



# Healthy Directions

Serving Our Local Communities

www.TCHEALTH.org

APRIL 2010

## TCRHCC Customer Service

To the Members of Our Community,

Thank you for picking up one of Tuba City Regional Health Care Corporation's (TCRHCC) monthly newsletters. This month we have featured Alcohol Awareness Month, a problem that has set back individuals and families throughout Native America. We hope you will find information that will be resourceful and helpful.

In next month's newsletter we will encourage readers to help us with improving our customer service. Have you had a bad experience of rude behavior by our providers or staff?

TCRHCC understands that unprofessional conduct has the potential to adversely affect the quality of care delivered to patients within TCRHCC. Consequently, unprofessional conduct by members of the TCRHCC staff is not acceptable. It is our goal that all TCRHCC patients and visitors are treated courteously, respectfully, with dignity and in accordance with the organization's values: To Heal, To Respect, To Console.

Customer service is part of our job. We consider your opinion an opportunity to improve our service.

If you have a complaint about our hospital you may discuss it with the department manager, and if the matter is not resolved the Risk Manager is available. Complaint boxes are also available throughout our hospital, or you may write to this address – Attention: Patient Complaint, P.O. Box 600, Tuba City, AZ 86045.

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## TUBA CITY RESOURCES FOR COUNSELING AND REHAB

# April is National ALCOHOL AWARENESS Month

*There is help and hope for alcohol abuse and alcohol dependence in Tuba City.*



*\*U.S. Centers for Disease Control*

**A**lcohol use is very common in our society. Drinking alcohol has immediate effects that can increase the risk of many harmful health conditions. Excessive alcohol use, either in the form of heavy drinking (drinking more than two drinks per day on average for men or more than one drink per day on average for women), or binge drinking (drinking 5 or more drinks during a single occasion for men or 4 or more drinks during a single occasion for women), can lead to increased risk of health problems such as liver disease or unintentional injuries.

In a sad play on words, it is a very sobering statistic that 26.5% of deaths among Native American men and 13.2% of deaths among Native American women are alcohol related. The average for alcohol related deaths for the entire U.S. is just 3.5%. These statistics are according to Michael Begay, Senior Criminal Investigator in Tuba City for the Navajo Nation Police. Begay says there is a brighter note – that approximately 80% of the people on the Navajo Reservation that used to drink have stopped drinking.

Detective Begay said that 90% of his criminal case load is alcohol related.

Bootlegging alcohol onto the Reservation and into the Tuba City area from the Highway 89 corridor is the number one problem, according to Gary Davis, Certified Prevention Specialist with the Navajo Nation Department of Behavioral Health Services.

According to the U.S. Centers for Disease Control, **alcohol abuse** is a pattern of drinking that results in harm to one's health, interpersonal relationships or ability to work. Manifestations of alcohol abuse include:

- Failure to fulfill major responsibilities at work, school, or home.
- Drinking in dangerous situations, such as drinking while driving or operating machinery.
- Legal problems related to alcohol, such as being arrested for drinking while driving or for physically hurting someone while drunk.
- Continued drinking despite ongoing relationship problems that are caused or worsened by drinking.
- Long-term alcohol abuse can turn into alcohol dependence.

**Alcohol dependence**, also known as alcohol addiction and alcoholism, is a chronic disease. The signs and symptoms of alcohol dependence include:

- A strong craving for alcohol.
- Continued use despite repeated physical, psychological, or interpersonal problems.

- In 2008, an estimated 11,773 people died in drunk driving auto accidents in the U.S.
- In 2001, Navajo Nation President Joe Shirley lost a daughter in an auto accident caused by a drunk driver.
- There are approximately four million alcohol-related visits to emergency rooms in the U.S. per year, and an approximate 79,000 alcohol-related deaths.\*

- The inability to limit drinking.
- Physical illness when one stops drinking.
- The need to drink increasing amounts to feel its effects.

Alcohol abuse can cause a great number of serious health issues, too many to mention: unintentional injuries, including traffic injuries, falls, drownings, burns and unintentional firearm injuries; increased risk of cancer of the mouth, throat, esophagus, liver, colon, and breast; risky sexual behaviors, including unprotected sex, sex with multiple partners, and increased risk of sexual assault; miscarriage and stillbirth among pregnant women, and a combination of physical and mental birth defects among children that last a lifetime.

If that's not enough, alcohol poisoning is a medical emergency resulting from high blood alcohol levels that suppress the central nervous system and can cause loss of consciousness, low blood pressure and body temperature, coma, respiratory depression, or death; neurological problems, including dementia, stroke and neuropathy; cardiovascular problems, including heart attack, cardiomyopathy, atrial fibrillation and hypertension; psychiatric problems, including depression, anxiety, and suicide; social problems, including unemployment, lost productivity, and family problems.

Also, liver diseases, including alcoholic hepatitis, and cirrhosis, which is among the 15 leading causes of all deaths in the United States.

Alcohol use can greatly increase complications associated with diabetes. Alcohol is processed in the body very similarly to the way fat is processed, and alcohol provides almost as many calories. Therefore, drinking alcohol by people with diabetes can cause blood sugar to rise. There are other serious effects of alcohol on people with diabetes.

*Continued on page 2.*

**Michael Begay, Senior Criminal Investigator in Tuba City with the Navajo Nation Police reports that 90% of his criminal case load is alcohol related.**

## Alcohol Awareness, *Continued from page 1.*

### Effects of Alcohol on Diabetes

Here are some other ways that alcohol can affect diabetes:

- While moderate amounts of alcohol can cause blood sugar to rise, excess alcohol can actually decrease your blood sugar level – sometimes causing it to drop to dangerous levels.
- Beer and sweet wine contain carbohydrates and may raise blood sugar.
- Alcohol stimulates your appetite, which can cause you to overeat and may affect your blood sugar control.
- Alcohol can interfere with the positive effects of oral diabetes medicines or insulin.
- Alcohol may increase triglyceride levels.
- Alcohol may increase blood pressure.

### Fetal Alcohol Syndrome

You can harm your unborn baby for life! If you are pregnant and drink alcohol, so does your baby. This can hurt your baby's growth and cause life-long physical and behavioral problems. One of the most severe effects of drinking during pregnancy is Fetal Alcohol Syndrome (FAS). FAS is a group of problems that can include mental retardation, birth defects, abnormal facial features, growth problems, problems with the central nervous system, trouble remembering, learning, vision and hearing problems, and behavior problems. These last for a lifetime. There is no cure. **Are you willing to take this risk?** Women can prevent FAS and other problems related to alcohol use by not drinking when they are pregnant or might get pregnant.

*Read more facts about alcohol on page 4.*

### Alcohol and the Teenage Body

Alcohol depresses the central nervous system and is absorbed primarily through the small intestine and stomach wall. Therefore, the body absorbs alcohol more quickly if it is consumed on an empty stomach and its effects are felt almost immediately because alcohol requires no digestion. Alcohol impairs judgment, lowers inhibitions, and increases aggressive behavior. The way alcohol affects a person is influenced by factors such as sex, height, weight, body size, muscle to fat ratio, and medical condition. These basic facts are true for anyone who consumes alcohol, but the impact on the teenage body can be much more profound and serious!

Young people are still maturing physically. Their systems cannot eliminate alcohol from the body as quickly as an adult. **Underage drinkers also risk stunting the growth of their brains, heart, liver, pancreas, kidneys, and bones.**

The human brain does not stop developing until approximately 24 or 25 years of age. During these years, the human brain is still encoding, programming, wiring, connecting and developing its basic capacities. Studies have shown that one of the critical times of brain development for the rest of one's life is during the teenage years, in addition to the period before birth to five years old. **When the teenage brain is exposed to alcohol, the alcohol can block the brain's ability to complete its development. Once this development is deprived, there is no going back.** The teen may never reach his or her full potential as an adult. The teenage brain is a work in progress.

Adolescent drinkers are less likely to feel "impaired," thus they are far more likely to keep drinking, increasing their risk of brain damage and alcohol poisoning. Too much alcohol can put the brain stem to sleep. This is the part of the brain that automatically controls the heart and breathing. When it is unable to do its job, death occurs. Young people are the most likely to die from alcohol poisoning.



*Left, Cherylynn Manson, Substance Abuse Health Educator, and Right, Gary Davis, Preventions Specialist, both Certified Prevention Specialists, represent a NN Department of Behavioral Health staff of 15 case managers, eligibility technicians, licensed counselors and preventions specialists.*



*Below left, Officer Keith Lane and right, Officer Frederick Greyeyes representing the TC Navajo Nation Police.*



*They are watching for you if you are driving drunk!*

Excessive drinking also leads people to engage in risky behaviors such as driving under the influence or engaging in risky, unprotected sex practices. Unprotected sex can of course result in pregnancy and the contraction of sexually transmitted diseases, the most dangerous of which is HIV/AIDS. It only takes one time!

### Office of Environmental Health Keeps Statistics on Alcohol-Related Injuries

The TCRHCC Office of Environmental Health (OEH) keeps extremely detailed statistics on injuries in the service unit area and is involved in a number of accident prevention activities.

Among alcohol-related incidents and injuries of people who came to the TCRHCC Emergency Department, the most recent complete data is from 2008. This is by no means reflective of all of the accidents and injuries in the overall service area. This is simply data from patients who came to TCRHCC Emergency.

In 2008, there were 71 alcohol-related visits to the Emergency Department. Injuries of course run the gamut from putting one's hand through a glass window to falling and breaking an arm, all the way to rolling a vehicle and being ejected, to attempted suicides. Physical assaults by or on drunk individuals are common. Auto accidents due to driving under the influence are all too common.

According to statistics available from OEH, three fatalities were alcohol related, two by motor vehicle accident and one by physical assault. Motor vehicle accidents accounted for the most injuries with 22 incidents. Assaults were the second highest category with 21 incidents. Eight falls resulting in injuries that sent people to the Emergency Department were reported. There were four alcohol poisoning cases, and nine suicide attempts. Poisonings include the ingestion of other dangerous substances containing alcohol such as hair spray or hand sanitizer.

### TCRHCC Mental Health Department

Mental Health services at TCRHCC for alcohol and other substance abuse is focused primarily on adolescents. The program provides adolescent substance abuse group counseling to registered clients every Wednesday. Additionally, there is a life skills development group for adolescents on Tuesday evenings. Topics include peer pressure, problem solving, making good choices, defense mechanism against substance use, and related issues. An anger management group for teens is offered on Mondays.

Adolescents abusing substances almost always have other issues and challenges that they are dealing with aside from alcohol and substances.

### Navajo Nation Department of Behavioral Health Services

Immediately across the street from TCRHCC is the Navajo Nation Department of Behavioral Health Services (DBHS). DBHS offers a wide range of services for people dealing with alcohol and other substance abuse issues. They assist clients in getting the help they need both in outpatient and inpatient settings. Services are for individuals and families including aftercare services for individuals returning to society from prison, Alcoholics Anonymous, one on one counseling and traditional healing services. Relapse prevention services for individuals who are now clean are an important part of the DBHS program, along with early recovery skills.

The case load and outreach of Tuba City DBHS is enormous. In 2009 the staff's outreach to the Western Agency communities numbered over 244,000 people who received prevention education and information. The outreach includes programs at school, fairs, conferences, and educational billboards. The overall DBHS outreach education includes alcohol and substance abuse, mental health, and domestic violence.

More than 1,200 patients, new and active, received treatment and counseling. There were 664 patients requesting and receiving traditional treatment.

One of the tragic occurrences and chief concern of DBHS is the number of suicides in the Western Agency. There were 18 suicides in the Western Agency in 2009, most by people under the age of 18. Alcohol is often a contributing factor as it is a depressant.

Although DBHS is a Navajo Nation agency, it serves anyone who comes to their offices – Navajos, Hopis, San Juan Southern Paiutes, and Anglos.

Alcohol is but one of many dangerous substances. Prevention Specialist Gary Davis's number one presentation is on the dangers of methamphetamine.

**TCRHCC Mental Health: (928) 283-2831**

**Navajo Nation Department of Behavioral Health Services – Tuba City: (928) 283-3346**



# TRCHCC's Flagstaff Sacred Peaks Health Center Now Open

*Local family care, pharmacy services and more now available to Native American beneficiaries.*

On the morning of March 9, 2010, a traditional blessing was held, conducted by Thomas Hathatli of Tuba City, for the opening of the Flagstaff Sacred Peaks Health Center. Years in discussions, and two years in the planning and construction, the TCRHCC Sacred Peaks Health Center will serve approximately 4,000 Flagstaff area Native American beneficiaries and thousand of Natives attending Northern Arizona University.

The 7:00 a.m. blessing ceremony was attended by more than 30 of TCRHCC and Sacred Peaks staff members.

A staff of 20 will provide family medicine, internal medicine, pharmacy services, basic radiology, physical therapy, case management and laboratory services. The Flagstaff clinic will save many the 150 mile round trip drive to Tuba City.

Elke Preston, a medical records clerk and resident of Flagstaff said, "This is good for my family. I have a husband and two children and we will all be able to be seen here."

TCRHCC Board President Grey Farrell commented, "While talked about for years, this clinic has finally become a reality. This expands our services to the members of the Flagstaff community to meet their health care needs."

The Sacred Peaks Clinic has 12 exam rooms and a procedure room. A comfortable waiting room is also included in the floor plan. The availability of pharmacy services will be a significant service for beneficiaries, again saving the long drive to Tuba City.

Medical Director at Sacred Peaks, Holly Van Dyke, OB/GYN, with 16 years of service at TCRHCC said, "We're very, very proud of this facility. We're looking forward to providing high quality care to the Native American community in Flagstaff."

Cynthia Adson, RN, BSN, with 10 years of service at TCRHCC will serve as Manager of the Sacred Peaks Health Center.

Appointments are necessary and are taken at a local Flagstaff telephone number. Hours will be Monday through Friday from 8:00 a.m. to 5:00 p.m. The Sacred Peaks Clinic is located in the Park Santa Fe Shopping Center in east Flagstaff on East Route 66. The closest entry is the shopping center entrance next to Taco Bell.

**Appointments: (928) 863-7333**



Part of the Sacred Peaks Clinic staff on hand at the blessing and ribbon cutting who will serve Flagstaff area and NAU Native beneficiaries.

## HEALTH PROMOTION / DISEASE PREVENTION

TUBA CITY REGIONAL HEALTH CARE CORPORATION



### 2010 School Health Conference TUBA CITY Coordinated Approach to School Health

# June 2-3

## Greyhills Academy High School

### Tuba City, AZ



#### Session Topics

##### Day 1

- CDC Physical Activity Guidelines for Children and Adolescents
- Percentile Body Mass Index: An Analysis
- Childhood Diabetes & Obesity: The Facts
- Diabetes Education for Tribal Schools Curriculum
- S.P.A.R.K. Curriculum
- Programming: Youth Physical Activities
- Programming: Family-based Activities

*Who Should attend: Government, State, County, and Tribal Agencies, Health Promotion Specialists, School Health Coordinators, School Wellness Coordinators, Physical Activity Specialists, Wellness Center Staff, Health Educators, Fitness Specialists, & Prevention Specialists.*

##### Day 2

- In Coordinated School Health, Coordinate is a Verb- How Do We Make It Happen
- Making the Connection: School Health & Academics
- Childhood Diabetes
- Diabetes Education for Tribal Schools Curriculum
- Local Wellness Policies
- Local Best Practices in School Health
- Apple Award Ceremony & Recognition Luncheon
- Poster Session

*Who should attend: School Administrators, Board Members, Teachers, Nutrition Staff, Parents, School Wellness Coordinators, Health Educators, School Health Coordinators, & Nurses.*

TCRHCC Diabetes Treatment & Prevention Services  
Tuba City Health Promotion Program, (928)283-1420  
[www.tchealth.org](http://www.tchealth.org)

### Sacred Peaks Health Center (SPHC) Flagstaff

*Ribbon Cutting Was Held on March 9, 2010*



**Appointments –  
Local Flagstaff number:  
(928) 863-7333**

The new Flagstaff Sacred Peaks Health Center is located in the Park Santa Fe Shopping Center at 3480 E. Route 66. The appointment telephone number is local in Flagstaff (928) 863-7333 and appointments are being taken now.

### REMINDER: TCRHCC 24-Hour Refill Pharmacy

If you have a prescription and take regularly recurring medications, you can call in for your refills 24 hours in advance and pick them up at the Refill Pharmacy with little to no waiting time.

**24-Hour Pharmacy refill line:  
1-866-976-5941**

(East end of TCRHCC parking lot)

Open seven days a week – 8:00 a.m. to 7:00 p.m.





**TUBA CITY REGIONAL HEALTH CARE CORPORATION**  
**Main Telephone Switchboard (928) 283-2501**  
**Emergencies: Call Navajo Nation Police (928) 283-3111**

**Adult Walk-In Clinic 283-2669**  
 • Sign In: Monday - Friday: 7:00 a.m. - 4:00 p.m.  
 (After hours go to Emergency Room)

**Family Medicine Clinic 283-2458**  
 • Monday - Friday: 8:00 a.m. - 5:00 p.m.  
 (Some evening hours available.)

**Pediatric Clinic 283-2679**  
 • Walk-in Patients  
 Monday - Thursday: 8:00 a.m. - 5:00 p.m.  
 Friday: 8:00 a.m. - 4:00 p.m.  
 • Appointments:  
 Monday - Wednesday & Friday: 8:00 a.m. - 5:00 p.m.  
 Thursday: 8:00 a.m. - 12:00 p.m.

**Outpatient Pharmacy 283-2754**  
 • Monday - Thursday: 8:00 a.m. - 9:00 p.m.  
 Friday: 8:00 a.m. - 7:00 p.m.  
 • **24-Hour Pharmacy refill line: 1-866-976-5941**  
**Refill Pharmacy** is open seven days a week from  
**8:00 a.m. to 7:00 p.m.**  
 Prescriptions ready for pick-up with no waiting  
 time for customers who call in 24 hours in advance.

**Dental Clinic Tuba City: 283-2672**  
**Cameron: 213-8161**  
 • Tuba City  
 Monday - Friday: 7:00 a.m. - 5:00 p.m.  
 (Thursday afternoons - urgent care only)  
 • Cameron  
 Tuesday, Wednesday & Thursday:  
 7:30 a.m. - 5:30 p.m.

**Diabetes/Internal Medicine 283-2689**  
 • Monday - Friday: 8:00 a.m. - 5:00 p.m.  
 (Some evening hours available by appointment only.)

**Diabetes Education Program 283-2895**  
 • Appointments and walk-ins  
 Monday - Friday: 8:00 a.m. - 5:00 p.m.  
 - Abdul Baco: 283-2895 - Ruby Whitethorne: 283-2963  
 - Health Technicians: 283-2693

**Ear/Nose Throat (ENT) Clinic 283-2974**  
 • Monday - Wednesdays: 8:30 a.m. - 5:00 p.m.  
 (By referral only)

**Environmental Health 283-2844**  
 • Car Seat Day  
 Every Thursday: 10:00 a.m. - 3:00 p.m.

**Eye Clinic 283-2748**  
 • Monday - Friday: 7:00 a.m. - 5:00 p.m.

**HP/DP**  
 • Health Promotion Program 283-1429/1420  
 • Diabetes Prevention Program 283-1429/1420

**Mental Health 283-2831**  
 • Monday - Friday: 7:00 a.m. - 6:00 p.m.

**OB/Gyn Clinic (Women's Health) 283-2460**  
 • Monday - Friday: 8:00 a.m. - 5:00 p.m.,  
 except Tuesday start at 9:30 a.m.

**Occupational Therapy/ Speech Therapy 283-2593/2594**  
 • Monday - Friday: 8:00 a.m. - 5:00 p.m.

**Orthopedic Clinic/Surgical 283-2660**  
Orthopedic Clinic  
 • Tuesday: 8:00 a.m. - 5:00 p.m.,  
 Thursday: 8:00 a.m. - 12:00 noon  
Urology, Podiatry & Surgery  
 • Monday - Friday: 8:00 a.m. - 5:00 p.m.  
 (Call for specific clinic times)

**Physical Therapy 283-2659**  
 • Monday - Wednesday & Friday: 8:00 a.m. - 5:00 p.m.,  
 Thursday: 8:00 a.m. - 12:00 noon

**Respiratory Therapy 283-2596/2572**  
 • Everyday 24 hours a day

**Cardiac Rehabilitation 283-2960**  
 • Monday, Wednesday, Friday: 8:00 a.m. - 12:00 noon

**Extended Hours (Evening Clinics)**  
 Selected nights, Monday - Thursday  
 • Diabetes Prevention: 283-2689  
 • Diabetes/Internal Medicine: 283-2689

**Urgent Care Clinic**  
 • Monday - Friday: 4:00 p.m. - 12:00 midnight  
 • For patients in need of medical care after normal,  
 daily Walk-in hours. Go to the Emergency  
 Department to be screened and registered – shorter  
 waiting times for less severe, non-life threatening  
 medical needs. No appointment necessary.

**Family Wellness Center 283-3058**  
 Monday - Friday: 6:00 a.m. - 9:00 p.m.  
 Saturday: 7:00 a.m. - 3:00 p.m. Sunday: Closed  
 Closed national and tribal holidays.

# YOUR HEALTH

## More Facts About Alcohol

1. The younger you are when you start drinking, the more likely you are to have a problem with alcohol.
2. College students spend more on alcohol than on textbooks.
3. One 12 ounce beer = 5 ounce glass of wine = 1 shot of 80 proof liquor.
4. How alcohol affects you depends on:
  - how much alcohol is consumed
  - the time period in which it is consumed
  - how much food is in the stomach
  - body weight
5. Alcohol is a depressant. It is a common contributor to suicide.
6. Alcoholics don't know they are becoming alcoholics – "it just happens".
7. When someone has a problem, they follow certain patterns:
  - lie to sober friends
  - hide it from sober friends
  - party more with drinking friends
  - deny they have a problem
8. The best thing to do for a friend with a problem is to tell a counselor or someone who can help.
9. If you're asking yourself if you have a problem, you probably do.
10. The body takes about an hour to feel the effects of alcohol. If you drink before that time, you may drink too much.
11. Alcohol poisoning occurs when you drink too much alcohol too fast, which can lead to coma or even death.
12. The worst thing to do when a person has had too much to drink is to leave them alone or lying down. They need to be kept awake and moving – and they need medical help.
13. Alcohol-related accidents are the #1 killer of teens. 1.4 million teens a year are injured in some way through an alcohol related accident.
14. Binge drinking can lead to permanent brain damage; coma, then death, and can happen in less than an hour.
15. Up to 2/3 of date rape cases involve alcohol.
16. There is **nothing** that will sober you up except time.
17. You ALWAYS have a choice about whether or not to drink!

**TCRHCC Mental Health:**  
 (928) 283-2831

**Navajo Nation Department of Behavioral Health Services – Tuba City:**  
 (928) 283-3346

**Emergency or Crisis:**  
**Navajo Nation Police – Tuba City**  
 (928) 283-3111

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**CONTRACT HEALTH SERVICES (CHS)**  
**Toll-Free Telephone: 1-866-944-7601**  
 Call the TCRHCC Contract Health Office before you seek non-emergency services or appointments at any medical facility or with any medical provider other than TCRHCC. You are not automatically covered for payment with Contract Health Funds!  
 In the event of emergency medical care (severe or life-threatening) away from TCRHCC or any other IQS/638 facility you have 72 hours to call and notify Contract Health to begin the process to qualify for payment.  
**Failure to follow CHS procedures may mean you are fully responsible for all charges.**

The Tuba City Regional Health Care Corporation consists of a 73-bed acute care referral hospital and integrated health system. It provides a broad range of outpatient specialized care services in addition to inpatient care. The patient population includes Navajo, Hopi and San Juan Southern Paiute.

Tuba City Regional Health Care Corporation  
  
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