

Yá'át'ééh

Newsletter

WIHCC's Division
of Community
Health Services



newsletter publication is
dedicated to strengthening
positive attitude, action and
knowledge of health awareness.

FREE PUBLICATION

FALL 2020

Winslow Indian Health Care Center Sending A Message



WINSLOW, Ariz. - WIHCC's Urgent Care staff are asking the people of the Winslow Service Area to stay home amid the Coronavirus, COVID-19, outbreak. The Navajo Nation has had 16,595 total confirmed positive COVID-19 cases, as of December 1, 2020. As of November 23, 2020, there were 1,280 positive COVID-19 test results at WIHCC. WIHCC's health care professionals are working around the clock and had adjusted to new work schedules to ensure WIHCC is fully staffed during this difficult time.

The WIHCC staff's untiring efforts are truly appreciated and it does not go unnoticed. Thank you, Ahxe'hee Nit-saa'go, to all WIHCC Staff for your hard work, determination and commitment. During this challenging time you did not quit and stood your ground in order to keep our patients safe. You are the true heroes and an inspiration to all!

Top Row, Left to Right: Patricia Dennison, EMT, Tyiana Gene, Clinical Receptionist, Erica Morefield, RN, Dawnee Denetso-Webb, CNA, Crystal Yazzie, RN
Bottom Row, Left to Right: Irene Bahe, RN, Kelsy Gilbertson, RN, Aurelia Taylor, RN, Vernadette Tsinajinnie, Clinical Receptionist, Brandon Talker, EMT



MEET
WIHCC'S
NEW CHIEF
NURSE
EXECUTIVE

PAGE 2



WIHCC
PROVIDES
FIRE WOOD
TO PATIENTS
IN MOST
NEED

PAGE 5



ANNUAL JMI
WALK/RUN
CONTINUES

20 | WINSLOW INDIAN HEALTH CARE CENTER
HÓZHÓGOO IINÁ WELLNESS PROGRAM | 20

PAGE 9

WIHCC Welcomes New Chief Nurse Executive



Norria M. Brice, DNP, RN, ACNP-BC

Yá'át'ééh, my name is Norria Brice and I am Tódich'ii'nii (Bitter Water clan), born for the Hashk'aan hadzohí (Yucca Fruit-Strung-Out-In-A-Line clan).

I was born in Brigham City, Utah. We are originally from Counselor, New Mexico and moved to Tonalea, Arizona in 1973. I currently reside in Flagstaff, Arizona. I graduated with an Associate Degree in Nursing in 1996, received my Bachelor of Science in Nursing degree in 2007, my Master of Nursing in 2010, finally my Doctor of Nursing Practice in 2016. I am a proud University of Arizona alumni.

Go Wildcats!!



I have been a nurse for 24 years. I started out my nursing career at Tuba City Regional Health Care Corporation in 1996 as a pediatric clinical nurse, later an emergency room clinical nurse, and prior to leaving in 2005, an emergency room nurse manager. I moved to the Metro Valley and became the emergency department clinical supervisor at the Phoenix Children's Hospital and also worked as a registry nurse and worked in several hospitals in the Metro Valley. After graduating with an MSN with a specialty as an acute care nurse practitioner, my family and I moved back to Flagstaff and I started working with Flagstaff Medical Center and Mountain Heart as a cardiology acute care nurse practitioner. I have also worked at Northern Arizona University School of Nursing as a clinical professor and program coordinator for the American Indian Nursing Program.

“For as long as I can remember, I wanted to be in the health care field.”

One of my uncles was a physician's assistant and the other was an Emergency Medical Technician (EMT) with the Navajo Nation EMS. They always had amazing stories to tell about their jobs and what they did to help the communities they served. They were a huge influence to my health care career. My father taught me to be resilient, honest, respectful, and hard-working. I apply these principles to how I conduct myself at home, at work, and in the community.

Nursing care is defined by core values, also known as the 6 Cs of Nursing—Caring, Compassion, Courage, Communication, Commitment, and Competence. The WIHCC nursing team embodies these core values to care for our Native American communities. It is my mission to help the WIHCC nursing team to grow; to follow our WIHCC mission, vision, and values; and to continue follow the 6 Cs of nursing. I am also a strong advocate for continued academic growth and encourage our young people and staff to continue their education and obtain advanced degrees in health care.

I am thankful for being given this opportunity to serve our Native American community and to work with WIHCC. Ahxehee'.

Norria Brice, DNP, RN, ACNP-BC
Chief Nurse Executive
WIHCC Division of Nursing

WIHCC Welcomes New Facilities Director



Darron Clark, P.E.

Yá'át'ééh, shik'éei dóo shidine'é, shí éi Darron Clark yinishyé. Tł'izi łani (Manygoats) nishłí, Tábaqahi (Edgewater) bashischiin, Tótsohnii (Big Water) éi dashicheii, Honágháahnii (One That Walks Around You) éi dashinalí. Ákót'éego diné nishłí. Shímá éi Rose Clark wolyé, shízhé'é éi Henry Clark wolyé.

I was born in Phoenix, Arizona and raised in Cottonwood Springs, Arizona which is located near White Cone, Arizona. I currently reside in Flagstaff, Arizona with my wife, son and daughter. I graduated from Northern Arizona University with a Bachelor's of Science Degree in Civil Engineering, and I am registered as a Professional Civil Engineer with the state of Arizona. I am and active member with the American Society for Health Care Engineering and the National Fire Protection Association.

I am active duty with the United States Public Health Service at the rank of Lieutenant Commander. My career started in Fort Defiance, Arizona as an Engineer, planning designing and construction sanitation facilities for the Navajo Nation. I continued my Sanitation Facilities Construction Career with the Tucson Area IHS, completing projects on the Tohono O'odham Reservation. My career started as a Health Care Engineer at the Hopi Health Care Center in Polacca, Arizona. Prior to my arrival to Winslow Indian Health Care Center (WIHCC), I was the Senior Technical Advisor at the Grand Canyon National Park. My entire career has been planning, designing and construction management for many projects, which ranged from a few thousands of dollars upto 200 million dollars.

“I am grateful for this opportunity to serve my local communities, where I grew up.”

As the Director of Facilities Management at Winslow Indian Health Care Center (WIHCC), I manage the Maintenance Department, Security Department and the Project Management Department. I am in the process of creating a Biomedical Engineering and Utility Systems Repairer-Operator Department. As the Director, I believe it is my duty to optimize the WIHCC facilities and create and maintain a safe and healing environment for all people who visit the facility, whether they are staff or patients. Another goal of mine is to prepare for the transition to the Dilkon Health Care Center, where a majority of the facility will be designated as Health Care Occupancy per NFPA 101, Life Safety Code. This means that we will face more strict guidelines to follow as far as the physical environment is concerned.

I am grateful for this opportunity to serve my local communities, where I grew up. It is very rewarding to see familiar faces in the facility and know that the work I am doing is for their benefit. I am also looking forward to working with all the staff here at WIHCC to make this facility a great place for healing. Ahéhee'.

Darron Clark, P.E.
Facilities Director
LCDR, U.S. Public Health Service

Stay Vigilant

By: Patient Benefits Coordinators

Protect yourself from theft schemes targeting personnel information, resources.

COVID-19 SCAMS

Social Security Administration (SSA) Office of the Inspector General (OIG) is aware of COVID-19 scams involving Social Security. SSA OIG will continue to monitor and provide updates on these scams. They recently issued a fraud advisory warning the public that SSA will not suspend or discontinue Social Security payments as a result of COVID-19 office closures:

March 20: *Inspector General Warns Public About New Social Security Benefits Suspension Scam*

Scammers may also offer a benefit increase due to COVID-19. We urge you to be very cautious of any unsolicited calls, letters, emails, or texts offering a benefit increase. Social Security will never offer a benefit increase in exchange for payment.

Scam artists go to great lengths to trick you out of your personal information or money. Educate yourself and know how to identify and report scams, you can stay several steps ahead of these thieves.

3 TIPS TO PROTECT YOURSELF

1. Understand the threats
2. Exercise caution
3. Secure your information

For more information, contact Patient Benefits Coordinators at 928-289-8041.



Phone Scam Awareness

What is Slam the Scam?

The Inspector General of Social Security, Gail S. Ennis, is warning Americans about widespread phone scams where callers impersonate government officials, most often Social Security, to gain your trust and steal your money.



What to Watch For

Social Security phone scammers may

- threaten arrest or legal action against you unless you pay a fine
- promise to increase your benefits or resolve identity theft if you pay a fee
- demand payment with retail gift cards, wire transfers, internet currency, or by mailing cash
- try to convince you by using spoofed caller ID numbers or officials' real names, or by emailing fake documents

DO NOT BELIEVE THEM!

If you owe money to Social Security, the agency will mail you a letter with payment options and appeal rights. Social Security does not suspend Social Security numbers or demand secrecy from you, ever.

What to Do

If you receive a suspicious call:

- ✓ **HANG UP!**
- ✓ **DO NOT GIVE THEM MONEY OR PERSONAL INFORMATION!**
- ✓ **REPORT THE SCAM AT [OIG.SSA.GOV](https://www.oig.ssa.gov)**



Connect with us:



@TheSSAOIG



OIGSSA

Produced and Published at U.S. Taxpayer Expense



WIHCC provides Fire Wood to Patients in Most Need



Fire Wood Project

Fire Wood Project Lead, Lita Scott, RN, MSN, FNP, Acting Director of Community Health Services, coordinated an amazing community event which served all eight communities within Winslow Service Area.

WIHCC purchased sixty cords of fire wood from T&R Market as half a cord was distributed to community members within the Winslow Service Area. There were 120 community members served before temperatures dropped in the Southwest. Those served lived in the areas of Leupp, Tolani Lake, Bird Springs, Teesto, Dilkon, Indian Wells, White Cone and Jeddito. WIHCC's focus were the high risk, elderly, those who had no resources, no electricity, the disabled and positive COVID-19 patients. The purpose was to provide fire wood to community members as a COVID-19 counter measure and mitigation activity for WIHCC.

WIHCC's collaboration efforts to serve each of the eight communities within the Winslow Service Area was phenomenal! Efforts from each of the eight Chapter Houses, Navajo Nation Community Health Representatives, Public Health Nursing and Apache County all played an important role in assisting our community members that needed fire wood the most. Ahe'hee Nitsaa'go for all those involved.





Flu shot and COVID-19 Screening

Winslow Indian Health Care Center has undergone changes since the COVID-19 pandemic which has effected many within the Winslow Service Area. WIHCC has modified our screening and triage process so that infectious patients with respiratory symptoms were managed separately from healthy appointments and other patients.

Each patient who experiences any of the symptoms of shortness of breath, cough, fever, chills, nausea or vomiting, new loss of taste or smell, muscle pain, headache, sore throat, diarrhea, congestion or runny nose; are directed to a triage station where further management and care decisions are made by a medical provider. All patients remain in their vehicle as they are required to wear their masks at all times when in the Flu shot or COVID-19 Drive Thru testing line.

WIHCC's highest priority is the health and wellbeing of their patients. WIHCC has improved their triage process in a way that compliments patients needs whether they are feeling symptomatic, needing to pick up medication or simply seeking medical care. As the number of positive COVID-19 cases continue to rise, we encourage you to change your upcoming appointment(s) to a phone visit. To reschedule your appointment, please call the WIHCC main line at 928-289-4646.

WIHCC has many dedicated personnel working together as they represent the following departments: Security, Health Promotion, MSPI, Nursing, Hozhoogo Iina Wellness Program (HIWP), General Services, Office of Environmental Health and Dental. Each department within WIHCC has been tremendously helpful and has contributed to the success of the WIHCC's Flu Shot and COVID-19 Screening. For more information regarding Car Screening, please call HIWP at 928-289-6137 or 1-800-530-1430.

The number of positive COVID-19 patients is continuing to rise as the Navajo Nation is experiencing a Second Wave. WIHCC encourages their patients to continue to wear a mask, remain 6 feet apart and wash hands more often. Other helpful tips include: Traveling with two people or less for medical attention, take breaks from watching, reading or listening to news stories, including social media, connect with others via telephone for your mental health, no large family gatherings and disinfect highly touched surface areas. WIHCC created a Heat Map that reflects the collective number of positive COVID-19 cases in the eight chapter communities and three border town communities.

Visit the COVID-19 Dashboard: wihcc.com/covid-19-dashboard.html



LET'S TALK ABOUT MENTAL WELLNESS

CDC Mental Wellness During COVID-19 Crisis

COVID-19 affects our lives in many ways that it may cause us to experience stress, anxiety, and fear. However it is important to take care of our mental wellness. Everyone handles stress differently therefore it is important that you and your family be mindful of your behavior and emotions.

What is stress?

From the Oxford Dictionary, stress is a state of mental or emotional strain or tension resulting from adverse or very demanding circumstances.

What is anxiety?

From the Oxford Dictionary, anxiety is a feeling of worry, nervousness, or unease, typically about an imminent event or something with an uncertain outcome.

Common reactions to COVID-19:

- Concern about protecting oneself from the virus because they are at higher risk of serious illness.
- Concern that regular medical care or community services may be disrupted due to facility closures or reductions in service.
- Feeling socially isolated, especially if they live alone or are in a community setting that is not allowing visitors because of the outbreak.
- Guilt if loved ones help them with activities of daily living.
- Increased levels of distress if they:
- Have mental health concerns before the outbreak, such as depression.
 - Live in lower-income households or have language barriers
 - Experience stigma because of age, race or ethnicity, disability, or perceived likelihood of spreading COVID-19.

928.810.7357
MENTAL HEALTH
HELPLINE

Navajo Health Command Operation Center
(928) 871-7014
www.ndoh.navajo-nsn.gov/COVID-19
coronavirus.info@ndoh.gov



Ways to cope with stress and anxiety:

- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
- Take care of your body.
 - Take deep breaths, stretch, or meditate.
 - Try to eat healthy, well-balanced meals.
 - Exercise regularly, get plenty of sleep.
- Avoid alcohol and drugs.
- Make time to unwind. Try to do some other activities you enjoy.
- Connect with others. Talk with people you trust about your concerns and how you are feeling.
- Exercise (workout, household chores, yard work, hobbies, sports, etc.)
- Call your healthcare provider if stress gets in the way of your daily activities for several days in a row.
- People with preexisting mental health conditions should continue with their treatment and be aware of new or worsening symptoms.

source: CDC on Stress and Coping:
<https://www.cdc.gov/coronavirus/2019-ncov>

GRIEF

DURING THE COVID-19 PANDEMIC



WHAT IS GRIEF? GRIEF IS A RESPONSE TO LOSS.

Any type of loss can trigger grief, including:

- Job loss
- Financial anxiety
- Loss of safety
- Worry about loved ones
- Feeling of loneliness
- Changes in daily life
- Special plans and event cancellations
- Clashes with family members over how to protect yourself
- Worries about how to pay rent, utilities, and other bills
- Sadness of how the pandemic changed the world
- Fears for the future

WAYS TO COPE:

- Practice self-care
- Give yourself time to heal
- Reach out to family and friends
- Find support
- Take care of your body by taking deep breaths, stretching, or meditating

Need Help? Navajo residents can call the Navajo Regional Behavioral Health Center at (505) 368-1438 or (505) 368-1467 (Monday to Friday, 8:00 a.m. to 5:00 p.m.)

Need Help after 5:00 p.m. or during the weekend? Call the following numbers:

- Chinle Region: (928) 551-0713
- Dilkon and Tuba City Region: (928) 551-0624
- Farmington, Kirkland, & Shiprock Region: (928) 551-0508
- Shiprock & Red Mesa Region: (928) 551-0394

DIKOS NTSAAÍGÍÍ-19
CORONAVIRUS



Navajo Health Command Operations Center
(928) 871-7014
coronavirus.info@ndoh.gov
www.ndoh.navajo-nsn.gov/COVID-19

To speak with WIHCC MSPI call: 928-289-9770/6130.



WIHCC Donation

Winslow Indian Health Care Center is accepting Monetary Donations, Homemade Medical Supplies and Medical Supplies to assist with purchasing PPE and other medical needs during this challenging time. Your support can keep colleagues, patients, and families safe during this pandemic.

For more information visit:

www.wihcc.com/covid-19-donation-relief-fund.html

What Your Test Results Mean

Accessible version available at <https://www.cdc.gov/coronavirus/2019-ncov/testing/diagnostic-testing.html>

If you test positive for COVID-19

TAKE STEPS TO HELP PREVENT THE SPREAD OF COVID-19



STAY HOME.

Do not leave your home, except to get medical care. Do not visit public areas.



STAY IN TOUCH WITH YOUR DOCTOR.



GET REST AND STAY HYDRATED.

Take over-the-counter medicines, such as acetaminophen, to help you feel better.

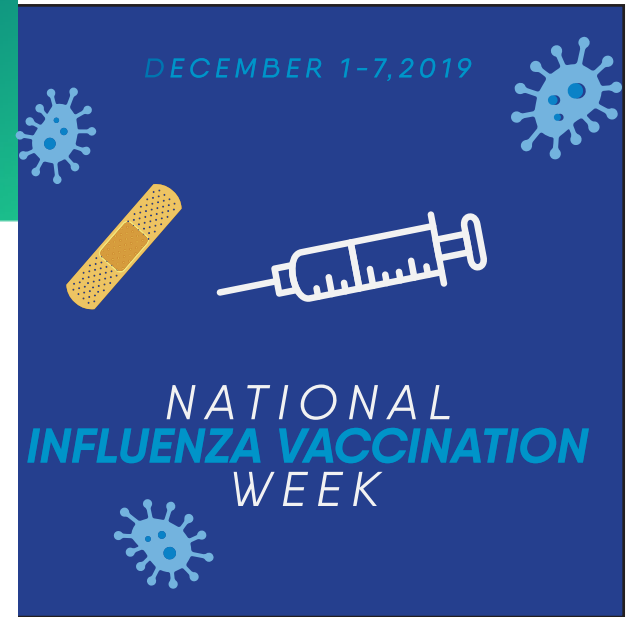
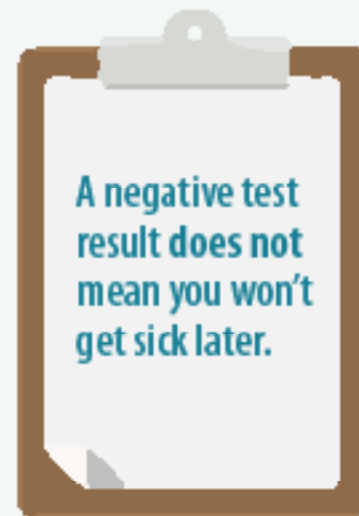


SEPARATE YOURSELF FROM OTHER PEOPLE.

As much as possible, stay in a specific room and away from other people and pets in your home.

If you test negative for COVID-19

- You probably were not infected at the time your sample was collected.
- However, that does not mean you will not get sick.
- It is possible that you were very early in your infection when your sample was collected and that you could test positive later.



WORLD
AIDS DAY
1 DECEMBER

The Annual JMI Run/Walk Continues

On November 7-8, 2020 the first part of the 23rd Annual Just Move It event began. With 2020 as the year of practicing social distancing; gyms closed, outdoor family fun activities were prohibited and community events had to be cancelled, we all lost fun exercise events that motivated us to get out and be active. But this Fall the Hozhoogo Iina Wellness Center and 135 JMI participants all decided to take back what was lost and partake in a Virtual 5K/10K Walk and Run that continued the annual Just Move It series.

Like many of the past JMI events, the WIHCC Hozhoogo Iina Wellness Program are looking to keep the series alive by offering multiple virtual JMI events. Three virtual series will be taking place in 2020 and the beginning of 2021. The first series was held on November 7-8, 2020. Participants registered ahead of time for a 5K or 10K Walk/Run. Upon early registration they received their JMI Tees along with a fabric face mask through mail and were encouraged to wear their shirts on the 7th or the 8th. Participants were given 2 days to complete their task of either a 5K or 10K and how they accomplished their task was up to them. Many got creative and included their 5K or 10K into their hikes, some chose to do a solo JMI and went at their own pace, and some chose the more traditional JMI route by running or walking with others. This of course was with their household family members, as we encourage participants to follow Covid-19 guidelines during the JMI events.

The second part of the series will be on February 13-15, 2021 and registration will begin in the month of December 2020 and proceed to mid-January 2021. The third and final series of the JMI will take place in May 2021. If you would like to be invited to our other JMI events contact us through hiwc@wiicc.org and we will add you to our contact list.

Use Cloth Face Coverings in Public to Slow the Spread of COVID-19



Cloth Face Coverings should:

- fit well & comfortable against the side of the face
- secured with ties or ear loops
- include multiple layers of fabric
- allow for breathing without difficulties
- laundry after use, dry without damage to shape



Cough



Shortness of breath or difficulty breathing



Muscle or body aches



Fatigue



Diarrhea

Symptoms of Dikos Ntsaaígíí-19 (COVID-19)



Fever or Chills



Sore Throat



New loss of taste or smell



Congestion or runny nose



Nausea or vomiting

COVID-19 symptoms can range from mild to severe illness and appear 2-14 days after COVID-19 exposure.

Seek medical care immediately if someone has emergency warning signs of COVID-19:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake up or stay awake
- Bluish lips or face

Source: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>



NAVAJO HEALTH COMMAND OPERATIONS CENTER
(P) 928.871.7014

(E) coronavirus.info@nndoh.org
www.ndoh.navajo-nsn.gov/COVID-19

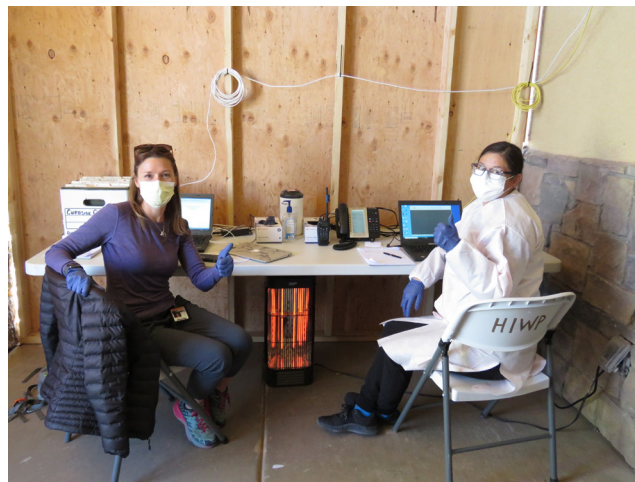


@navajodephealth
#DineDabizill



WIHCC Division of Community Health Services | Yá'át'ééh

Not all SUPERHEROS wear capes. Ahe'hee WIHCC Staff for your hardwork and dedication especially during these challenging times!



HOURS OF OPERATION (Subject to Change)

COVID-19 Test Results
<https://patient.labcorp.com>
<https://phr.ihs.gov>

COVID-19 Call Line
(928) 289-8143

Winslow Campus: Medical Hours
Sunday - Saturday
8:00 A.M. - 8:00 P.M.

Dilkon Clinic: Closed Until Further Notice

Leupp Clinic: Closed Until Further Notice

Behavioral Health Hours: Phone Appointments Only
Monday - Friday
8:00 A.M. - 5:00 P.M.
(928) 289-6163

Dental Hours: Emergencies Only
Monday - Thursday: 8:00 A.M. - 3:00 P.M.
Friday: 8:00 A.M. - 2:00 P.M.
(928) 289-6116

Hozhoogo Iina Wellness Center: Closed Until Further Notice

Massage Therapy: Closed Until Further Notice

Optometry Hours: Emergencies Only
Monday - Thursday: 8:00 A.M. - 5:00 P.M.
Friday: 8:00 A.M. - 4:30 P.M.
(928) 289-6224

Patient Benefits Coordinator Hours
Monday - Friday
8:00 A.M. - 5:00 P.M.
(928) 289-8041
(928) 289-8023

Pharmacy Hours
Sunday - Saturday
8:00 A.M. - 8:00 P.M.

Pharmacy Drive Thru Hours
9:00 A.M. - 4:00 P.M.
(928) 289-6215
Refill Line: (928) 289-6118 or
1(888) 530-1430

Call to Register for Mail Order Service
**Call a day in advance and your medication will be ready the following day. If medication is called in after 8:00 P.M., your medication will be ready the next day after 2:00 P.M.*

Physical Therapy Hours: Appointments Vary
Monday - Friday
8:00 A.M. - 4:30 P.M.
(928) 289-6239

Respiratory Clinic Hours
Sunday - Saturday
8:00 A.M. - 8:00 P.M.

Women's Health Hours
Monday - Friday
8:00 A.M. - 5:00 P.M.
(928) 289-6249
(928) 289-6270
(928) 289-8150



**JOIN OUR
TEAM**

WINSLOW INDIAN HEALTH CARE CENTER

We are seeking highly motivated nurses

Exciting nursing opportunities and breathtaking allure of Navajoland await committed and highly motivated nurses.

Come join us in Winslow! We are located just seven miles from the southern edge of the Navajo Nation, 45 minutes east of Flagstaff and a few hours north of Phoenix. You can go from *Standing on the Corner of Winslow, Arizona* to hiking scenic and majestic landscapes.

AVAILABLE OPPORTUNITIES

- Clinical Nurse (12 positions)
- Clinical Care Coordinator
- Licensed Practical Nurse (LPN)
- PRN Registered Nurse
- Infusion Clinical Nurse
- Pandemic Response Technician (Non Nursing)



APPLY ONLINE | www.wihcc.com

500 North Indiana Avenue | Winslow, Arizona 86047 | (928) 289-4646