



Journey to Healthy Communities: Patient Engagement and Cultural Approaches

Tiffani Stark, MHA and Myca Grant Hunthrop, MPH – NCUIH

Johnny Delgado, BAIHP

Susan Levy, Native Health

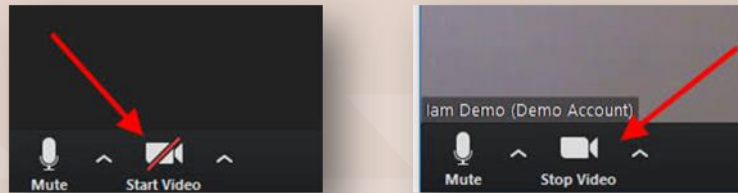


Welcome!

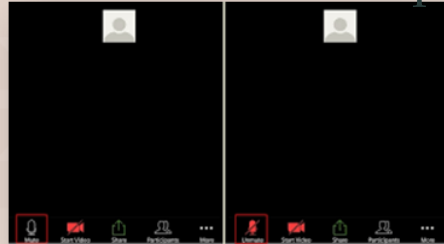


Housekeeping

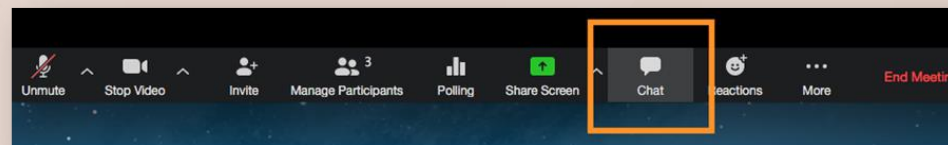
- Turn on video



- Mute your microphone when not speaking



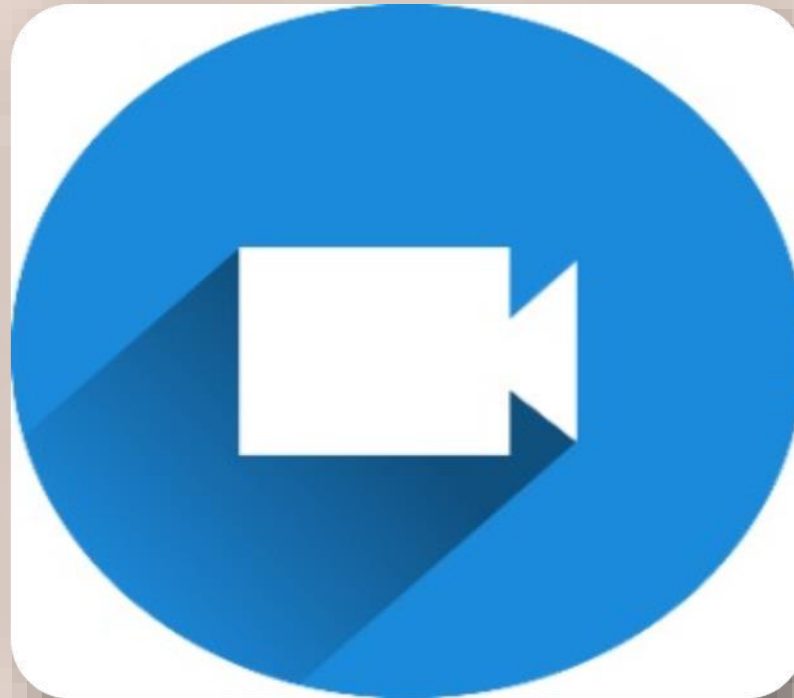
- Enter your name and organization in the chat box





Audio & Video Recording

- Please note that this session will be recorded for educational and quality improvement purposes.





Evaluation

Evaluation link and QR Code:

https://ncuih.qualtrics.com/jfe/form/SV_4VGZLGfia3SI502





Acknowledgment

This content was funded in part by a cooperative agreement with the Centers for Disease Control and Prevention (CDC-RFA-IP21-2107). The Centers for Disease Control and Prevention is an agency within the Department of Health and Human Services (HHS). The contents of this resource do not necessarily represent the policy of CDC or HHS and should not be considered an endorsement by the Federal Government.



ABOUT



NATIONAL COUNCIL *of* URBAN INDIAN HEALTH

The National Council of Urban Indian Health (NCUIH) is the national non-profit organization devoted to the support and development of quality, accessible, and culturally-competent health and public health services for American Indians and Alaska Natives (AI/ANs) living in urban areas.

NCUIH is the only national representative of the 41 Title V Urban Indian Organizations (UIOs) under the Indian Health Service (IHS) in the Indian Health Care Improvement Act (IHCA). NCUIH strives to improve the health of the over 70% of the AI/AN population that lives in urban areas, supported by quality health care centers.



Agenda

- Welcome
- Introductions
 - National Council of Urban Indian Health (NCUIH)
 - Tiffani Stark, Public Health Program Manager
 - Myca Grant Hunthrop, Public Health Project Coordinator
- Bakersfield American Indian Health Program – Johnny Delgado
- Native Health – Susan Levy
- Questions
- Open Discussion
- Conclusion



Introductions

NCUIH

- **Tiffani Stark, MHA**
 - Public Health Program Manager
- **Myca Grant Hunthrop, MPH**
 - Public Health Project Coordinator

Bakersfield American Indian Health Project

- **Johnny Delgado**

Native Health

- **Susan Levy**



Kahoot activity

Kahoot Guide!

Kahoot Interactive Game Instructions:

Using Either **Computer** or **Cell Phone**:

1. Participants should go to <https://kahoot.it/>
2. Type in the Game PIN or Share the QR code on the Screen.
3. Enter a name (real name or an anonymous nickname).
4. **Have FUN!**



Bakersfield American

B·A·I·H·P

Indian Health Project

Vaccine Equity

Mr. Johnny Delgado, Grants Program Director

**Journey to Healthy Communities: Patient Engagement
and Cultural Approaches
American Indian Alaska Natives
November 10, 2022**





501 40th Street, Bakersfield, CA 93301

Indigenous Wellness Center



Who We Are

Originally established in 1997, The Bakersfield American Indian Health Project (BAIHP) is an urban Indian health program funded by the Indian Health Service as an outreach and referral center (BAIHP incorporated as a formal company in 2013). It is the only Indian healthcare facility in Kern County. BAIHP serves a client population representative of over 220 tribes across the nation, who currently reside in Kern County. BAIHP is a culture-based health access and advocacy program designed to enhance the health and well-being of the urban American Indian and Alaska Native (AIAN) community. BAIHP provides medical case management, basic general medical services, mental health counseling, substance abuse counseling, transportation assistance, and contract medical referral services. BAIHP also provides youth suicide and substance use prevention programming, outreach and education, and holistic wellness and cultural services to its AIAN community.

Our Mission

To serve the American Indian Alaska Native people residing in Kern County by providing services that contribute to the health and vitality of the community in a respectful manner with high regard for cultural values, Tribal affiliation, spiritual, and personal values of individuals.

Our Vision

BAIHP envisions a vibrant, healthful life for future generations of American Indian Alaska Natives in Kern County by delivering sustainable, culturally integrated services, and fostering continuous community connection and whole wellness.

COVID-19 Before and After

- Prior to COVID-19, BAIHP employed approximately 12 staff and leased 4000 sq ft. Through multiple rounds of funding, BAIHP was able to invest in its infrastructure and ultimately purchase its own facility (approximately 15,000 sq ft. in a two-year period.)
- BAIHP increased staffing by double (22 employees in a two-year period) and is actively recruiting for four positions.
- BAIHP has expanded services to include limited primary care.
- BAIHP was able to utilize COVID-19 funding for emergency housing, utility assistance, and food for clients.
- BAIHP purchased two vehicles to enhance and deliver transportation to its patient population.
- The funding received through the pandemic allowed BAIHP to modernize its technology, facility, and overall increase its capacity.

Although BAIHP has experienced tremendous growth and success through its utilization of funding, however, the AI/AN people continue to have one of the highest mortality rates of COVID-19. To address this, BAIHP is striving to open an Indigenous Wellness Center to connect patients with culturally and linguistically appropriate services and resources.



Vaccine Equity Project (VEP)

In June 2022, BAIHP was awarded the Vaccine Equity and Health Disparity funding from the Community Action Partnership of Kern (CAPK) to promote vaccine awareness, host a weekly COVID-19 clinic, offer vaccines at BAIHP events, and incentivize those who vaccinate.

BAIHP began its VEP campaign in August and doubled its vaccination rate from January through July.

BAIHP offers the Pfizer & Moderna vaccine, including the booster doses, to anyone requesting it.

BAIHP offers no-cost vaccinations and incentives using gift cards from Target.

BAIHP offers transportation no-cost to patients to and from the clinic or for medical related needs with contracted providers.





The Effects of Vaccine Equity

Since being awarded Vaccine Equity Funding, BAIHP's vaccination rates have dramatically increased.

Zip codes reached: 24

COVID-19 Vaccination rate: 300% increase

Flu Vaccination rate: 50%

BAIHP will host 1-2 events in December to spend down the remaining VEP Funding. VEP funding is set to expire end of the year.

Challenges

- Staffing
- Service area
- Funding Limitations
- Community Engagement Limitations
- Lack of support from other community organizations
- Community awareness

BAIHP Values 2 & 6

2 - We plan and build for longevity

#6 - We value culture, language, and identity; equity and equality for all

THANK YOU!



NATIVE



HEALTH

Accredited by



Welcome to NATIVE HEALTH's Patient and Community Engagement Presentation




NATIVE HEALTH has three clinical sites in the metro- Phoenix area



COVID Vaccines, Flu Vaccines, And Health Engagement



How NATIVE HEALTH engages patients and the community



NATIVE HEALTH
your healthcare home
4041 North Central Avenue
Building C
(602) 279-5262
www.nativehealthphoenix.org

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ACCREDITATION AUTHORITY
for AMBULATORY HEALTH CARE, INC.

Native Health Phoenix
18K followers · 432 following

Posts About Mentions Fundraisers Reviews Services More



nativehealthphoenix

View insights Boost post

Liked by keepphxbeautiful and 177 others

nativehealthphoenix A great night at Indigenous Peoples Day PHX in downtown Phoenix. Enjoyed meeting President Nez, thanks for... more

October 10



Flu and COVID-19 Vaccinations

Saturday, October 29 | 9 a.m.-1 p.m.

I'tom Hiapsi - 9405 S Avenida del Yaqui, Guadalupe

- Children and adults age 5 and older
- Pfizer Booster for children and adults, age 12+
- 2nd Boosters for 50+ or immunocompromised

Walk-ins welcome — no appointment needed. For more information call (480) 768-2033.





FREE COVID-19 RAPID TESTING

Results within 1-4 hours!

Wednesday, August 17

1:00 p.m.- 6:00 p.m.

Saturday, August 20

10:00 a.m.- 3:00 p.m.

NATIVE HEALTH'S Mobile Unit will be located at the I'tom
Hiapsi Building - 9405 S Avenida del Yaqui in Guadalupe.

No cost and no insurance billed. Open to the public.
Walk-ins welcome – no appointment needed.



For anyone ages 6 months and older.

NO COST Drive-Thru Flu Shot Clinic


Saturday, October 22
10 a.m.-3 p.m.

NATIVE HEALTH Central
4041 N. Central Ave., Building C - Phoenix

Open to the public! Walk-ins welcome!
No registration required. For more
information call 602-541-8680.



your healthcare home

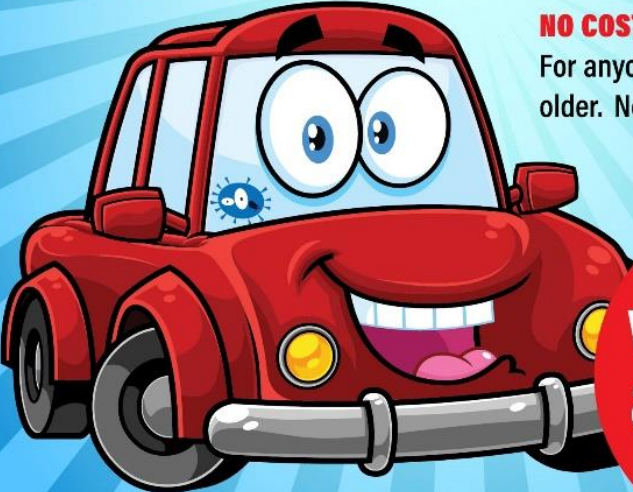
NATIVE  HEALTH

Drive-Thru Flu Shot Clinic

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NO COST! Open to the public.
For anyone ages 6 months and
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**Get
vaccinated
and squish
the flu!**





NATIVE HEALTH



MISSION STATEMENT:
To provide accessible holistic patient centered care, to empower our community to achieve the highest quality health and well-being.

- | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| <p>NATIVE HEALTH Central
4041 N. Central Avenue
Building C - Phoenix
Monday-Friday, 8 a.m. - 7 p.m.
(602) 279-5262</p> | <p>NHW Community Health Center
2423 W. Dunlap Avenue - Phoenix
Monday-Friday, 8 a.m. - 7 p.m.
(602) 279-5351</p> | <p>NATIVE HEALTH Mesa
777 W. Southern Avenue
Building E - Mesa
Monday-Friday, 8 a.m. - 5 p.m.
(480) 550-4048</p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|

NATIVE HEALTH WIC Locations - For appointment call 800-470-5930

- NHW Community Health Center
- NATIVE HEALTH WIC - 16th Street
- NATIVE HEALTH WIC - Guadalupe
- NATIVE HEALTH Mesa
- 4212 North 16th Street - Phoenix
- 9405 South Avenida del Yaqui Guadalupe

www.nativehealthphoenix.org

NATIVE HEALTH

OPEN HOUSE 2022

and HEALTH FAIR
a Native American Recognition Days event

TODAY - RIGHT AFTER THE PARADE

10 a.m. - 2 p.m.
4041 North Central Ave. - Building C



• FREE FOOD AND DRINKS
• INFLATABLES • PHOTO BOOTH
• GAMES • FACE PAINTING
• CRAFTS AND MORE!

HEALTH FAIR INCLUDES:
FREE DENTAL SCREENINGS,
FLU SHOTS, DIABETES SCREENINGS
AND OTHER HEALTH TESTS.



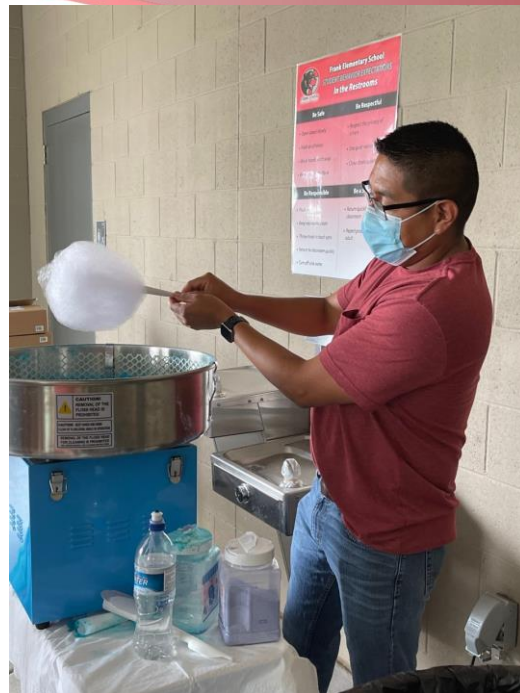
Health Fair sponsored by

MOLINA HEALTHCARE

Molina Complete Care







nativehealthphoenix



327 views · Liked by hopi_times

nativehealthphoenix Today is National Drug Take Back Day. We're at PIMC. If you have any medications you'd like to dispose of, come by until 2:00 p.m.

2 days ago

nativehealthphoenix




956 views · Liked by h.e.r.medicine

nativehealthphoenix Don't forget to check out Indigenous Peoples' Day PHX until 10:00 pm tonight. Many amazing things to do and experience. Come support the community.

October 10

Navajo Times Ads

FREE BACKPACK with SCHOOL SUPPLIES
for children who receive back-to-school physicals at NATIVE HEALTH locations. *By appointment only.*



COVID-19 vaccinations, boosters and testing available at all locations

NATIVE HEALTH Central
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Building E - Mesa
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www.nativehealthphoenix.org

Your one stop for all your healthcare needs in Phoenix and Mesa.



Medical
Dental
Behavioral Health

AHCCCS and private insurance accepted.
Dental Services available at our Central Avenue and Dunlap Avenue locations.



NATIVE HEALTH Central
4041 North Central Avenue
Building C - Phoenix
(602) 279-5262



NHW Community Health Center
2423 W. Dunlap Avenue, Phoenix
(602) 279-5351



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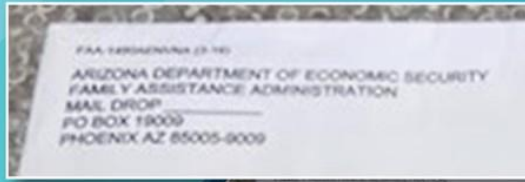


701 views - Liked by azalliancechcs

nativehealthphoenix Are you on AHCCCS? If so, have you updated your information? AHCCCS and DES have been sending letters to participants to update their... more

October 11

Are you on AHCCCS? Did you get this envelope?

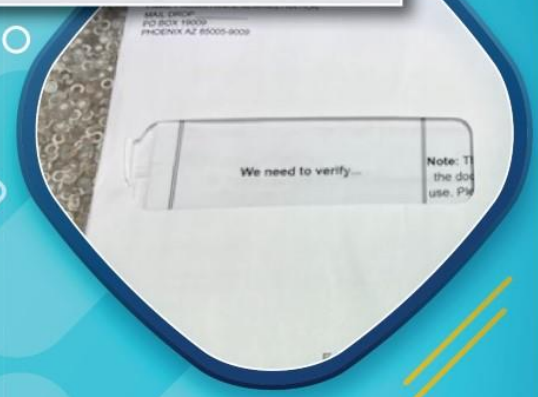


Did you open it AND respond? If not, you might get dropped!

If you or your household receives a letter from AHCCCS requesting information about your healthcare renewal, please respond. This will help ensure that your AHCCCS coverage remains active.

NATIVE HEALTH's FHA's can help you! We're available in person, via Zoom, or phone. Days, evenings and weekends. We make it convenient!

For more information call **(602) 285-9492** or email: ematus@nachci.com



 NATIVEHEALTHPHOENIX
Posts

6 days ago

 nativehealthphoenix 



0:49

[View insights](#) [Boost post](#)

446 views · Liked by phxindcenter

nativehealthphoenix Check out Alana Yazzie's (The Fancy Navajo) Get Out the Native Vote video (and her yummy Blue Corn Mush breakfast).

6 days ago

- **Outreach plays a critical role in facilitating access to NATIVE HEALTH's programs and services.**
- **Outreach is about people and trusting relationships with the communities we serve.**
- **Meet the community where they are.**
- **Outreach brings an increase in utilization and WORKS!**

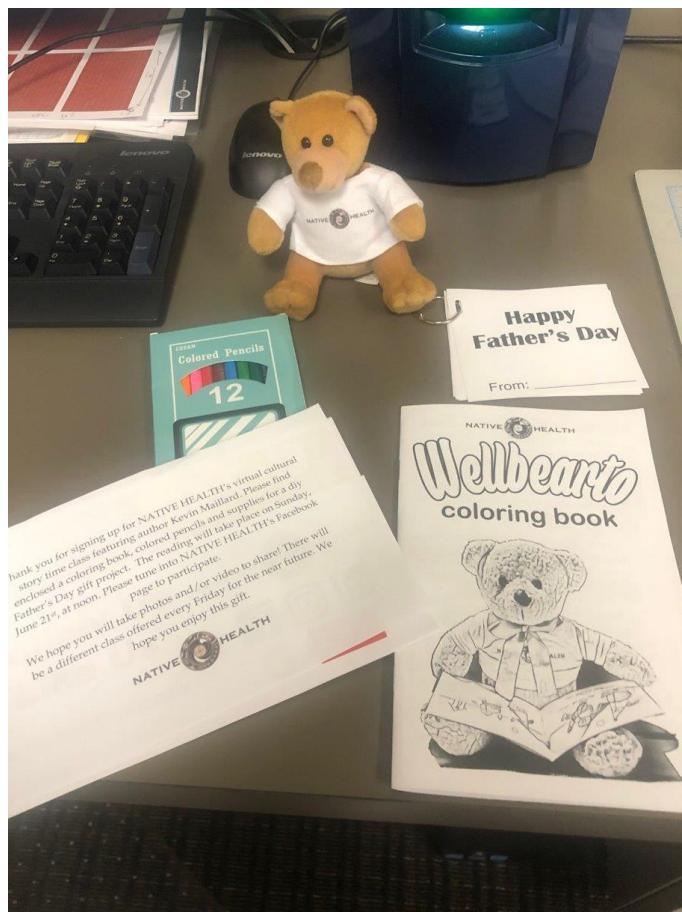
NATIVE HEALTH

Free virtual and in-person community classes

- *Safe Sleep/home safety
- *Infant Massage
- *Beading and other cultural classes
- *Childbirth & car seat classes
- *Read It and Eat
- *Cooking classes



NATIVE HEALTH's Mascot, Wellbearto



NATIVE HEALTH Newsletter

- *Monthly distribution 23,000+
- *Sign up on NATIVE HEALTH's website
- *Articles
- *Inclusion of community events, conferences, scholarships, resources, etc.

NATIVE HEALTH Newsletter Upcoming Events



Volume 16, Issue 10 - October 2022

Greetings!

The fall is an exciting time at NATIVE HEALTH. We have many exciting events planned for Native American Recognition Days (NARD), including our Annual Open House and Health Fair (October 8), Drive Thru Flu Shot Event at NATIVE HEALTH Central (October 22), Trunk or Treat at NATIVE HEALTH Mesa (October 28), and a Bike Rodeo at NATIVE HEALTH Mesa on Saturday, November 5, and many more events that are included in the articles below. We are excited to be back in the swing of things and working within the community again!

Please see the article blocks below for our upcoming community events.

October is an exciting month in Phoenix and surrounding areas as well. Native American organizations and the



NATIVE HEALTH

Native Talk Arizona Radio

Talk Show & Podcast

*Native Talk Arizona is aired weekly on KRDP 90.7 in Phoenix.


*iTunes Podcasts, Spotify, and Google Podcasts







Our guests this week on

Native Talk Arizona

NATIVE HEALTH's Native American cultural affairs radio program with host, Lanasha Puati.



 <p>Jordan James Harvill National Program Director Advance Native Political Leadership</p>	 <p>Shawn Spruce Programs Consultant with First Nations Development Institute</p>	 <p>Craig Marks Artist in Residence for the Dreamcatcher Foundation</p>	 <p>Mariah Abeita Owner of Pony Puff Beads</p>
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Three Ways to Listen:

Tuesdays, 7:00 p.m.
on www.listen2krdp.com

KRDP
INDIGENOUS COMMUNITY TALK. SING. CONNECT.
listen2krdp.com

with an encore presentation
Thursdays at 4:06 p.m.

Wednesdays, 4:00 p.m.
on 90.7 FM KRDP

KRDP
90.7 FM TALK. SING. CONNECT.

or download podcasts on:

Listen on  Apple Podcasts Listen on  Google Podcasts

 Spotify

and on our website:
www.nativehealthphoenix.org/community/native-talk-arizona

Helpful (and obvious) tips:

- **Be open.**
- **Learn what others have tried**
- **Seek new ideas and new ways of approaching challenges.**
- **Borrow great ideas.**

Where do you find new ideas to reach your patients, clients, and the community?

Here's a few suggestions:

- **Brainstorm and borrow great ideas.**
- **What is familiar and common to others might be new to you.**
- **Search other UIO's social media to reach their community. Tailor it to your UIO.**
- **Reach out and ask for a 30-minute call for more information and advice. Most people will be honored to share their ideas with you.**

- **No one knows your community better than the people you work with and serve.**
- **People you work with are uniquely qualified to identify what your community needs and what will resonate with them.**
- **Invite people to contribute.**
- **Be open to having people who don't use your services contribute their ideas.**
- **Commit to trying a variety of approaches and discover what fits best!**

Thank you!

Contact information:

Susan Levy, slevy@nachci.com

(602) 279-5262

www.nativehealthphoenix.org



Contacts and Evaluation

NCUIH

- **Tiffani Stark**
 - Public Health Program Manager
 - tstark@ncuih.org
- **Myca Grant Hunthrop**
 - Public Health Project Coordinator
 - mgranthunthrop@ncuih.org

Evaluation link and QR Code:

https://ncuih.qualtrics.com/jfe/form/SV_4VGZLGfia3SI502





Upcoming NCUIH Events

- 11/15/22 One-Off: Boarding School
- 11/16/22 IPC Orientation
- 11/17/22 Electronic Case Reporting (eCR) Info Session
- 11/29/22 2022 4in1 Peer-to-Peer Solutions Center (P2PSC/HIV OH/CC)
- 11/30/22 Missing and Murdered Indigenous People (MMIP) Virtual Dialogue
- 12/14/22 Vaccine Equity's Journey to Healthy Communities: COVID-19 Guidelines
- 12/15/22 P2PSC - HIT Technical Assistance Support

<https://ncuih.org/events/>



NCUIH Funding Opportunities

Electronic Case Reporting (eCR) UIO Subgrant Award - Year Two

- Funding Opportunity for eCR Implementation - Three UIOs will be awarded up to \$84,600 each
- Applications are on a rolling basis: <https://form.jotform.com/222855001823146>

Emergency Preparedness and Vaccination Planning Storyteller Application (2022-2023)

- Funding opportunity - 10 UIOs will be awarded up to \$30,000 each
- Applications are open now: <https://ncuih.org/event/emergency-preparedness-and-vaccination-planning-storyteller-application-2022-2023/>



NCUIH

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