



# YELLOWHAWK

TRIBAL HEALTH CENTER

# COMMUNITY REPORT

## 2024





# YELLOWHAWK

TRIBAL HEALTH CENTER

Located on the Confederated Tribes of the Umatilla Indian Reservation, Yellowhawk Tribal Health Center is 7 miles east of Pendleton, Oregon.

MAIN LINE: **541.966.9830**

AFTER HOURS NURSING TELEPHONE ADVICE: 541.966.9830

*If you have a life-threatening emergency, call **911** or visit the nearest emergency room immediately.*

*Other service providers available when Yellowhawk is closed are urgent care or walk-in clinics.*

VISIT OUR WEBSITE: [www.yellowhawk.org](http://www.yellowhawk.org)



**Community Warm Line**  
**541.969.0010**

# 988

**Suicide & Crisis Lifeline**

## DIRECTORY

Behavioral Health	541.240.8670
Business Office	541.240.8696
Dental	541.240.8698
Lab & X-Ray	541.240.8699
Medical Appointments	541.240.8499
Medical Records Fax	541.240.8751
Optometry	541.240.8565
Pharmacy	541.240.8691
Pharmacy Refill	541.240.8690
Physical Therapy	541.240.8462
Public Health	541.240.8697
PH Nurse Vaccination	541.240.8411
Transportation	541.240.8525

For after hours assistance with a mental health crisis, please call 988 or text HELLO to 741741 or contact Community Counseling Solutions at 541.240.8030

## 2024 HEALTH COMMISSION

**ALTHEA HUESTIES-WOLF - CHAIR**

**DENISE WICKERT - VICE-CHAIR**

**SHAWNA GAVIN - SECRETARY**

**DARA WILLIAMS-WORDEN - MEMBER**

**DOROTHY CYR - MEMBER**

**CARRIE SAMPSON-SAMUELS - MEMBER**

**ALAN CRAWFORD - BOT REPRESENTATIVE**

# FROM OUR LEADERSHIP

I'd like to take a moment to reflect on all the work and accomplishments of 2024. I am proud to say that we saw yet again, another year filled with growth and achievements at Yellowhawk Tribal Health Center. Our goal as a primary healthcare center is to ensure that the health and well-being of our patients and our community are at the forefront of every decision that is made. We look to integrate our services both internally and externally to meet the needs of the patient. Our team strives to find ways to improve the delivery of healthcare, whether it be improving current processes or looking for new services to add in-house.



In 2024, Yellowhawk reached some exciting milestones that directly benefited our community. We completed the expansion, adding more exam rooms to our medical wing, creating an Elders' Entrance, expanding our lab area, and increasing our storage capacity. But the growth wasn't just in physical space. We also welcomed new staff members and introduced additional programs, functions, and services aimed at supporting and enriching our community.

One of the other major highlights of 2024 was Yellowhawk's transition to a true, 32-hour, 4-day work week. Being one of the first in our area to introduce this level of flexibility will bring remarkable benefits to our community. This change not only improves the work-life balance for our staff, but it also allows us to provide more focused and efficient care for our patients. With an extra day off each week, our team returns refreshed, leading to better morale and higher-quality services. Additionally, the shift reduces our environmental footprint by lowering energy consumption and travel emissions. By leading this initiative, we're setting a positive example for other organizations, showing that innovation and sustainability can thrive even in our community.

In 2025, Yellowhawk is poised for an even brighter future, with a continued focus on meeting the unique needs of our community and patients. The team at Yellowhawk is committed to working hard, expanding services, and embracing innovative approaches to ensure the well-being and health of everyone we serve, strengthening our connection to the community every step of the way. Remaining dedicated and focused on providing the best experience possible for you.

**AARON HINES,**  
CHIEF EXECUTIVE OFFICER

On behalf of the Tribal Health Commission, we are pleased to share with you the 2024 Yellowhawk Community Report. Thank you for taking the time to review it, and please use it to assist you in your personal health goals. There was a lot of action in 2024, so I will only highlight a few.



In April, Governor Kotek and First Lady Aimee Kotek Wilson visited Yellowhawk for a tour and discussion on Behavioral Health and important topics impacting Indian country. Gov. Kotek stated she was amazed by our clinic and "the beauty and environment of the facility promotes a healthy lifestyle on its own." Discussion was heavy on Behavioral Health, focusing on the need for more support systems and funding for mental health and substance use disorder clinicians as well as the need to have more efficient and effective systems to get patients into rehabilitation centers. Other topics discussed were involuntary civil commitment and Tribal Public Health Emergency preparedness.

After many months of research and collaborative meetings, August allowed our staff to shift to a true-32 workweek. Our facility remains open five days a week, 7:30 AM – 5:00 PM but staff work only four days. We are evaluating employee performance and retention, overhead costs, environmental impacts and patient feedback to measure the success of this change.

In October, we celebrated the grand opening of the clinic expansion, and the new Elders' Entrance. The Commission wants to highlight that the new entrance is a great example of how post-appointment patient surveys influence decisions the commission makes. Post-appointment surveys can be used to make suggestions, complement care received and address complaints. The Commission receives reports about submissions in these surveys and they are very helpful to the organization.

As our community of services and providers grows, we remain committed to fostering strong connections through 'warm hand-offs' between areas of care. We encourage patients to engage with their provider's team by asking questions and seeking clarification about follow-up care and referrals. This open dialogue ensures we can meet the needs of our community and provide timely, compassionate care.

The Health Commission is proud that our community is willing to be a part of our community events like Weaving Wednesdays at the Senior Center, gathering excursions, youth prevention activities, fun run/walk events, and various celebrations. Please know all the work and effort put into these community events ignite the passion and dedication in Yellowhawk staff. We continue to strive to be the provider of choice for Tribal community families and thank you for a memorable 2024!

**ALTHEA HUESTIES-WOLF; KIMOYNEW,**  
HEALTH COMMISSION CHAIR, 2024

# MANAGEMENT TEAM



## HEALTH COMMISSION



Chief Executive Officer  
**AARON HINES**



Allied Health Services Director  
**EUGENA STACONA**



Behavioral Health Director  
**CINDY CECIL**



Dental Administrator  
**KYLIE THORNE**



Medical Administrator  
**SHANA ALEXANDER**



Public Health Director  
**KATIE MORIOKA**



Quality & Risk Manager  
**NANCY KIRKSEY**

### ADMINISTRATION



Administrative Operations Manager  
**CRISTINA FEREÁ**

### FINANCE



Chief Financial Officer  
**KRISTI LAPP**

### HUMAN RESOURCES



Human Resources Director  
**ANDREA RODRIGUEZ**



Chief Operating Officer  
**QUINCY GEORGE**

### LEGISLATIVE



Public Relations Manager  
**SHANNA HAMILTON**

### FACILITIES



Facilities Manager  
**WACEY KIRK**

### ACCOUNTING

### BUSINESS OFFICE

### PURCHASED REFERRED CARE

### INFORMATION TECHNOLOGY



Information Technology Manager  
**KELLEN JOSEPH**

### HRIS/ CREDENTIALING

### RECRUITMENT

### WORKFORCE DEVELOPMENT

*Collaboration,  
Communication  
& Integration*



# EXPANSION

Yellowhawk's expansion was underway as BNBuilders broke ground in February 2024. The expansion was feasible through third-party billing revenues, and our COVID funding. Since we moved into the current building in 2018, Yellowhawk has gained more than 40 employees, warranting a much-needed expansion for patients and employees. With the new addition, we expanded the medical wing, adding extra hallways for exam rooms to increase appointment availability and services. We also added a supplemental storage wing to free up offices that were previously being used for storing supplies to be utilized as their intended office spaces. We added a dedicated Elders' Entrance that allows easier access to our clinic, especially the medical department.

Additions included:

- 9,200 square feet (sf) total
  - ◊ Medical wing - 5,300 sf
  - ◊ Supplemental storage wing - 2,700 sf
  - ◊ Elders' Entrance - 1,200 sf
- 6 exam rooms (including an isolation room and bariatric room)
- 2 procedure rooms
- 4 offices
- 1 staff bathroom
- 2 patient bathrooms
- 1 storage room

**Check out our expansion at**



The bariatric machine is fully operable, and we are hoping to acquire a mammography machine in the first quarter of 2025. A bariatric machine is designed to support heavier weights and accommodate individuals with unique needs, such as mobility issues. A mammography machine uses X-ray technology specifically for breast tissue for diagnosis and screening. Both machines are much needed for our community as the bariatric machine will help our patients feel more comfortable during appointments and accommodate their unique needs while the mammography machines' main purpose will be the early detection of breast cancer.

We were pleased to host our annual open house in conjunction with the Grand Opening of the expansion on October 4. Many community members gathered to celebrate with light snacks and refreshments and take in the additions. We are thrilled to see how this expansion will have a positive impact on our community, patients, and employees!

Yellowhawk extends its heartfelt gratitude to AKANA, NBBJ Design, and BNBuilders for their outstanding contributions to the expansion project and the creation of the dedicated Elder Entrance. This collaboration has greatly enhanced our facility, allowing us to better serve our community to honor the needs of our Elders, our patients, and our employees.



# MEDICAL



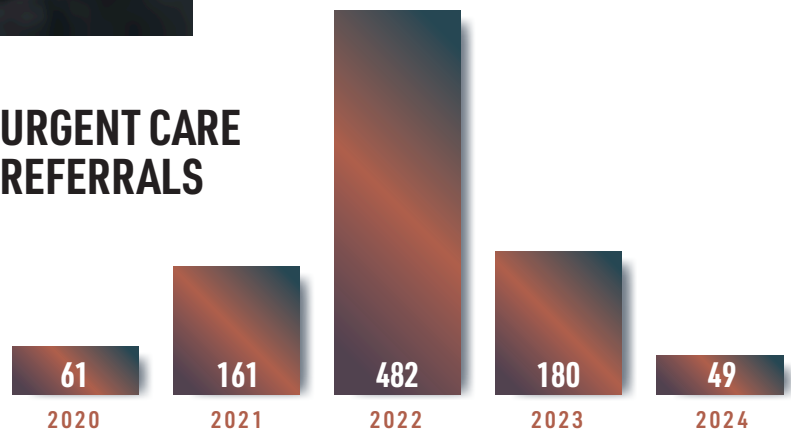
Yellowhawk’s Medical Department promotes and practices a patient-centered medical home (PCMH) model. We strive to have a comprehensive and coordinated approach to healthcare that prioritizes patient needs, enhances access to care, and promotes better health outcomes. This model empowers patients by fostering a collaborative culture where healthcare providers work as a team to deliver integrated services. Our community report outlines how we utilize patient-centered care, emphasizing services such as behavioral health, women’s health, and podiatry.

## ACCESS

**EXTENDED HOURS:** Our facility offers a nursing triage line service in the evenings, holidays and weekends to accommodate diverse schedules, ensuring that patients have guidance on various illnesses or injuries.

**ACUTE CARE:** In 2024, there were **2,121** acute provider visits with **1,177** patients, two of our providers specifically manage the acute care schedule to increase patients access. They continue to be available Mondays and Wednesday through Friday. Acute care is a level of care that provides immediate and short-term treatment for non-emergent urgent conditions, such as illness, injuries or exacerbation of chronic conditions. When follow-up care is needed, we get patients scheduled with their primary care provider. As a result, there has been a decrease in utilization in Urgent Care (UC) referrals by **73%**.

## URGENT CARE REFERRALS



**TELEHEALTH SERVICES:** A goal for 2024 that unfortunately was put on hold due to building construction was offering telehealth services. This virtual accessibility option is a priority for 2025 and will allow patients easier access for follow-up appointments and chronic disease management, no matter their location.

The expansion was a challenging and rewarding experience. The reorganization did not interrupt patient care during the expansion, and our teams were very flexible throughout the process. Our laboratory team moved supplies and testing equipment to exam rooms to continue providing critical services. The new lab space is inviting and provides increased space for patients. Medical and Pharmacy staff also reorganized to accommodate construction. The expanded medical department includes more exam rooms, including a bariatric room. The medical staff room extended to include more workspace with the goals of inviting in future primary care teams to accommodate the growth of Yellowhawk.

## COMPREHENSIVE CARE

**MULTIDISCIPLINARY CARE TEAMS:** Each patient is assigned with a primary care provider who leads a team of healthcare professionals. This team may include many of our professional staff such as nurses, certified medical assistants, or a Licensed Practical Nurse (LPN) which we were happy to add to our team in 2024. The department also has modalities such as behavioral health therapist, women's health experts, a podiatrist, access to continued pharmacy services, and referral coordinators. Our goal is all aspects of a patient's health are addressed holistically.

**PREVENTIVE AND CHRONIC CARE MANAGEMENT:** Medical prioritizes preventive services, including routine screenings and vaccinations, and provides tailored care plans for chronic conditions such as diabetes and wound care. Although not integrated specifically in medical, primary care teams make referrals to behavioral health to address Chemical Dependency (CD) needs. In 2024, there were **6** referrals from medical to behavioral health specially for CD.

## TEAM-BASED, COORDINATED CARE

Our care teams collaborate to provide seamless continuity of care, from routine check-ups to specialized referrals. By offering integrated services, we enhance patient outcomes, communication, engagement, and efficiency. This approach also fosters adaptability, ensures equitable care, supports our employees, and connects patients with additional resources to address social determinants of health.

**INTEGRATED BEHAVIORAL HEALTH SERVICES:** For a short time in 2024 medical was without a full-time integrated therapist. In August, we were able to hire a dedicated mental health integrated therapist that provides direct care when patients require or seek acute mental health services at the time of their primary care visit. Having this therapist embedded within medical allows increased collaboration with the primary care team. This integration enables early identification of mental health indicators and provides immediate access to behavioral health services.

**WOMEN'S HEALTH SERVICES:** In 2024, we offered continued comprehensive women's health services, including reproductive health, screenings, family planning, pre/post-natal care, and menopause management. Gynecology visits went up by **83%** and obstetrics visits increased by **20%** over 2023 this year.

**PODIATRY SERVICES:** Recognizing the importance of foot health, particularly in patients with diabetes or mobility issues, podiatry services assess, treat, and educate patients on maintaining foot health as part of their overall wellness plan. To provide comprehensive care, our medical team introduced a collaborative multidisciplinary wound management program, ensuring the best possible outcomes for our community. In 2024, we saw a **65%** increase in podiatry visits compared to 2023, reflecting the growing trust in and need for these services.

## QUALITY IMPROVEMENT

**PATIENT FEEDBACK AND ENGAGEMENT:** We actively solicit patient feedback through surveys to identify areas for improvement. We encourage patients and families to participate in their care planning and decision-making processes. Patients' suggestions and complaints are discussed to plan and implement changes. Compliments are shared with each team for acknowledgement and discussion. In 2024, we received **1,694** surveys regarding patient experiences, we truly appreciate our patients taking the time to give their feedback.

## COMMUNITY OUTREACH

In October, our medical team led the annual Glow Walk event committee, planning and promoting the event for breast cancer remembrance and education throughout the community. At the Senior Center the committee had approximately **16** community members attend and listen to Dr. Quaempts speak about awareness, screenings, and education.

December allowed us to host a casual and fun 5k and 1-mile community event. The Santa Stampede was a success with the help of our Chemical Dependency (CD) Prevention team who were onsite to provide Naloxone and CD educational handouts. This event was to encourage activity during winter and get community members prepared to harvest first foods come spring. Protecting our health and fitness is important to avoid injuries during the gathering season. There were approximately **50** participants who entered and more families that came for Santa photos, hot beverages and the holiday spirit!

In 2024, we had the opportunity to welcome two OHSU medical students and one Family Nurse Practitioner (FNP) student to train in our department under clinical supervision during their rotations. This allowed us to strengthen community partnerships with outside organizations while also using Yellowhawk as a training hub for future healthcare professionals.



# PHARMACY

2024 brought changes across the clinic, and Pharmacy was no different. We updated our lunch closure with the onset of our true 32-hour workweek. As reported on our social media and website earlier in the year, the nationwide cyberattack on Change Healthcare in February disrupted pharmacies and healthcare nationwide. The attack, carried out by a ransomware group, hindered our ability to process insurance payments for several months. However, the attack did not affect our patients, as prescriptions were released to patients without knowing if there would be payment from third parties – ensuring our patients had what they needed. Yellowhawk’s software upgrades took many months, once completed our staff back billed months of prescription claims.

As with service numbers at Yellowhawk, the Pharmacy prescription volume has increased as well. Our prescription fills increased **19%** with an additional **200** patients over the past 5 years. Growth of prescriptions is mainly due to new patients to Yellowhawk and the expanded services such as Optometry and acute care clinics in the Medical department.

We continue to offer COVID-19 test kits and treatments such as Paxlovid to eligible patients in need. The pharmacy also supplies Naloxone Nasal Spray (also known as Narcan) upon request, which is available without a prescription.

**Did you know that Yellowhawk Pharmacy is a DEA-authorized, year-round collection site for unused or expired medicine?** You can safely dispose of your medicine in our blue disposal bin. In 2024, the pharmacy sent several hundred pounds of drugs for destruction, protecting our water supply and preventing accidental poisoning, misuse and overdose.

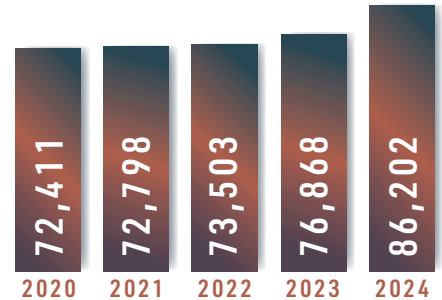
## CHRONIC DISEASE CASE MANAGEMENT

The Pharmacy Chronic Disease clinic features two board-certified pharmacists that meet with patients to provide education and medication management for health conditions including diabetes, high blood pressure, and more. In 2024, the clinic served **260** patients with diabetes. Over **70%** of patients seen were able to achieve good glucose control (A1c less than 8%). Patients were also more likely to receive good blood pressure control, recommended immunizations, and routine screenings such as foot, eye, and dental exams. Our team also conducted public outreach through the Yellowhawk podcast, wellness tables, and diabetes support groups.

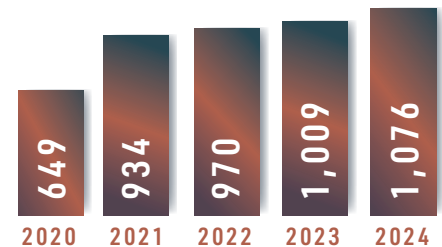
## PHARMACY TECHNICIAN INTERN PROGRAM

Yellowhawk pharmacy provides on-the-job training for Tribal members interested in becoming Certified Pharmacy Technicians. To date, we have served three participants. The 18-month program provides practical experience as well as supervised workbook assignments. Candidates will be eligible for state licensure and national certification as a Certified Pharmacy Technician (CPhT).

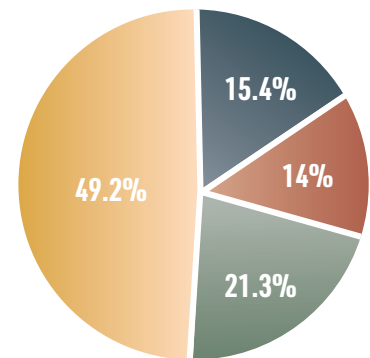
## PRESCRIPTIONS FILLED



## PHARMACY CHRONIC DISEASE VISITS



## A1c CONTROL



- A1c >9\*
- A1c >=8 and <=9
- A1c >=7 and <8
- A1c <7

# LAB & RADIOLOGY



Yellowhawk Laboratory underwent an extensive expansion and remodel during 2024. Our medical provider teams, patients, and laboratory staff navigated several months of noise, temporary and constricted spaces, and the relocation of major laboratory testing equipment. By October 1, the laboratory was settled into its new and improved space.

The expansion results have been positive for both patients and staff. The testing space in the laboratory is larger and well-designed to accommodate the large instrumentation used to process and test patient samples. Our phlebotomy/draw rooms have increased in number and size, to provide quiet, private space for patients to have samples collected. The addition of space includes a new exam room close to the Elders' Entrance that can accommodate those with mobility issues or a need to recline during blood collection. This exam room also functions as a dedicated room for performing EKGs (electrocardiogram). In all, the space provides state-of-the-art function, comfort, and privacy to Yellowhawk patients.



This year, we said farewell to long-time Lab Manager, Steve Merrill. Steve worked at Yellowhawk for over 13 years and will be greatly missed!

## DID YOU KNOW...

**Why do these numbers look different than our overall Radiology and Laboratory numbers?**

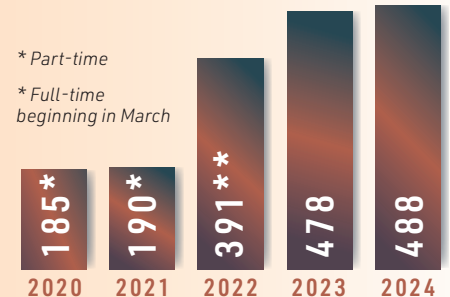
During any given patient visit, we are performing one, or many different lab tests. Our scheduler and Electronic Health Record system can track many variances, but our individual teams are able to provide a more comprehensive count for specific services. For example, a patient visit for a sore throat may be one test, but another patient for an annual wellness visit would have about 30 different tests such as hematology complete blood count (CBC), urinalysis, comprehensive metabolic panel (CMP, about 25 individual tests and calculations), and lipid panel. For our radiology service, almost all X-rays are a result of patients being brought to us directly from provider teams, meaning they may not be on the schedule, but we ensure they are seen and taken care of.

**X-RAY EXAMS: 1,123** (an increase of **24%** over 2023)

**ULTRASOUND EXAMS: 488** (an increase of **13%** over 2022)

In 2020 and 2021, we had an ultrasound tech in only a few times a month. The last three years, beginning March of 2022, we have had a full-time, in-house tech. Patients who previously were sent to outside agencies for ultrasounds are now seen in-house and in most cases, with same-day service.

## ULTRASOUND EXAMS



## LABORATORY TESTS

Miscellaneous Chemistry	3,634
Hematology	3,641
Automated Chemistry	7,326
Immunoassays	1,388
Automated Immunoassays	4,826
Urinalysis	2,406

TOTAL **23,221**

# BEHAVIORAL HEALTH



## BEHAVIORAL HEALTH

988

## LOCAL RESOURCES

**YELLOWHAWK BEHAVIORAL  
HEALTH DEPARTMENT**  
**541.240.8670**

**CTUIR 24/7**  
**COMMUNITY WARM LINE**  
**541.969.0010**

**COMMUNITY COUNSELING  
SOLUTIONS (CCS)**  
**24/7 CRISIS LINE**  
**541.240.8030**



**YELLOWHAWK**  
TRIBAL HEALTH CENTER

The Behavioral Health Department ended 2024 with a fully staffed workforce! We were delighted to have a full staff consisting of a Behavioral Health Clinical Director, a Chemical Dependency Clinical Manager, a Mental Health Clinical Manager, a youth and adolescent Psychiatrist, a PA-C (Physician Assistant-Certified) for adult medication management needs, six full time therapists (three school based, three office based), one Integrated Care Therapist, one Youth Suicide Prevention Specialist, three Traditional Health Worker/Peer Mentors, five Certified Chemical Dependency Counselors, two Chemical Dependency Prevention Coordinators, one Sober Transitional House Supervisor, seven Certified Peer Recovery Mentors, and one Office Manager. This is the largest our department has ever been, showing the great need for these services. We hope to keep growing and developing for our community.

Yellowhawk Behavioral Health offered several training courses open to the community. Training courses included Question, Persuade, Refer (QPR), Youth Mental Health 1st Aid and LGBTQI+ Awareness.

## MENTAL HEALTH

Given the ongoing demand for telehealth services, the mental health department continued to offer virtual platforms for clients who prefer this method of psychotherapy and support. Providing these essential services to individuals who are unable to attend in-person sessions remains a crucial aspect of our care.

- **4,071** mental health visits
- **730** Telehealth visits
- **1,300** Depression Screen provided by Mental Health and Medical
- **475** PHQ-9 Depression Screens completed by Mental Health and Medical



**NEQCE?ÉCE QAPŠQAPŠNÁAWIT "FAMILY STRENGTH" TEAM** provided peer-to-peer skills building and prosocial services in the schools and community to youth. Various events as well as "pop-up" events consisted of staff chaperoning youth to Wallowa Lake, Indian Lake, and Jubilee Lake, Tree to Tree Aerial Park, Echo pumpkin patch and corn maze, back-pack school supply giveaway, Fun Run self-care kits to mothers, and lanyard making. The team provided support to over **100** youth in 2024. Family Strength staff collaborated with various programs at Yellowhawk as well as outside of Yellowhawk throughout the year. The team assisted with Tribal Family Preservation classes, Basketball Against Alcohol and Drugs (BAAD) Prevention classes, numerous Community Smudges, First Foods Preservation classes, huckleberry picking excursions, Sew and Craft Culture Nights and bowling outings. The team changed the name of our annual "Children's Powwow" to help our youth feel more involved. Now called "Empowering Our Youth Powwow" is dedicated to honor National Children's Mental Health Awareness Day in May. Over **200** tickets were handed out for meals with an estimated **75** youth dancers making this our largest youth event in 2024!





### YOUTH SUICIDE PREVENTION SPECIALIST

hosted and collaborated with various Yellowhawk programs to provide a variety of events including, co-facilitating Native STAND for all Freshman at Nixyáawii Community School, moccasin making class, Deschutes white water rafting, family bowling and arcade nights, youth game nights, and taking youth on various outings in the community like lake trips, and huckleberry picking excursions. Other collaborations were healthy cooking classes in partnership with Public Health Diabetes Program, youth paint night, and Fall Festival with the multiple Yellowhawk departments. These activities provided safe, prosocial spaces for over **100** youth in total.

**INTEGRATED CARE THERAPIST** supported the community with **518** visits for acute-related needs. Through office hours direct care, the therapist helps Yellowhawk-eligible patients facing immediate concerns, offering short-term, solution-focused therapy to meet their needs.

**AURICULAR ACUPUNCTURE** (Acudetox) services continued in 2024. Auricular Acupuncture is a procedure that involves inserting fine needles into five specific points on each ear. This technique is used globally for the prevention, treatment, and harm reduction of substance use, including nicotine dependence, by alleviating symptoms such as anxiety, depression, insomnia, cravings, body pain, and other withdrawal-related issues. The service is offered by Yellowhawk Behavioral Health staff members who are trained in this specialized modality. In 2024, we had four Certified Auricular Acupuncture Staff consisting of MH Clinicians and CD Counselors. There was a total of **149** Acudetox Services provided in 2024.

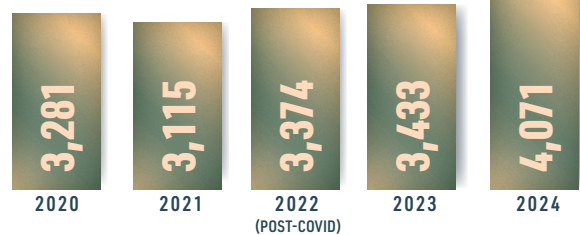


### We are Growing!

2024 had over **630** additional visits from the previous year.

*\*Our theory is the increased numbers in 2024 are due to ongoing destigmatization of mental illness, and more staffing available.*

### MENTAL HEALTH VISITS



Behavioral Health had its first full year for the **COMMUNITY WARM LINE** designed for CTUIR community members. This line, designed to be peer-to-peer focused, is always confidential and always **free**. Our team continues to train in crisis de-escalation to be able to offer this service. The Yellowhawk Warm Line is answered by our Sober Transitional Housing (STH) staff who are Certified Peer Recovery Mentors and have personal experience with behavioral health disorders. This community-based cell phone is staffed with 24/7 service to mitigate a crisis from happening. The Warm Line staff, in collaboration with our Public Relations program and Elkhorn Media, created a powerful video that we were able to premiere to all attendees at the Yellowhawk Expansion Grand Opening. This video provided a powerful message to all viewers in just how important access to a 24/7 line is. In 2024, the Warm Line was utilized by several community members for a wide variety of concerns such as relationship issues, urges to relapse, desire to self-harm, and community resource information.

**COMMUNITY WARM LINE: 541.969.0010**

# CHEMICAL DEPENDENCY

Yellowhawk's Chemical Dependency (CD) program provides Level 1: Outpatient Treatment Services offering a wide array of programming.

- Chemical Dependency provided **1,751** CD Services
- **11** CD Treatment Groups Available
- CD Team referred approximately **11** clients to Residential Treatment in 2024
- **K'usiinmí Tawtnúkt Program/Horse Medicine** is a culturally specific program building on connection to horses to aid in prevention and recovery, that operated with eight BH staff offering individual and group services
- Narcan distributions in 2024 – **180+** boxes of this life-saving medication distributed to community members and partnering agencies.
- **Pinánayk'ukt "Gathering Oneself Together" Program** (STH) – **9** residents participated

## **Prevention/Recovery Events:**

Various CD Prevention activities were hosted throughout the year including the Mindful Movement Initiative where Behavioral Health paid for monthly athletic club memberships for active outpatient clients who want to utilize exercise to aid in their sobriety journey. Staff hosted three Family Game Nights where over **70** youth and their families had a gaming competition, Elders Hair Care Day at the Senior Center where **25** of our Elders were pampered with free haircuts, collaborated with Yellowhawk Dental to distribute over **50** dental kits to houseless community members that included Suboxone education, toothbrushes, toothpaste, floss, and water bottles in an effort to promote healthy teeth and gums. CTUIR's BAAD Tournament Prevention Classes led by the CD Team provided an array of education to almost **500** youth on topics such as opiates, fentanyl, peer pressure, marijuana, and alcohol abuse.



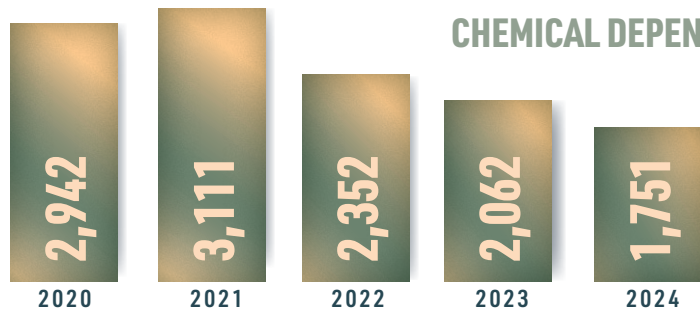


The Annual Láwtiwaama Sobriety Friendship Dance was held during the Pendleton Round-Up and provided over **150** meals to participants and community members. We were honored with a surprise visit from actor and Oglala Lakota Tribal member Mo Brings Plenty who spoke about resilience and following your passion. There was a total of more than **1,500** years of sobriety represented!

Yellowhawk's Annual Community Opioid Summit (Acting Together to Heal from Opioids) in October, was a gathering of community members, Yellowhawk staff, and area Law and Drug Enforcement personnel. Consultant Mike Bricker with STEMSS (Support Together for Mental and Emotional Serenity & Sobriety) as well as Dr. Kelly Olson with Millenium, provided information and resources regarding fentanyl and opiates in Oregon, Umatilla County and, specifically on the CTUIR. CTUIR Tribal Canine Officer Valor, the only drug detection dog in our area, returned to demonstrate her drug detecting abilities. This summit brought in approximately **55** community members who engaged in meaningful discussion regarding substance misuse and how we can come together as a community to heal.



The Annual New Year's Eve Sobriety Powwow was held at the Longhouse on December 31. Over **200** community members attended, making it one of our biggest events! New to the Powwow was a basket weaving hour led by community members. As in previous years, vendors promoted their businesses, all participants were provided with a hot meal, and an opportunity to be in a space with others who are at various stages of recovery. There were over **350** years of sobriety represented!



*Footnote: Numbers continue to decrease due to increased staffing, and access to programming available to community members outside of the clinic, such as support groups, family game nights and other CD events.*

# DENTAL

The Yellowhawk Dental team kept the momentum going in 2024, boosting productivity both in the clinic and through our community outreach. Providing top-notch patient care remained our focus as we saw our highest patient volume yet! Our outreach events were a hit, bringing smiles to even more faces.

Highlights of our outreach efforts included a variety of events including celebrating National Children's Dental Health Month in February. This year, we increased engagement for youth which included advertising, incentives, spin brushes, and prizes to celebrate. February also kicked off our "Cavity Free Club" for ages 0-18. There were **88** children recognized for the year.



## HIGHLIGHTS

- 0-2 year old open door policy was implemented to increase screenings, nutritional counseling, and oral hygiene instruction with parents. We increased this 0-2 population of visits by **50%**! This will encourage healthy habits at home, help educate the parents on how to care for their child's teeth and offer helpful tips to keep them clean and cavity free.
- Yellowhawk Dental's Orthodontic program was able to help a total of **20** patients receive orthodontic care.
- "Wee Smile" Collaborative quarterly with Northwest Portland Area Indian Health Board (NPAIHB) and the Northwest Tribal Dental Support Center (NTDSC) to improve processes, increase access, and prevention for 0–5-year-olds.
- Oral health kits for patients on Suboxone were created for Behavioral Health patients. Suboxone is a highly acidic medication that sits under the tongue for over five minutes and although this is helpful for patients in recovery it can lead to dental cavities if they aren't taking proper care of their mouth.
- Staff participated in the Annual Career Fair, exposing middle and high school students to careers in the dental field and specific career options that Yellowhawk offers. **60** youth entered the Sonicare Electric Toothbrush raffle and **50+** oral kits were handed out.
- Semi-annual visits to Cay-Uma-Wa Head Start, Átaw Miyánašma Learning Center, and Lil' Turtles Daycare to provide screenings, nutritional counseling, and apply fluoride varnish. Provided toothbrushes and toothpaste quarterly.
- Over **350** oral health kits given to BAAD (Basketball Against Alcohol and Drugs) Tournament over Spring Break week.
- At the CTUIR Community Picnic, **100+** oral health kits were distributed, and over **100** community members participated in the Sonicare Electronic Toothbrush raffle!
- Collaborated with various departments and Tribal entities in providing toothbrushes and oral hygiene supplies for distribution to community events. Dental was included in 10 Wellness Tables with the Public Health CHRs.
- Yellowhawk Expansion and Open House allowed us to display our services offered, and hand out oral health kits to attendees.
- Two Tribal Health Scholar students came and shadowed the dental department for 12 hours, to expand their interest in the dental field.
- Dental Whitening Kits were made available for purchase to qualifying dental patients! We began this service in January as patients have requested for many years, we were happy to be able to offer this opportunity for our eligible patients. \$25 mini kit (4 kits sold in 20204), \$45 large kit (10 kits sold in 2024).



Growing our department, a Dental Sterilization Technician position was added mid-2024. This position helps increase room turnover and decrease the risk of infection control issues, we added this position as recommended by NPAIHB. Having this additional position also aids in improving turnaround time with patients, efficiency with clinical notes, and reducing coding errors as clinicians have more time for these specific tasks.

In September, the first Primary Dental Health Aide (DHA) student under the CHAP program began her college curriculum and clinical competencies at Yellowhawk. A DHA is a primary oral health professional that provides care in Tribal communities. DHAs focus on preventing oral health diseases by delivering patient education and preventive procedures – like fluoride treatments and sealants. DHAs are trained in care that creates trust, transparency, and mutual decision making between the patient and DHA. Our first student is a Tribal member, Lillian Picard completed her fall term while earning college credits. In 2025, she will complete her preceptorship to earn certification as a PDHA I clinician while earning on the job training.



# ALLIED HEALTH SERVICES

## ADMINISTRATION

2024 marked the second **full** year of the Allied Health Services (AHS) Department, which includes Optometry, Transportation, Physical Therapy and Audiology services. We continued to refer audiology patients to outside entities. This was the first year we were able to include our department in the CTUIR Board of Trustees Orientation Packet. Helping the Board get more familiar with our department and programs.

The transportation team was able to attend an Elders Advisory meeting to discuss transportation needs and how we can help. We were able to get program brochures for the Elders, and after our discussion, we delivered the requested information regarding referrals and the process.

A new No-Show/Cancellation Policy was completed in hopes to address the problem and accompany the 2024 Annual Work Plan. Physical Therapy and Optometry started an incentive program aimed to improve patient appointment rates. To qualify, patients must be on time for their appointments. Both programs offered a monthly and year end prize! Other collaborations included meeting with the CTUIR Head Start Program about roles and responsibilities; teams shared processes, policies, and procedures. This keeps all employees current, which in turn ensures our youngest patients in Head Start are cared for in a scheduled manner.

## AUDIOLOGY

Outside services are available for PRC eligible patients. With no current Audiologist on staff, referrals were made for services to patients that need audiology appointments. Total outside referrals – **56**

## OPTOMETRY

Optometry was diligent in working towards our climate change goals in 2024. This year, the team used several strategies to reduce waste. For example, we switched to reusable, washable cleaning cloths instead of single-use lens wipes. Patients also received reusable lens cloths. We started reusing boxes and plastic packaging when shipping items, rather than buying new supply bags. Additionally, we reused plastic bags to help patients carry their new glasses, contact lenses and solution, or other supplies.

In July, our Optometrists started offering advanced treatments for more complicated eye cases using amniotic membrane therapy. In November, Dr. Creviston introduced eye health to the Cay-Uma-Wa Bear and Wolf classes by visiting their classrooms. This gave students a chance to meet the Optometrist outside of the exam room, with **40** students participating in the activity. It was a great example of collaboration with our CTUIR program.

### Community Engagement Activities

- Administration taught Culture Classes for 6–8-year-olds for the Basketball Against Alcohol & Drugs (BAAD) Tournament – **120** participants
- Yellowhawk Career Fair
- Yellowhawk Expansion and Open House
- Yellowhawk Fun Run, staff participated in planning this community event
- Yellowhawk Sobriety Friendship dance during Pendleton Round-Up
- YellowTalk Podcasts
- Wellness Tables at Senior Center and Nixyáawii Community School
- Pendleton Round-Up Dress Up Parade
- Empowering Our Youth Powwow – **35** children with families



- Head Start exams – **18** patients from Cay-Uma-Wa
- Optometrist served as preceptor (professor) for two new externs that revolve every two to three months throughout the year – **8** total student externs
- Optometrist and Opticians held a class for the BAAD Tournament participants about eye health – **60** participants
- Optometrist volunteered for Yellowhawk Family Game Night – **50** participants
- Pacific University for externships and preceptorships with our Yellowhawk Optometrist
- Optometrist and Optician hosted a Wellness Table at Nixyáawii Community School three times – **94** participants.
- Optometry won Team Spirit award for 2024

**1,278** hardware visits



**2024**  
**YELLOWHAWK TEAM**  
**SPIRIT AWARD**  
**OPTOMETRY**



**Dr. Noah**  
Physical Therapist

## TOP 5 TIPS

- 1) **Change requires a change** - in behavior AND habits
- 2) **Change takes time** - don't expect quick fixes for life-long changes
- 3) **Consistency is key, not intensity**
- 4) **There is no perfect posture** - the best posture is the next posture
  - Change posture every 30-45 minutes for 1-2 minutes
  - Sitting for 7 hours/day or more is correlated with many health risks
- 5) **Humans require movement and a variety of fruits and vegetables, totaling 5 fruits and veggies per day**

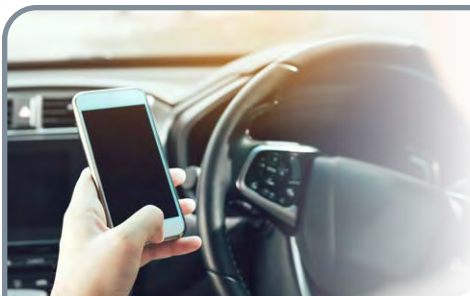
## PHYSICAL THERAPY

Our Physical Therapy (PT) team has focused on ways to reduce our environmental impact. They use washable towels and have reduced washing frequency to help conserve energy. In addition, some staff participated in the Arbor Day Tree Giveaway and planted trees, aligning with our Annual Work Plan goals to lower our carbon footprint and support the Board's Climate Adaptation Plan.

- Staff volunteered at Yellowhawk Tipi in the Tipi Village during the Pendleton Round-Up and helped the onsite medical students do cancer screenings.
- Zack Rock and Nate Rickman participated in the MMIW run that concluded at the Yellowhawk New Year's Eve Sobriety Powwow.
- Patient Transfer training was given to Dental staff.
- PT received a new stationary bike to aid more patients.

## TRANSPORTATION

Staff collaborated with Greater Oregon Behavioral Health Incorporated (GOBHI) which allowed our team the ability for improved scheduling. Our transportation staff are proud to be certified GOBHI transporters as well as our transportation program vehicles are GOBHI certified! As a subcontractor, being certified ensures that we are adhering to strict policies for the safety of all our patient transports. We received our first payment as a GOBHI sub-contractor. Total transports in 2024: **1,385**

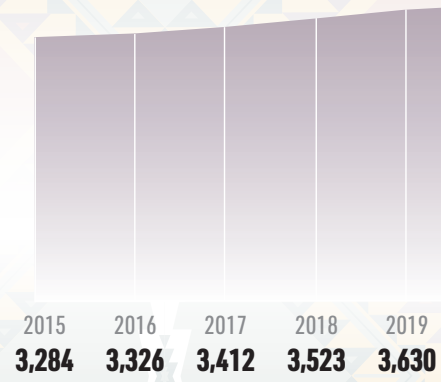


## CELL PHONES & DRIVING

**Using a cell phone while driving is a risky behavior that can lead to serious accidents. Key points to consider:**

1. **DISTRACTION:** When focused on your phone, you're not paying full attention to the road. This increases the likelihood of missing important signals, signs, or sudden changes in traffic.
2. **REACTION TIME:** Just a brief glance at your phone can significantly delay your reaction time. This may be the difference between avoiding a collision and getting into one.
3. **LEGAL CONSEQUENCES:** Many places have strict laws against using a cell phone while driving. Getting caught can result in hefty fines, points on your license, and even suspension. In Oregon, using a cell phone while driving is an offense that can result in a fine (up to \$2,500) and other penalties.
4. **SAFETY MEASURES:** If you must use your phone, pull over to a safe location. Use hands-free options or voice commands if necessary.
5. **STATISTICS:** Studies have shown that using a cell phone while driving can be as dangerous as driving under the influence of alcohol. It impairs your ability to drive safely and increases the risk of accidents.

**Remember, no call or message is worth risking your life or the lives of others. *Stay safe and keep your focus on the road.***



# 2024 COMMUNITY REPORT

## 2024 Dental

VISITS **5,457** ↑263  
 PATIENTS **2,042** ↑105  
 DIFFERENCE FROM 2023

## 2024 Home Based Care

VISITS **214** ↑87  
 PATIENTS **21** ↑3  
 DIFFERENCE FROM 2023

## 2024 Mental Health Services

VISITS **4,071** ↑638  
 PATIENTS **473** ↑22  
 DIFFERENCE FROM 2023

## 2024 Podiatry

VISITS **879** ↑347  
 PATIENTS **334** ↑52  
 DIFFERENCE FROM 2023

## 2024 Alcohol & Substance Abuse

VISITS **1,751** ↓311  
 PATIENTS **165** ↑10  
 DIFFERENCE FROM 2023

## 2024 Obstetrics & Gynecology

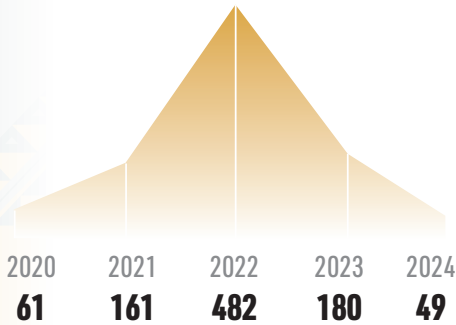
VISITS **805** ↑136  
 PATIENTS **430** ↑50  
 DIFFERENCE FROM 2023

## 2024 Ophthalmology

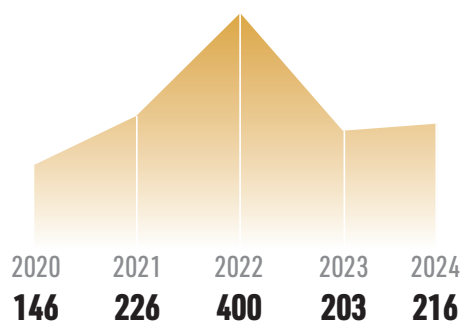
VISITS **1,254** ↑274  
 PATIENTS **867** ↑136  
 DIFFERENCE FROM 2023

## 2024 Optometry

VISITS **2,058** ↑885  
 DIFFERENCE FROM 2023



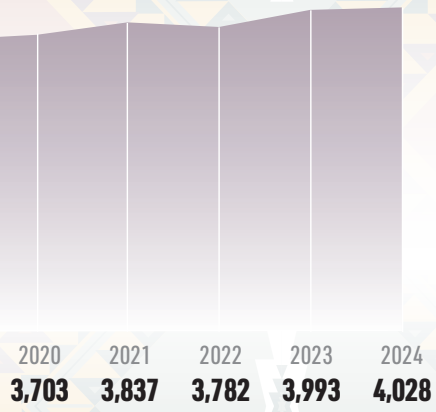
Urgent Care Referrals by Year



Emergency Room Referrals by Year

2024 Podiatry Listserve  
 YELLOWTALK Discript **41** So  
 GOODTALK Discript **33** So  
 TOT **32**

# Patients by Year



# 2024 COMMUNITY PORT

**2024 Pharmacy Chronic Disease**  
**VISITS 1,074**  
**PATIENTS 191**

↑70      ↓6

DIFFERENCE FROM 2023

**2024 Physical Therapy**

**VISITS 2,600**  
**PATIENTS 329**

↓673      ↑85

DIFFERENCE FROM 2023

**2024 Maternity Case Management**

**VISITS 80**  
**PATIENTS 30**

↑21      ↑13

DIFFERENCE FROM 2023

**2024 Ultrasound**

**VISITS 480**  
**PATIENTS 374**

↑29      ↑21

DIFFERENCE FROM 2023

**2024 Laboratory Services**

**VISITS 4,732**  
**PATIENTS 1,750**

↑400      ↑38

DIFFERENCE FROM 2023

**2024 Telemedicine**

**VISITS 307**  
**PATIENTS 82**

↑83      ↑16

DIFFERENCE FROM 2023

**2024 General**

**VISITS 7,059**  
**PATIENTS 2,257**

↑2,275      ↓1,915

DIFFERENCE FROM 2023

**2024 Maternity**  
**PATIENTS 1,358**

↑161

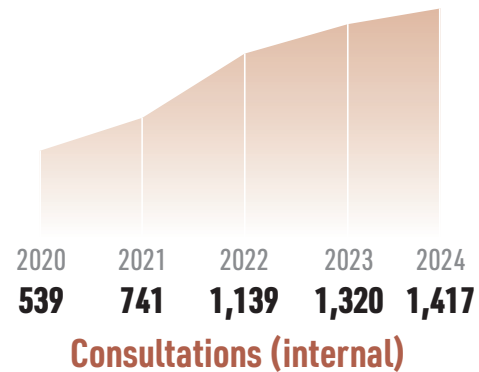
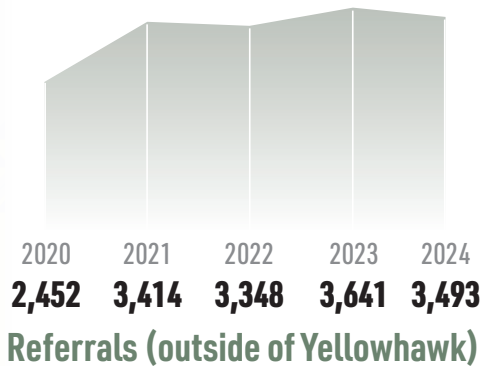
DIFFERENCE FROM 2023

**2024 Casteners**

**15-30 min. SoundCloud 176**

**46-60 min. SoundCloud 54**

**AL 5**



# PUBLIC HEALTH

## COMMUNITY HEALTH PLANNING

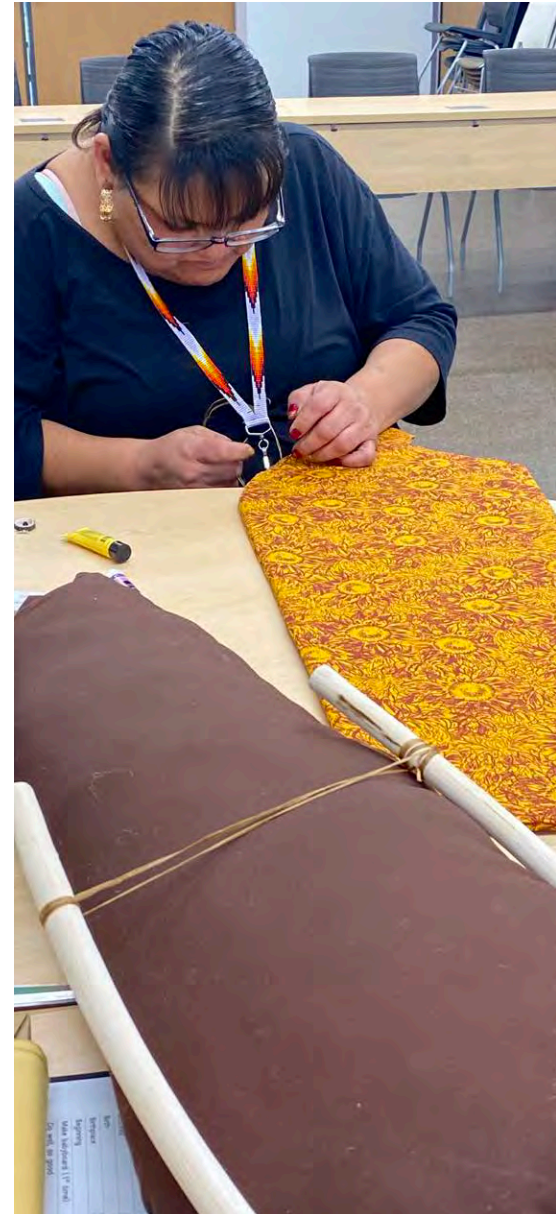
Yellowhawk continues working hard on our Community Health Planning processes, which include our Community Health Assessment (CHA) and Community Health Improvement Plan (CHIP). The early stages of the CHIP process began in February 2023, and we completed the CHIP and presented it to the community in August 2024.

The CHIP was created with the help of internal Yellowhawk departments and the CTUIR Community Wellness Improvement Collaborative (CCWIC). CCWIC is composed of members from Yellowhawk Behavioral Health Department, CTUIR Department of Child & Family Services, CTUIR Education Department, CTUIR Office of Legal Counsel, CTUIR Planning Department, and is chaired by the Director of the CTUIR Housing Department. As a group, we evaluated data from the CHA and broke it into possible priority categories. We then presented these categories to the community through a survey, event outreach, and two community planning sessions. In response, the community identified Physical Activity, Nutrition, and Mental Health as the three main health priorities in our community.

With health priorities selected, departments and organizations developed the objectives and strategies for the CHIP, setting measures and deadlines. As the CHIP is implemented over the next three years, there will be meetings and check-ins about the progress of our objectives and strategies as determined by the timelines departments set. An annual update will be put out each year around October to detail the progress made on each objective. Ultimately, the goal of a CHIP is to be informed by the community, to work toward optimal health for all, and to adjust our course as we learn and grow.

## COMMUNITY HEALTH ASSESSMENT

Every 3-5 years, Yellowhawk gathers input and data from the community about our health and wellness needs. The shared data is then collected into a CHA, which allows for organizations and individuals within the community to get a large and broad view of the key health needs and issues we face. The CHA allows us to plan more effectively for our community and to create a CHIP that is steered by our community. Our last CHA was completed in 2021, and planning for our upcoming CHA begins in 2025. If you are interested in the cycle of community health planning or wish to get involved, visit our website at [www.yellowhawk.org/CHP](http://www.yellowhawk.org/CHP).



## PUBLIC HEALTH ACCREDITATION

Yellowhawk is 1 of 6 Tribal health departments that are accredited through the Public Health Accreditation Board (PHAB). Accredited in 2020, the process for reaccreditation was well underway in 2024, as we will undergo a reaccreditation process in late 2025. Public Health Accreditation focuses on creating high-quality services in public health departments that focus on the 10 Essential Public Health Services. To qualify for reaccreditation, Yellowhawk must submit over 100 pieces of documentation that prove we meet over **67** standards. In meeting these standards, throughout 2024 Yellowhawk worked in the following areas: emergency preparedness, workforce development, quality improvement, equity, strategic planning, communicable disease, community engagement, and data collection and analysis.





## PUBLIC HEALTH EMERGENCY PREPAREDNESS (PHEP)

### PUBLIC HEALTH COMMUNICABLE DISEASE TABLETOP EXERCISE

On October 3, 2024, Yellowhawk held its first Public Health Tabletop Exercise, which included **44** participants from various organizations such as Yellowhawk, Oregon Health Authority (OHA), Interpath Laboratory, Northwest Portland Area Indian Health Board, Oregon Emergency Management, CTUIR Planning/Environmental, CTUIR Fire, CTUIR Police, OHA Acute and Communicable Disease Program, OHA Regional Epidemiologist, Kayak Transportation, Umatilla County Public Health Department, and Wildhorse Resort and Casino. Yellowhawk conducted an exercise focused on a communicable disease, specifically Pertussis, commonly known as Whooping Cough. The exercise followed the timeline of multiple infected individuals tested at St. Anthony's Hospital and how that information would be reported to Yellowhawk. The objective of the exercise was to establish basic communication routes, facilitate information sharing, and identify any existing gaps.

#### Key learning from the exercise included:

- Organizations need to share policies and procedures.
- Utilizing job titles instead of individual names.
- Clarifying roles and responsibilities between different entities.
- Recognizing the need for Memorandums of Understanding (MOUs) and Memorandums of Agreement (MOAs).

#### Positives from the exercise included:

- Excellent engagement among participants.
- Face-to-face interactions.
- Increased awareness of the leaders and participants present in the room.

### AC UNITS & AIR PURIFIERS

The OHA provided Yellowhawk with air conditioners and purifiers to distribute to the community. The distribution was prioritized for individuals eligible for Yellowhawk services, those with pre-existing health conditions, Elders, and infants living in the home. This initiative was a collaborative effort involving the Public Health Department (Public Health Nurses, Community Health Representatives, Women, Infants, and Children WIC, and Átawishamataš), Optometry, Behavioral Health, Dental, and Medical to reach high-risk individuals.

A total of **96** air conditioning units were distributed to community members who met one or more of the specified criteria, with **60%** of these units going to homes that included an Elder. Additionally, **35** air purifiers were distributed, with **46%** allocated to homes with at least one Elder. Notably, one household had an Elder, an infant, and an individual with a pre-existing condition.

### EMERGENCY PREPAREDNESS PROJECT

Lessons continued from 2020 into 2024; the CTUIR community faced significant challenges due to flooding and the COVID-19 pandemic, accentuating the need for improved emergency preparedness. To address this, since 2021 Yellowhawk has provided **2,000** emergency backpacks with essential supplies and first aid kits to the community. Additionally, Yellowhawk introduced customizable, fillable Emergency Plans to assist individuals in developing emergency plans with their families, distributing **237** of these plans to community members.





# HEALTH PROMOTION

Health Promotion is a component of Public Health (PH) services, it is a role of all Public Health programs to play a part in Health Promotion activities and programming.

## HEART HEALTH, CANCER AWARENESS, AND PHYSICAL WELLNESS ACTIVITIES

**FEBRUARY:** Heart Health Month collaboration between PH staff including Good Health and Wellness in Indian Country (GHWIC), Public Health Emergency Preparedness (PHEP), Public Health Nurses (PHNs) and Community Health Representatives (CHRs). **245** individuals participated in Heart Health Month by joining various community tables and completing a six-question survey, checking their blood pressure, and demonstrating hands-only CPR.

**MARCH:** Stepping Out Program launched! It was a six-month walking program with a total of **129** community members participating. Incentives were based on a six-tier design based on 50,000 step increments.

**MAY:** National High Blood Pressure Awareness Month/Hearts and Crafts Events Dentalium earrings and dream catchers: **14** participants total between two classes.

Honoring our Tribal Mothers: Past, Present, and Future Fun Run was held on May 11, 2024. A total of **174** participants with **100** participants in the 1-mile race, **59** in the 5K and **16** in the 10K.

**SEPTEMBER:** End of Stepping Out Program! Combined participants walked nearly **17,000,000** steps. Of the **129** community members, **48** achieved **300,000** steps. Winner of the final Stepping Out raffle received \$500 in gift cards.

## GOOD HEALTH AND WELLNESS IN INDIAN COUNTRY (GHWIC) GRANT

In 2024, Yellowhawk was in performance year 5 out of 5 for the Centers for Disease Control and Prevention (CDC) Good Health and Wellness in Indian Country (GHWIC) grant. The grant funded Public Health programs like Tlawxmamiyáy (community garden program), Pinášukwat (self-measured blood pressure program), PreventT2 Diabetes Prevention Program, and Obesity Prevention (physical wellness programming).

## TLAWXMAMIYÁY COMMUNITY GARDEN

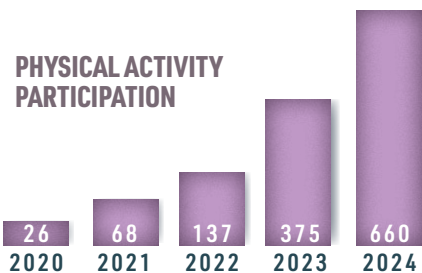
Thriving over the course of the grant with an increase in access and/or engagement in programming from Year 1 to Year 5 by **723** individuals. In 2024, the garden was funded by GHWIC and we partnered with Tiichám Conversation District to tend to the garden. **25%** of all the garden produced during the 2024 growth season was provided to the Nicht-Yow-Way Senior Center.

## PHYSICAL ACTIVITY

Access to physical activity was a standout objective with innumerable impacts and long-lasting effects on community well-being. The number of individuals who were using or accessing grant related physical activity opportunities went from 37 in Year 1 to **660** by Year 5 – a **1,684%** increase!

In 2024 alone, **337** individual wellness waivers were collected and classes offered included:

- Water Aerobics
- Kettlebell – *multiple time options offered*
- Tacmeeywi Workout Club
- Fusion Fitness
- Yoga & Meditation
- Early Bird Water Aerobics



## PINÁŠUKWAT - SELF MEASURED BLOOD PRESSURE PROGRAM

Consistent and increasing engagement, provider follow up, self-reliance, and completion of the program was the focus. Over **200** patients engaged with the program and were provided education, support, and health counseling. From the first year of GHWIC to the third year of the program, Yellowhawk improved the number of patients with high blood pressure or high blood cholesterol engaged in self-management and treatment programs by **400%**. In 2024, **44** patient referrals to the program were addressed by CHRs in Public Health. Despite the grant ending in September 2024, the continuation of Health Promotion programming continues strong at Yellowhawk. The Pinášukwat program, Diabetes Prevention program, and obesity prevention programming all have ongoing funding and plans.

## WIC | NUTRITION | DIABETES PROGRAM | FITNESS

This team includes Women, Infants and Children (WIC), Nutrition, Fitness and the Special Diabetes Program for Indians (SDPI). Each of these programs provides services and activities that target all stages in life from infancy to late adulthood. Individual patient visits focus on providing education and treatment plans that support the patient's goals. Group-based encounters provide education and prioritize peer problem solving and support. The activities offered by these programs are geared toward prevention, education, and support to help participants achieve quality of life.

### WOMEN, INFANTS AND CHILDREN (WIC)

An income-based supplemental nutrition program. WIC provides healthy foods, nutrition education, breastfeeding education and connections to community resources. WIC participants earned Farmers Market coupons by participating in a nutrition education course.

#### Maternal Child Health Activities:

- Mother's Celebration – **54** participants
- Diaper Distribution – **215** individuals served
- Fall Festival – **100+** participants
- Holiday Themed Grab-n-Go bags – **50** bags to individuals

#### HIGHLIGHT:

In August, we held the 50th anniversary of WIC! Yellowhawk WIC program began in the late 1970's. The 50 years of WIC celebration honored former and current WIC employees. Alisa Portley-White, current WIC Coordinator, has dedicated over **30 years** to the Yellowhawk WIC Program.

Yellowhawk WIC was selected as a pilot site for a diaper distribution program by Community Action Partnership of Oregon. The project aimed to increase accessibility of diapers for families that may experience barriers to essential resources. Community members had access to diapers and pull-ups through regular interactions with WIC Coordinator or during distributions. Two distributions, one during Pendleton Round-Up in the Tipi Village provided a total of **1,675** diapers and combined distributions at Yellowhawk distributed a total of **7,125** diapers.



# NUTRITION & YOU



Eating a diet rich in fruits and vegetables can help reduce the risk of many leading causes of illness and death, such as cardiovascular disease, type 2 diabetes, some cancers, and obesity.

Despite these positive health benefits, few adults meet the recommendations.

## 9%

ONLY 9% OF ADULTS ATE THE RECOMMENDED AMOUNT OF VEGETABLES AND 12% OF ADULTS ATE THE RECOMMENDED AMOUNT OF FRUIT

ONLY 1 IN 10 ADULTS GET ENOUGH FRUITS OR VEGETABLES



MEN, YOUNGER ADULTS, AND PEOPLE WITH LOWER INCOMES GET THE FEWEST.

[https://archive.cdc.gov/www\\_cdc\\_gov](https://archive.cdc.gov/www_cdc_gov)



FIRST FOOD CONSUMPTION

55% of respondents reported not usually eating First Foods or traditional Indigenous foods during a regular week.



SWEETENED BEVERAGES

42.2% of respondents reported that on a normal day, they consumed no sugar-sweetened beverages.



FRUITS & VEGETABLES

55.5% of respondents reported eating 1-2 servings of fruits and vegetables each day.

[yellowhawk.org/CHP](http://yellowhawk.org/CHP)

Previous studies have found that high cost, limited availability, access, and perceived lack of cooking/preparation time can be barriers to fruit and vegetable consumption.

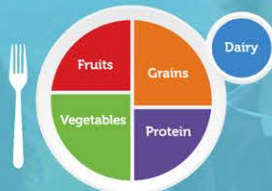


### Improve healthy food consumption:

- Advocate for government, schools, retailers, and employers to increase the availability of healthy foods, First Foods, and healthy food systems.
- Always check nutrition labels! Limit added sugars, sodium, and saturated fats. For help reading nutrition labels, visit [www.fda.gov/NutritionFactsLabel](http://www.fda.gov/NutritionFactsLabel)
- Eat more First Foods and traditional foods.
- Eat a wide variety of whole fruits and vegetables.
- Eat more whole grains such as wild rice, quinoa, and whole oats.

[https://archive.cdc.gov/www\\_cdc\\_gov](https://archive.cdc.gov/www_cdc_gov)

Most consumed fruit for adolescents? Orange juice.  
Most consumed vegetable? Potatoes, especially fried!



MyPlate.gov

Visit [myplate.gov](http://myplate.gov) to access resources and find out the recommended daily intakes for your age, gender, and activity level.



## NUTRITION

Our clinic Registered Dietitian Nutritionist (RDN) worked with nearly all our patient outreach and education programs this year. Medical, Senior Center and community outreach are frequent avenues to provide education, support, and guidance. Healthy cooking classes and nutrition education demonstrations were offered monthly to all age groups and families eligible for Yellowhawk services.

### Nutrition-related Activities:

- Youth and Family Cooking Classes – **56** individuals
- Healthy Snack Demonstrations with Afterschool Education Program – **130** youth
- Nutrition Education with Cay-Uma-Wa – **32** students
- Traditional First Foods Excursions – **16** individuals
- Nicht-Yow-Way Monthly Elders Breakfast and Advisory Meeting – total **190** Elders served breakfast

### HIGHLIGHT:

Cooking classes were offered throughout the year for individuals and families with **56** participants of all skill levels and ages participating. Patrons of varying ages tried new recipes and learned nutrition basics, food safety, knife safety, cooking techniques, and equipment.



## DIABETES PROGRAM

The multidisciplinary Diabetes Team provides patient care, prevention initiatives, outreach and self-management education for patients with diabetes and those at risk of diabetes. The team offered a monthly diabetes support group for community members to learn about diabetes topics while gaining peer support. The Diabetes Incentive Program is an ongoing program that provides incentives to patients for completing annual exams and labs, entering them into an end-of-the-year raffle. The National Diabetes Prevention Program was offered to the CTUIR community by utilizing evidence-based interventions that focus on lifestyle changes including healthy eating and increased physical activity.

### **Diabetes-related Activities:**

- Diabetes Health Fairs – **65** individuals
- Monthly Diabetes Support Group – **40** participants engaged
- Diabetes Prevention Program Classes – two cohorts with a total of **8** individuals completing the program
- Pendleton Farmer’s Market Shuttle – **8** individuals participated in the program throughout the season. Staff offer transportation to and from these events.

### **HIGHLIGHT:**

World Diabetes Day was on November 14. The Diabetes Team held a Diabetes Health Fair at Nixyáawii Governance Center, Nixyáawii Community School, and Yellowhawk where over **65** people engaged in glucose checks, blood pressure readings, body composition analysis, taste testing, and nutrition educational materials.

## FITNESS

Our Certified Personal Trainer offers various fitness opportunities to individuals of all ages and physical abilities. Through positive coaching and support, in small group settings and one-on-one sessions, community members were able to achieve fitness goals, including improved balance and flexibility, increasing muscle endurance, cardiovascular strength, and lowering body mass index.

### **Fitness-related Activities:**

- “Fitness is Fun” class Tuesdays and Thursdays from 12 – 12:45 PM at Yellowhawk
- Be Fit, Senior Group Fitness class Thursdays from 10:30 – 11 AM at Nicht-Yow-Way Senior Center
- Physical Activity time with Afterschool Education Program and Cay-Uma-Wa

### **HIGHLIGHT:**

Be Fit, a weekly fitness class for Elders at Nicht-Yow-Way Senior Center emphasizes strength and resistance training, primarily while seated. In 2024, there were **361** fitness encounters with an average class size of **7** participants.



# ÁTAWIŠAMATAŠ PROGRAM

What an incredible year for the Átawišamataš, Maternal Child Health Program! It's inspiring to see the dedication and hard work the team put into skill development, community collaboration, and cultural engagement.

The Átawišamataš Program is deeply rooted in providing comprehensive support for families through the critical stages of pregnancy, parenting, and early childhood development. Utilizing the Johns Hopkins Family Spirit curriculum shows a strong commitment to evidence-based practices and tailored support for our community, its traditions, and unique needs. The focus on home visits is to make meaningful connections, offer education, and support parents and caregivers through the various stages of their child's growth is commendable. The program adopted an extended age curriculum for families with children up to the age of 5, ensuring that parents and caregivers receive continuous guidance and resources during these formative years. The specialized training in Family Spirit, Thrive, and Fatherhood is Sacred/Motherhood is Sacred further enhances the program's ability to address the unique needs of the community it serves. Helping families prepare for the next stages in their child's growth and development is such a vital aspect of creating a strong foundation for the future.

## HIGHLIGHTS:

The variety of trainings and conferences attended, including the Child Abuse Conference and Healing Together Conference, highlights the team's commitment to professional growth. The extension of the Family Spirit Program to serve the 3–5-year-old age group is a significant step forward, as is the participation in the NAFFA Fatherhood is Sacred Training.

Engaging the community through events like the Root Digging Feast, Cay-Uma-Wa Handwashing event, and Empowering Youth Powwow is a testament to the program's focus on promoting wellness and togetherness. The numerous meetings for program development and community partnerships emphasize the dedication to continuous improvement and building strong connections.

The reintroduction of the Prenatal Loop Team and beginning of Tribal Early Learning Initiative (TELI) collaboration for wrap-around care, ensuring comprehensive care and communication between departments and entities for the benefit of patients. The cultural engagement classes, such as Ribbon Skirts and Baby Board making, have been a hit, promoting intergenerational bonding and cultural preservation.

The stats are impressive, with **150** home visits, **13** Fatherhood/Motherhood is Sacred sessions with **10** adults completing and an impressive **44** community members engaged in cultural classes in such a short time. The positive feedback and demand for continued classes indicate the program's growing impact and success.

The program hired a new Program Manager in December, and we are looking forward to the leadership and program development in 2025.



# PUBLIC HEALTH OPERATIONS

In 2024, the Public Health Nurses (PHNs), Community Health Representatives (CHRs) and Tribal Tobacco Prevention teams worked diligently to engage the community in events such as wellness tables, hands-on health promotion activities, and cultural events. These teams work together and collaboratively with other departments and entities to bring optimal wellness opportunities to the community.

## PUBLIC HEALTH NURSES

The PHNs provide a variety of services both in the community and in the clinical settings. Our team of nurses are knowledgeable about a multitude of public health topics such as all communicable diseases, cancer prevention, well-health screenings, tobacco, data, vaccinations for all ages, home visits, Elder care and more. Yellowhawk's PHNs served our community by conducting disease investigations. In 2024, the PHN team expanded their capability to respond to multiple communicable diseases.

- The Immunization Clinic overseen by the PHNs had **1,062** scheduled appointments for vaccines.
- **434** scheduled home visits.
- **17** communicable disease cases, requiring case investigation, case management, and coordination with Oregon Health Authority resources.
- Sexually Transmitted Infections – **10**
- Other; including animal bites, foodborne illnesses & other infectious diseases – **7**

## COMMUNITY HEALTH REPRESENTATIVES

The CHR team had a busy 2024! The team continues to offer traditional CHR services with home visits and advocacy for community members with chronic disease or complex health needs to ensure they receive appropriate care and support. Additionally, they offered a variety of community outreach events. In 2024, the CHRs addressed Health-Related Social Needs (HRSN) by implementing non-medical transportation to address food insecurity and access to vital resources.

- **338** non-medical transports completed addressing food insecurity, access to vital resources, or well health opportunities.
- **518** medication deliveries to people otherwise unable to access services.

The CHRs also provided community members with evidence-based health and wellness opportunities in addition to hands-on activities. Even our youngest community members at Cay-Uma-Wa were involved. CHRs taught the children about germs, how they spread and how to keep their hands clean during flu and norovirus season. Hands-only CPR was taught at wellness tables to increase community member's readiness to handle a life-threatening medical emergency. Locations of wellness tables included the Nicht-Yow-Way Senior Center, Nixyáawii Community School, Elder Advisory Meetings, Nixyáawii Governance Center, Cay-Uma-Wa, Pendleton Health Fair and the Pendleton Round-Up Tipi Village.

- Over **700** people interacted with the Yellowhawk teams at Wellness Tables
- Poison Prevention – **21** children
- Handwashing presentation – **53** children

## TRIBAL TOBACCO PREVENTION PROGRAM (TTPP)

2024 was a jam-packed year for our Tribal Tobacco Prevention Program. The program successfully completed its first cohort of Project SUN, our youth cessation program tailored to fit our Tribal community. This is an evidence-based, culturally adapted smoking cessation curriculum for American Indian/Alaska Native Youth, there were **5** youth at Nixyáawii Community School to complete the program. The team looks forward to launching our Second Wind adult cessation program next in the community. In July, staff gathered traditional tobacco from our Blue Mountains in with collaboration with CTUIR, Department of Natural Resources (DNR) and the Tribal Language Program, a first for the program. We plan to continue excursions and gift our traditional tobacco to the community as part of our prevention programming.





## WIWNU CO-ED VOLLEYBALL TOURNAMENT

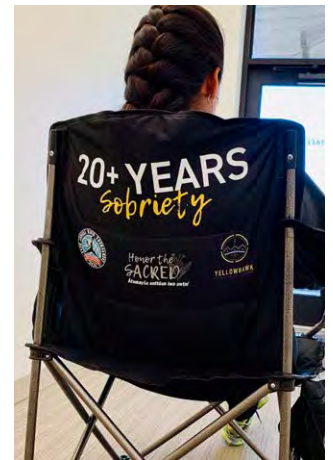
In collaboration with CTUIR Department of Children and Family Services (DCFS) and with support from NCS and BMCC Volleyball program we held our first co-ed volleyball tournament. This tournament had a focus on tobacco cessation and the importance of community coming together. We had over **65** participants from our community



and the surrounding area. Participants received shirts, 1st and 2nd place trophies, and a bin filled with huckleberries picked from a community excursion.

## BAAD PREVENTION WEEK

Outreach and collaboration increased in 2024 to offer healthy, free, and fun activities for all. Basketball Against Alcohol and Drugs (BAAD) Prevention classes had over **590** youth participating and over 40 families involved. In addition, we celebrated sober individuals in the community, introducing “Sobriety is BAAD” recognition awards. We honored **6** individuals, two from each category of 10+, 15+, 20+ years of sobriety. There were **22** total nominees submitted by the community. 2024 introduced the first “Family Fun Night and Resource Fair” held at Wildhorse, with over **100** youth and families in attendance. This event was supported by Yellowhawk’s Behavioral Health department and programs, CTUIR Forestry program and Umatilla County Tobacco Coalition. Also new in 2024 was a pledge program for community members and visitors, pledging to be drug and alcohol-free during Spring Break with over **150** people taking the pledge!



## NICHT-YOW-WAY SENIOR CENTER

In 2024, the Nicht-Yow-Way Senior Center served **8,131** congregate meals and delivered **5,456** meals to home-bound Elders and caregivers.

This was a great year for Senior Center activities and collaborations with our Public Health teams. The GHWIC, TTPP, and SDPI grants helped support programs like the Be Fit Senior Group Fitness class, Elders Garden Guild, Weaving Tuesday/Wednesday, and Monday Movie Matinee. Weaving and movie matinees continue to increase in popularity, becoming weekly must have events!

The Rural Older Adult Mini-Grant Social Connection (ROAM) and the AGE+ funding supported various programs and offerings again in 2024. Funds allowed for the staff and **5** Tribal caregivers to attend the Caregivers Conference where they were able to obtain support and training. TTPP and ROAM supported active basket weavers to attend the Basketweaving Conference in March where **5** Elders and one staff member attended. Both staff and community members enjoyed this conference!

- Weaving – **286** visits
- Movie Matinee – **66** visits
- Garden Guild – **146** visits
- Root Digging – **3** Participants
- Cultural Crafternoon – **4** visits

*Grant funding makes our reporting cycle April to March annually. These numbers reflect April to December of 2024.*

- Contacts for information and assistance – **333**
- Contacts of telephoning – **661**
- Outreach activities – **7**
- Social events – **99**
- Nursing home visits – **2**
- One-way Transportation – **479**



# HUMAN RESOURCES

The Human Resources (HR) team made great strides this year, expanding our Yellowhawk’s workforce across multiple departments with an 8.4% increase overall and a 15% rise in our CTUIR member workforce. We’re committed to bringing top-tier talent to our stunning corner of Eastern Oregon. To reach the best candidates, HR leverages various media outlets to showcase open positions at Yellowhawk. Recruiting for professional roles in Behavioral Health presented its challenges, but after three years of dedicated efforts — including sign-on bonuses, recruitment videos, and personal invites to apply — we are thrilled to announce that the Behavioral Health team ended 2024 fully staffed!

In July, the COVID-19 vaccine mandate was rescinded by the CTUIR Board of Trustees, which removed a barrier to employment at Yellowhawk. Prior to removal of the vaccine mandate, all Yellowhawk employees were required provide proof of vaccination for COVID-19 and was listed as a minimum qualification on each position description. Rescission of this requirement had a positive effect for the Recruiter to obtain larger pools of high-quality candidates.

In August, we were excited to implement the 4-day, 32-hour workweek. This was a culmination of over a year of groundwork by Yellowhawk’s Management Team. The goal for this change was to work towards achieving a smaller carbon footprint, as an organization, and a work/life balance for our Yellowhawk employees. In conjunction with the revision of the Yellowhawk Personnel Manual, the Management Team wanted to ensure when implementing the change that services provided by Yellowhawk would not be impacted. With a few new hires, departments were able to successfully implement a change in employees’ schedules with a reduction from 37.5 to 32 hours. Although this change was not advertised and used as a recruiting tool right away, the 32-hour workweek attracted some new talent to Yellowhawk. In the new hire survey, 40% of the employees who responded stated that the 4-day workweek was the most attractive reason for pursuing employment at Yellowhawk. For retention, our Employee Satisfaction Survey has improved since 2023. Although there were some neutral responses, there are not any “dissatisfied” compared to 2023 and 2022. We expect the reduction in work hours to have a positive impact on employee morale and our retention efforts, which in turn improves our service to patients.

The Tribal Employment Specialist continues to work with our enrolled CTUIR members interested in applying for open positions at Yellowhawk. This assistance includes preparing cover letters, resumes, and providing interview tips. The Tribal Employment Specialist works with potential Tribal member candidates to ensure they have a complete application packet and can apply for positions that best fit their skill set – **9** individuals utilized this opportunity in 2024! Additionally, the Tribal Employment Specialist engages with current CTUIR member employees by conducting regular one-on-one meetings at 30, 60, and 90 days to assist them in their orientation process – **53** individuals participated in 2024!



## LANGUAGE CLASSES

In an effort to enhance cultural understanding and improve patient care, Yellowhawk Public Relations and Human Resources worked with various staff members to incorporate the Umatilla language into daily work at Yellowhawk.

It was exciting to introduce language classes as part of staff training and create a language video for new hire orientation. With a growing recognition of the need for culturally relevant care, Yellowhawk partnered with the CTUIR Education Department and offered 13 classes aimed at teaching staff basic Umatilla language skills and Yellowhawk-specific pronunciations. Classes started off with only a couple attendees but grew to groups as large as 10. The initiative was well received, fostering a more inclusive, compassionate atmosphere and helping staff better connect with the diverse community they serve. By integrating culturally relevant options, the clinic took a significant step toward providing more effective, respectful care for all.





We continue efforts in fine-tuning our recruiting strategies, but we also make sure we're in tune with the needs of our current team. In 2024, our Training and Development Manager led an impressive **144** training sessions—marking the highest number of in-house employee trainings in Yellowhawk's history! These training courses range from basic customer service to supervisor training courses. Our training programs are designed with flexibility in mind, with most being voluntary to support individual growth and development. We are also deeply committed to supporting our employees in their career journeys. While completing a Career Development Plan is optional, it plays a key role for those wishing to take advantage of Educational Leave to further their educational goals. Additionally, our Tribal Employment Specialist is available to assist CTUIR member employees in creating their Career Development Plans, helping them navigate their professional paths with confidence.

At Yellowhawk, we believe in investing in our team's growth, both personally and professionally. We are dedicated to making sure our employees feel appreciated and valued, because happy staff are the best at serving our patients and the Nixyáawii community. To keep morale high, we offer a variety of incentives, from event ticket giveaways to employee gifts, potlucks, team-building activities, and recognition awards. To gauge how we're doing on this front, we conducted an Employee Satisfaction Survey, and the results are clear: our team would happily recommend Yellowhawk as a great place to work!

We hosted our 4th Annual Career Fair in April for middle school, high school, and current college students. All Yellowhawk departments had the opportunity to showcase their respective fields and potential careers to the 67 students who attended. Our goal is to promote the many career paths available, from entry level to top professional level positions that require higher education. To complement this, Yellowhawk also invites colleges to showcase their programs ranging from business to healthcare. This helps students visualize the connection from an educational institution to a prospective career opportunity with Yellowhawk Tribal Health Center. In 2024, six colleges came to chat with students, along with programs from the Northwest Portland Area Indian Health Board, the Northeast Oregon Area Health Education Center, and the Eastern Oregon Workforce Board.

### YELLOWHAWK STAFF AVERAGE RATING



### Annual Labor Force Data as of 12/31/2024

YELLOWHAWK EMPLOYEES								
WOMEN	MEN	CTUIR MEMBER	OTHER TRIBE	NON-INDIAN	2024 TOTAL	2023 TOTAL	OVERALL CHANGE	% CHANGE
135	57	69	25	98	192	177	+15	8.4

CTUIR MEMBER EMPLOYEES							OVERALL CHANGE	% CHANGE
2019	2020	2021	2022	2023	2024			
51	52	57	61	60	69	+9	15	

# ADMINISTRATION

## ACCREDITATION AT YELLOWHAWK



Yellowhawk Tribal Health Center carries multiple accreditations. The Accreditation Association for Ambulatory Health Care (AAAHC) certificate of accreditation demonstrates an organization's commitment and coordinated efforts to providing safe, high-quality services to its patients. Every three years, our clinic has a multi-day survey conducted by the accreditation board to review the standards of Yellowhawk. Because we have met AAAHC standards, we have a solid foundation of structure and quality improvement, which is integrated into our daily work culture. To complement AAAHC, Yellowhawk also maintains Patient-Centered Primary Care Home (PCPCH) certification. The foundation of this model focuses on team-based, comprehensive coordination, continuity, and accessibility of patient health care. Patient-centered means that you and your health are the focus of your health care team. Medical Home begins with your primary care clinic where a team of professionals work together to provide you with a new, expanded type of care. Patient centered medical home is a care approach that brings together an expert team focused on you. PCPCH recertification is scheduled for review in 2025 and AAAHC reaccreditation is scheduled in 2026. Yellowhawk maintains readiness for reaccreditation using the philosophy of maintaining readiness throughout the entire accreditation cycle – not just on the day of the survey. This includes consistently upholding quality practices and patient safety standards.

In addition, Yellowhawk maintains accreditation from the U.S. Public Health Accreditation Board (PHAB). Yellowhawk is one of only six out of more than 284 self-governed Tribal health centers in the U.S. to receive this national accreditation. Awarded late summer 2020, the clinic went through a multifaceted peer review assessment to prove it meets and/or exceeds nationally-set standards and best practices. Throughout 2024, preparations for PHAB reaccreditation have been underway for the 2025 PHAB review.

## ABOUT QUALITY AND RISK MANAGEMENT

The Quality and Risk Management (QRM) program is tasked with ensuring the safety of patients, visitors and staff. Drills and training ensure readiness in case of an actual event. As our clinic has grown, this year a priority goal was to ensure that we were conducting the necessary, required drills and training to provide a safe environment for all. Drills help to ensure readiness in case of an actual event - emergency preparedness.

The QRM program set a goal in 2024 to hold regular, documented meetings to ensure we are evaluating and updating our policies, so they remain aligned with current best practices, regulations, and technological advancements. Regular policy review is crucial to maintaining safety, staff competency, and compliance with our accreditation requirements. This also helps mitigate risks that can affect the safety of Yellowhawk patients, visitors, and staff. The team reviewed and/or updated more than 40 policies in 2024.

During the QRM meetings, all safety events (actual or near-miss) and patient feedback are reviewed. This helps ensure that the same group reviewing and/or creating policies and procedures is aware of issues that may lead to any decline in quality (i.e. Quality Improvement/ Assurance studies; or policy / process revisions).

Another goal of this department was "follow up of all recommendations / improvements from 2023 AAAHC surveys conducted in 2023". The QRM program members, as well as various workgroups containing subject matter experts, addressed all recommendations, and improvements by June of 2024. Most of these recommendations and improvements were not requirements for accreditation; however, the group wanted to incorporate best practices as we continue to follow the Continuous Quality Improvement Method.

*Confederated Tribes of the Umatilla Indian Reservation  
Umatilla County | Union County*

# PATIENT FEEDBACK

Yellowhawk strives to provide an excellent experience for all patients and visitors. We often request that patients take our Patient Experience Survey at each visit so that we can determine if your care meets the highest level of standards.

If you have any concerns, comments, compliments, or questions about your care and services at Yellowhawk, you can also contact our Quality Improvement Program directly at **541.240.8730**.



**PATIENT EXPERIENCE SURVEY** [www.yellowhawk.org/patient-feedback](http://www.yellowhawk.org/patient-feedback)

Yellowhawk has adopted a continuous quality improvement method for its performance improvement activities. As part of our data collection for this, we offer Patient Experience Surveys to you. Feedback from these surveys provide crucial insights into how you perceive your healthcare and allows us to identify areas for improvement, service gaps, enhance patient satisfaction, and potentially improve clinical outcomes.

In June, we launched a revised Patient Experience Survey, intending to make the survey easier and increase response rates. We shortened the survey and added an additional question regarding any barriers to care. It is important to us that we identify barriers and disparities that our patients face to provide an opportunity for improvement and reduce service gaps – because you and your health are the focus of our healthcare teams.

Comment cards were also added and made available throughout the clinic for an additional feedback opportunity.

All feedback is reviewed regularly by our staff and the CTUIR Health Commission. We want to thank everyone who provided us with feedback. This allows us to focus on what matters most – you and your healthcare needs.

## 2024 SURVEY RESPONSES

1,694 SURVEYS RECEIVED



Was easy to schedule appointment .....	85.15%
Replied they received an appointment "within the time-frame I needed it" .....	79.3%
Waited less than 10 minutes (beyond their appointment time) to be seen by a provider .....	92.59%
Rated overall care received from their provider as the best.....	96%
Said questions were answered in an easy to understand manner.....	97.14%
Left their appointment with an understanding of any follow-up that needed to happen.....	98.98%
They did NOT feel they experienced any form of discrimination or personal bias at their visit.....	96.64%

### WHAT BARRIERS DO YOU EXPERIENCE IN KEEPING YOUR APPOINTMENTS?

Not applicable / None.....	65.69%	Work / School .....	13.17%
Planning / Time.....	12.02%	Transportation .....	10.31%

### TOP SEVEN ATTRIBUTES

What they liked least about their visit - replied "Nothing. My visit met my needs today" .....	90.43%
How likely are you to recommend Yellowhawk to a friend or family member? .....	85.05%
Friendly Staff .....	86.47%
Cleanliness of Facility.....	74.38%
Provider Knowledge .....	70.94%
Customer Service .....	69.25%
Easy Appointment Availability.....	65.21%



## INTERGOVERNMENTAL AFFAIRS LIAISON

Yellowhawk Tribal Health Center is committed to serving the Confederated Tribes of the Umatilla Indian Reservation community. The Intergovernmental Affairs Liaison supports and advocates for the protection and enhancement of Indian healthcare sovereignty. Through the Tribal community's support and input, Yellowhawk can effectively address pressing healthcare issues impacting our people.

### HIGHLIGHTS

#### TRIBAL TRADITIONAL HEALTH WORKER

Advocacy over the years from Yellowhawk's departments, in collaboration with the Nine Tribes in Oregon led to the creation and approval of the Tribal Traditional Health Worker (THW). Oregon Health Authority is now able to provide coverage for healthcare practices received through the Indian Health Service facilities or Tribal organizations under the Indian Self-Determination and Education Assistance Act, such as Yellowhawk Tribal Health Center. With this approval, physical and behavioral health needs will be improved and allow culturally appropriate healthcare for our Tribal members. Traditional healthcare practices are a fundamental element of our Tribal community's healthcare and helps our patients with physical and mental ailments. Tribal communities disproportionately experience worse health disparities compared to the general population. Full approval in 2024 of the Tribal THW allows our patients to receive expanded traditional and culturally appropriate healthcare as medicine and those services will be reimbursed through the state.

#### GOVERNMENT-TO-GOVERNMENT RELATIONS

Yellowhawk hosted Tina Kotek, Governor of Oregon, and Dr. Sejal Hathi, Director of the Oregon Health Authority. These visits allowed us to advocate directly with state officials to convey the importance of honoring our Tribal sovereignty and continued support through funding. Advocating for key issues like the opioid and fentanyl crisis, homelessness, obesity, mental health, and the need for more workers to support our Tribal community is crucial. It's also important to keep building strong relationships with the government to ensure Yellowhawk gets the support and resources needed to deliver high-quality care for our valued patients.

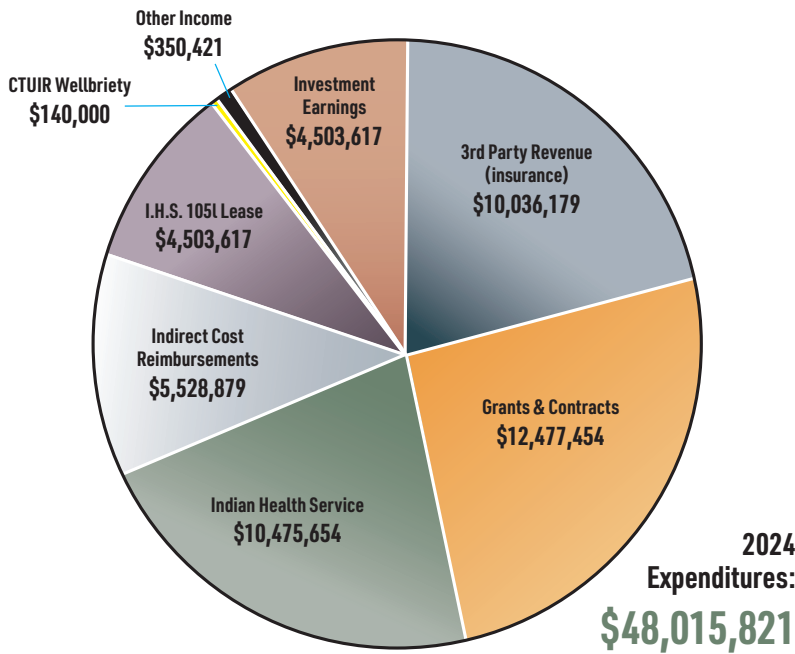


# FINANCE

Yellowhawk Tribal Health Center’s operating budget for 2024 was \$48,586,566\* which includes the \$14 million expansion. Funds to cover our costs come from sources such as Indian Health Service (IHS) funding, third-party revenue (Medicaid, Medicare, and insurance billing), and grants. Our 9,200 square foot expansion added an Elder’s waiting area, two medical hallways, space for increased medical staffing, an expanded lab area, and additional storage space. Between 2020 and 2023 we were awarded certain COVID grants that were intended to be used for increasing space in which to provide patient services. Approximately 56% of the cost of the expansion was covered by this COVID funding with the balance being paid for with revenue from third-party billing.

The funding that Yellowhawk receives annually from IHS (excluding COVID-specific funding) only covers approximately 32% of our operating budget. The rest comes primarily from third-party revenue (Medicaid, Medicare, and insurance companies) and grants, which is a key component of our clinic funding. This income helps us sustain current services as well as expand services for the community beyond the very basic care that the funding from the Indian Health Service is intended to provide.

## FUNDING TO COVER 2024 EXPENDITURES



\*The budget was \$48,586,566 but we came in under budget on expenses, only spending \$48,015,821

Don't forget, when checking in for your clinic appointment, always stop in the lobby and allow our Eligibility Coordinators to update your demographic and insurance information. In the main lobby we also have offices for our Resource Coordinator and our Public Services Coordinator. These programs assist patients with enrolling in the Oregon Health Plan and Medicare. Obtaining current patient information and assisting with coverage enrollment are just two ways that Yellowhawk strives to enhance our third-party revenue to continue expanding and improving our services to the community.

## 2024 GRANT EXPENDITURES:

### NON-COVID GRANTS:

ACL Public Health Workforce Development	\$6,601
ACF Tribal Maternal Home Visiting	\$490,016
CDC Good Health & Wellness in Indian Country	\$479,520
CTUIR Wellbriety	\$128,463
IHS Native Public Health Resilience	\$94,699
IHS Special Diabetes Program	\$148,445
1st National Food System Collaborative	\$15,079
MCH Title V Block Grant	\$17,750
NPAIHB Cancer Project	\$683
NPAIHB Tribal Opioid Response 5	\$179,783
OAA Caregiver Grant	\$75,577
OAA Older Americans Act	\$102,250
ODHS Alcohol and Drug	\$56,741
ODHS Prevention	\$17,885
ODHS School Based Mental Health	\$395,864
ODHS Tobacco Prevention Grant	\$194,427
ODHS Transportation	\$43,753
OHA APD Meal Infrastructure	\$195
OHA Behavioral Health Resource Network BHRN	\$757,340
OHA Health Emergency Preparedness	\$24,542
OHA Home Delivered Meals	\$29,112
OHA Measure 110 Mental Health	\$79,013
OHA Mental Health Crisis Start Up	\$37,289
OHA Problem Gambling	\$931
OHA CDC Public Health Infrastructure	\$40,394
OHA Public Health Modernization	\$257,448
OHA State Tribal Opioid Grant 3	\$61,940
OHA Suicide Prevention	\$22,665
OHA Tribal Behavioral Health Residential Housing	\$348,641
OHA Workforce Clinical Supervision	\$2,064
OHA Workforce Incentives	\$42,195
OHSU Native Stand	\$253
Rural Adults Min-Grant	\$15,410
State of Oregon Outstation Outreach Worker	\$105,499
State of Oregon Tribal Navigator	\$96,095
USDA/Senior Meal Program	\$5,327
Women Infants and Children (WIC)	\$34,208
<b>Total Non-COVID Grants</b>	<b>\$4,408,097</b>

### COVID GRANTS:

IHS ARP Sec 11001	\$814,886
IHS COVID Am Rescue	\$5,311,278
IHS COVID Equipment	\$38,749
IHS COVID Operations	\$6,132
IHS COVID Telehealth	\$30,955
IHS COVID PPPHCEA	\$52,474
IHS COVID Resonse	\$2,944
IHS COVID Test Related Activities	\$670,579
IHS COVID Facilities Support	\$275,505
IHS Vaccine Related Activities	\$24,112
NPAIHB COVID Public Health Response	\$3,653
OAA American Rescue Plan	\$19,470
OHA COVID Equity	\$2,418
OHA Tribal COVID Monitoring & Vaccine	\$188,009
OHA Tribal COVID Monitoring	\$190,416
<b>Total COVID grants</b>	<b>\$7,631,580</b>

**TOTAL GRANT SPENDING 2024: \$12,039,677**



## ALLIED HEALTH SERVICES DEPARTMENT

- Audiology (Outside service are available for PRC eligible patients)
- Optometry
- Physical Therapy
- Transportation

## BEHAVIORAL HEALTH DEPARTMENT

- Auricular Acupuncture (Acudetox)
- Culturally based and focused prevention programming, events, activities, and trainings
- DUII Program licensed by State of Oregon
- K'usiinmi Tawnúkt "Horse Medicine" Program
- Neqce?éce Qapšqapšnáawit "Family Strength" Program
- Outpatient mental health therapy for children, youth, adults, and families including: walk-in crisis response, pediatric tele-psychiatry, adult psychiatric medication management, and peer support
- Peer recovery mentoring
- Pinánay"ukt "Gathering Oneself Together" Program - Sober Transitional House
- Problem Gambling support, knowledge, prevention, and education
- School-based mental health therapy for children and youth
- Suicide Prevention Outreach services
- Trauma informed outpatient mental health and substance use disorder services that include treatment, awareness, prevention, and outreach
- 24/7 Community Warm Line

## DENTAL DEPARTMENT

- Dental Whitening for eligible patients
- Implants and Orthodontics for PRC eligible patients
- Laser Dentistry
- Minimally invasive dentistry
- Night guards and Athletic Mouth guards
- Nitrous to help those with dental anxiety
- Non-Surgical Periodontal Therapy
- Prosthetic dental work such as crowns, bridges, partials, dentures
- Restorative dentistry
- Root Canal Therapy
- Simple and Surgical Extractions

## LAB & RADIOLOGY (MEDICAL)

- Digital x-ray laboratory
- Drug therapy monitoring
- EKG
- Infection control and reporting
- Skilled phlebotomy and blood draws
- Ultrasound

## MEDICAL DEPARTMENT

- Chronic disease management
- Family practice medicine
- Immunizations
- Mammogram
- Patient-centered primary care medical home
- Physicals
- Podiatry
- Prenatal/Obstetrics
- Preventative health screenings
- Well baby and child exams
- Wellness instruction
- Women's health

## OPTOMETRY (ALLIED HEALTH)

- Advanced diagnostic testing and imaging
- Contact lenses exams
- Diabetic and Pediatric eye exams
- Exam and prescription for eye glasses
- Fitting and repair of quality eye glasses
- Management of chronic eye disease such as glaucoma or cataracts
- Treatment of acute eye conditions such as injuries or infections
- Vision and medical eye care services

## PHARMACY (MEDICAL)

- Anticoagulant management
- Diabetes education and management
- Medication counseling
- Medication take back - disposal site
- Tobacco cessation counseling and management

## PHYSICAL THERAPY (ALLIED HEALTH)

- Cardiac rehabilitation
- Conservative drug free pain management
- Falls prevention
- Geriatric programs
- Lymphedema management
- Post-surgical rehabilitation
- Pre/post prosthetic training
- Spinal decompression/traction
- Therapeutic exercises, neuromuscular re-education, IASTM, thermal agents
- Therapeutic ultrasound, shock wave therapy/radial pressure wave, class 3B cold laser treatment
- Transcutaneous electrical nerve stimulation, functional/ neuromuscular electrical stimulation
- Vestibular rehabilitation

## PUBLIC HEALTH DEPARTMENT

- Blood Pressure monitoring program
- CHR Services
- Communicable disease
- Diabetes education & support
- Heart health & blood pressure education
- Maternal/child health services
- Nutrition & diet services
- Physical Fitness, activity promotion and education
- Public Health Nursing Services
- Tribal Tobacco Prevention/cessation program
- Medication Delivery
- Women, Infants, and Children (WIC)
- Medication Box Set-up/Management
- Vaccination/Immunizations
- Emergency Preparedness

## SENIOR SERVICES (PUBLIC HEALTH)

- Dine-in meal service
- Home-bound delivery meal service
- Social support and resource connection

## TRANSPORTATION (ALLIED HEALTH)

- Medical transportation by appointment
- Non-Emergent Medical Transportation



**YELLOWHAWK**  
TRIBAL HEALTH CENTER

PO BOX 160  
PENDLETON, OR 97801

PRE-SORT STD.  
U.S.  
POSTAGE  
**PAID**  
PERMIT #57  
PENDLETON  
OR

# CORE VALUES



## OUR VISION

*Our Tribal Community achieves optimal health through a culture of wellness.*

## OUR MISSION

*Empower our Tribal Community with opportunities to learn and experience healthy lifestyles.*