

ISLETA HEALTH CENTER Winter 2023 Newsletter



Dear Isleta Community,

Enclosed is our Isleta Health Center Winter 2023, organized by our valued employees Lorraine Garcia, Diabetes Special Events Coordinator, Stephanie Barela, Health Educator and the IHC Health Promotions Committee. This newsletter serves as a window into the heart of the Health Center's employees, providing you with insights, updates, and stories that reflect the dedication of our healthcare team and unwavering commitment we have to your well-being.

As the year draws to a close and we embrace the holiday season, I want to take a moment to express my gratitude and appreciation for the remarkable efforts and achievements of our dedicated team throughout 2023. The holiday season is a time to reflect, celebrate, and look forward to the possibilities that the new year holds.

The year 2023 has been a year of significant accomplishments and milestones for the Health Center. Together, we have achieved the following notable successes:

- 1. Quality Care: We unified to successfully complete the AAAHC site evaluation.
- 2. Community Outreach: The Health Clinic collaborated across POI Departments in events to revive public gathering.
- 3. Employee Engagement: Several employees were promoted to positions within the Health Center.
- 4. Technological Advancements: Web based applications now connect the Health Center to patients and external providers to modernize appointment reminders and prescription orders.
- 5. Financial Sustainability: The Health Center applied for IHS funding for an EMS station, Pharmacy Drive thru, and clinic renovations. Other funding applications will be the focus at the start of 2024.
- 6. Patient Satisfaction: A week does not pass without a community member expressing their gratitude to an employee or provider—THANK YOU!

As we come together to celebrate the holiday season, let us keep in mind the values that unite us as a team. The Health Center is not just a place to work; it is a community of compassionate individuals dedicated to the well-being of our patients and the betterment of our community.

Thank you for your hard work, flexibility, willingness, and commitment to our health center!

If you have any questions or want to schedule an appointment, please call our main number at (505)869-3200.

Sincerely.

Karen Lucero

CEO, Isleta Health Center

MISSION

The mission of Isleta Health Services is to elevate the health status of Isleta tribal members, their families and community to the highest level possible by providing accessible, culturally sensitive, high quality preventive diagnostic, therapeutic, rehabilitative, and emergency services.

VISION

Isleta Health Services will be the health care provider of choice for Isleta tribal members and their families by consistently performing at a superior level while providing quality health care, maintaining sound ethical standards, demonstrating cultural sensitivity and compassion for patients and their families, exhibiting respect for employees and all others, acting with fiscal accountability, and being a responsible, health-promoting entity within the community.

SERVICES

- Audiology
- Behavioral Health
- Dental
- Diabetes Prevention Program
- EMS
- Lab
- Medical

- Optometry
- Pharmacy
- Physical Therapy
- Podiatry
- Purchased/Referred Care
- Wellness Center
- Public Health

HOURS:

Monday: 8:00am to 4:30pm
Tuesday: 8:00am to 4:30pm
Wednesday: 8:00am to 4:30pm
Thursday: 10:00am to 4:30pm
Friday: 8:00am to 4:30pm



Main Number: Mailing Address: Physical Address:

505-869-3200 P.O. Box 580 1 Sagebrush Street

Fax Number: Isleta, NM 87022 Albuquerque, NM 87105

505-869-4584

The Public Health Department

The Isleta Health Center Public Health Department has made many exciting changes this year. As we stand at the cusp of a new chapter in public health, the focus is shifting from the global COVID-19 pandemic to community well-being. The tireless efforts of the Public Health Department and IHC have been remarkable, but now is the time to redirect our energies towards building a stronger, healthier community.

As we move forward, it is crucial to recognize that public health is about more than just managing crises. It encompasses various facets of well-being, including mental health, nutrition, physical activity, and access to healthcare. The departments within IHC Public Health are here to provide community engagement, healthy lifestyles, mental health and wellness, education, community nursing, and emergency services. In order to more effectively provide these services, the Public Health Department has been restructured to include: Emergency Medical Services (EMS), the B'eeh K-oo-ee Wellness Center, Community Health Representatives (CHR), Community Health Nursing (CHN), Diabetes Prevention Program, and Health Education.

In the spirit of bringing everyone together and strengthening the community, we have several events and services planned to support health and wellness during the winter season:

COVID-19 Tests: Kits are available for pickup at the Public Health Department offices. Please call 505-869-9720 to request free test kits.

Isleta Health Education Presentation: Starting in January at 5:00pm – 6:30pm then alternating to 12:45pm – 2:15pm every other month. Please call Stephanie Barela at (505) 869-4479 to sign up and learn more.

Food Distributions: Every first Friday of the month at the Chical Reception Hall 9:00 – 11:00am December 1st, then starting at 10:30am in January.

Reindeer Dash Fun Run/Walk – December 14th, hosted by the Diabetes Prevention Program.

Aging in Place Home Assessment – Please call the CHR line at (505) 869-4485 to schedule an assessment with EMS of your home for safety hazards, support systems, and resources.

Isleta Youth Wellness Program (IYWP) – Please call the B'eeh K-oo-ee Wellness Center for information on Spring 2024 programs at (505) 869-5475.

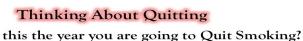
As the winter season unfolds, let us prioritize our health and well-being, supporting one another through these colder months. There are many more services and programs available to the community. Please reach out to our main office at (505) 869-9720 for more information.

Remember, the Isleta Health Center Public Health Department is here to assist you on your wellness journey. We wish you a safe, warm, and healthy winter season!

Sincerely,

Nancy Jo Gonzales, MPA

Director of Public Health Services



Take this 1 on 1, 90 minute session to increase your motivation to quit and learn some Tips and Tricks to help you do this!

Call Stephanie, Health Educator @ 505-869-4479 to Sign Up Isleta Health Center



CHR Department

Greetings to all,

We would like to take the opportunity to let you all know how the Community Health Representative (CHR) Department is progressing, what we have accomplished and our plans for the future. We currently have a staff of six, comprised of Beatrice - Manager, Julie - CHR Coordinator, Nadine - Certified Community Health Worker, David - Certified Community Health Worker and Mary Jo - Certified Community Health Worker.

The CHR department continues to do our best in serving our community with providing services, such as transportation to and from medical appointments. We ask that you call 48 hours in advance to schedule the day and time slot of your appointment as our calendar does fill up. We will do our best to accommodate the community. Medication delivery is available to homebound individuals with 24-hour advance notice. As we head into the New Year, we will be able to address challenges clients may face with their own health and basic needs. We will educate and bring better understanding to the community to have better health and social outcomes. Some of the services we will be able to connect individuals and families to include: access to food, other transportation services, employment, education, childcare, utility assistance, legal assistance, support groups, children/teen/elderly programs, parenting/grandparent support, furniture, clothing, Veterans assistance, navigation of medical services, education on disease prevention, assistance to various housing programs, assistance in the completion of ISD (Income Support Division), applications for assistance with SNAP, TANF General Assistance and LIHEAP. We will also provide one on one assistance support, guidance, goal setting, and skill building.

The CHR department has met with other services providers within the Pueblo in hopes to develop a collaborative relationship to provide adequate services to our community. We will work directly with the departments to help assist and ensure needs are met.

The CHR department has had the recent opportunity to work with the Isleta Resort and Casino (IRC). Charles Walters, Chief Human Resource Officer, Cynthia Jaramillo, Senior human Resources Officer, Darryl Stonum, Human Resources Communication Manager and Karl Waiter, Chief Executive Officer have been instrumental in the support and assistance they have given us to help give back to the community. IRC hosted a coat drive, in which we received coats, hats, scarfs, gloves, socks for all ages of the community. IRC was able to provide us with 100 food baskets to which will be distributed to families who may need a little help this holiday season. The CHR Department would like to send out a HUGE "Thank You" to the IRC employees who have donated to the coat and food drive. May you and your families be blessed with good health and prosperity.

In closing, we would like to wish each and every one of you a Happy Holidays. May you and your families have a safe and blessed Holiday Season.

Take time to give thanks and help someone in need. Holidays may be very sad or stressful for some.

Respectfully,

Isleta Health Center

CHR Staff



Isleta B'eeh K'oo-ee Wellness Center

As we step into the winter months, I am grateful for the opportunity to serve this community alongside a team of dedicated and talented team members including case managers, administrative assistants, experiential educators, and therapists.

For some, the holiday season is a joyful experience. For others, it is a challenging time. For many of us it is bittersweet as we honor loved ones we've lost, reflect on joys and difficulties, share meals with loved ones, and prioritize time with our communities. While we move through this array of experiences, know that the B'eeh K'oo-ee Wellness Center (BWC) staff are here to support you in any way we can. We would be honored to walk alongside you during this season, whatever it might bring for you.

If you would like to explore options for care at BWC, please don't hesitate to reach out to us at (505) 869-5475. If you find yourself or a loved one experiencing a mental health emergency, please call 988 for immediate support.

Wishing Wellness and Health,

Laura Ahrens

B'eeh K'oo-ee Wellness Manager



Emotional Intelligence

By: Orion Zuni

'In a very real sense we have two minds, one that thinks and one that feels"- Daniel Goleman

Moving through our daily lives, we may face problems that will challenge our emotional capacity and test our patience. We experience situations in real time but depending on how emotionally intelligent we are as individuals, will determine how we react and resolve our issues. According to American Psychologist Daniel Goleman, he defines emotional intelligence as the ability to manage both your own emotions and understand the emotions of people around you. Multiple components make up our ability to be emotionally intelligent and can include empathy, effective communication or social skills, self-awareness, self-regulation and self-motivation.

When we develop our emotional intelligence, we can identify how we are feeling, what the feelings mean, and how those emotions influence our behaviors and reactions. These skills will foster personal awareness and widen our emotional capacity for others and ourselves. It takes practice when it comes to our own emotional intelligence and will not come naturally. However, we can practice a few thoughtful exercises to set ourselves up for success:

- Practice patience- our emotions trigger us to act immediately, but if we are able to slow our reactions and identify our feelings in the moment, we can make clearer decisions.
- Identify strengths and weaknesses- we are all-human and may not be good at everything. It is important to know your own abilities and when to seek or offer help.
- Work on communicating effectively- make sure your main points are clear, cut out information that is irrelevant to the person your speaking with and give your full attention when someone else is speaking.

Appointments in Clinic

By, Dr. Hadley Pope

We are excited to welcome three new providers to the Isleta Health Center Medical Clinic. With Dr. Kelley, Dr. Kistin, and Nurse Practitioner Hayes joining Dr. Nelson, Dr. Sapien, and myself in clinic, the clinic is now fully staffed with providers! This means more appointment availability and expanding services. With this exciting development, I wanted to take a moment to review the different types of appointments available at clinic.

Primary Care Appointments: These appointments are scheduled in advance and focus on chronic medical issues and healthcare maintenance. Chronic medical issues are those issues that require long-term treatment and include: diabetes; high blood pressure; anxiety, depression, and substance use disorders; asthma and COPD; prenatal care; rheumatological conditions, like lupus and RA; and chronic pain. Healthcare maintenance is the medical term for routine cancer and disease screening. We recommend that all patients (even those without chronic medical conditions) see a provider for a primary care visit at least once per year. If you do not have a primary care provider, or were previously seen by one of our former providers (Dr. Chynoweth or Dr. Tomosie), we recommend that you call medical clinic and get scheduled for an establish primary care appointment.

Children should also establish with a primary care provider. We recommend that all kids, no matter how healthy, see a doctor at least once a year (and even more frequently for infants and toddlers). All of the medical providers at Isleta Health Center are experienced in seeing pediatric patients and eager to care for your whole family.

Same Day Appointments: We offer 19 same day appointments per day. These appointments focus on a single, urgent issue, such as: upper respiratory infection (cold, flu, covid); urinary infection; sexually transmitted infection; pregnancy testing; accident or injury; and concerning symptoms like chest pain or shortness of breath. Patients should call the clinic starting at 8am for a same day appointment.

Hospital Follow-Up Appointment: After discharge from the hospital or emergency room, we recommend a follow-up with a provider to ensure patients have the correct medications and follow-up needed after hospitalization. We have reserved appointments throughout the week for hospital follow-up. When possible, this appointment will be with your primary care provider. Please contact the clinic after you are released from the hospital to schedule this appointment.

Procedure Appointments: Starting in January 2024, we will be offering a dedicated procedure clinic once per week. These appointments are for in-clinic procedures, including: IUD and Nexplanon insertion and removal; joint and trigger point injections; and skin biopsy.

See you in clinic!



Living with Diabetes-Managing Blood Sugars

By: Isleta Diabetes Prevention Programs

505-869-4595

It's important to keep your blood sugar levels in your target range as much as possible to help prevent or delay long-term, serious health problems, such as heart disease, vision loss, and kidney disease. Staying in your target range can help improve your overall health.

Checking your blood glucose (sugar):

Use a blood sugar meter (also called a glucometer) to check your blood sugar. A blood sugar meter measures the amount of sugar in a small sample of blood, usually from your fingertip.

When should I check my blood sugar?

Typical times to check your blood sugar include:

- When you first wake up, before you eat or drink anything.
- Before a meal.
- Two hours after a meal.
- At bedtime.

What are blood sugar target range:

A blood sugar target is the range you try to reach as much as possible. These are typical targets:

Before a meal: 80 to 130 mg/dL.

Two hours after the start of a meal: Less than 180 mg/dL.

Be sure to talk to your health care team about which targets are best for you.

What else can I do to manage my blood sugar levels?

Eating a healthy diet with plenty of fruit and vegetables, maintaining a healthy weight, and getting regular physical activity can all help. Other tips include:

- Keep track of your blood sugar levels to see what makes them go up or down.
- Eat at regular times, and don't skip meals.
- Choose foods lower in calories, saturated fat, trans fat, sugar, and salt.
- Track your food, drink, and physical activity.
- Drink water instead of juice or soda.
- Limit alcoholic drinks.
- For a sweet treat, choose fruit.

An Easy Way to Help Your Family Know How Much to Eat

Nation and State Committee Commi



Control your food portions (for example, use the plate method: fill half your plate with non-starchy vegetables, a quarter with lean protein, and a quarter with a grain or starchy food).

Optometry

Dear Isleta Community,

Come see our new optometrist at the Isleta Health Center, Dr. Ryan Holiday! I started in August of this year and I am enjoying my time working here and providing comprehensive eye care to the people of Isleta.

I want to express my gratitude to not only the people of Isleta for welcoming me, but to the staff at Isleta Health Center, and my wonderful optometry department team. This past year, we have added an optometrist assistant to the team, Lucy Espiritu. She has been a great asset to our team and has more than 25 years in the eye care setting! A big thank you to our optometry technician, Presley Billy, for keeping the optometry department open and providing training to both Lucy and I as we joined the Isleta community.



We want to thank you for your trust in us here in the optometry department for all your eye care needs and we strive to provide the best eye care possible! If you have not already and need an eye exam, please call to schedule an appointment at (505)869-4080.

I also want to share some insight and importance on one of the things we do here in the optometry department.

Annual diabetic eye exams are important

Every diabetic patient should receive a comprehensive diabetic eye exam at least once a year. Diabetes can cause changes in the back of the eye that can be identified with a dilated fundus exam. As eye care professionals, we can identify if a patient has diabetic retinopathy and/or the presence of macular edema. Diabetes can also contribute to dry eyes and cataract formation and faster progression of cataracts. Sometimes, it can lead to additional neuropathies that can cause double vision.

Here at Isleta, we always check the patient's glasses prescription and prescribed glasses as indicated. Fluctuating vision may indicate the need for stricter blood sugar control. We will follow patients closely before we update their glasses prescription if there is a big change in prescription. During the eye exam, if we identify any presence of diabetic eye changes, we may monitor more frequently depending on the severity. If there is presence of macular edema or neovascularization, we will make a referral for a retina evaluation and/or treatment with a retinal specialist.

Administration Services Department: Patient Information Updates

Please update any changes regarding health coverage, phone number, mailing address, and/or emergencies contacts with Patient Registration. It is important to have patient information updated, as this is how the Health Center communicates with patients, whether by phone or mail. Having patients update their health coverage helps the Billing and Purchased/Referred Care departments ensure that patients' bills are handled correctly.

Isleta Health Center New Employees

Dr. Ray Kelley:

Hello! I am one of the new doctors at the Isleta Health Center. I grew up in Pittsburgh PA and Denver CO, and I went to college and medical school in the San Francisco Bay Area. My partner and I moved to Albuquerque a few years ago, so that she could work as a midwife while I did my Family Medicine residency at UNM. I am excited to be joining the team at Isleta Health Center and caring for patients of all ages, from babies to elders! In addition to routine primary care visits, I can provide prenatal care, knee injections and other clinic procedures, counseling and treatment regarding gender-affirming care, PrEP, hepatitis C treatment, and medication support for patients recovering from substance or alcohol use. I also enjoy working with patients on common issues

like high blood pressure and diabetes – especially since we have newer medications that can make a big difference! Thank you for the welcome, and for the opportunity to be one of your doctors!

Dr. Anna Kistin:

I grew up in Albuquerque and, after a stint away for college and work, I returned to New Mexico for medical school and residency at UNM. I chose to go into family medicine because I admired the scope of practice, and the fact that family medicine providers know the importance of accounting for bio-psycho-social components of wellbeing when providing healthcare. I have a particular interest in reproductive health, addiction, and palliative care, among other areas. I am so excited to be working at Isleta and continue to be impressed by the amazing staff.





Sarah Hayes, NP:

I am proud to call New Mexico my home for the past 30 years. I am an enrolled Pueblo of Isleta tribal member and thrilled to be working for the Isleta Health Center. I bring with me 15 years of nursing experience in medical/surgical, labor and delivery, and most recently in high-risk obstetrics. I am a recent graduate of the Family Nurse Practitioner program from the University of New Mexico. My goal is to work with patients in all aspects of their lives and help achieve healthcare goals to live a long and healthy life. I look forward to meeting and working with community members in the years to come.

Isleta Health Center New Employees

Meet our New Fitness Instructors at the Isleta Diabetes Wellness Center

505-869-4595

Hi, I'm Becky Ballard, and I'm super excited to be here! I earned a B.S. in Physical Education and Health Education with special licensure from UNM-GO LOBOS! I retired from teaching after 30 years. My knowledge is deep and abundant in fitness, team building, other-abled people, and learning styles. My hope is that you come in to our facility.

See you soon! "Getting Fit, Staying Fit" in Health!

Hello! My name is Bobby Tharpe. I am a certified personal trainer, nutritionist, as well as a strength and conditioning coach, and I'm currently working on becoming a body building specialist. I'm excited to be here! Being a part of the Diabetes Prevention Program is something I'm very proud of because I get to help people ensure their health and in the process help them realize their physical capabilities. I am looking forward to meeting the wonderful people of Isleta and working together to build a healthy community.



Meet our new community health nurse!



EmmaJean Damon, LPN has been serving the community for 7 years as a nurse. Graduated from UNM with a bachelors in business, and working towards her MBA, with an emphasis in Health Administration from WNMU. EmmaJean has worked at Central New Mexico Correctional Facility as a correctional nurse (2016-2020), Presbyterian Medical Services as a Care Coordinator/Case Manager serving Medicaid populations (2020-2022), at Genesis Rehab/Long Term Care facility as a Unit Manager (2021-2022), and at UNMH as a Surgical Operating Room Nurse (2022-2023). She is from Navajo and Hispanic decent, and grew up locally in Albuquerque, NM but now resides in Los Lunas, NM. Favorite hobbies include playing golf, and investing in real estate. Favorite food is green chile cheese enchiladas. She is very happy and eager to start helping the Native American

community and hopes to help make impactful changes.

The community health nurse program is restarting soon in 2023. Some of the services to be provided will include: home visits-monitoring vital signs, understanding/managing your disease process, after hospital discharge follow ups, skilled nursing services to home bound patients, medication management and education services, blood draws, COVID testing, other viral testing services and vaccinations. Please contact the Isleta Health Clinic, to schedule a service or if you have any further questions.

EMS Department

POI EMS would like to wish all POI Members and Employees a Safe and Happy Holiday Season and winter.

POI is now part of the Public Health Department at Isleta Health Center. With this collaboration, we are going to be able to help Public Health with their initiatives to grow the program and offer more valuable services to the community.

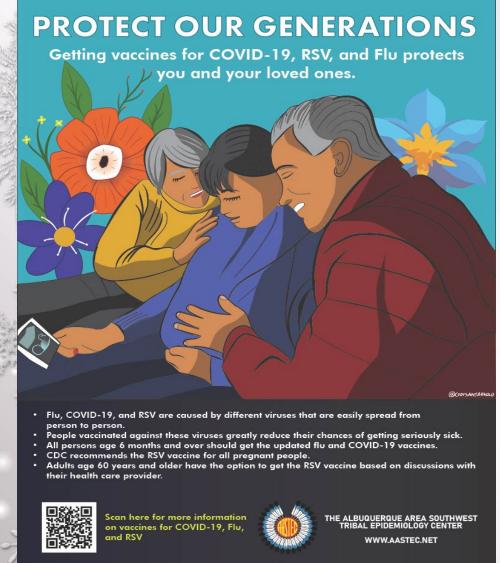
We are currently have 1 ambulance staffed 24/7 and continue to offer the best care possible to the community.

We are also collaborating with POI Fire Department and Chief Lester Gary, and are developing a system that will include the Fire Department answering both emergency and non-emergency calls for medical or trauma calls for service. This will help during our busy times and not having an ambulance available due to multiple calls for service.

Stay safe,

Peter Herrera

POI EMS Manager.





START OUT 2024 RIGHT, STOP SMOKING/NICOTINE USE!

Freedom From Smokind

THE ISLETA
HEALTH CENTER'S

STARTS JANUARY 16, 2024!!

5:30PM IN THE SMALL CONFERENCE ROOM AT THE ISLETA HEALTH CENTER



- → Nicotine Replacement Therapy for those clinic patients who attend weekly sessions!
- → Get support from others that are going through the same thing.













Chical Reception Hall

191 Tribal Rd 2, Isleta Village Proper, NM 87022

First Friday of Each Month

January 5th, February 2nd, March 1st

10:30-12:30 (or until food runs out)

- Fresh fruits and vegetables
- Low-sugar and low-sodium items
- Ability to connect to other services like SNAP application assistance, TANF, and other benefits
- No Cost!



Isleta Health Center Quarterly Newsletter

The Isleta Health Center has been disseminating Quarterly Newsletters with information on our programs and services, as well as, other informative health education information. These articles can be found at the below locations and also on our website:

Isleta Health Center Building Isleta Diabetes Program

Isleta Physical Therapy

Disseminated throughout the different Pueblo of Isleta Programs

Can also be accessed on the https://islclinic.com/



If you have any questions, please contact, Stephanie Barela at (505) 869-4479 or Email: Stephanie.Barela@islclinic.net.