



Kodiak Area Native Association

2023 YEAR IN REVIEW



STRATEGIC PLAN 2023 - 2027

LONG-TERM GOALS	OBJECTIVES
FINANCIAL STEWARDSHIP	
<p>Ensure that KANA is stable, growing, and self-sustaining.</p> <p>Balance financial resilience with achieving our mission.</p>	<ul style="list-style-type: none"> Ensure that KANA maintains a diversified financial portfolio. Increase revenues to continue to fund operations. Use debt effectively.
OPERATIONS AND PROGRAM EXCELLENCE	
<p>Deliver high-quality, comprehensive care and services that meet the needs of our Beneficiaries and the community.</p> <p>Maintain accreditations and compliance.</p>	<ul style="list-style-type: none"> Increase services available in Kodiak. Improve coordination of care between KANA, ANTHC, and SCF at ANMC, including Village Clinics, CAC, and Eldercare. Develop partnerships with Tribes and other community organizations to address critical community needs. Expand services to meet community needs.
ORGANIZATIONAL CAPABILITY	
<p>Ensure KANA has the staff, facilities, tools, systems, and processes it needs to deliver on its mission.</p> <p>Make KANA a great place to work where team members have meaningful work, strong support, and opportunities for growth.</p>	<ul style="list-style-type: none"> Ensure that KANA has effective physical spaces to support our work. Ensure that KANA can attract and retain staff, and maintains appropriate staffing to deliver our mission. Integrate Health, Wellness, and Community Services. Continue to improve KANA's processes and practices. Continue Board development and education.
CUSTOMER SERVICE	
<p>Listen to our community and provide outstanding service with courtesy, respect, caring, sharing, and pride.</p>	<ul style="list-style-type: none"> Ensure that Beneficiaries and the community are aware of the KANA services and how to access them. Create a welcoming and positive client experience. Deliver services in a culturally appropriate manner. Continue to improve KANA's internal and external communications.



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MISSION

To Elevate the Quality of Life of the People We Serve

CORE VALUES

Sugpiaq Alutiiq Values of Courtesy, Caring, Respect, Sharing, and Pride

VISION

Strengthen Our People, Villages, and Communities



FINANCIAL STEWARDSHIP



FINANCIAL POSITION

Total Assets increased 24%, from \$115,808,329 to \$143,978,305

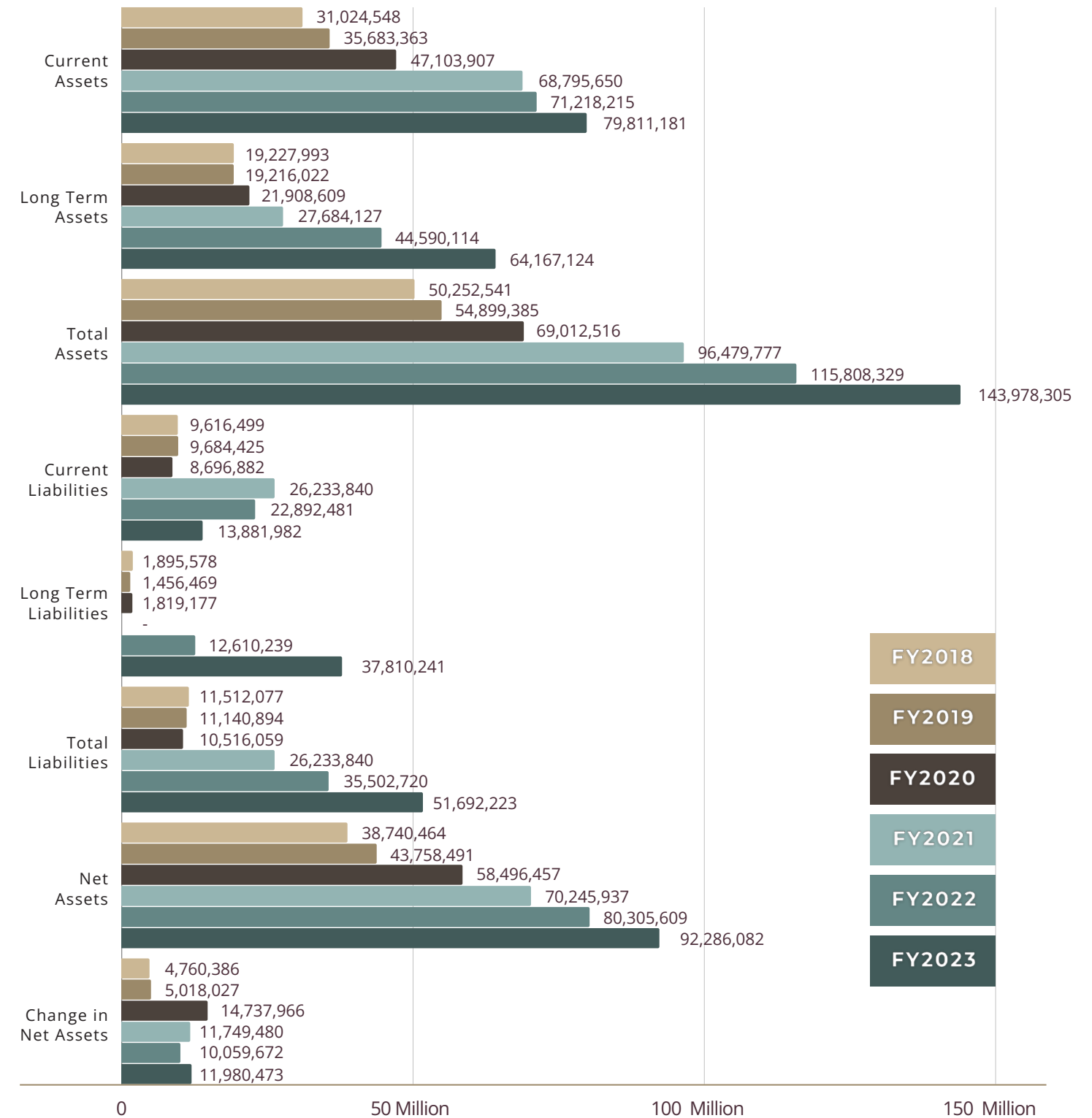
Cash and Equivalents increased 16%, from \$50,515,123 to \$58,753,802

Net Assets increased 15% from \$80,305,609 to \$92,286,082

Grant and Contract Revenue increased 28%, from \$33,144,707 to \$42,312,231

Net Patient Service Revenue decreased 8%, from \$17,413,862 to \$15,895,858

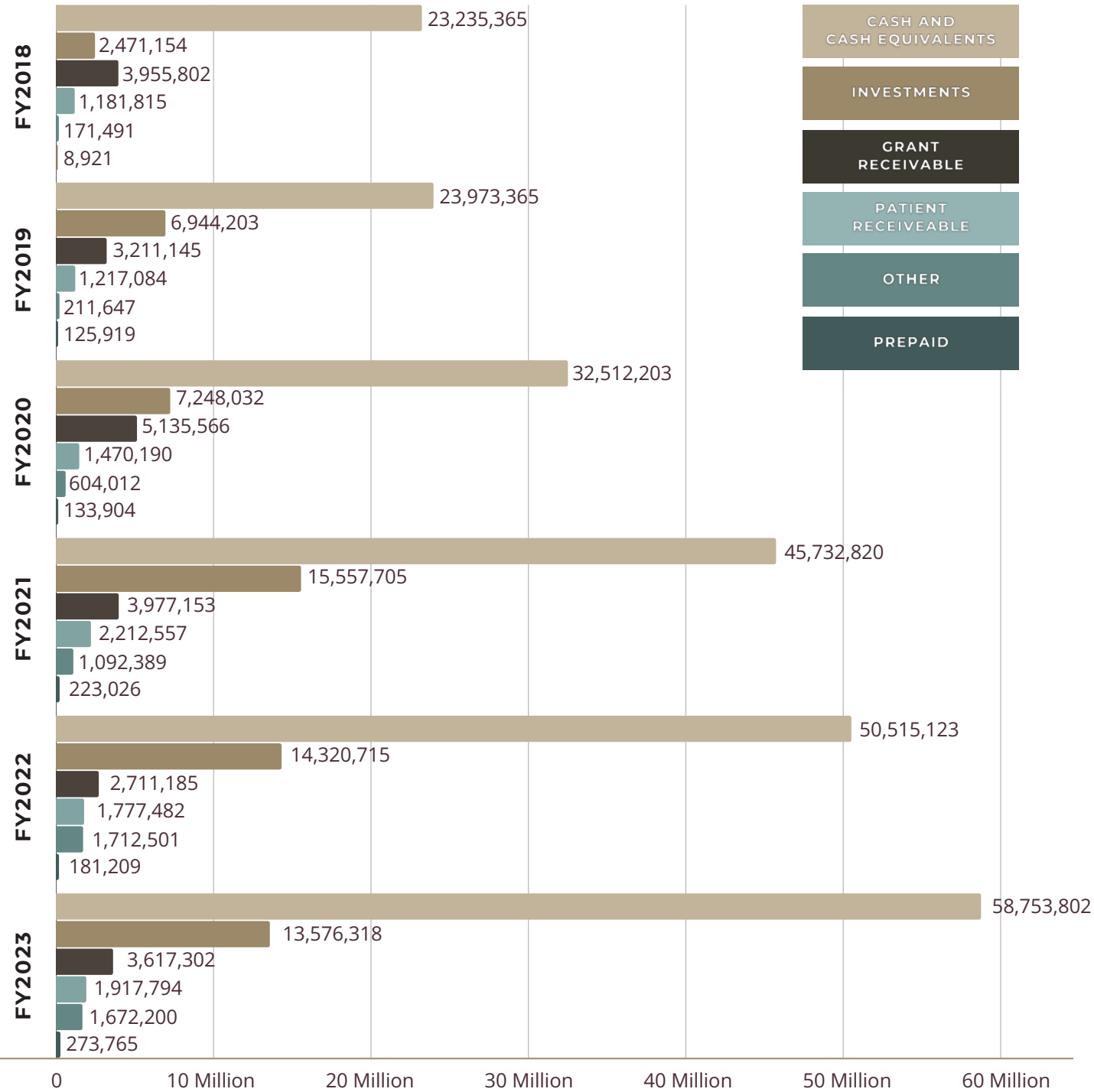
Total Revenue increased 14%, from \$61,124,361 to \$69,452,085



FINANCIAL STEWARDSHIP

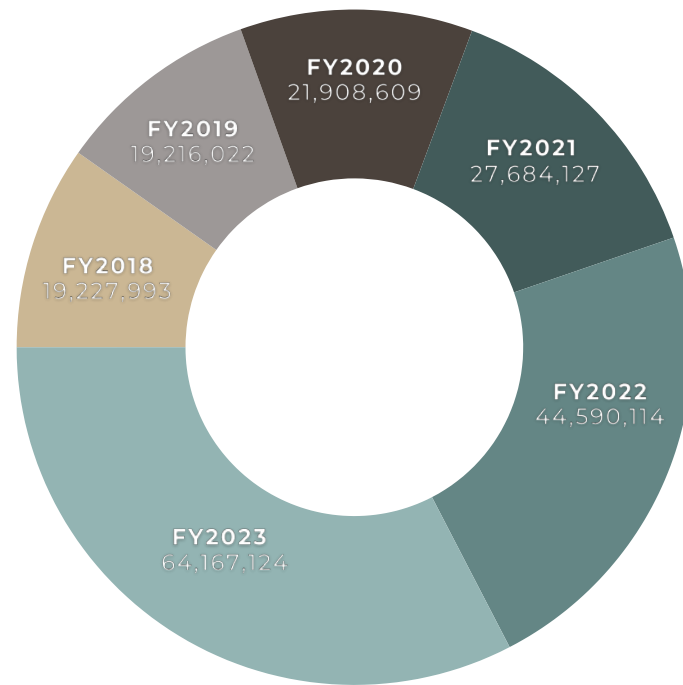


CURRENT ASSESTS

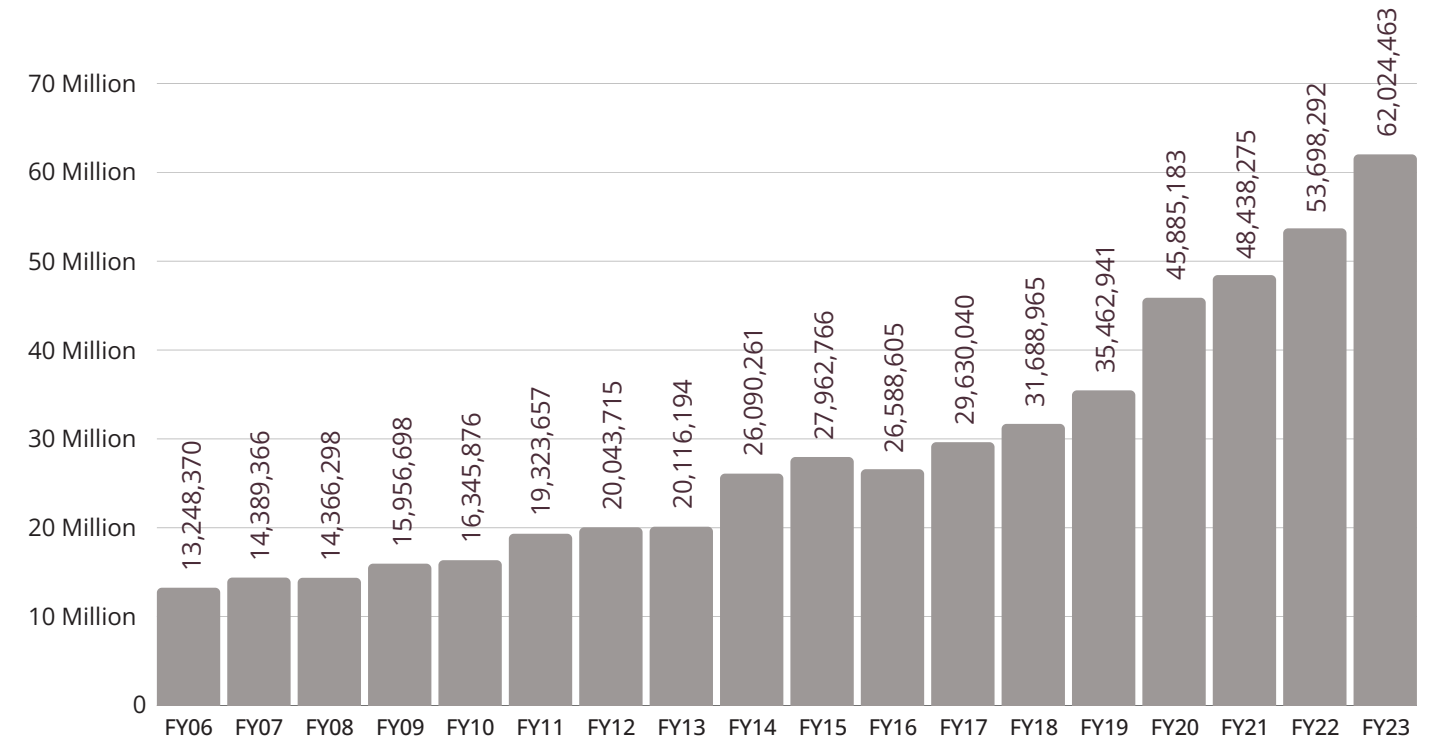


FINANCIAL STEWARDSHIP

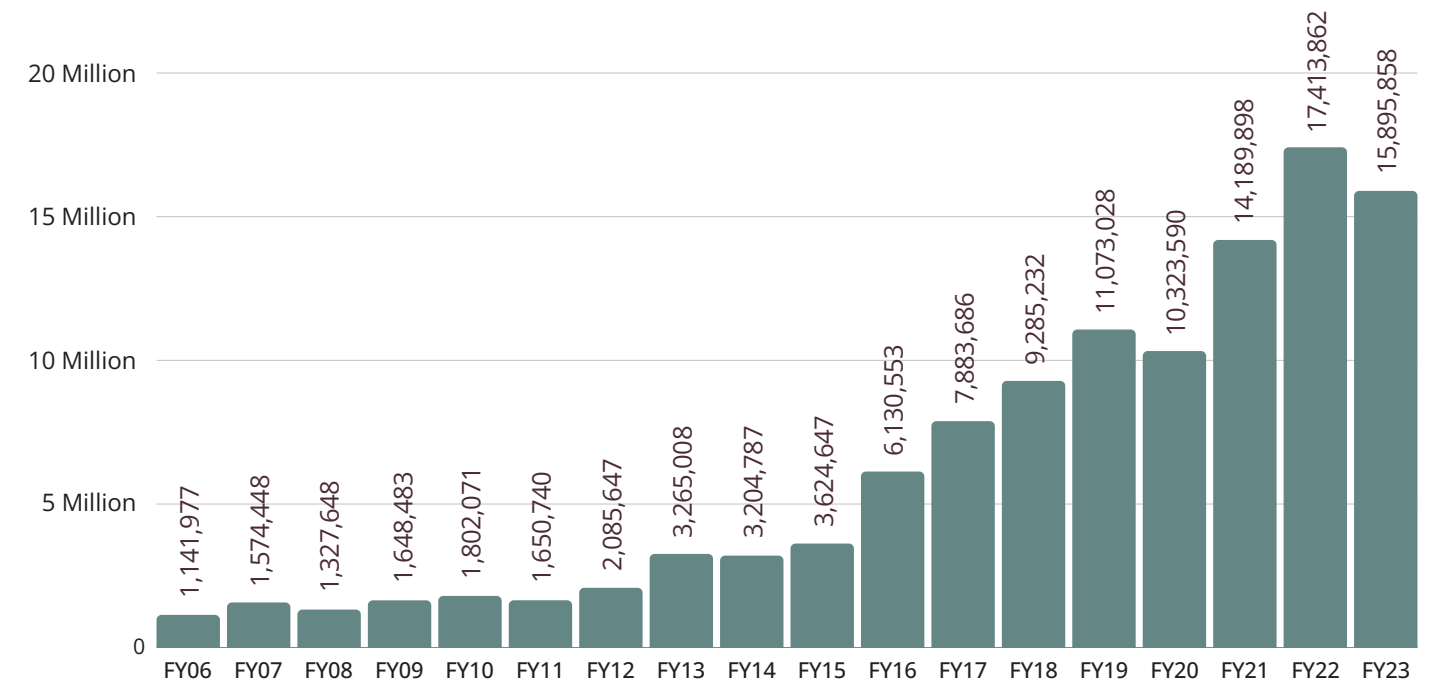
LONG TERM ASSETS



TOTAL REVENUES



PATIENT SERVICE COLLECTIONS



OPERATIONS AND PROGRAM EXCELLENCE



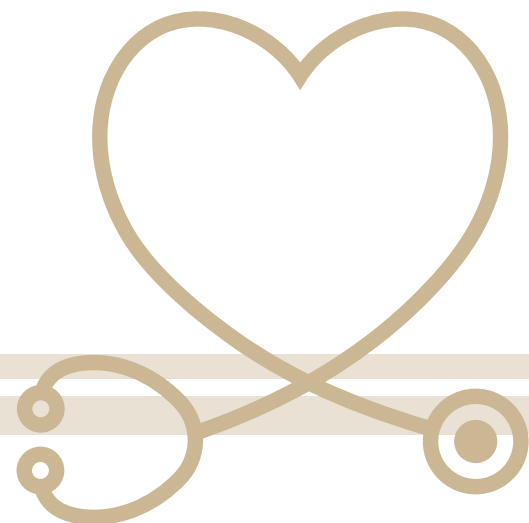
Community Health Quality Recognition Badges

In December KANA was awarded two Community Health Quality Recognition (CHQR) Badges by the Health Resources and Services Administration (HRSA), acknowledging commendable achievements in various aspects of healthcare. CHQR badges are awarded to Health Center Program awardees and lookalikes that have demonstrated excellence in areas such as access, quality, health equity, health information technology, social risk factors screening, and COVID-19 public health emergency response. We were honored with the Access Enhancer and Health Disparities Reducer badges.

The Access Enhancer badge is awarded to health centers that have increased both the overall patient numbers and the number of patients receiving comprehensive services (mental health, substance use disorder, vision, dental, and/or enabling) by at least 5% in the two most recent UDS reporting periods.

The Health Disparities Reducer badge, an extension of the Access Enhancer recognition, is granted to health centers that demonstrate a 10-percentage point improvement in low birth weight, hypertension control, and/or uncontrolled diabetes Clinical Quality Measures (CQMs) for at least one racial/ethnic group. This improvement should be maintained or enhanced from the previous reporting year, or the health center should meet specified benchmarks for all racial/ethnic groups served within the most recent UDS reporting year.

These badges highlight the dedication and outstanding performance of health centers in providing high-quality, accessible healthcare services to the community. Our team eagerly anticipates the ongoing pursuit of enhancing the overall health and well-being of the communities we have the honor of serving.



Elevating Patient Care: A Home Away from Home

In a positive step towards supporting patient care, KANA partnered with the Kodiak Island Housing Authority (KIHA) on a patient housing program. This initiative addresses the critical need for safe, reliable, and comfortable temporary housing in Kodiak for patients seeking higher levels of healthcare away from their home communities.

Two furnished apartments in Kodiak now serve as havens for patients. One is exclusively for Elders, ensuring their comfort and well-being during their stay. The second apartment caters to expectant mothers, recognizing the importance of a supportive environment during this crucial time.

The Patient Housing Program exemplifies the practical collaboration between KANA and KIHA, offering viable solutions for secure and comfortable housing options for patients, and reflects our commitment to comprehensive healthcare beyond medical treatments. By easing the burden of housing logistics, we aim to allow patients to focus on their health and recovery.

This initiative highlights KANA's dedication to delivering high-quality care and services that meet the needs of Beneficiaries and the community. The focus is on providing more than just shelter – it's about fostering a supportive environment that complements the healing process.





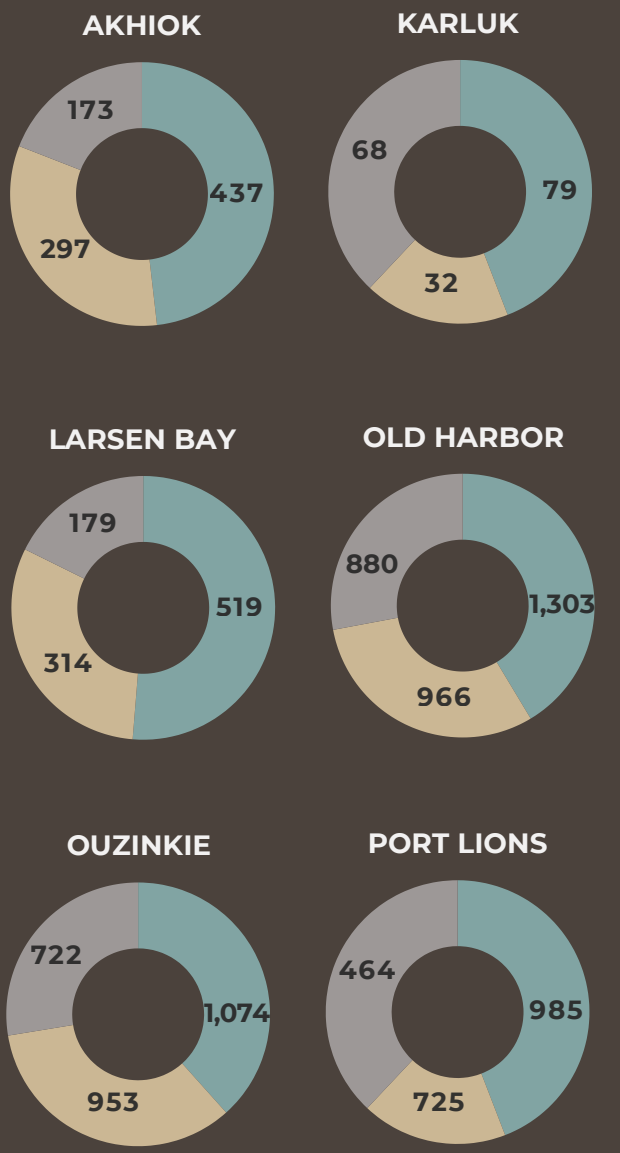
OPERATIONS AND PROGRAM EXCELLENCE



Patient Access

ANNUAL VISITS BY VILLAGE

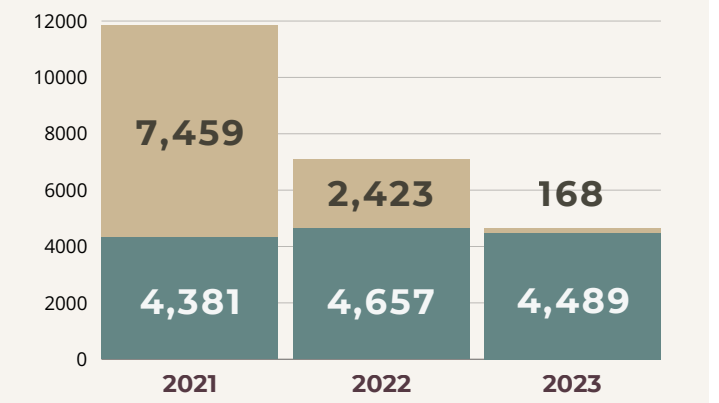
Total Village visits, including Medical, Dental, and Behavioral Health/Substance Use Disorder services. The numbers include immunizations and COVID testing as well as ANMC specialty medical Provider visits.



TOTAL PATIENTS

A unique patient is defined as someone who was seen at KANA for either Medical (including lab and nurse visits), Dental, Behavioral Health, Physical Therapy, or Wellness Center Services.

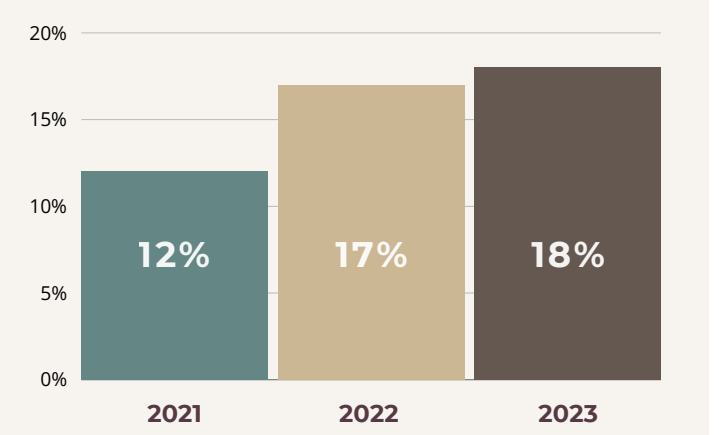
Ancillary Medical Services-Only Patients (COVID-19 testing, immunizations, lab visits, and nurse visits*)
 Medical, Dental, Behavioral Health, Substance Use Disorder, Physical Therapy, Wellness, CAC, and ILP Patients (*excludes ancillary-only patients)



NO SHOW RATES

No Show Rates include all appointments scheduled through all KANA clinics.

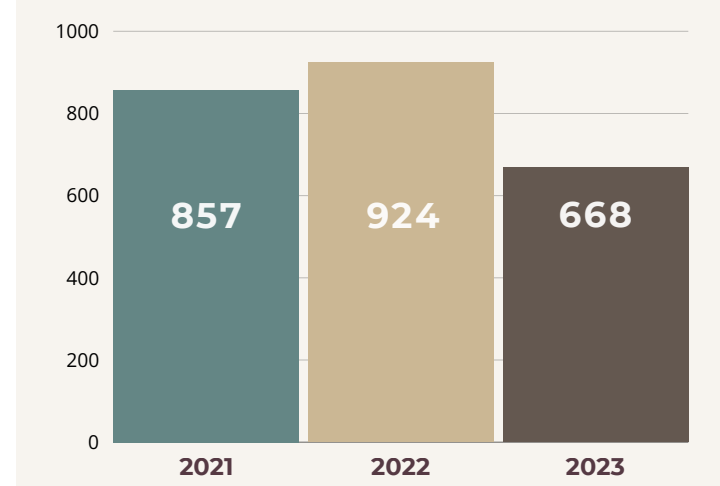
2021 12% or 9,318 / 75,296 appointments
 2022 17% or 9,185 / 53,131 appointments
 2023 18% or 8,179 / 44,875 appointments



SPECIALTY CLINIC VISITS

Specialty clinic visits include services such as Cardiology, ENT, Diabetes, Orthopedics, Optometry, and more. Specialty providers, provided by ANMC or SCF, provide services in-person at Kodiak Clinics or via Telehealth. Specialty clinics help to ensure access to higher levels of specialty care close to home.

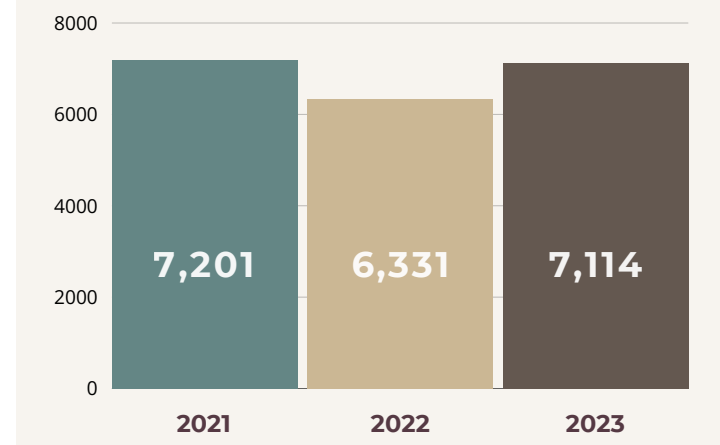
Total Specialty Clinic Visits by Year



BEHAVIORAL HEALTH VISITS

Three-year trending behavioral health visits include substance use disorder and group visits.

Total Behavioral Health Visits by Year

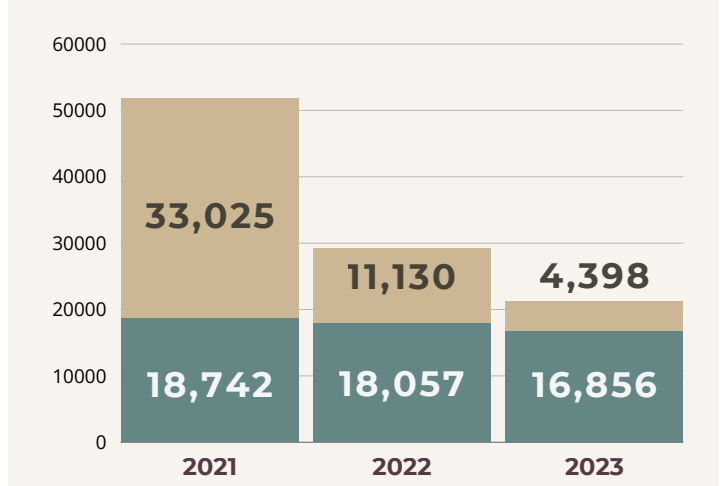


MEDICAL VISITS

Three-year trending medical visits include Primary Care, Physical Therapy, and patients seen at PKIMC by KANA providers. Ancillary medical services including COVID testing, immunizations, labs, and nurse visits are also indicated.

Total Medical Visits by Year

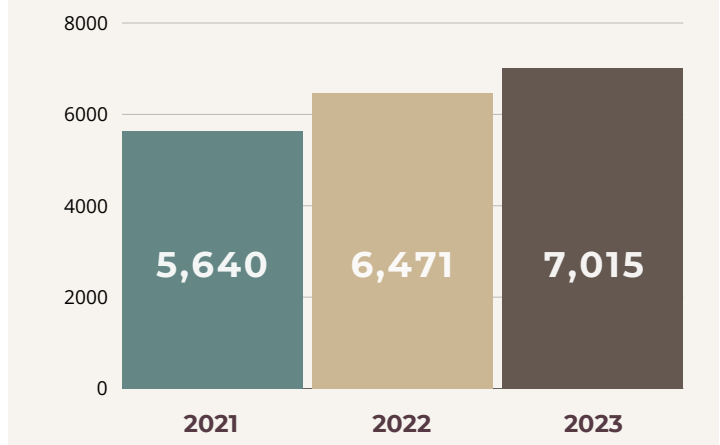
Ancillary Encounters Non-Ancillary Medical Encounters



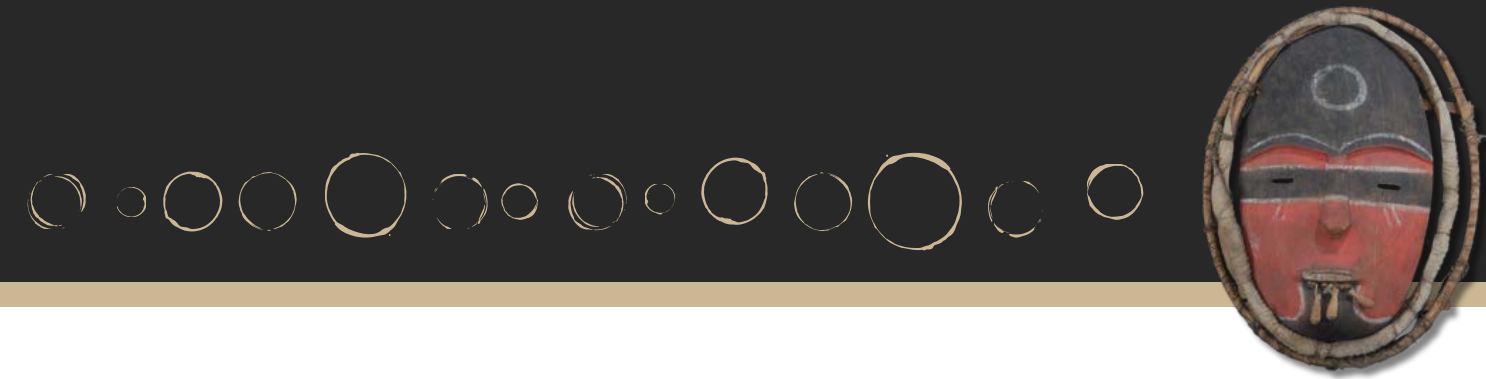
DENTAL VISITS

Three-year trending dental visits.

Total Dental Visits by Year



OPERATIONS AND PROGRAM EXCELLENCE



Service Expansion

KANA's recent service expansion takes a focused approach on key areas to better address the specific needs of our community. Over the past three years, the organization has increased services with initiatives including the prioritization of Elder support, consolidating Physical Therapy and Wellness Center into Rehabilitation Services, and enhancing patient advocacy for those traveling to Anchorage.

In response to community needs, KANA has consolidated the Wellness Center and Physical Therapy into a unified department called Rehabilitation Services, aiming to streamline and optimize care for a more cohesive approach to wellness.

Simultaneously, a significant focus has been placed on improving support and advocacy for patients traveling to Anchorage. This includes the implementation of Anchorage-based Patient Advocates, ensuring comprehensive support and guidance for those seeking care outside of Kodiak.

Elder Services is a key component of our expansion, supporting Native Elders aged 55 and older. This specialized service offers tailored case management and celebrates cultural values. Comprehensive support may include referrals, paperwork assistance, and transportation.

KANA is dedicated to addressing the diverse needs of the community and providing comprehensive, culturally sensitive support for all individuals. Holistic care remains at the forefront, ensuring comprehensive and culturally sensitive support for all individuals.



Rehabilitation Services:

Rehabilitation Services has undergone significant enhancements, highlighted by the addition of a new Physical Therapist, bringing the total to five. This expansion not only strengthened the team but also increased the capacity for patient care, with a goal of prompt scheduling of appointments within a week of referral.

Looking ahead, there are planned increases in village visits for the upcoming year, showcasing a dedication to reaching underserved areas and ensuring quality healthcare is accessible to all community members. Within the Cama'i Center, the Rehabilitation Services space experienced successful physical expansion, now occupying both suites currently rented by KANA.

Now in partnership with the Wellness Center, Rehabilitation Services looks to strengthen collaboration across the teams. This partnership aims to enhance the range of services and resources available, with a focus on promoting overall community well-being in the new year.

Patient Advocates:

Our Anchorage-based Patient Advocacy program is an embodiment of going the extra mile for our patients. It's not just about providing assistance; it's about advocacy, ensuring that every individual receives the care they need and deserve, even when navigating healthcare systems beyond our island. Patient Advocates assist in various aspects, including locating housing, managing clinic appointments, navigating transportation services, and connecting with community resources. They serve as a vital link to ANMC and KANA Travel Specialists for travel-related needs and ANMC Clinic Schedulers for appointment coordination. This program is designed to offer support and guidance at every stage of the healthcare journey.

Elder Services

Elder Services is a specialized program designed to prioritize the well-being of local Alaska Native and American Indian Elders aged 55 and older. This program, rooted in personalized case management and a celebration of cultural values, provides comprehensive support. Services include referrals, paperwork assistance, and transportation, extending assistance to caregivers by offering essential resources like durable medical equipment and school supplies for grandchildren. Elder Services underscores our recognition of Elders as cultural bearers, addressing unique needs with a compassionate and intentional approach.

ORGANIZATIONAL CAPABILITY

Arwen Botz
Vice President of
Community Services



Ali Vayani
Chief Financial Officer



Charting a Course for Excellence: Welcoming Our New Leaders



In March of 2023, Arwen Botz was appointed as KANA's Vice President of Community Services. Arwen assumed this crucial role based on her demonstrated passion for KANA's mission, clear alignment with our culture, deep understanding of the communities we serve, and a proven track record of strategic engagement, relationship building, and leadership.

With over 20 years of experience in community services delivery, Arwen dedicated more than a decade to working with, and for Alaskan communities, focusing on improving health and development outcomes. Throughout her impressive ten-year tenure with KANA, Arwen significantly contributed to the growth of our Child and Family Services team and fostered robust partnerships across our organization and communities. Her involvement in various community leadership roles showcased her commitment to making a positive impact.

Arwen's extensive skills and experience positioned her well to advance KANA's Community Services programs, aligning with our holistic approach to nurture robust and sustainable communities. Her appointment not only reflected our commitment to excellence but also reinforced KANA as a supportive workplace, offering meaningful opportunities for growth to our team members.

In November of 2023, Ali Vayani assumed the role of Chief Financial Officer, bringing over a decade of experience in accounting and financial management. Ali's appointment as CFO is a testament to his attention to detail, collaborative approach, and relationship-building skills. His problem-solving orientation, combined with a decade of experience in accounting and financial management, positions him as a strategic leader.

Ali's expertise extends beyond traditional financial roles. He demonstrates proficiency in team management and development, guiding his teams to grow in knowledge and abilities. Ali plays a crucial role in overseeing successful audits, budgets, and financial reporting with a focus on accuracy and timeliness. Leading our Finance department, Ali has navigated the implementation of new financial management software, in an important step towards modernizing our financial processes.

Ali's leadership seamlessly aligns with KANA's commitment to smart financial management, making sure we have a diverse set of financial resources and use debt wisely. In his current role, Ali makes sure we have the right people, systems, and processes to carry out our financial objectives while keeping our staffing levels just right.



ORGANIZATIONAL CAPABILITY

Welcoming Our New Providers



Shantai McDermott, NP

Village Primary Care Advanced Practice Provider

Shantai McDermott brings nine years of experience as a Nurse Practitioner, primarily in urban healthcare settings. Originally from a small Michigan port town, she aspires to bring her expertise to the Native Village of Ouzinkie. Having earned her Doctor of Nursing Practice Degree from the University of North Carolina College of Nursing in May 2022, she boasts dual certifications as an Adult Geriatric Primary Care and Psychiatric Mental Health Nurse Practitioner. Shantai's diverse practice includes assessing, diagnosing, and treating a range of conditions across post-acute long-term care, hospice and palliative care, correctional medicine, home health, internal medicine, severe mental illness, substance use disorders, and primary care. Committed to continuous improvement, Shantai is eager to contribute her skills and knowledge to KANA, bringing a passion for patient care and community well-being. Outside of work, she enjoys traveling, reading, and quality time with friends and family.



Stephen Flora, LPC

Child Advocacy Center Clinician

Stephen Flora returned to Kodiak in 2023 from Juneau, considering Kodiak his true home. With a Bachelor's from Bridgewater College and a Master's in Counseling from Eastern Mennonite University, he's been a Licensed Professional Counselor (LPC) since 2007, working in the Behavioral Health field since 2000. Stephen has served as a Clinical Supervisor for Bartlett Regional Hospital and previously held key roles, including; Mental Health Clinician II, CSP Team Leader, and Clinical Manager at Providence Kodiak Island Counseling Center. His professional journey also includes Case Manager in Collaborative Care for the University Physicians Group (2015-2018), Mental Health Clinician for a private practice (2015-2016), and Behavioral Health Clinician for KANA (2012-2015).



Brittney Fried, PT, DPT

Physical Therapist

Brittney Fried, a recent graduate with a Doctor of Physical Therapy from the University of Mary, holds extensive clinical expertise in pediatrics across diverse urban and rural landscapes. She has worked with a wide range of individuals, from newborns with Torticollis to seniors focusing on balance and fitness enhancement. Her special focus lies in guiding children with developmental delays to achieve motor milestones while ensuring an enjoyable experience. Brittney is equally passionate about empowering adolescent athletes to reach their ambitious goals. Committed to delivering impactful and quality care, she believes in personalized support at every life stage.



Kailey McNeil, BSW, MSSW

Behavioral Health Assessment Clinician

Kailey McNeil began her Behavioral Health Assessment Clinician role on May 30, 2023. Kailey previously served KANA from 2013 to 2022 in various roles, such as Community Services Intake Specialist, Support Services Case Manager, Prevention Program Assistant, Support Services Coordinator, and Behavioral Health Intake Services Coordinator. She is committed to providing high-quality care with a Master of Science in Social Work from the University of Louisville. Kailey is currently a Licensed Master Social Worker and is working towards earning her Clinical Licensure in Alaska. Colleagues consistently acknowledge her positive contributions, making her an invaluable team member.



Shim-In Reyes, MT-BC

Behavioral Health Clinician

Shim-In Reyes began her role as a Behavioral Health Clinician at KANA on May 16, 2023. With prior service in KANA's Employment and Training department since July 2020, Shim-In demonstrates dedication to the organization's mission. She holds a Bachelor of Arts in Humanities from Union College, a Master of Science in Music Therapy from Nazareth College, and a Master of Science in Counseling Psychology from Alaska Pacific University. She is currently working towards Alaska licensure. Shim-In's diverse background and ongoing commitment reflect her passion for providing comprehensive and compassionate behavioral health support.



Shigone Beighle, PA-C

Village Primary Care Advanced Practice Provider

Shigone graduated from the University of Washington MEDEX Northwest Physician Assistant program in 2014, completing clinical rotations in rural health settings. Before her PA studies, she served as a Clinical Support Technician at Providence Hospital in Anchorage for a year and contributed a decade as a Paramedic. In her impactful paramedic role, Shigone managed a remote clinic in a war zone, offering crucial healthcare to both civilians and military personnel. Since earning her PA degree, she has been providing compassionate care in various clinical settings across Alaska. With a diverse background spanning emergency medicine and rural health, Shigone brings a wealth of experience and expertise to her role as a Village Primary Care Advanced Practice Provider in Ouzinkie.

ORGANIZATIONAL CAPABILITY



Facility Master Plan

In the spring of 2023, KANA engaged a consultant team of The Innova Group, McKinley Research Group, and Bettisworth North Architects and Planners to navigate the growth and development of our Kodiak campus.

The KANA Facility Master Planning project aimed to achieve the following objectives:

- Evaluate KANA facilities to identify future opportunities for reorganization and consolidation of various clinics and departments scattered throughout Kodiak.
- Identify the highest and best use of existing facility space.
- Develop strategic plan and creative solutions to address program expansion and space needs of existing and projected clinical services.

Through extensive data gathering and analysis, a comprehensive Health Service Delivery Plan was developed. This plan included a population analysis, resource allocation plans, and a proposed staffing plan. The design team utilized planning methodologies tailored for Alaska Native and American Indian populations, considering the unique challenges of remote healthcare delivery in Alaska. A gap analysis led to a list of potential projects, and KANA stakeholders provided clear and consistent direction on priorities.

The design team presented three master plan options, gathering additional feedback from stakeholders. The final master plan and phasing recommendations outline a fifteen-year strategy to enhance operational efficiency, elevate the experience for patients, families, and staff, and facilitate program growth. The master plan accommodates specific program needs, offering flexibility and potential improvements as it unfolds.

Key recommendations for the campus include:

- Develop a centralized KANA Campus
 - Develop a new Operations Building with Laboratory and Physical Rehabilitation Services departments, ensuring the organization's ability to support the operational challenges that come with consolidation.
 - Redevelop the Rezanof East property to create a new clinical-focused building to consolidate outpatient services and simplify patient visits.
 - Renovate the existing Alutiiq Enwia Health Center (KANA Main) facility to centralize all administration functions.
- Divest leased properties from KANA's portfolio as new permanent locations are created for programs on the consolidated campus.
- Repurpose or divest vacated KANA-owned properties as existing clinical and administrative programs are relocated to the consolidated campus.

This strategic initiative sets the stage for KANA's continued success, ensuring a centralized and efficient campus that meets the evolving needs of our community.



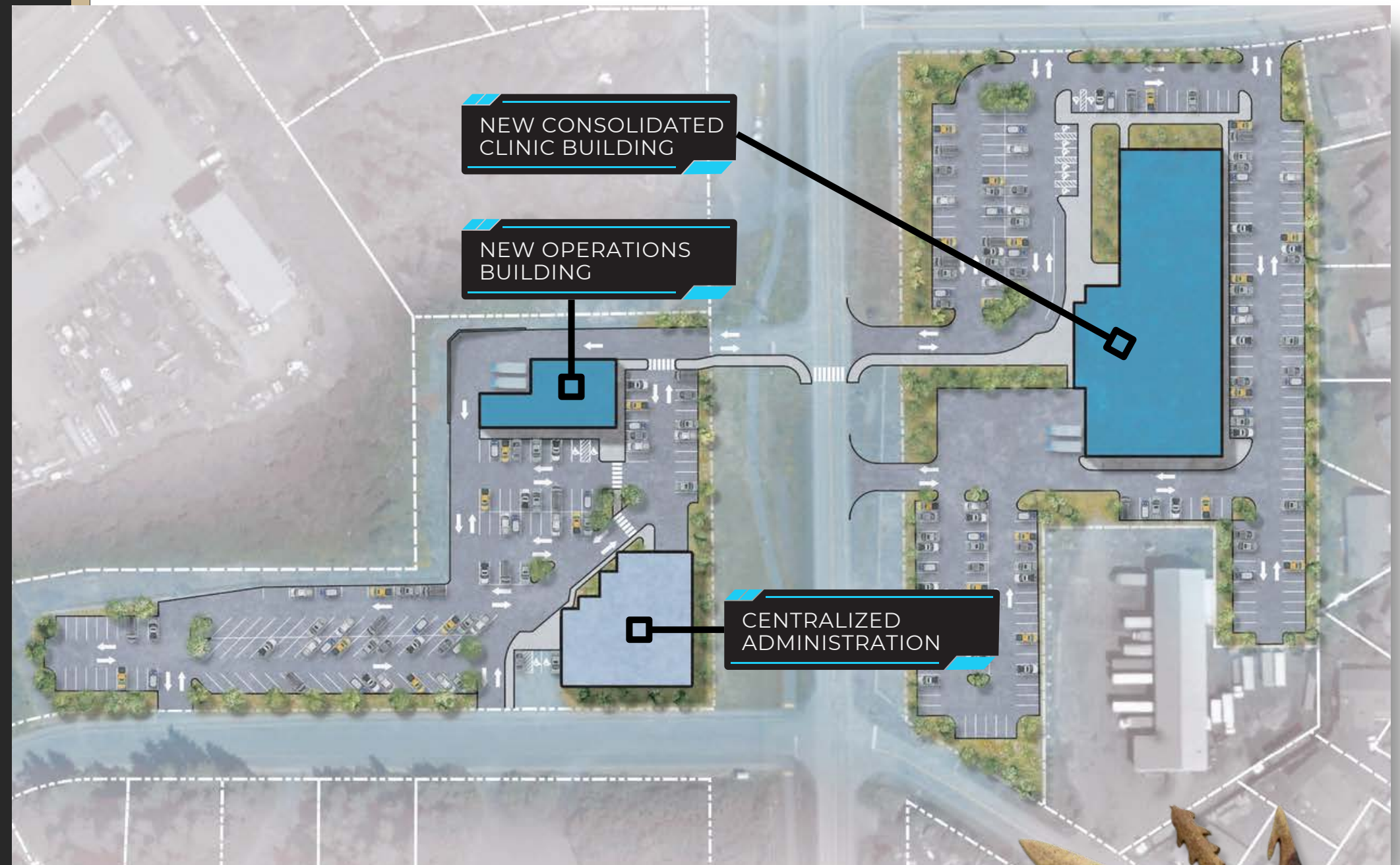
Department Spaces

Consolidated Clinic Building

- Primary Care - 9,488 SF
- Specialty Care - 1,660 SF
- Dental - 9,099 SF
- Eye Care - 1,578 SF
- Behavioral Health - 9,803 SF
- Pharmacy - 3,266 SF
- Diagnostic Imaging - 752 SF
- Lab, Draw - 651 SF
- Grant Based Programs - 1,210 SF
- Security - 196 SF
- Information Technology - 2,699 SF
- Health Information Mgmt. - 2,620 SF
- Wellness - 5,277 SF
- Mechanical/Electrical/Comms - 9,210 SF
- Public Facilities - 1,293 SF
- Housekeeping & Linen - 1,803 SF
- Property & Supply - 781 SF
- Education & Group Consult - 3,380 SF
- Employee Facilities - 2,813 SF
- *Optional:* Childcare - 2,500 SF

Operations Building

- Laboratory - 1,693 SF
- Physical Rehabilitation Services 5,277 SF
- Facility Mgmt., Shops - 790 SF
- Facility Mgmt., Offices - 1,500 SF
- Mechanical/Electrical/Comms - 1,815 SF
- Property & Supply - 2,896 SF
- Housekeeping - 446 SF



ORGANIZATIONAL CAPABILITY



KANA Anchorage Office Enhances Services and Remote Support

The Anchorage office is a significant milestone made possible through our partnership with Koniag. This strategic development underlined our ongoing commitment to improving services for our Beneficiaries.

The Anchorage office serves as a dedicated workspace for five staff members, enhancing their efficiency and effectiveness. This centralized location supports our Anchorage-based team as they offer increased assistance to patients traveling to Anchorage for services, ensuring easier access to care and support when navigating the healthcare system away from their home community.

Co-locating with Koniag creates an environment that fosters collaboration and resource-sharing. Together with our partners, we look forward to a future filled with improved healthcare and opportunities for our people.

In addition to the Anchorage office, our ability to support staff across five states in 18 different communities was a positive outcome of the challenges posed by COVID-19. Recognizing the value of supporting remote staff, we expanded our recruitment pool and retained talented employees even when they moved off island. This shift proved vital in maintaining a skilled workforce and ensuring uninterrupted services.



Kodiak Marketplace

Celebrating its completion, the Kodiak Marketplace represents a transformative investment in our community. This visionary project directly contributes to our long-term goals, ensuring that KANA maintains the necessary staff, facilities, tools, systems, and processes to deliver our mission.

As part of our commitment to organizational capability, the Kodiak Marketplace addresses the objective of providing effective physical spaces to support our work. Going beyond traditional healthcare, this initiative focuses on the social determinants of health, striving to improve our community at its core. The project not only highlights our dedication to addressing broader factors influencing health and well-being but also showcases our belief that healthy people thrive in healthy communities.



Scan to explore the Kodiak Marketplace Project:
A place to bring our people together



ORGANIZATIONAL CAPABILITY



Software Updates

Finance

Over the past year, KANA has made significant strides in enhancing our organizational capabilities, particularly within the Finance Department's software systems. These advancements are geared towards elevating service delivery, creating positive experiences, and streamlining our processes.

Streamlining Invoice Payments and Accounts Payable:

Our Finance team has worked diligently to streamline invoice payments and accounts payable processes, aiming for a more efficient and timely financial transaction experience. Introducing new payment request forms and directly managing the Accounts Payable email are key steps towards achieving our goal of processing and paying invoices within 30 days.

Payment Request Forms:

New payment request forms categorized by subsidiary have been introduced. This initiative allows us to provide tailored support while maintaining operational efficiency.

Enhanced Per Diem Process:

Our per diem process has undergone significant improvements, offering staff a user-friendly experience. Staff members can now submit per diem requests after travel using the payment request form sent to the Accounts Payable email. This upgraded tracking system ensures accuracy and transparency in staff travel reimbursements.

Integration of NetSuite and Concur:

The integration of NetSuite and Concur marks a pivotal step towards modernizing financial processes. This integration ensures a comprehensive solution for recording transactions, generating financial reports, and managing travel expenses.

Training and Integration for Efficiency:

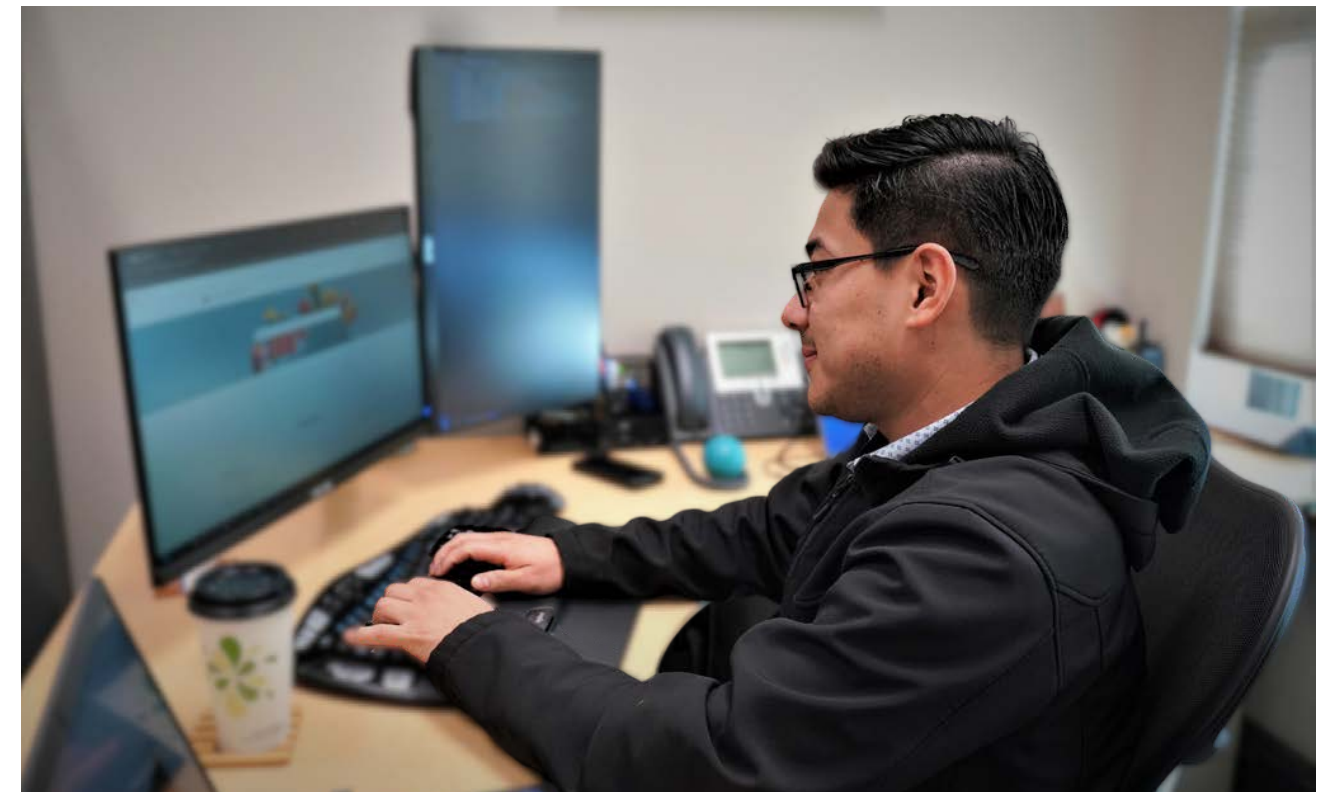
Group training sessions for NetSuite and Concur have been conducted to empower our workforce with the necessary skills for efficient use. These software integrations contribute to our broader organizational capability, facilitating a comprehensive approach to enterprise resource planning and travel expense management.

Zendesk Service Solution

In a collaborative effort, KANA's IT and Project Management teams have actively connected with departments currently utilizing Help Desk, a support software. These interactions have been instrumental in collecting valuable feedback for the design and implementation of Zendesk. Zendesk assures an enhanced user experience compared to Help Desk, providing streamlined communication channels, improved ticket management, a user-friendly app for our mobile teams, and a more intuitive interface. The anticipated rollout of Zendesk before the end of quarter one is set to significantly elevate support capabilities across the entire organization.

Intranet Exploration

After the successful implementation of Zendesk, the Project Management team is gearing up for another round of collaboration with departments, this time focusing on researching and exploring intranet options. An intranet, a robust tool serving as a secure and centralized information hub within an organization, has the power to streamline communication, facilitate document sharing, and enhance collaboration. This initiative aims to create a seamless and accessible digital environment, providing efficient and user-friendly solutions for the entire organization.





ORGANIZATIONAL CAPABILITY

Strategic Expansion: Reinforcing Organizational Support

Strategic expansion has been pivotal in strengthening our support structures. Notably, the Communications and Grants Departments have undergone significant growth, aligning directly with key strategic initiatives and enhancing our overall operational capabilities.

The Communications Department is now fully staffed and equipped to play a central role in shaping our organizational narrative. The team operates cohesively, executing communication strategies that align with our mission and goals. Communications serves as the vital bridge connecting KANA to our people and communities. The team's core objectives revolve around infusing organizational communications with the richness of our culture and core values. This includes brand stewardship, ensuring the consistency and strength of our brand, cultural relevance to resonate with our diverse audience, and the creation of visually compelling content that captures attention. We actively engage with our target populations, ensuring they are well-informed about available services and support. Aligning with the organization's strategic plan, Communications works towards well-defined communications goals and objectives.

The Grants Department stands as a cornerstone of support in advancing KANA's mission and strategic initiatives. Led by a Grants Director and supported by two Grants Specialists, the department is focused on ensuring robust support throughout the grant lifecycle. From project development and funding identification to proposal writing, award acceptance, and ongoing liaison with funders. Their efforts directly align with organizational goals, providing essential resources to enhance our programs and services. This expansion reinforces our commitment to effective support structures, allowing our programs to concentrate on their mission without undue administrative burdens. As a key player in achieving success, the Grants Department's strategic approach positions KANA as a leader in securing funding and resources vital for our community and the success of our diverse programs.

As we welcome and acknowledge these expansions, both departments directly contribute to achieving success in line with our mission and vision. The growth in Communications and Grants signifies tangible steps towards meeting our strategic goals and delivering impactful results for our community and programs.



CUSTOMER SERVICE



Peer Support: Nurturing Recovery with Culturally Sensitive Guidance

The Peer Support Program is a culturally-driven initiative designed to assist Kodiak area residents on their recovery journey. The Peer Support team provides a safe, inclusive, and supportive environment, understanding the importance of culturally sensitive support. Peer Support is comprised of Cultural Peer Support Specialists, specially trained individuals with personal lived experience in substance use disorders or mental health challenges. These passionate specialists are devoted to guiding individuals through their recovery journey, offering personalized help in a safe and inclusive space.

Key Features of the Peer Support Program:

Culturally Grounded Approach: Following the White Bison Wellbriety Movement curriculum, the program integrates indigenous wisdom and cultural teachings into the recovery process. This approach not only aligns with our commitment to delivering services in a culturally appropriate manner but also emphasizes personalized and culturally sensitive support in Kodiak.

Range of Services: Cultural Peer Support Specialists provide various services to meet diverse needs, always focused on creating a welcoming and positive client experience.

These services include:

- **Waitlist Support:** Immediate assistance while waiting for scheduled appointments.
- **In-Clinic Services:** Confidential one-on-one sessions in a safe environment.
- **Call-Based Assistance:** Community members can reach out for support over the phone when needed.
- **Village-Based Services:** Tailored support for the unique challenges faced by remote communities.

Island Strong - Zoom Event:

This space is designed to listen to our community, allowing individuals to connect, share, and find strength in a supportive environment.

EVERY
MONDAY | 3PM

Connect Line:

Serves as a resource for individuals navigating their recovery journey.

The Peer Support Team is ready to assist anyone looking to:

- Talk to someone with lived experience
- Strengthen coping skills
- Develop social connections
- Find inspiration for getting sober or accessing behavioral health care
- Locate AA/NA/NAMI/Wellbriety meetings
- Build a sober support network
- Learn about other available resources

(907) 486-PEER
[7 3 3 7]



8AM - 8PM | 7 DAYS
A WEEK



CUSTOMER SERVICE



Tradition Through the Lens

In March 2023, the Communications team launched a Regalia Photoshoot in partnership with Kris Luckenbach from KrisLuck Photography. The collaboration featured indigenous models Samantha-Lynn Heglin, Brandy and Kalsin Thomas, as well as Collin and Emma Pruitt. The primary objective for this photoshoot was to spotlight and celebrate our rich cultural heritage, placing our people at the forefront of our materials.

During this event, Samantha-Lynn Heglin shared her late grandmother, Elder Margaret Roberts's, headdress. This allowed us to capture more than just moments; it captured traditions passed down through generations—honoring the past while celebrating the present.

We take pride in having these images in our photo archive, ready for use in various materials. They effectively showcase the beauty of the Sugpiaq culture, with many of these photos finding their place in KANA's materials, publications, and across our website, enhancing our digital presence with vibrancy.

As we look ahead, the Communications team is eagerly anticipating the opportunities the upcoming year holds to further showcase our people, lands, and traditions. We remain dedicated to connecting our stakeholders with our materials, always striving for meaningful engagement.



Village Health Fairs

KANA identified Health Fairs as a unique opportunity for staff to connect with our village residents, and to better understand the needs of our patients and clients. Prior to COVID-19, these routine visits were an essential part of our community engagement. However, due to the pandemic, these activities were temporarily halted and successfully resumed in 2023.

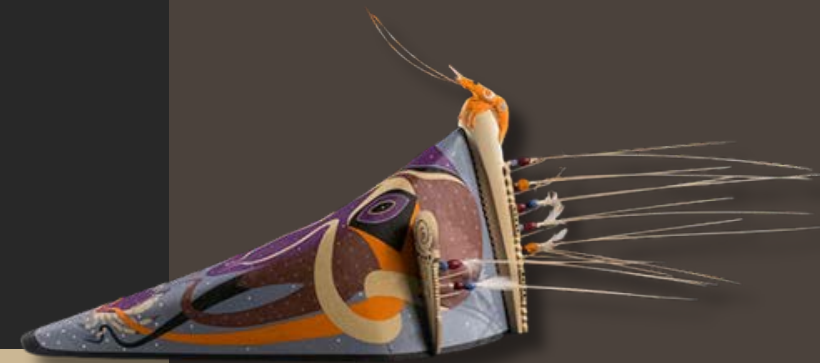
In revitalizing the program, we have addressed past feedback and made intentional changes. Staff members committed not only to attending the day of the event but also its backup date, acknowledging the challenges posed by inclement weather preventing travel.

During these Health Fairs, each contributor offered specific activities and provided educational resources for village residents to take home and utilize in the days and years to come. The Health Fair Committee worked closely with Behavioral Health Aides to ensure the success of this initiative and to have a champion of the event in each community.

Looking ahead, we are excited to continue these meaningful engagements, with plans to resume as weather allows later in 2024. The Health Fairs remain a cornerstone of our commitment to community well-being, fostering connections, and addressing the unique needs of each village.



CUSTOMER SERVICE



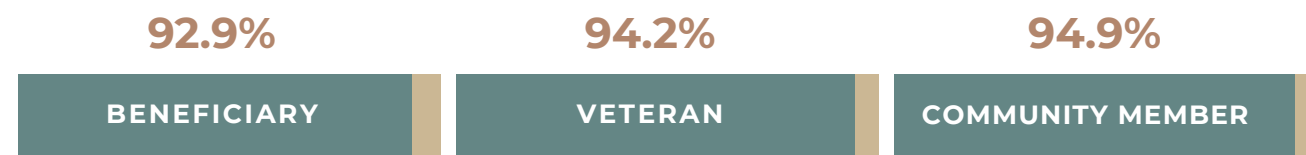
Patient Experience

The KANA Patient Experience (long) Survey is a comprehensive survey that focuses on key aspects, including Access and Care Received, KANA and Patient Communications, KANA's Support Staff, Fees, and Facilities. The survey can be accessed through our website. Additionally, we deploy a Provider Encounter (short) Survey to gauge satisfaction with KANA Providers. This survey is sent to patients via text or email after their latest appointment at KANA. Following completion, patients have the option to redirect to the comprehensive KANA Patient Experience Survey.

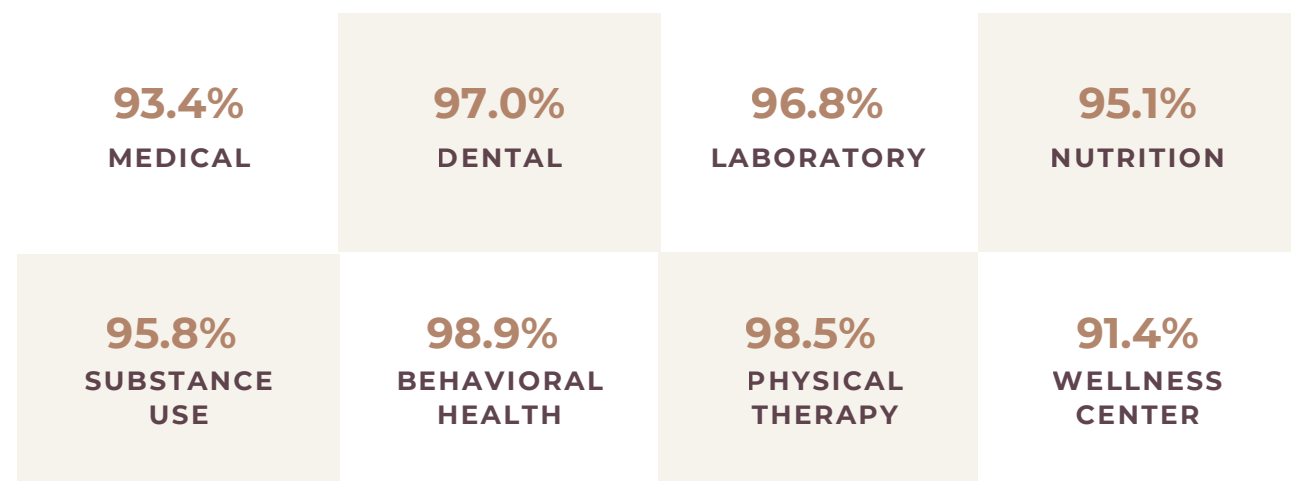
CUMULATIVE KANA EXPERIENCE



PROVIDER ENCOUNTER SURVEY (SHORT) OVERALL CUMULATIVE SCORE:



HOW PATIENTS RATED THEIR PROVIDER EXPERIENCE BY DEPARTMENT:



CONNECTING ANCHORAGE

Our Anchorage-based Patient Advocates successfully arranged 86 encounters, ensuring patients could easily access necessary medical and social services.

TIMELY DENTAL CARE

From 2022 to 2023, the confirmation rate for dental appointments 1-2 days before the scheduled date rose from 96.4% to 97.5%.

RECOMMENDATIONS SOAR

In 2022, 93.6% of survey respondents recommended KANA to family and friends; by 2023, that figure rose to 100%, marking the most significant positive change in the patient experience survey platform!

Patient Comments:

Nick Kesling, PA - Nick Kesling is such an exemplary provider. It feels like he goes above and beyond each visit to make sure that my infant thrives.

Katherine Gronn, RDH - Kat does an awesome job at cleaning your teeth and at making you comfortable as a patient. She also knows a lot about oral health. She is a very gentle spirit!

Chelsea Malstrom, RN - I have a fear of needles, especially blood draws, and the nurse who took my blood today did an excellent job. Chelsea Malstrom was very patient and reassuring, and the needle poke actually felt no worse than a mosquito.

Dr. Rachel Jermann, PT, DPT - My experience with Rachel has been terrific. She has been very helpful in getting me where I want to be. She has helped prescribe exercises that fit my range of motion and ultimately help me reach my goals and are attainable with my busy work and home life. Also, she has a great sense of humor.

Emma Nelson, CHAP Clinic Navigator, Port Lions - The weather on Kodiak is unpredictable - my care team arranged for a telehealth appointment since the provider did not make it due to the weather. Great follow-up by Emma at the Port Lions Clinic!

How Patients Rated their KANA Experience

