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Support Hunter Health's Mission



Did you know that you can support Hunter Health's mission while you grocery-shop at Dillions? When you register with Dillons Community Rewards and choose Hunter Health as your nonprofit, Dillons will donate a portion of every purchase you make to our organization.



How to set it up:

↓
Create a digital account.

↓
Log in or create a new online account by clicking **"Register"** at the top of the page.

↓
Once you've registered, click **"My Account,"** then **"Community Rewards."**

↓
Then, search for Hunter Health and click **"Enroll."**

IT'S THAT EASY!



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CareConnection

Thanksgiving: Attitude of Gratitude

Stay Connected

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Facebook: @HunterHealthClinic
Like our Hunter Health page and get the latest updates on your news feed.



LinkedIn: @hunterhealthclinic
Stay up to date with organization news and connect with other employees.



YouTube: @hunterhealth
Watch videos about Hunter Health on an array of topics.



Sliding Fee Change

We recently updated our sliding fee scale to ensure we continue to provide quality healthcare that is affordable for everyone. The scale offers a discount for all income-eligible uninsured and underinsured patients based on annual income and household size for most services provided. **It means everyone gets the care they need, when they need it.**

Please visit our website at hunterhealth.org and check out everything it has to offer. We look forward to hearing your thoughts and working with you in the weeks ahead to make a difference in the community.



This season of gratitude, we're thankful to be trusted with the care of our community, and the ability to make a lasting impact in their health and well-being.

Here are some of the highlights of how we've served our patients this year.

UNIQUE PATIENTS
15,068
(up from 14,532 the prior year)

LAB
99.8%
lab orders with results

PATIENT SATISFACTION
90%
average

Appointments by department in FY22

50,079
Actual Visits

33,860
Medical

9,330
Integrated Care

6,889
Dental

In This Issue

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Honoring Our Heritage



November is Native American Heritage Month, which pays tribute to the rich ancestry and traditions of Native Americans. At Hunter Health, serving Native Americans culturally appropriate, holistic health care is central to what we do.

Did You Know?

- When we began in 1976, we focused on caring for Wichita's Native American community.
- We provide easier access to these services through the Urban Indian Health Program. The program provides funding for comprehensive health care, immunizations, health education, and much more.
- Hunter Health helps with applications for assistance through the Urban Indian Health Program, and establishing or documenting tribal registration or obtaining proof of Indian ancestry.
- Newman Washington is a licensed addiction counselor with over 20 years of experience, and works with the Native American Community Resource Coalition as an advocate for American Indian/Alaska Native patients, ensuring that the services offered by Hunter Health are responsive to our local community.



Who we are

Across its history, Hunter Health has provided quality, culturally appropriate, holistic health care to American Indian and Alaska Native communities. We are committed to continuing our legacy of service to these communities through traditional, innovative, patient-centered care.

Urban Indian Health Programs are designated Federally Qualified Health Centers that provide comprehensive primary care and related services to American Indians and Alaska Natives through grants and other funding. Hunter Health is one of just 41 Urban Indian Health Programs in the nation, and the only one in Kansas.



How we serve the American Indian/Alaska Native community (In FY22):

- We serve over 90 tribes based across the U.S.
- We provided care to 1,847 Native American patients
- We gave HIV testing and counseling to 445 American Indian/Alaska Native patients
- We bring critical services to the Native American community with several outreach events throughout the year.
- **Hunter Health has a COVID-19 vaccination record for 39.0% (1,049/2,687) of our American Indian patients 12 and older. Our goal: Achieve a vaccination rate of 70% for our American Indian patients by June 2024.**



MythBusters: The Flu Vaccine



Dr. Caitlin Chiles
Director of Primary Care

The CDC says influenza, commonly known as the flu, kills thousands of people in the U.S. every year. The flu vaccine has shown efficacy in preventing and reducing flu-related illness.



With so much information out there, it can be hard to know what's real and what's a myth regarding the flu vaccine. We brought in our very own myth-buster, Primary Care Physician **Dr. Caitlin Chiles**, to bring you the answers.

- Myth 1:** The flu vaccine can give you the flu.
Fact 1: You cannot catch the flu from the vaccine. It is made from inactive virus particles. Oftentimes, people are in clinics or public settings to get the flu vaccine so they may be exposed to other viral illnesses.

- Myth 2:** It's no big deal to get the flu.
Fact 2: Having influenza is miserable—fever, body aches, chills, sweats, headache, cough, difficulty breathing, fatigue, etc. Even for a healthy person, these symptoms are miserable. No one enjoys being sick.

- Myth 3:** I'm young and healthy, so I don't need to get the flu shot.
Fact 3: While influenza may not be a big deal to a healthy adult, it can be devastating for children, older adults, and those with compromised immune systems. We need to protect the vulnerable by getting vaccinated to break the chain of transmission.

- Myth 4:** I got the flu even though I had my shot, so the vaccine must not work.
Fact 4: In order to get the flu shot ready for flu season, researchers have to predict the type of influenza viruses that will circulate during flu season. This contributes to the vaccine being around 40–60% effective at reducing the risk of getting influenza. Even if someone gets influenza after having the shot,

they are much more likely to have a milder case and not get hospitalized.

- Myth 5:** I can't get the flu vaccine because I'm pregnant.
Fact 5: All pregnant women can and should get the flu vaccine! It is helpful to prevent moms from getting sick, in addition to providing circulating antibodies in the fetus's immune system to prevent influenza in the early, vulnerable months of life.

- Myth 6:** The flu vaccine has many side effects.
Fact 6: The flu shot has a few side effects that are common to any vaccine: fatigue, mild headache, fever, nausea, body aches, and redness, soreness, or swelling at the injection site. These symptoms are normal, as your body is learning how to fight off a new virus.

- Myth 7:** Waiting until winter for a flu shot is safer.
Fact 7: Most experts agree with getting a flu shot around October 1. This is a good balance between getting it early enough before it is super-common and not getting it so early that it wears off before the end of the season.

Making An Impact Brookside Clinic's New Medical Procedure Room

Our newly revamped Brookside Clinic is entering its 3rd month since reopening. Among the upgrades, new dental services, an enhanced waiting room, and a new medical procedure room. The latter saves patients time by scheduling an appointment at the clinic they regularly receive care, saves money through our sliding fee scale, and addresses fears over a minor-to-moderate health concern by allowing patients to receive care from the Hunter Health staff they trust. It's one of the many ways we're growing to continue to provide embracing care for all.



Callie Wentling
Director of Clinical & Quality Engagement

"The new procedure room gives us more flexibility with scheduling minor medical procedures at an affordable cost," says Callie Wentling, Director of Clinical and Quality Engagement. **"The upgrades made at Brookside Clinic will allow patients to receive these services without the need to travel to other clinics, improving patient value and accessibility."**

Our new phone tree is up and running, and it's already making a difference in getting patients the services they need as quickly as possible.

Cory Burch, business operations manager, says call options are now clearly laid out and easy to navigate, lowering the risk of patients being unable to contact the right person.

"The goal is 100% to enhance the patient experience," he says. **"This not only should help reduce our abandoned-call rates, it should help get patients scheduled quicker. It should help patients get results quicker. It should just help the overall patient experience."**

Cory says it's part of our commitment to be top of mind for quality care and service in our community.

"I want the other FQHCs to be going, "Hey, what the heck is Hunter Health doing?" It starts with things like this, like revamping something as easy as the phone tree. I think that's why this project is so important."



Cory Burch
Business Operations Manager

Urgent Dental Care

It's an important option for our patient population, and Hunter Health's urgent dental care service has already helped dozens of people. Our Central and Brookside clinics will now schedule patients facing a dental emergency that same week. This can be for infections, swelling, or other dental-related emergencies.

"We know there's a great need out there for dental care," says Davette McCoy, senior registered dental hygienist. **"When patients have an infection, it can potentially be a serious health issue if that infection were to spread to other parts of the body."**

It's a great option for our patient population who may not have access to other dental clinics that provide urgent care, and we're proud to once again expand the scope of our integrated-care model to meet our patients where their needs are.



THANK YOU for all you do to support the Native American community, helping us provide them with quality care that's holistic and culturally appropriate. And **THANK YOU to the Native American community** for trusting us with care for the mind, body, and spirit. Our heritage is integral to who we are and where we're going, and we're grateful to take those next steps with you.