



# INDIAN HEALTH COUNCIL, INC.



Spring 2012

A quarterly newsletter published for the clients and associates of Indian Health Council, Inc.

Volume 28 Issue 1



## Empanelment...

### A New Phase of Patient-Centered Medical Home Methodology

“Empanelment” is a word that may sound new to you. The concept is significant to our patients and our community. The goal is to increase client and provider satisfaction, and to improve delivery and continuity of care. Simply put, empanelment helps us serve you better.

The Fall 2011 issue presented Indian Health Council’s Strategic Concept to “become the Preferred Patient-Centered Home and Provider of Choice to our Community.” Chief Medical Officer Dan Calac, MD, explains, “Our initial step was to form Medical Primary Care Teams comprised of a Primary Care Provider and support staff. A team is assigned to each patient. The team members thus become your regular providers and partners in your health.”

Your team covers the spectrum of medical services, including screening exams and immunizations; treatment and monitoring of chronic medical conditions; care for urgent medical conditions; and referral for specialty medical care, if needed.

*(continued on page 2)*



**Keep Your Dreams Alive  
Don't Drink and Drive**

## IHC Raises Youth Sobriety to High Art

Indian Health Council has taken its commitment to prevent underage drinking to the streets; specifically to a billboard high above Highway 76 on the La Jolla Band of Luiseño Indians Reservation. The attention-getting billboard, unveiled in February, was designed by the very people IHC’s Underage Drinking Prevention Program is intended to assist and protect: our youth.

One side of the billboard proclaims, “Keep Your Dreams Alive. Don’t Drink and Drive.” The other side graphically depicts how a beer and a car can add up to a cemetery headstone.

The billboard and other elements of the Underage Drinking Prevention Program is funded by a grant from the National Institute of Alcohol Abuse and Alcoholism (NIAAA) and National Center on Minority Health and Health Disparities of the National Institutes of Health (NIH). The grant supports research designed to evaluate and reduce drinking among consortium youth. It was awarded to IHC in collaboration with the Pacific Institute for Research and Evaluation (PIRE) in Berkeley and Scripps Research Institute in La Jolla.

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## Empanelment Leads to Empowerment

Soon, when you visit the Medical Department at the Rincon or Santa Ysabel facility, you will be given information on the empanelment process and your role in choosing a care team.

“This is what empanelment means to us, and to you,” explains CEO Romelle Majel-McCauley. As members of the community, both she and Dr. Calac enjoy being part of a progressive movement at a clinic they both visited as patients and now administrate. “Empanelment means you are part of a healthcare team and the team is part of your healthcare program.”

## Your Medical Home

A medical home is a “home base” for your healthcare needs. It reflects a trusting partnership between the your team and you as an informed patient. This partnership is a two-way street.

## We trust you to:

- Tell us what you know about your health and illnesses.
- Tell us what medications you are taking and ask for a refill when you need one.
- Learn about wellness and how to prevent diseases.
- Respect us as individuals and partners in your care.
- Give us feedback so that we can improve our services.

## You trust us to:

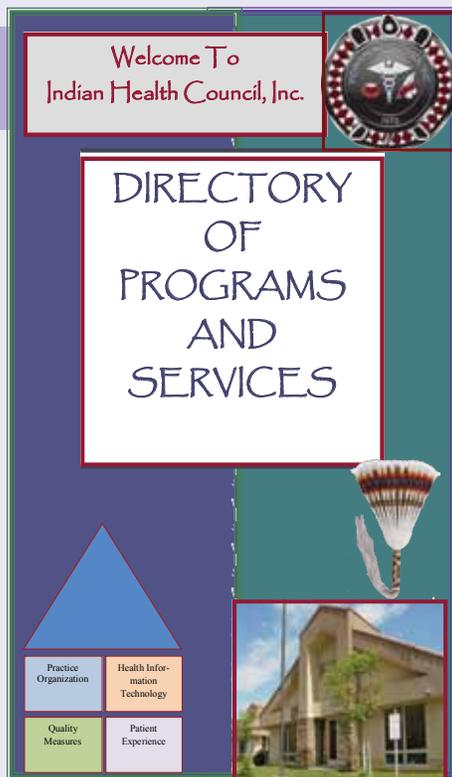
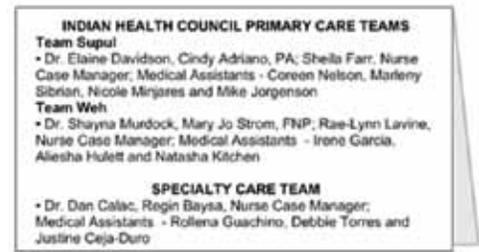
- Respect your privacy: Your medical information will not be shared with anyone unless you give us permission or it is required by law
- Tell you about your health and illnesses in a way you can understand.

## What is Empanelment?

Empanelment is simply linking individuals to a specific provider and their care team. Indian Health Council wants to be your partner by inviting your involvement in selecting what provider and care team you prefer. Based on availability, IHC will assign you to the care team of your choice.

Having a specific care team assigned to you will give you greater continuity of care and allow you to develop a strong partnership with your provider and their care team. Ultimately, it is IHC’s commitment to give you the best healthcare possible.

Indian Health Council takes pride in being at the leading edge of this important healthcare business model, which represents a 21st-century shift to proactive, patient-centered care. We are happy to be your Medical Home.



## Have You Seen Our New Directory?

As you may know, Continuous Quality Improvement (CQI) is an ongoing element in support of IHC’s commitment to you, the client. In an effort to enhance our services to you, the CQI’s Satisfaction Committee created a comprehensive Directory of Programs and Services.

The Directory is like a “welcome mat” to the clinic. It provides an overview of IHC, a greeting from Chief Executive Officer Romelle Majel-McCauley, an easy-to-read profile of each department, including lists of programs and services as well as contact information, and photos of staff whose pleasure it is to provide you with exceptional care and caring.

The Directory also features the names and phone numbers of consortium Tribal Halls and other community contacts. All in all, it’s a handy resource guide that we hope you will use and enjoy.

On your next visit to the clinic, please pick one up. Copies are available in all departments; just ask the receptionist for your IHC Directory of Programs and Services.



Local store clerks happily display their "reward" letters.

The proactive and positive Underage Drinking Prevention Program has made a significant difference in the lives of our youth and in the quality of life in our community.

## UNDERAGE DRINKING PREVENTION PROGRAM MAKES STEADY PROGRESS

An initial \$1 million three-year grant in 2006 propelled the program's inception. A subsequent five-year grant enables the program to continue its successful efforts and branch out into elements such as the billboard, which has been installed with the cooperation of CalTrans and enthusiastic support of La Jolla.

In fact, confirms Program Coordinator Jennifer Roberts in Human Services, "All of our consortium Reservations have taken this project to heart and supported it fully. Each Tribal Chair has written a letter of support and welcomed us onto their Reservation. The support of the entire community has been amazing," she reports.

The project began with a three-year, in-depth Assessment Phase in which a huge amount of data was collected and analyzed. Some 200 consortium youth between the ages of eight and 20 voluntarily completed confidential, anonymous surveys in which they candidly shared their experiences with alcohol. They revealed how and where they obtained and consumed it; whether from stores, friends or family members at home.

## FROM RESEARCH TO ACTION

Once researchers began poring over the often alarming results, their next course of action became clear. Jennifer explains, "We learned that some kids experienced their first taste of alcohol as young as six years of age. We also learned that, because of easy access, many continued drinking beer and hard liquor while others progressed to prescription pills and other drugs."

Based on the survey data and on community interviews with Tribal leaders, an Intervention Phase kicked off in January 2011. This phase involves two elements: 1) Motivational Interviewing and 2) Reward and Reminder.

During Motivational Interviewing, youth meet with a Human Services staff member at the clinic or on their Reservation to learn how to make good choices that lead to drinking less alcohol. "The kids are surprisingly up-front with us," Jennifer says. "We strive to communicate in an open-ended, positive way that removes any intimidation or negative connotations. We promote an atmosphere of 'we're all in this together' and stress that we want to help them lead a healthy and happy life." She believes that the message is getting through to them.

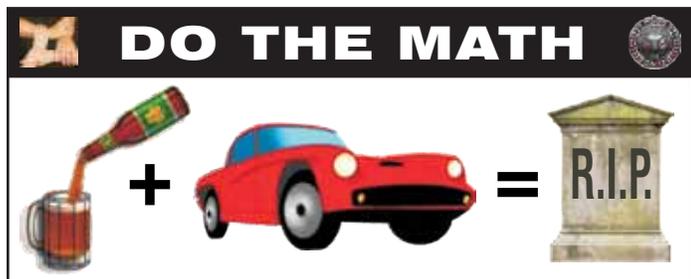
The Reward and Reminder element has been wildly successful. Initially, a baseline was established at stores on and within a 10-mile radius of all Reservations. Young adults 21 or older who appeared younger than their age would enter a store and attempt to purchase alcohol. If the clerk asked for an ID, the store and store clerk would receive a reward. If not, the store would receive a friendly but firm reminder.

## REWARD AND REMINDER ACHIEVES 100% COMPLIANCE

The great news: After the baseline was established and all stores understood the program, 100% compliance was achieved. "This is huge!" declares Jennifer, who says that one of the most inspiring aspects to observe was how the clerks totally bought into the program. "We presented the scenario as a positive and that's exactly how they saw it."

In summary, stores and clerks have greatly enjoyed being "caught" doing the right thing. Kids are caught up in the excitement of helping to create and build a program that works for them.

The proactive and positive Underage Drinking Prevention Program has already made a significant difference in the lives of our youth and in the quality of life in our community. Everyone connected with the program hopes that happy trend continues.



For more information, please contact Jennifer Roberts at ext. 5327 or [jroberts@indianhealth.com](mailto:jroberts@indianhealth.com).

# Celebrate Earth Day at IHC on April 13<sup>th</sup>



Consider yourself cordially invited to honor Mother Earth on Friday, April 13th at a community celebration taking place in the great IHC outdoors from 10am-3 pm. The day is bound to be lucky for the hundreds of guests in attendance, says event organizer George Pojas, who promises a day filled with down-to-earth festivities as well as great food and fun on the run.

He says, "You'll learn what IHC, consortium Tribes and other agencies are doing to help the environment. You'll also learn ways you can be green in your own life."

The popular Earth Day 2K and Run/Walk Relay is sure to attract many people, so now is a good time to get in shape for the race, which is sponsored by Inter Tribal Sports. In addition to the usual relay categories, such as kids, elders and Fire Departments, this year all Tribal Councils plan to participate. Make sure you're there early to root for your Res.

The famous Rez Riders have offered to be the signature chefs of the day, cooking up juicy hamburgers on a special grill donated by San Pasqual Environmental Protection Agency (EPA). Clinic departments will staff booths informing the community of their programs. Music, merry mayhem, free goodies and prizes ensure a wonderful day for people of all ages.

What a great way for First Americans to celebrate Mother Earth! For more information, visit the website at [www.indianhealth.com](http://www.indianhealth.com) or email [gpojas@indianhealth.com](mailto:gpojas@indianhealth.com)



# Workshops Empower Parents and Promote Healthy Families

Whether your child is four, 14 or 40, you as a mother or father probably feel that you could have done a better job of parenting in some situations. Thanks to San Diego County Grant Agreement #528301, Tribal Family Services and Human Services PEI staff are conducting ongoing workshops that empower parents, transform children, enhance parent-child communications and build productive family relationships.

## Loving Solutions

Accomplishing all of that is a tall order, and it's best to start with small steps, say Health Educator Katie Ruiz (Lakota) and PEI Outreach Educator George Pojas. They possess not only the professional skills but the personal experience to help parents at the "Loving Solutions" series for mothers and fathers raising kids ages 5-10. Katie has four sons; George has four daughters; between them, they have a wealth of knowledge.

"The Loving Solutions program promotes healthy families," says Katie. "We bill it as the manual the hospital forgot to give you," adds George. The workshop helps parents learn how to:

- Set rules.
- Determine what is and is not negotiable.
- Use time-outs properly and appropriately.
- Get kids to cooperate and get along with siblings.
- Initiate behavior change and help students do better in school.
- Find resources to help their family.

Is the program working? Yes, say a 17-year-old couple proactively attending Loving Solutions to make sure they get off on the right track with their baby. While pursuing their GEDs to better their own life, this mom from Pauma and dad from Soboba say, "We want to get educated on how to raise our daughter." Interviewed during week two of the seven-week series, they say they've already discovered "how to compromise with our child, how to be consistent with discipline and to make sure we show affection every day."

## The Parent Project/ Personal and Social Responsibility

While George and Katie teach parents attending the 10-week Parent Project for mothers and fathers of strong-willed teenagers, the teens learn Personal and Social Responsibility in a curriculum conducted by PEI Case Manager Cori Owen-Biggs (San Pasqual) and Parent and Youth Advocate Halona Sheldon (Concow-Maidu). The objective is to empower Native wellness by helping parents and kids learn to recognize and change destructive adolescent behavior.

### Parent Project Goals

- Stop parent-child arguments forever.
- Improve school attendance and grades.
- Prevent (or stop) youth use of alcohol, tobacco and drugs.
- Prevent gang involvement.

### Teen Curriculum Goals

- Exercise self-discipline.
- Solve problems peacefully.
- Increase sense of self-worth.
- Set and achieve personal goals.
- Accept responsibility for actions.

## A Happier Family Life

All three workshops are held periodically at the Rincon clinic. For information about upcoming sessions, call ext. 5332 or 5334.

The Loving Solutions sessions are held during the day. The Parent Project and Personal and Social Responsibility Teen Curriculum



Facilitators Katie Ruiz and George Pojas.  
Not pictured: Cori Owens Biggs, Halona Sheldon, Karan Kolb.

## Parent Project Testimonials

"[This class] has actually made me realize how important communication with my children is."

"Good class and good tools to use at home."

"I like the positive energy [the staff] produce. It is always a pleasure to be here."

"Every time I attend these classes I learn new stuff. Thank you!"

are held during the evening. The classes are non-intimidating and supportive. The Parent Project's activity-based, small group process enables parents to share their concerns and their successes.

Family success is what it's all about, confirms Katie. She believes, "We all can improve our parent tool bag!"



## Halona Sheldon Has a Drive to Serve

Halona Sheldon says she enjoys her job as Parent and Youth Advocate in Tribal Family Services so much that she doesn't mind the long commute to and from Encinitas, where she resides. The one-hour drive each way gives Halona an opportunity to listen to audio books from the likes of Native American author Sherman Alexie, contemplate her home crocheting projects and plan her full but fulfilling workload at IHC. At the clinic, she helps coordinate a number of proactive programs, including the Personal and Social Responsibility Teen Curriculum and Club Seven.

Halona brings a wealth of knowledge and a sense of maturity to her position, which she began in January 2011. After graduating from Cal State University San Marcos in 2008 with a BA in Psychology and a minor in Native Studies, she worked in sales for a few years until she discovered this opportunity at IHC.

Halona is a member of the Concow-Maidu of Mooretown Rancheria located in Oroville in Northern California. She grew up primarily in Seattle.

As a parent of a 17-year-old son, Halona has an empathetic understanding of the challenges parents face in raising children and of the challenges our children face as they grow up. She states, "I love working with kids and I very much enjoy helping people and being a support to families. I feel like this job is a perfect fit."

# Teaming Up for Health

The 17 members of Team Running Strong (TRS) measured their success at the January 22, 2012 Carlsbad Half-Marathon not in miles per hour, but smiles per hour. From the 7:30 am start to the finish line 13.1 miles later, smiles (along with the proverbial blood, sweat and tears) were in abundance.

For many, such as IHC Executive Assistant Barbara Amiotte (Oglala Lakota), the event marked their first race of this formidable distance. An exhausted but elated Barbara reports, "Wow! I accomplished one of my goals: to experience a half marathon!" She jokes, "Now it's over and done with and I can move on and stick to my 'little' 5Ks."

A few months ago, a "little" 5K – 3.1 miles – was beyond the comprehension of several TRS runners and walkers, including those with diabetes. But the initial "simple" goal of putting one foot ahead of the other has been the beginning of a new life and a renewed commitment to health.

## Personal Quest; Personal Best

Jimmy Walker (Cheyenne/Arapaho), 43, had been inactive for three years after blowing out his knee at a race. He says, "I quit running; quit exercising entirely; learned I had diabetes and began taking medication. I wasn't feeling good. I dragged all the time. Then Angelina and [IHC Nutritionist] Jina Mitchell got hold of me. Running helps me clear my mind and has improved my outlook on life. I'm now lifting weights and learning to eat better. I'm sleeping better, I'm full of energy and I might be able to get off my meds."

Jimmy concludes, "I went from almost passing out when I started to run to completing 13.1 miles in two hours and ten minutes. I feel great!"



Back row: Marlene Dusek, Richard Ruiz, Adam Geisler, Jennifer Roberts, Jimmy Walker, Larry Yazzie; front row: Barbara Amiotte, Katie Ruiz, Sarah Surber, Angie Cuevas, Angelina Renteria. Not pictured: Topa Black Calf, Dave Tweedy, Jimmy Walker, Marilyn Campbell, Tishmall Turner, John Kolb.

## Next Steps

While you're sitting down reading this article, the TRS team is training for upcoming races. New challenges on the horizon include the Carlsbad 5000 5K on April 1st, La Jolla Half-Marathon on April 29th, Pala Raceway Gauntlet Blitz 5K on May 12th ("We need to represent at this one!" urges Physical Activity Specialist Angelina Renteria, a TRS coordinator) and the Camp Pendleton 10K Mud Run in June.

Larry Yazzie (Navajo), 62, who has been on the run for more than 25 years and has completed one marathon and several half-marathons, encourages people to "just get up and do it. It's up to you, he tells co-workers and friends. "Do you want to be fat or fit?"

For more information about TRS, an organization committed to making an impact on the lives of American youth and their families, visit [www.indianyouth.org](http://www.indianyouth.org). In the meantime, says Angelina, "Join our team and keep running strong!"



A wave of runners.

## Spring Into Activity

Spring begins on March 20th, so now is the time to put a "spring" in your step and do some good for your own heart and the hearts of those you love, especially children.

A recent University of Miami study (<http://med.miami.edu/news/research-shows-bmi-and-waist-size-signal-cardiovascular-risks-in-preschoole>) reveals some alarming news: When young kids are overweight, heart disease risk factors such as elevated cholesterol and artery inflammation can begin as early as age three. The study's lead author, Sarah Messiah, unequivocally states, "There's clearly a link between weight and cardiovascular risk."

Previously, it was thought that the health consequences of childhood obesity were not manifested until children were much older. This study confirms that the dangers are present in children ages three to six.

What can you do to prevent, halt or possibly reverse the cardiovascular disease process? Make sure the children in your life eat healthfully and obtain sufficient exercise, and set a heart-healthy example yourself. When you and your kids spring up off the couch, away from electronic gizmos and outside for fun, it will do your hearts good and help keep them pumping as they should for years to come.



## About CA-NARCH

Indian Health Council (IHC), in partnership with San Diego State University (SDSU) and University of California San Diego (UCSD), is funded as a Native American Research Center for Health (NARCH) by the National Institutes for Health (NIH) and Indian Health Service (IHS). Known as NARCH, this innovative partnership offers valuable benefits for you, your family and the community, including greater tribal control over health and healthcare, and recruitment of Native Americans into studying for health and medical science careers.

**Principal Investigator:**  
Dan Calac, MD

**Program Director:**  
Stephanie Brodine, MD

**Research Project  
Principal Investigators:**  
Christina Chambers, PhD  
Roberta Gottlieb, MD  
Deborah Wingard, PhD

For more information on CA-NARCH, please contact: Student Program Coordinator Geneva Lofton-Fitzsimmons at (760) 749-1410, x5278.

## Academic Partners



SAN DIEGO STATE  
UNIVERSITY



California State University  
SAN MARCOS

## RINCON AND PAUMA MAKE GENEROUS DONATIONS

When consortium Tribes donate to the CA-NARCH Student Development Program (SDP), they are investing in the future of our community. They are helping to transform the lives of students who, after attaining their higher education goals, will be poised to excel in their health and medical science careers and transform the lives of others in our community. That's very exciting!

We are deeply appreciative of all Tribal donations, including two recent contributions. The Rincon Band of Luiseño Indians donated \$5,000. The Pauma Band of Luiseño Indians donated \$2,500. These funds will help students, including a number from local reservations.

SDP Coordinator Geneva Lofton-Fitzsimmons says, "We thank all Tribes and individuals who have supported our students' efforts over the years. If you would like to contribute to the advancement of Native Americans studying for health and medical science careers, please contact CA-NARCH's Selise Linton at ext. 5297 or [slinton@indianhealth.com](mailto:slinton@indianhealth.com)."



CA-NARCH's Geneva Lofton-Fitzsimmons, third from left, accepts Rincon donation from Frank Barron, Tishmall Turner, DeLisle Calac, David Verdugo and Mavany Verdugo.

## STUDENTS' CANDR EFFORTS FURTHER THEIR CAREER GOALS

CANDR? "Can do!" say CA-NARCH students Joe Hill (Mohawk/Cuyuga), Sierra Warren (Umatilla/Nez Pierce) and Whitney Baugher (Cahuilla/Hualapai). These three intelligent and ambitious young adults have joined the CA-NARCH Directed Research (CANDR) program that links students with important research in their field.

CANDR students work with a university or IHC mentor in their field of discipline. They earn college credits as well as a monthly stipend.

**Joe Hill** is on track to attain his B.S. in Human Biology at UCSD this spring. As a CANDR participant, he is excited to begin serving as an intern with a team working in Community-Based Participatory Research.

Initially, Joe will learn how to conduct data entry for Complementary and Alternative Medicine surveys. He also will complete his CITI Institutional Review Board training to earn his IRB certificate.

**Sierra Warren** is challenging herself this spring by tackling 17 credits at SDSU, including a tough Calculus course and a fun History of Surfing class, which she is sharing with her sister, Ashley. On March 9-10, she made a presentation at the SDSU Research Symposium.

CANDR-wise, Sierra has already tested the research waters, spending time in a number of labs on her way to finding the appropriate position for her needs and interests. She is hoping to work in a Chemistry lab under a researcher who generally uses only graduate students. Sierra is meeting with one of the grad students to explore the possibility of a mentorship. She says, "I am very enthusiastic about this opportunity and hope it works into a permanent lab assignment."

While pursuing a B.S. in Psychology at UCSD, **Whitney Baugher** is participating in an innovative research project close to her heart and. She serves as an assistant on a small research team designing and implementing playful educational activities for preschool children, writing ethnographic fieldnote observations and reading relevant literature.

Research is being conducted at preschool sites in Solana Beach and San Pasqual Reservation. Whitney reports, "I hope to gain familiarity with various qualitative and quantitative research methodologies while facilitating the implementation of learning theories into practice."



Joe Hill



Sierra Warren



Whitney Baugher

## COMING SOON: 2012 GRADUATES

Stay tuned to our next issue to share congratulations to CA-NARCH's great grads.

# UPDATE ON RESEARCH PROJECTS

HERE ARE UPDATES ON OUR THREE CA-NARCH RESEARCH PROJECTS FUNDED BY THE NATIONAL INSTITUTES FOR HEALTH (NIH).

## HEALTHY WOMEN: HEALTHY NATIVE NATION

*(Prenatal Alcohol Consumption Among Native American Women in San Diego County)*

*Principal Investigator: Christina Chambers, PhD*

### **Purpose:**

To reduce risky drinking among AI/AN women who are or might become pregnant in the future to prevent babies from being born with Fetal Alcohol Spectrum Disorders (FASDs), including Fetal Alcohol Syndrome. The physical, mental, and emotional problems associated with FASDs can be completely prevented if a woman does not drink alcohol during pregnancy. We are testing the effectiveness of two interventions: a web-based and a peer-to-peer-based program. Both programs give women personalized feedback about their health and how it might be affected by the way they drink alcohol.

### **Progress:**

According to Study Coordinator Annika Montag, "We want all babies to be born healthy and have the best possible start in life. If you are a Native woman between 18 and 45 years of age, please consider participating. You will fill out a confidential survey and, if randomized to the web-based program group, answer questions and receive feedback containing information that will be both interesting and helpful. It doesn't matter whether you are pregnant or not, or whether you drink alcohol or not. Your input is important! If you would like to join this study, please come see us in our office in Human Services, email [HealthyWomen@indianhealth.com](mailto:HealthyWomen@indianhealth.com) or call ext. 5333." She adds, "We've added a new incentive: raffle tickets for a chance to win one of four \$250 prizes!"

## HEALTHY HEART = HEALTHY GUMS?

*Oral Flora, Periodontitis and Vascular Dysfunction in Young Native Americans*

*Principal Investigator: Roberta Gottlieb, MD*



### **Purpose:**

To increase understanding of the relationship between periodontitis and vascular function in young adults. The study, a partnership between IHC, SDSU and UCSD, will examine a population of Native American IHC clients who have had limited dental care, to determine if periodontal disease is associated with early signs of vascular dysfunction or systemic inflammation.

### **Progress:**

According to Study Coordinator Crystal Anderson-Antoniades (Caddo Nation of Oklahoma), the project, with the involvement of IHC's four general dentists, is moving forward on a positive and productive note. She reports, "SDSU's Scott Kelley, Ph.D says the data being collected is valuable. In addition to providing data, the project helps participants have a key impact on their own health while helping to advance research on the connection between the health of their gums and their blood vessels."

There is still time to sign up for the project. Participants receive small gifts and gift cards in appreciation of their time and willingness to volunteer. To participate, patients must be Native Americans between the ages of 21-40. Eligibility also depends upon the subjects' medications and any existing health conditions. Participants undergo dental evaluation, blood work and measurement of blood vessel function. If you are interested, please call ext. 5330 or email [healthygums@indianhealth.com](mailto:healthygums@indianhealth.com).

## ACUPUNCTURE AND DIABETIC PERIPHERAL NEUROPATHY AMONG NATIVE AMERICANS

*Principal Investigator: Deborah Wingard, PhD*

### **Purpose:**

To determine 1) the proportion of people with diabetes in the IHC Native American community who experience symptoms of peripheral neuropathy (numbness, tingling or pain in the legs or feet) and 2) whether acupuncture is associated with improved micro circulation and reduction of these peripheral neuropathy symptoms.

### **Progress:**

According to Acupuncturist Anne Bailey, "Both portions of the Diabetic Peripheral Neuropathy study are moving forward. Coordinator Priscilla Summers has now interviewed 304 people who receive their diabetes care at the clinic about leg and foot symptoms. Ten individuals who did report experiencing diabetic leg and foot symptoms have enrolled in the acupuncture treatment portion of the study and six have completed the study. Priscilla and I continue to enjoy getting to know our study participants and look forward to enrolling more."

To obtain more information, call Anne Bailey or Priscilla Summers at ext. 5376.



*Priscilla Summers displays one of the Robert Freeman prints given to acupuncture treatment study participants upon completion of the study.*

# Dental Front Office Team Wants to Make You Smile

The Dental Department's three-person Rincon front office staff is not just a group but a team. In fact, members say they feel like they're more than a team; they're like a family.

Dental Office Manager Shanika Eatmon describes Receptionists Evelyn Cunningham, Laureen Magante-Kenney and File Clerk Anita Sanchez, along with Treatment Coordinator/Biller Tracy Stenson (to be profiled in an upcoming issue), as "great employees and great people, too. We work very well together," she reports.

## Let's meet the members of this family!

When the newsletter editor visited to interview Evelyn, Laureen and Anita, she discovered a bevy of activity; a steady pace that starts daily before the first client of the morning walks in the door.

Early bird Anita (La Jolla) gets going at 7:30 am. "I pull patient charts for the providers two days ahead of schedule," she notes. "Billing reviews them to make sure all information is up-to-date, and I review them again one day ahead in case anything has changed."

Explaining that she handles charts for more than 70 patients per day at Rincon and Santa Ysabel combined, Anita says, "I also help out at the front desk and relieve people, when needed. I'm up and down a lot. It keeps me busy, physically and mentally."

Anita, who has been married for 30 years ("to the same guy!" she says with a laugh) worked in a variety of fields before joining IHC four years ago, but this is her favorite position. She says, "I love the variety and I've become more knowledgeable about the importance of good hygiene. I make sure my four granddaughters come in for their appointments."

*Standing,  
Shanika Eatmon,  
Laureen Magante-Kenney;  
seated,  
Evelyn Cunningham,  
Anita Sanchez.*



## There's Always the Phones

Busy runs in the front office family. Evelyn (San Pasqual) and Laureen (Pauma) skillfully "man" the phones, which usually start ringing as soon as their day begins, while simultaneously greeting patients with a friendly smile as they walk in. Even during the most hectic times, they take the time to be personable as well as professional.

Evelyn and Laureen have worked at the clinic for three and five years, respectively, but you'd guess by their expertise and calm demeanor that they have been here far longer. "We're always busy; inputting patients' information, setting up charts and making sure all required paperwork is in order," says Evelyn. Laureen adds, "And of course, there's always the phones."

The two joke that they're not only on the same page, but on the same wave length. "When one of us is working the evening shift, we both think about what the other person is doing right now."

Laureen is married with three children and enjoys going to the beach and the movies. Evelyn has four sons and enjoys running and working out. What they accomplish together works out very well indeed.

Shanika states, "Anita, Laureen and Evelyn have a knowledge of the community and a knowledge of their jobs. Because of that, along with their commitment to clients and their willingness to take initiative, they provide excellent customer service to our patients."

## Your Children's Teeth are in Good Hands

Pediatric Dentist Kyomi O'Connor, DMD, PhD, has a way with children's dentistry and a way with children. Her skills make her an asset to Indian Health Council and the youngsters she has served here for 14 years.

Dr. O'Connor and her ever-present, effervescent smile grace the Rincon clinic weekly; typically on Tuesdays and Thursdays. Her colleagues look forward to this consummate cook's treats while parents can rest assured that whatever their children need – from fillings and crowns to extractions, minor surgeries and interceptive orthodontics – the work will be done well, with oral conscious sedation as well as deep sedation, when necessary.

Dr. O'Connor was born and grew up in Tokyo. She graduated from dental as well as graduate schools in Japan and originally sought a career combining both scientific and clinical practice in an academic setting. In 1990, she moved to the U.S. to work at the National Institute of Dental Research, at the National Institutes of Health (NIH) in Bethesda, Maryland. Then, she undertook specialty training in Pediatric Dentistry at the University of Maryland and became an Assistant Professor. She moved to San Diego with her husband Patrick, who was born and raised in England, so he could pursue an opportunity in a pharmaceutical company involved in anticancer drug discovery. They currently live in Carmel Valley.

In addition to working at IHC, Dr. O'Connor has many interests, including flower arranging. She also has been an active board member for the Children's Dental Health Association.

### A TEAM APPROACH

"I enjoy working at IHC, where I have a great dental team and such good support," Dr. O'Connor says. "I have been happy to see the positive changes and many improvements over the years in our community's awareness and dental care for our children. I feel that all of us – the dental staff and our families – work together in the best interests of our patients."

Dental Director Carrie Lambert, DDS, says that Dr. O'Connor is a valuable member of the team. She relates, "Pediatric oral health is of great importance to the community. Our Dental Department is proud to have someone of Dr. O'Connor's expertise and ability on board so that we can offer a variety of exceptional services to our pediatric population."

### Dr. O'Connor's Tips for Dental Care



Dr. O'Connor emphasizes the importance of home care for children. She shares these seven dental care tips to keep your child's oral health in tip-top shape.

- 1. First Dental Visit:** Make the first dental visit for your baby before the child's first birthday.
- 2. Dental Team:** Your child, the child's guardian(s) and Dr. O'Connor with her assistants form a team to maximize the benefits for your child's dental care.
- 3. Dental Home:** Make your child's dental clinic experience like being at home, a place where you and your children feel comfortable and know you can turn for care.
- 4. Weaning:** For best dental health, complete weaning your child before (s)he is 15 months old.
- 5. Diet:** After weaning, limit the amount and frequency of milk/juice drinking; only 2-1/2 to 3 cups a day. Drinking water throughout day is strongly encouraged.
- 6. Brushing:** Brush teeth at least twice a day. Remember: evening brushing is the most important one.
- 7. Recall Visits:** Make visits to your IHC "dental home" every six months so we can review and discuss your child's oral health and wellness.

# Well, Well, Wellness

The Prevention and Early Intervention (PEI) program features a multitude of services, including elder and youth activities, support, referral services and other programs. One successful venture funded by PEI San Diego County Agreement 528301 is the Stitch-to-Wellness quilting group that meets monthly in the Dreamweaver Room at the Rincon clinic and in the Oak Room at the Santa Ysabel Clinic. It's a "hands-on" way to share not only a therapeutic activity but also information, thoughts and feelings.

Each event begins at noon with a quilting activity, followed by a 30-minute presentation at 1 pm. Then, guests participate in an open forum while returning to their project.

According to PEI's Cori Owens Biggs and Art Calvo, the topics are wide-ranging and the presentations are enlightening. They say, "In January, we explored post-traumatic stress disorder. February's topic, in keeping with



PEI Stitch to Wellness quilters

Valentine's Day, was healthy relationships. In March, we focused on anger management."

Art invites people to contact him at ext. 5281 or [acalvo@indianhealth.com](mailto:acalvo@indianhealth.com) for more information about the program and upcoming classes. Hope to see you there!

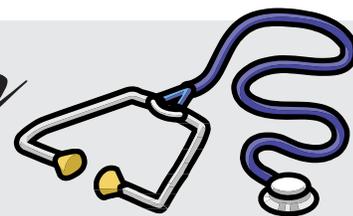
Topic	Rincon	Santa Ysabel
Domestic Violence	April 11	April 12
Bullying	May 9	May 10
Home Safety	June 6	June 7



Chief Medical Officer Dan Calac, MD

## Dr. Dan's Corner

### What To Do About Allergies



In early spring, the hills along Highway 76 are filled with lovely orange poppies and sweet scent of orange blossoms. It is the time for allergies and as any sufferer knows, it can be a long season of sniffing, sneezing, itching and coughing. This is a great time to discuss your medical

regimen with your physician.

Allergic rhinitis, typically referred to as "allergies," affects 40 million people in the U.S., including 10-30% of adults, and up to 40% of children. Onset is common in earlier years (in childhood, more common in boys than girls), but it can begin at any age and is spread equally among men and women in adulthood. Some allergy sufferers also suffer from eczema or asthma.

Allergic rhinitis frequently leads to reduced quality of life. Fatigue, drowsiness (due to the disease or medications) and malaise can result in impaired work and school performance, missed school or work days, and traffic accidents. Children with allergies may learn less while attempting to breathe quietly and wipe their nose in class.

#### SYMPTOMS

Symptoms may be a combination of nasal itching, watery nose, nasal congestion and sneezing. Nasal itching is more often seen in allergic rhinitis. This helps separate it from a runny nose due to other causes like the common cold. Others may experience fatigue and poor sleep.

What do patients with allergic rhinitis look like? Some may have blue/gray/purple darkness under their eyes that are called "allergic shiners." Others have a nasal crease from doing the "nasal salute" in which they constantly run the palm of their hand over their nose. Patients with poor sleep may have watery or red eyes.

#### TREATMENT

Environmental control is as important as medicines in controlling allergy symptoms. Typical allergy-producing compounds include cats, dogs, pollen, dust, horses, dust mites and molds. Your provider should meet regularly with you to discuss refilling medications and practicing allergy avoidance. It may be impossible to avoid all your triggers, but you can often take steps to reduce your exposure.

Many medications are available to treat allergic rhinitis. Which one your doctor prescribes depends on the type and severity of your symptoms, your age and whether you have other medical conditions (such as asthma). For mild allergic rhinitis, a nasal wash can help remove mucus from the nose. You can buy a saline solution at a drug store or make one at home using one cup of warm water, half a teaspoon of salt, and a pinch of baking soda. Other treatments include antihistamine, corticosteroids, decongestants, special medications or allergy shots.

Antihistamines treat mild or moderate symptoms and are usually for short-term use. They may cause sleepiness. Common over-the-counter medications include Benadryl, Claritin and Zyrtec. Nasal antihistamines such as Astelin and Patanase can be used as well.

Corticosteroids taken intra-nasally are the most effective treatment for allergic symptoms. Medications such as Flonase and Nasonex are available by prescription only and safe for long-term use. Decongestants are usually used for symptoms of congestion and stuffiness. They may be taken in pill form or inhaled by the nose. In the latter case, they should not be used for more than three days or congestive rebound may occur. Singulair may be prescribed to decrease substances that cause inflammation and runny noses due to allergies.

Immunotherapy consists of special formulations of shots that can be taken to help severe or persistent allergies. They are provided by an allergist and are usually given weekly.

"Dr. Dan's Corner" discusses common health issues and answers your questions regarding specific topics and general overall health and well-being. If you have a question you would like Dr. Dan to address, please email [gjenkins@indianhealth.com](mailto:gjenkins@indianhealth.com).

# 2012 | CLINIC SCHEDULES



IHC's mission is: **"To continually nurture a balance of physical, mental, emotional, and spiritual well-being."** Please enable us to help you by participating in the following activities, as relevant to your needs.

## **BLOOD DRIVES**

We invite everyone to participate in Red Cross blood drives, which take place periodically from **8 am-3 pm** at Rincon. Appointments are not necessary. Please call ext. 5275 for upcoming dates.

## **DIABETES CLINICS**

Diabetes educational classes are geared for people with diabetes and people who want to learn more about diabetes. Topics cover a variety of issues, information and concerns. Clinics are generally held from **8:30-11:45 am on the second and fourth Thursday** of each month in Medical. Please call ext. 5237 for information.

## **DIABETES 101**

This Journey of the Heart/SDPI-funded workshop is designed to inform, prevent and empower. Classes are ongoing in the Multipurpose Room. Please call ext. 5237 for information.

## **MAMMOGRAM CLINICS**

Mammogram clinics are held from **8:30 am-1 pm on the first Friday** of each month in Medical. Please call ext. 5344 to schedule an appointment.

## **OB CLINICS**

OB clinics are typically held **every other Thursday at 8 am** in Medical. Please call 760-749-1410 and press #1 for Medical for information.

## **CHILD PASSENGER SAFETY CLASSES**

Child passenger safety classes funded by the State of California American Indian Infant Health Initiative "Bright Future" program, demonstrate proper usage of a safety seat. Native American parents who complete the class and show they can properly install a seat in their vehicle receive a free convertible or booster child safety seat. Please call ext. 5356 for information.

Rincon, **9 am: April 6 • May 4 • June 1**

Santa Ysabel, **1 pm: April 9 • May 7 • June 4 1-2**

## **ACUPUNCTURE CLINICS**

Acupuncture clinic are held **Mondays from 9am-3 pm** and **Thursdays from 9 am-11:30 am** in Medical. For information, please call 760-749-1410, and press #1 for Medical.

## **CHIROPRACTIC CLINICS**

Chiropractic clinics are held **every Tuesday and Thursday from 1-4 pm**. For information, please call 760-749-1410, and press #1 for Medical.

## **PREVENTION AND EARLY INTERVENTION (PEI) PRESENTATIONS**

PEI presentations funded by the County of San Diego (Agreement #528301) on a variety of topics take place at **11 am on the third Thursday** of the month in the Dream Weaver Room. Please call ext. 5284 for information.

## **FITNESS FUN**

Most ongoing exercise classes are funded through JOH and SDPI grants to improve and prevent diabetes. They are open to everyone in the community. You also are invited to consult with Physical Activity Specialist Angelina Renteria to create a training program that is right for you. Call ext. 5263 to schedule an appointment, to request a group class on your reservation and to find out the current schedule (days, times, locations) for the following group activities.

**Rock 'n' Box • Circuit Training • Walk-in Circuit Training • Walking Club • Salsa Aerobics, Zumba Style Biggest Loser Weigh-In • Senior Chair Aerobics • Line Dancing • Cardio Kickboxing • Beginners' Yoga**

# WELCOME TO THE IHC NEIGHBORHOOD

*Please join us in extending a warm welcome to these newly hired employees.*



**Eric Mom**  
RDA



**Alton Linton**  
Housekeeper



**Ally Skacy**  
Pharmacy Tech



*Joshua Rico and his son Jay.*

## “Gift it Up” for Dads and Grads

IHC wants to make special occasions “picture” perfect, so it presents an annual Dads and Grads Night in early June. Families come together at the Rincon clinic to design, assemble and wrap a special gift to give their Dad for Father’s Day and/or their June graduate. The gift is a commemorative family photo.

Here’s how it works. First, you take your photo at the “Click It” station. Next, you go to the “Make It” station where you design and decorate a beautiful wooden frame for your work of photographic art. Then, you head to the “Wrap It” station to choose your tissue and gift bag, which you embellish for the finishing touch.

The pride on a young child’s face when giving Dad his unanticipated special gift is matched only by the tears of joy welling up in his eyes when he receives it. This year’s event takes place from 5-7 pm on June 12th in the Rincon Multipurpose Room and June 14th in the Santa Ysabel Oak Room.



## no cavities club

Vincent Lambert

Marlene Smith

Richard Modis

Morgann Cooper

Russell Young

Joda Ratliff

Caliah Chaloux

*Awesome job!*

# INDIAN HEALTH COUNCIL, INC.

A facility as unique and valuable as the community it serves

## Newsletter

50100 Golsh Road  
Valley Center, CA 92082

FORWARDING SERVICE REQUESTED

### BOARD MEMBERS EXECUTIVE BOARD

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Dorothy Ponchetti	Santa Ysabel

Romelle Majel McCauley, Chief Executive Officer

### INDIAN HEALTH COUNCIL, INC.

[www.indianhealth.com](http://www.indianhealth.com)

Email: [info@indianhealth.com](mailto:info@indianhealth.com)

Phone: (760) 749-1410

Fax: (760) 749-1564

24/7 Comment/Suggestion Line: Ext. 5307

Patient Transportation Medical Department:

Ext. 5269

After Hours Care: (760) 749-1410, Option 1

### OFF-HOUR EMERGENCIES

Palomar Hospital: (760) 739-3000

Fallbrook Hospital: (760) 728-1191

Children's Hospital: (760) 739-1543

## INDIAN HEALTH COUNCIL, INC SCHEDULE

### Medical Department

M-F 8:00-6:30

**Doctors | Nurses** M-F 8:00-6:30

### **Obstetrics**

every other Thurs 8:30-12:00

**Pediatrician** M, W, F 8:30-4:30

**Podiatry** T, Th 8:30-4:30

**X-ray** M-F 8:30-6:30

**Diabetes | Ophthalmology Clinic**

every other Wed 8:30-12:00

### Human Services Department

M-F 8:00-4:30

Social Services, Child Abuse, Domestic

Violence, Substance Abuse, Tobacco Ed,

Parenting and Specialty Programs.

### Tribal Family Services Department

M-F 8:00-4:30

## SANTA YSABEL CLINIC SCHEDULE

### Dental Department

M-F 8:00-6:30

Specialty Hours, 8:00-4:30

### Pharmacy Department

M-F 8:30-6:30

Community Health Department

M-F 8:00-4:30

Public Health Nursing, Home Health

Aides and Environmental Tech,

Nutritionist.

### Dental Department

M, W 8:00-4:30

First appointment 9:00 a.m.

Hygiene Wed Only

### Pharmacy Department

M, W 10:00-4:00

Fri 10:00-12:00