



Connections

Eastern Band of Cherokee Indian's
Health and Medical Division

Volume 5

January 12, 2004

The mission of the Eastern Band of Cherokee Indian's Health and Medical Division is to assist tribal members in achieving and maintaining their desired quality of life, by providing an exceptional, community focused health system and to serve as good stewards of tribal resources entrusted to us.

“Moments of Excellence”

The staff at HMD would like to congratulate Casey Cooper on his appointment as CEO at Cherokee Indian Hospital.

“Nobody who ever gave his best regretted it.” George Halas

Thank you for giving us your best.

We let you go knowing you will give your best to Cherokee Indian Hospital.

Casey, Home Health and Community Health would like to thank you for your help during the past few weeks. We appreciate your participation and advice more than you know.



WE WANT TO KNOW?

Are there thoughts you'd like to share with Casey?

Send your replies by email to jodiadam@nc-chokeee.com or to summlloss@nc-chokeee.com or if you would like to submit anonymously through the mail.

Finding The Opportunity Within The Problem

By Zig Ziglar

You can find at least two ways to look at virtually everything. A pessimist looks for difficulty in the opportunity, whereas an optimist looks for opportunity in the difficulty. A poet of long ago put the difference between optimism and pessimism this way: "Two men looked out from prison bars. One saw mud, the other saw stars."

Unfortunately, many people look only at the problem and not at the opportunity that lies within the problem. Many employees complain about the difficulty of their jobs, for example, not realizing that if the job were simple the employer would hire someone with less ability at a lower wage. A small coin can hide even the sun if you hold the coin close enough to your eye. So when you get too close to your problems to think objectively about them, try to keep in mind how your vision can be obstructed, take a step back, and look at the situation from a new angle. Look up instead of down.

Pessimism muddies the water of opportunity. Think about this example: Anytime an innovation comes along promising to make life easier and people more productive, someone always complains that it will put people out of work. When Eli Whitney invented the cotton gin, protesters said that it would put thousands of people out of work. Instead, the invention made the production of cloth much cheaper, and millions of people could afford more clothing, which created countless jobs.

. . . You can't do anything to change the fact that a problem exists, but you can do a great deal to find the opportunity within that problem. You're guaranteed a better tomorrow by doing your best today and developing a plan of action for the tomorrows that lie ahead. Just remember to maintain a positive mental attitude so that, as you plan for tomorrow, you're doing so with the sense of expectancy that produces substantially better results.

Look for the stars!!!

UP AND COMING

January	19	Martin Luther King Day
	20	2003 QA, Goals, Competency, Satisfaction surveys due.
February	16	President's Day
	17	2004 Quality Assessments due. (the 8 month version)
March	9-10	CIH-HMD FY-2005 Program Planning at GLW

Frequently Asked Questions

*Question: My son gets off the bus at 4:00 and I don't have a sitter.
Can he stay in my office until 4:30?*

Answer: Section 4.24 Visitors in the Work Place, states: In order to maintain the efficiency and safety in the workplace, visitors are not allowed except during designated breaks and lunch periods. Children may be allowed *during emergency situations* at the discretion of the appropriate supervisor.

HMD NEWS

ADMINISTRATION

HMD welcomes Michael Spencer. He will be doing an internship with us and Cherokee Indian Hospital for the next 3 months.



BEHAVIORAL HEALTH
CHEROKEE CHOICES
CHEROKEE COUNTY CLINIC
CHEROKEE PHARMACY
CHILDREN'S DENTAL
COMMUNITY HEALTH
(CSC, MCC, Health Check, CHN, CHR)
DIABETES
HEALTHY CHEROKEE and
INJURY PREVENTION
HOME HEALTH
MEDICAL ACCOUNTING

MEDICAL COMPLIANCE

Annual Review Process: Each program will be evaluated for a "baseline" review, and if I feel that the issues raised are significant the program will get another "review" in 60-90 days. Each program will then be audited on an annual basis.

As Casey has stated before, we work with a professional and committed group of people. Each program has cooperated fully and been very pleasant in my efforts to do these reviews. I know having someone come in and put your program under the microscope can be stressful and upsetting. I appreciate your cooperation and commitment to provide quality, professional medical services on behalf of the Health and Medical Division and the Eastern Band of Cherokee Indians.

QUALLA YOUTH HEALTH CENTER
(ELEMENTARY SCHOOL NURSE, HEALTH OCCUPATIONS, HIGH SCHOOL NURSE)
RECOVERY SERVICES CENTER
(RECOVERY COMMUNITY SUPPORT)
SUPPLEMENTAL HEALTH INSURANCE
THIRD PARTY BILLING
TRIBAL CONTRACT HEALTH SERVICES
URGENT CARE
WELLNESS CENTER

WIC

- The WIC Program is alive & well & looking forward to a new year. February will be especially fun; USDA will be coming at the end of the month for our management evaluation. This is a 4 day event where USDA staff visit and check all aspects of program operations.

- Birthday wishes this month go to Julie Maney. Denise A. Woollard will celebrate her 3rd year anniversary working in WIC this month, too. Congratulations and best wishes to both of these ladies. They do a great job!
- **January is Birth Defects Prevention Month. For more information contact:**
 March of Dimes Birth Defects Foundation
 1275 Mamaronek Avenue
 White Plains, NY 10605
 (888) 663-4637 <http://www.modimes.org>
- Remember, to encourage all women who could possibly become pregnant to take 400 micrograms of folic acid every day. This could help to prevent up to 70% of some types of serious birth defects. The most important thing to remember is these women **have to take folic acid before they get pregnant.** Folic acid is a B vitamin and is found in some enriched foods and vitamin pills. Folic acid helps form the baby's brain and spine during pregnancy. It takes a lot of planning and choosing the right foods to get the necessary 400 micrograms of folic acid in a diet. Most multi vitamin supplements contain this amount, making this choice the surest and easiest way to get this amount of folic acid. It is a small amount but can make a BIG difference! The WIC office has some folic acid educational materials available if anyone would like some.

WOMEN'S WELLNESS

WOUND CARE

Congratulations to Judy Wade on the completion of 2 years of service for the tribe.

REMEMBER THESE? Five years ago when I first came on board we asked this question.

If I were your Fairy Godmother and you could have 3 wishes for your department what would they be?

Cherokee Women's Wellness: 1. Two healthcare providers. 2. More training 3. More money for operating costs.

Cherokee Home Health: 1. Cable T.V. 2. Bigger Budget. 3. Money for equipment.

Cherokee Co. Clinic: 1. Maintenance man - janitorial service. 2. New Pa/Doc 3. More programs involved in clinic.

CSC: 1. Computer. 2. Vehicle. 3. Support staff /help billing/memo's/mail/etc.

CES Health Center: 1. More space (building, bathroom) 2. More parking space. 3. Bridge the gap between school and CHC.

Ex Sec: 1. More time 2. Learn more about computer 3. is more organized.

Cherokee Diabetes Program: 1. More patient's 2. Smoother flow (patients, screening, etc.) 3. Traveling/mobile unit.

W.I.C.: 1. Do away with paperwork 2. Per-Capita check not be counted as income 3. More Space.

Teen Clinic: 1. Cleaning Service 2. RPMs hook-up 3. Landscaping – signs - medicines.

RTC: 1. Storage space 2. stove in kitchen 3.?

Maternity Care Coordination: 1. More space. 2. Computer printer to print faster 3. Money for Ed. Supplies/baby bucks

CDU: 1. Halfway house. 2. Move out of hospital 3. more staff if we move out & if we do inpatient.

Housekeeping: 1. More help 2. Own new carpet cleaning system. 3. New equipment

Tribal Planning: 1. Routine basis, file things away, type, routine phone calls. 2. Provide training to one RPM on a routine basis/ comp, access 3. Internet link

Behavioral Health: 1. Good big Bld. Adequate facilities, good furniture, equip. 2. Provide all mental health treatments. 3.?

CHR: 1. Better vehicle for CHR's to make home visits. 2. Better Communication throughout. 3.?

CHEROKEE INDIAN HOSPITAL NEWS

FLU CLINIC
CHEROKEE INDIAN HOSPITAL
FRIDAY, JANUARY 16
9 AM - 6 PM
Video Conference Room
Immunizations given until
supply is exhausted.
AVOID THE FLU

EBCI NEWS

REPORTS

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CIH DEPARTMENT HEAD

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