



Connections

Eastern Band of Cherokee Indian's
Health and Medical Division

Volume 5

March 1, 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”

Attention, Attention, may we have your attention please.



Big Cove Head Start donates Teddy Bears to Cherokee Indian Hospital and Buckle Bear gets a hug.

Jody-

I just wanted to let you know about a CIHA employee that deserves some recognition for her kindness and willingness to be of great assistance. Her name is Carol Stephens and she works in the outpatient clinic. Today I had to call to make an appointment for a patient and I have never been treated with such kindness and respect as I was today. I know that often times when good things happen, you do not hear about them. It's usually only the bad. However, I thought that this kind and generous lady should be recognized for a job well done!

ElizaBeth Thompson, RN
RN Case Manager
Cherokee County Clinic

“One never rises when pulling another down.” Anonymous

HMD/CIHA Program Planning **Write It Down, Make it Happen**

A couple of years ago I read a book called **Write It Down, Make it Happen**. It was one of those little books that you pick up at the bookstore that causes you to reflect and think about that dreaded phrase: Goal Setting. The theory behind the book was if you write down and declare what you want in life you would work toward it. I wrote down a little red convertible and a baby blue wool suit. Now my car is not red, it's green and I do have a baby blue suit. Trivial you might say but the idea that by documenting your intentions gives you cause to work toward achieving them is worth noting. This is the intention of program planning. If you don't write down your goals for your program then inevitably you will accomplish little more than survival. It's raising your staff to another level and being proactive instead of reactive. It's taking control of the destiny of your program and not falling prey to the everyday trivial emergencies that sometimes dictate our actions. Ok. I admit this could be reaching, but it works. Remember that when you see a green flash buzz by you on the interstate with blond hair blowing in the wind.

J. Adams

Handling Customer Complaints

By Zig Ziglar and John P. Hayes, Ph.D.

Consider these statistics:

Dissatisfied customers typically tell eight to ten people about their dissatisfaction. One in five will tell twenty. Ouch!

It takes twelve positive transactions to make up for one negative transaction.

At any given time, at least 25 percent of your customers are dissatisfied enough to consider looking elsewhere.

A loyal customer is worth ten times the price of a single purchase.

All of the above is to say that taking care of the disgruntled customer or provider may be every bit as important, if not more important, than your next patient visit. There's never been a perfect marketer and there never will be. Sooner or later, you're going to disappoint a customer. Some weeks you may disappoint a lot of customer. That's just the way it goes. But that doesn't mean you must accept it. When customers contact you to let you know they're unhappy, the best thing you can do is resolve the problem as quickly as possible.

Seven of ten dissatisfied customers will do business with you again if you resolve their complaints in their favor. Even better, if you will resolve a complaint at the time a customer raises it, 95 percent of the time that customer will continue doing business with you.

Don't let complaints fester, and do everything you can to make your customers feel that it's okay to complain. Let them know that even if you can't fix every problem, you're at least interested in listening and trying to be helpful. When a patient complains send a postcard and invite feedback, good or bad. If you have a toll-free number, use it to solicit comments from your customers. Be alert for complaints and settle them as quickly as you can.

UP AND COMING

March	9-10	FY-2005 Program Planning for HMD and CIHA
	16	HMD Manager Meeting
	24	Governing Board at CIHA
	25	Health Board
April	9	Easter, Tribal Holiday

Frequently Asked Questions

Question: What do I need to bring to program planning?

Answer: A positive attitude, a clear mind, a smile, any planning you have done with your program in the last year, a laptop if possible.

HMD NEWS

ADMINISTRATION



Training
Agenda.doc

Angela Davis will be here this week doing QMAN training at CIH in the Video Conference room. Classes begin at 9:00.

BEHAVIORAL HEALTH

- Congratulations to Dr. Mary Wilkie. She was selected to present at a Symposium at the 2004 American Psychological Association Annual Convention in July/August 2004. The Symposium title is "New Directions in Ethnic Minority Research".
- Congratulations to Rebecca Fugate, M.S. Outpatient Therapist for passing her licensure examination to be a Licensed Professional Counselor.
- Happy Birthday to Betty Smith & Rich Panther.
- Happy Work Anniversary to Dr. Patricia McClanahan.

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

- A thanks goes to Katrina Taylor for consolidating payroll information for Brenda Johnson. Brenda has been busy working on the cost report and this information is vital in preparing the report.
- Congratulations to the following Health & Medical employees for having clean orders by areas in GEMS:

Cindy Chandler, RTC

Lilly Tolley, Home Health

Jeanelle Littlejohn, Community Health

Dusti Bradley, SHIP

Michelle McCoy, Injury Prevention

Angie Odiear, Contract Health

Lisa Huskey, Cherokee Pharmacy & Urgent Care

Terri Burton, Medical Accounting

Keep up the good work!

MEDICAL COMPLIANCE

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

WOMEN'S WELLNESS

WOUND CARE

CHEROKEE INDIAN HOSPITAL NEWS

The Cherokee Hospital news is as follows:

American Red Cross Blood Drive

Cherokee Indian Hospital

Friday, March 12, 2004

8 AM - 12:30 PM

Main Conference Room

Bring photo ID when you come

All blood types urgently needed

Call 497-9163, X 498 for appointment

EBCI NEWS

Applying for a grant for your program. Here are the latest forms and procedures implemented by the Grants Compliance office. Save these forms.



Grant Cover Sheet
02-13-04.doc



Procedures for Grant
Applications 02-13-04

REPORTS

HMD MANAGER'S is March 16 at 9:00.

HEALTH BOARD is Wednesday at 8:30 in Council Chambers.

CIH DEPARTMENT HEAD

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