for changes that would benefit the IHS, Department of Health and Human Services, Public Health Service, and Nation. His dedication and hard work make a positive ripple-effect impact on the entire IHS Commissioned Corps program.



IHS WebCident Development Team

For development of the online incident reporting system,
WebCident

HEADQUARTERS

WebCident is a new online data system used IHS-wide to collect data about employee, patient, or visitor incidents, and report hazardous conditions. WebCident was developed to replace the agency's old paper-based incident reporting system. Several Environmental Health officers formed a development team with the goal of improving the incident reporting system for the agency. The improved system was quickly adopted by the IHS and 2000 incidents were reported in the first 12 months of use. Some of the innovations found in WebCident include: e-mail notification of incidents sent to designated facility staff, immediate electronic access to incident data, the ability to track and trend incidents and develop effective intervention strategies, and practical electronic reporting tools for facility safety management staff. The WebCident development team is committed to the successful implementation of this new data system and continues to make improvements based on feedback from users.



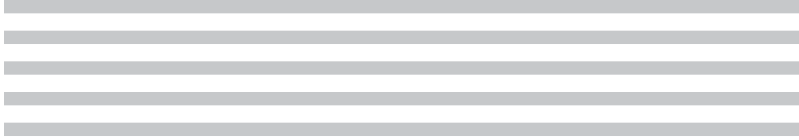


LUANA REYES LEADERSHIP AWARD

Luana Reyes devoted her life to working to improve the health and welfare of American Indian and Alaska Native people. Her integrity, loyalty, hard work, and graciousness made her an exceptional leader and endeared her to all who knew and worked with her.

Ms. Reyes took advantage of the opportunities available to her – and she created opportunities for others and encouraged their development. She was a vibrant and tireless advocate for Indian people whose focused effort and firm leadership helped establish a high-quality health care delivery system.

The Luana Reyes Leadership Award is presented to individuals who reflect the values and characteristics of a future leader. This is an award of encouragement to someone who the Indian Health Service believes can take the path that Ms. Reyes did to make a positive difference.



AWARDS OF INTEREST





2004 Department of Health and Human Services Energy and Water Management Awards

INDIVIDUAL:

**Gordon Delchamps, PE, CEM
LCDR, USPHS**

Mechanical Engineer
Oklahoma City Area IHS

SMALL GROUP:

Gary McFarland

Director
Division of Facilities Management
Billings Area IHS

&

Burke Helmer

Mechanical Engineer
Division of Facilities Management
Billings Area IHS

ORGANIZATION:

Division of Facilities Management

Portland Area IHS

2004 GEICO Public Service Award for Substance Abuse Prevention and Treatment

Alfred B. Benalli

Prevention Specialist
Crownpoint Health Care Facility
Navajo Area IHS



IHS Facilities Engineer of the Year – February 2004

CDR Michael Jensen

Engineer
Office of Environmental Health
and Engineering
Phoenix Area IHS

IHS Federal Engineer of the Year – January 2004

CDR Donald Brafford

Director
Office of Environmental Health
and Engineering
California Area IHS

IHS Sanitation Facilities Construction Project Engineer of the Year – February 2004

LCDR Michael Stover

Senior Environment Engineer
Office of Environmental Health
and Engineering
Phoenix Area IHS





IHS Area Awards Coordinators

JoAnn Agee – Tucson Area
 Scott Anderson – Aberdeen Area
 Regina Barnett – Headquarters
 Ann Church – Headquarters
 Terry A. Dean – Portland Area
 Shirl Eastep – Oklahoma Area
 Olinga Fagan – Alaska Area
 Vee Garcia – Headquarters
 Richard Gerry – Phoenix Area
 Melissa Goldtooth – Phoenix Area

Scott Helgeson – Nashville Area
 Diego Lujan – Albuquerque Area
 Kim Nicholson – Billings Area
 Teresa Northbird-Estey – Bemidji Area
 Mark E. Pike – Tucson Area
 CAPT Nicholas Provost - Headquarters
 Roland Todacheenie – Navajo Area
 Brenda Turner – Phoenix Area
 Debrah Ward – California Area

National Director's Awards Committee

CAPT Nicholas Provost
 Vee Garcia
 Regina Barnett
 Ann Church

Phyllis Eddy
 Sharon Hoppman
 Jennifer Hovencamp
 Verna Miller

Acknowledgements

Special Thanks to:

Ed Conley
 The IHS Area and Service Unit Awards Coordinators
 Mike Durkin
 The National Museum of the American Indian
 Theresa Harjo
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 The IHS Headquarters Public Affairs Staff
 Rob Benson
 Darlene Bear
 Robin Bristow

These individuals and groups provided invaluable support and services throughout the Ceremony planning and production. Thank you to everyone who contributed to this Event.

INDIAN HEALTH SERVICE



OUR MISSION...

TO RAISE THE PHYSICAL, MENTAL, SOCIAL,
AND SPIRITUAL HEALTH OF
AMERICAN INDIANS AND ALASKA NATIVES
TO THE HIGHEST LEVEL.