

Southcentral Foundation Leadership Plenary

2018 Baldrige Fall Conference

Karen Caindec, Secretary/Treasurer, Board of Directors



65,000 Voices





Malcolm Baldrige
National Quality Award


2011 & 2017 Award Recipient

SCF Service Unit



Customer-Ownership





Dr. Terry Simpson
Athabascan
15 Years Service

Charles Anderson
Aleut
15 Years Service

Roy M. Huhndorf
Yup'ik
23 Years Service

James Segura
Athabascan
36 Years Service

Karen Caindec
Tlingit
14 Years Service

Charles Akers
Yup'ik
9 Years Service

Southcentral Foundation Board of Directors

The background of the slide is a scenic landscape. In the foreground, there are vibrant pink and yellow flowers, likely Salix (willow) flowers, growing in a field. In the middle ground, there is a calm lake reflecting the sky. In the background, there are snow-capped mountains under a clear blue sky.

Vision

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

Mission

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

A photograph of a family of four, consisting of a woman, a man, and two children, sitting together and smiling. The woman is on the left, wearing a patterned top. The man is on the right, wearing a brown hoodie. They are holding two children, a toddler and a baby. The background is plain white.

People Shared Their Top 5 Needs

Domestic Violence

Child Abuse

Child Neglect

Behavioral Health

Addictions



We Changed Everything



We developed the Nuka System of Care

- Customer-ownership
- Relationships
- Culturally-respectful care
- Team-based care
- Same-day access
- Built to innovate

Governance

Defining the River Banks



Baldrige Journey

2005

First application submitted to National program

2007

First Site visit
National program

2010

State Award Recipient

2012-2017

Annual writing of application

2009

First state award application

2011

Fourth application submitted to National program

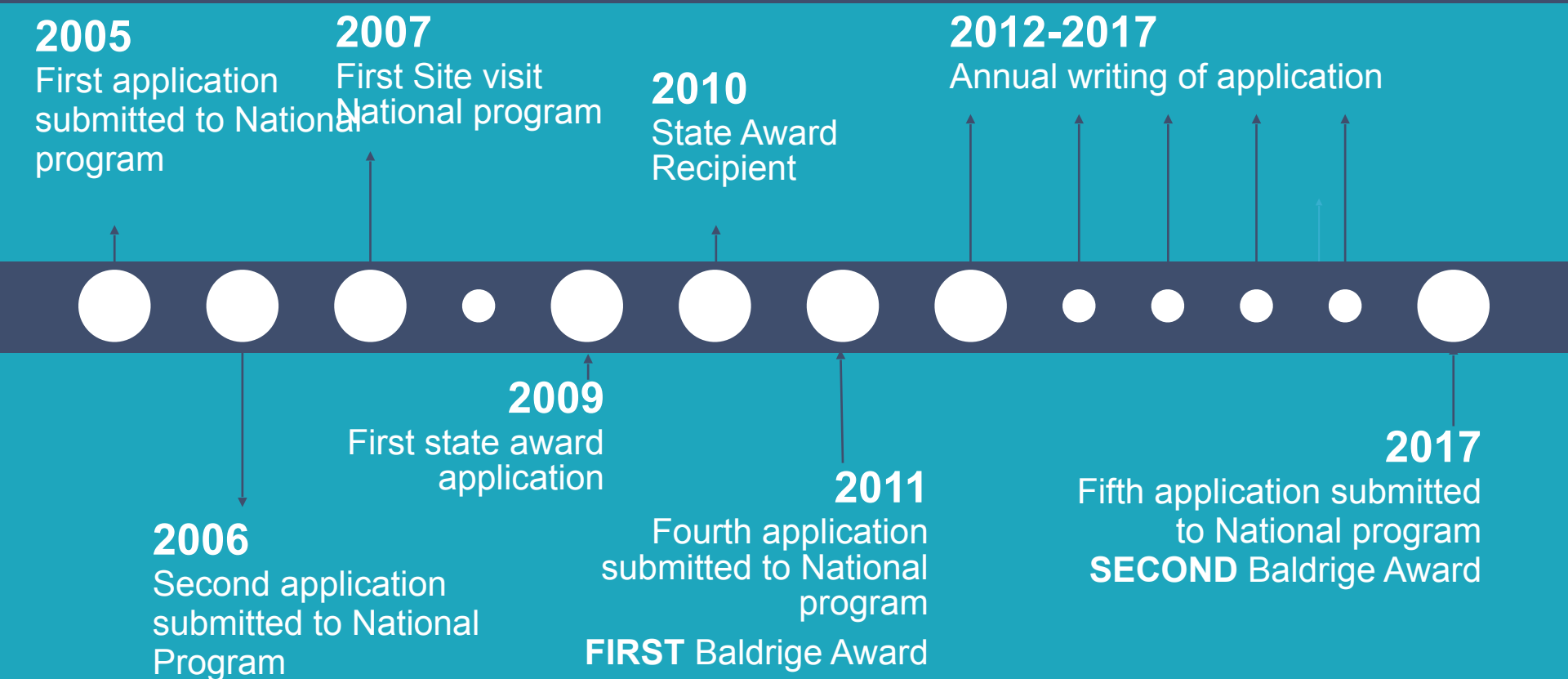
FIRST Baldrige Award

2006

Second application submitted to National Program

2017

Fifth application submitted to National program
SECOND Baldrige Award



Functional Committee Structure



Operations
Committee



Quality
Assurance
Committee

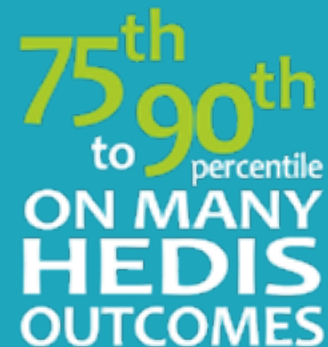


Process
Improvement
Committee



Quality
Improvement
Committee

Why listen to our story?





Celebrate!

Thank You!

Qa̕aasakung

Aleut

Quyanaa

Alutiiq

Quyanaq

Inupiaq

Awa'ahdah

Eyak

Mahsi'

Gwich'in Athabascan

Igamsiqanaghalek

Siberian Yupik

Háw'aa

Haida

Quyana

Yup'ik

T'oyaxsm

Tsimshian

Gunalchéesh

Tlingit

Tsin'aen

Ahtna Athabascan

Chin'an

Dena'ina Athabascan

