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San Carlos Apache Healthcare

SCAHC

Update for 638 Meeting

July 2026

Victoria Began, RN, MN
Chief Executive Officer



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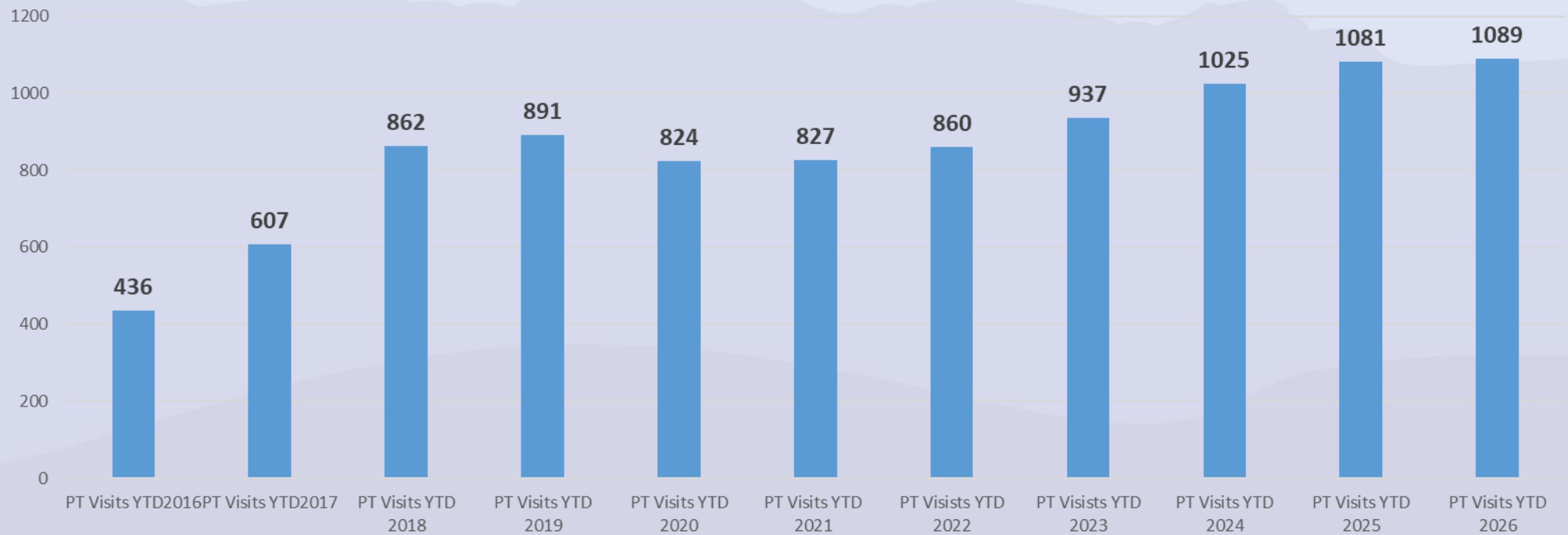
Overall Hospital – Status/Volumes



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Average Patient Encounters

Year to Date Average Pt. Visits Per Day





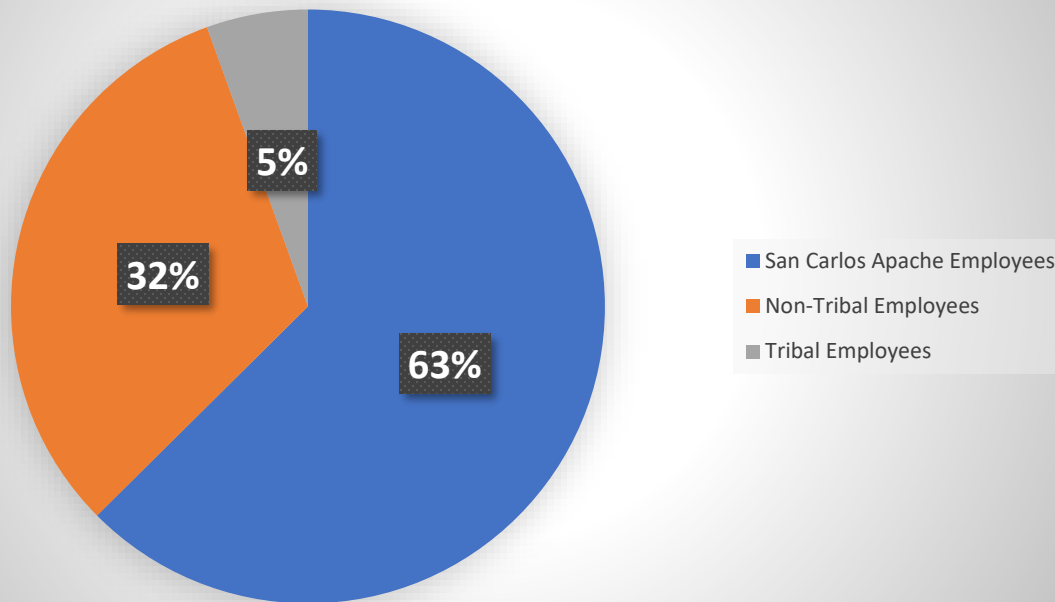
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Number of Employees / FTE Growth

SCAHC Current Employees – Direct Hire:

- 555 – San Carlos Apache – 62.6%
- 49 – Tribal Other – 5.5%
- 283 – Non Tribal – 31.9%
- 887 – Total SCAHC Current Employees

Current SCAHC Employees





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Number of Employees / FTE Growth Continued...

“Apaches Healing Apaches”

SCAHC Leadership – Tribal Members:

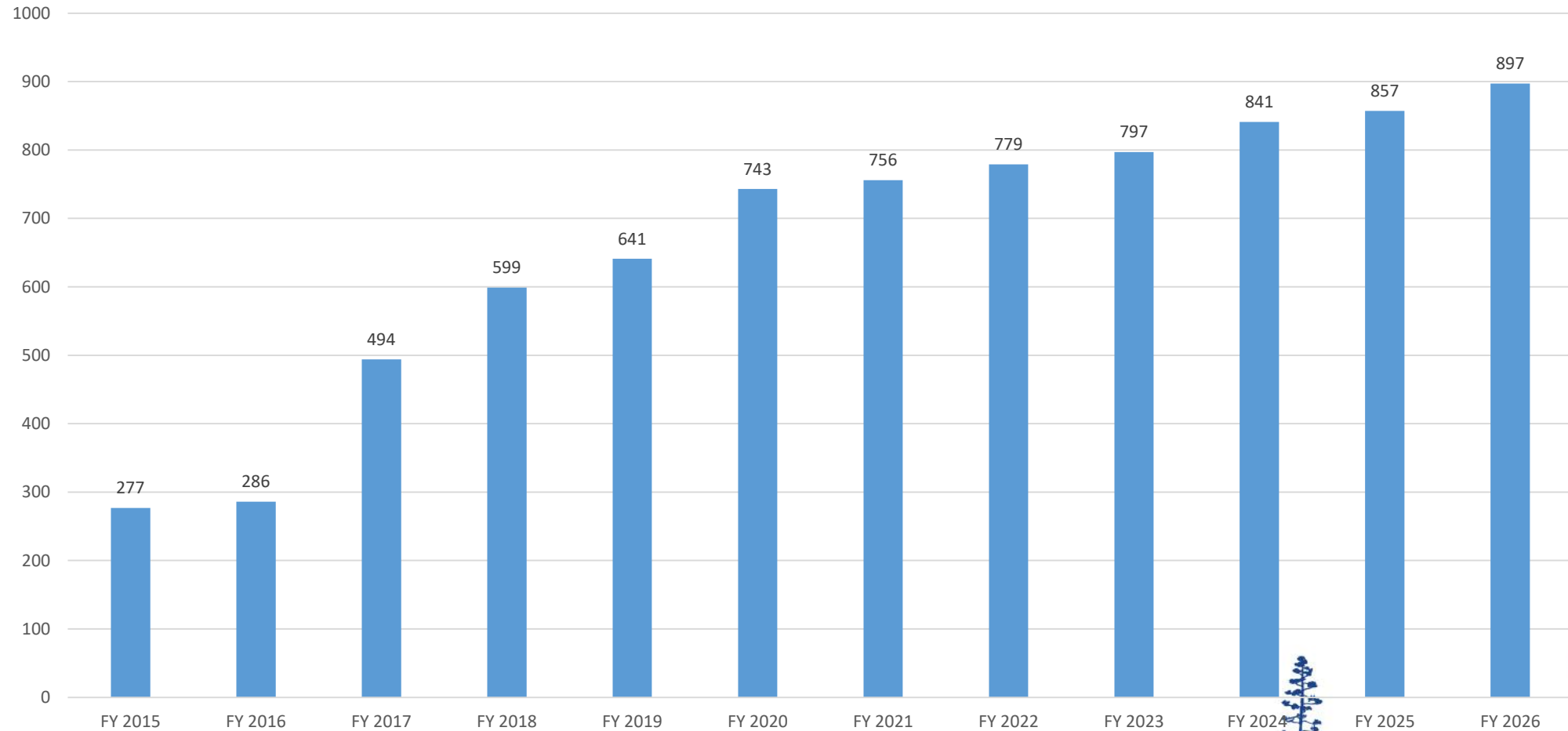
Executive – 4 = 33.3%

- **Manager – 15 = 44.1%**
- **Supervisor/Leads – 35 = 71.4%**
- **Overall - 54 = 56.8%**



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SCAHC Team Growth YTD





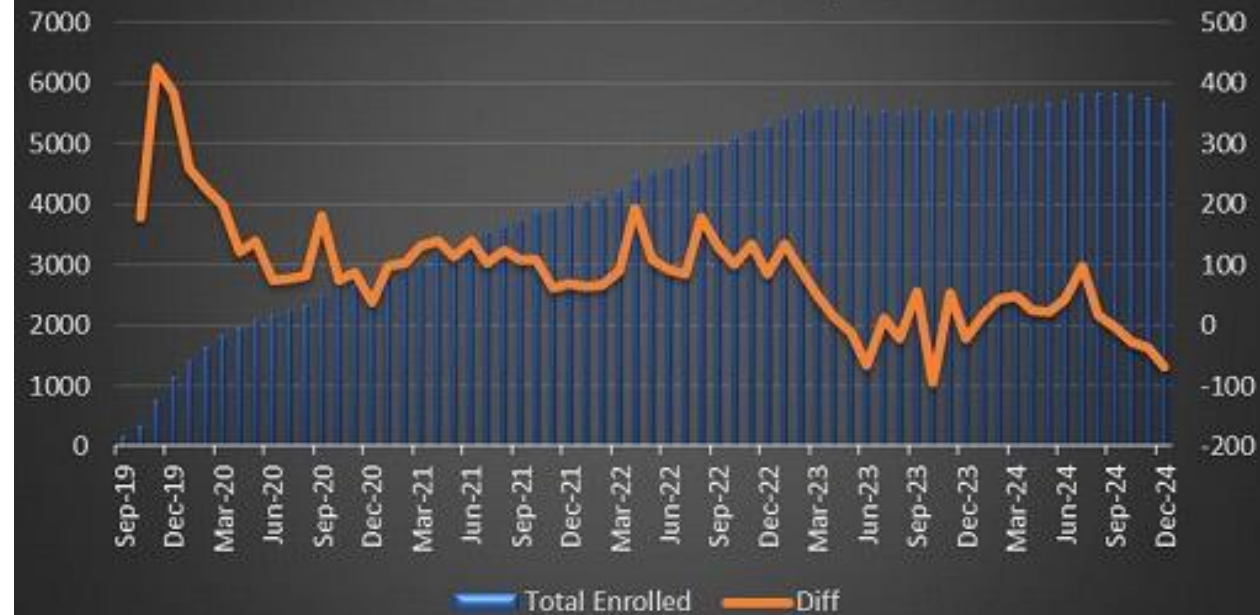
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American Indian Medical Home Arizona Health Care Cost Containment System: Reimbursement & Enrollment

**AHCCCS AIHP Reimbursement-
\$7,572,293.83 (5,681)**



AIHP Enrollment - 5,681

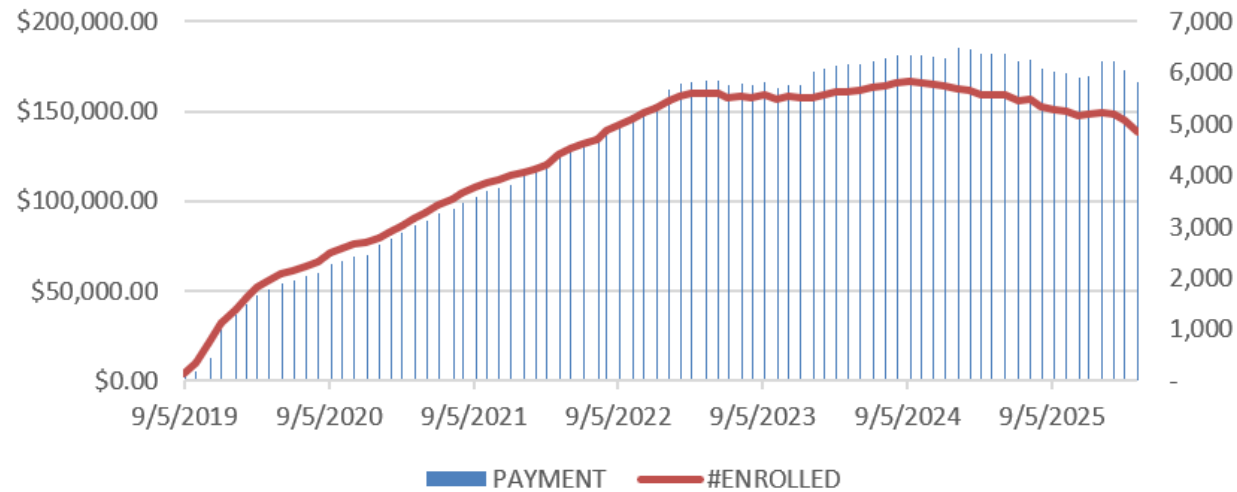




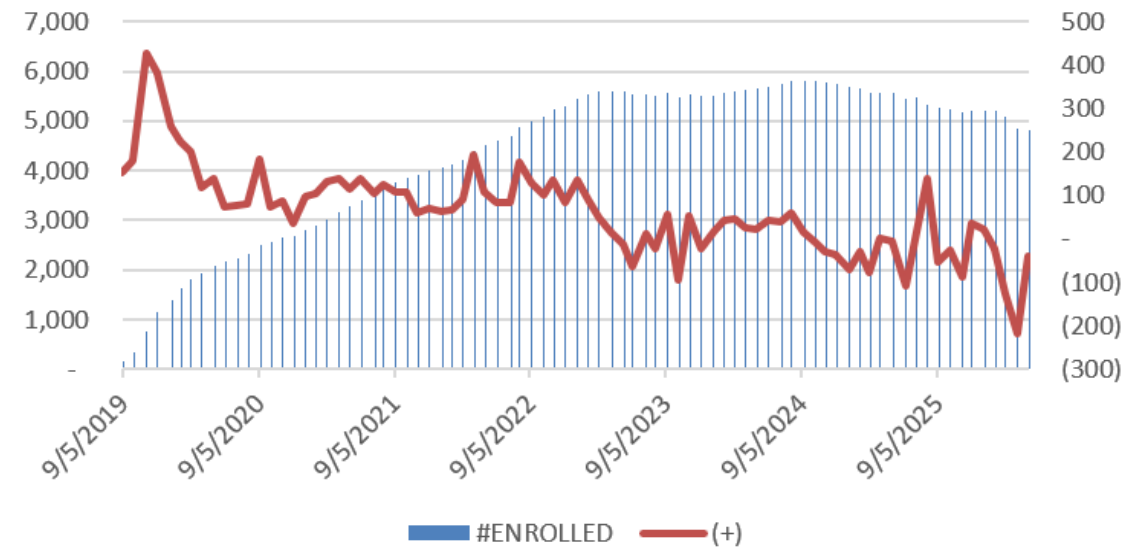
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Arizona Health Care Cost Containment System: Reimbursement & Enrollment

AHCCCS AIMH PAYMENT/ENROLLMENT
\$10,552,405.95



AIHP Enrollment | 4,820





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Key Metrics - Performance



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"Apaches Healing Apaches"

Patient Experience Dashboard

Total
Submissions

501

Total
Grievances

76

Total
Assists

367

Total
Compliments

10

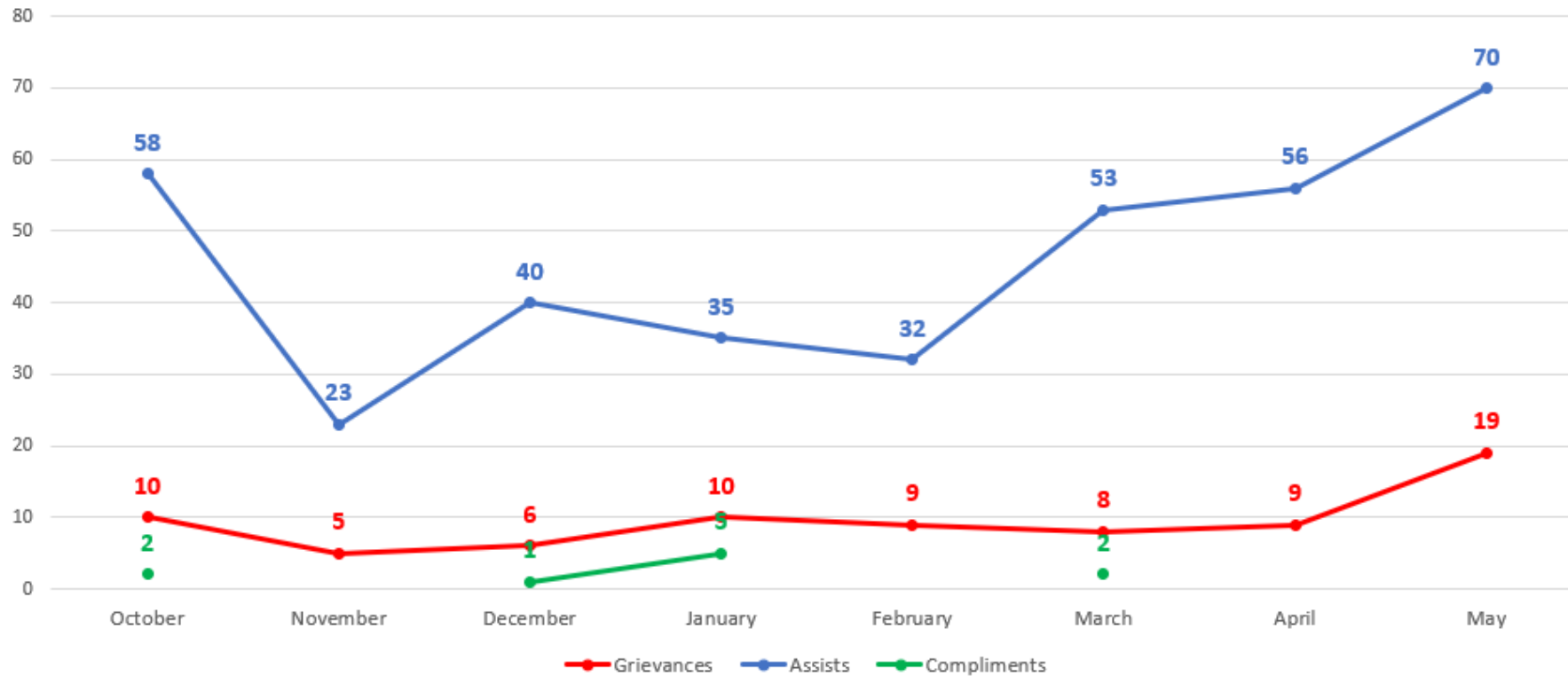
Total Privacy
Officers

4

Total Outside
Facilities

44

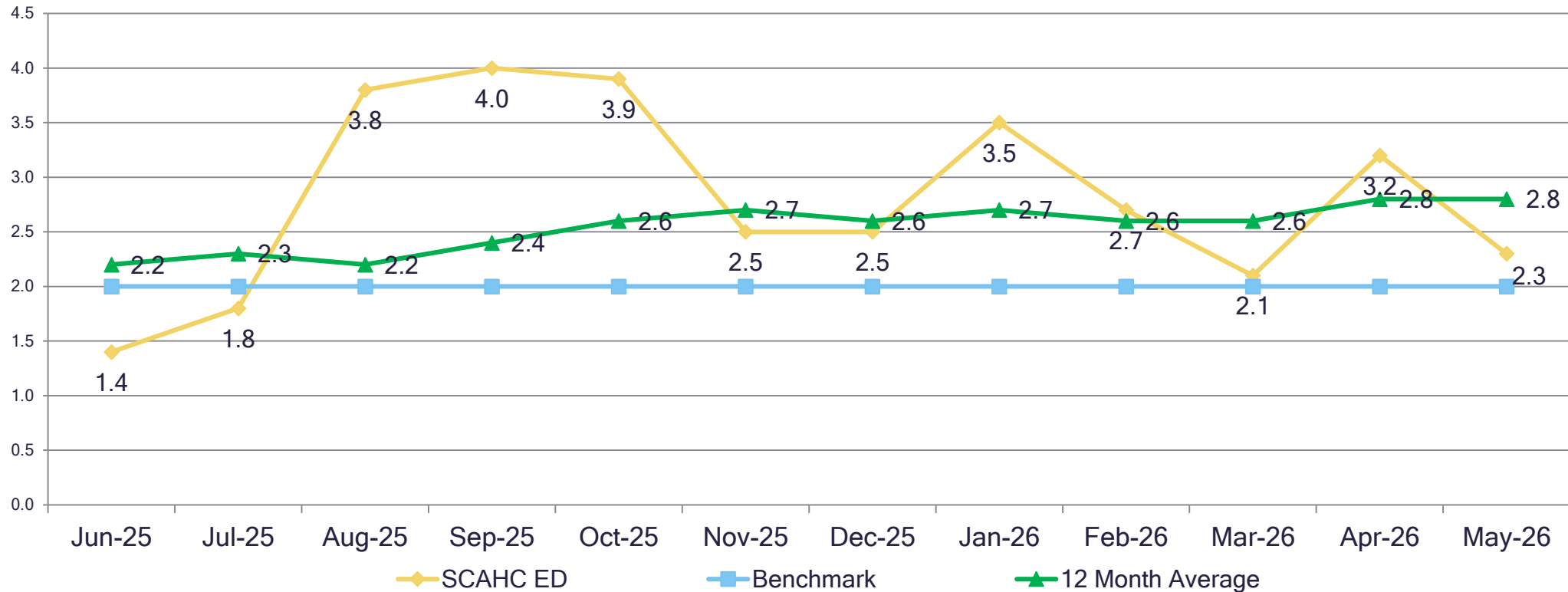
FY2026 Monthly Totals





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ED Key Metrics Left Without Being Seen Rate

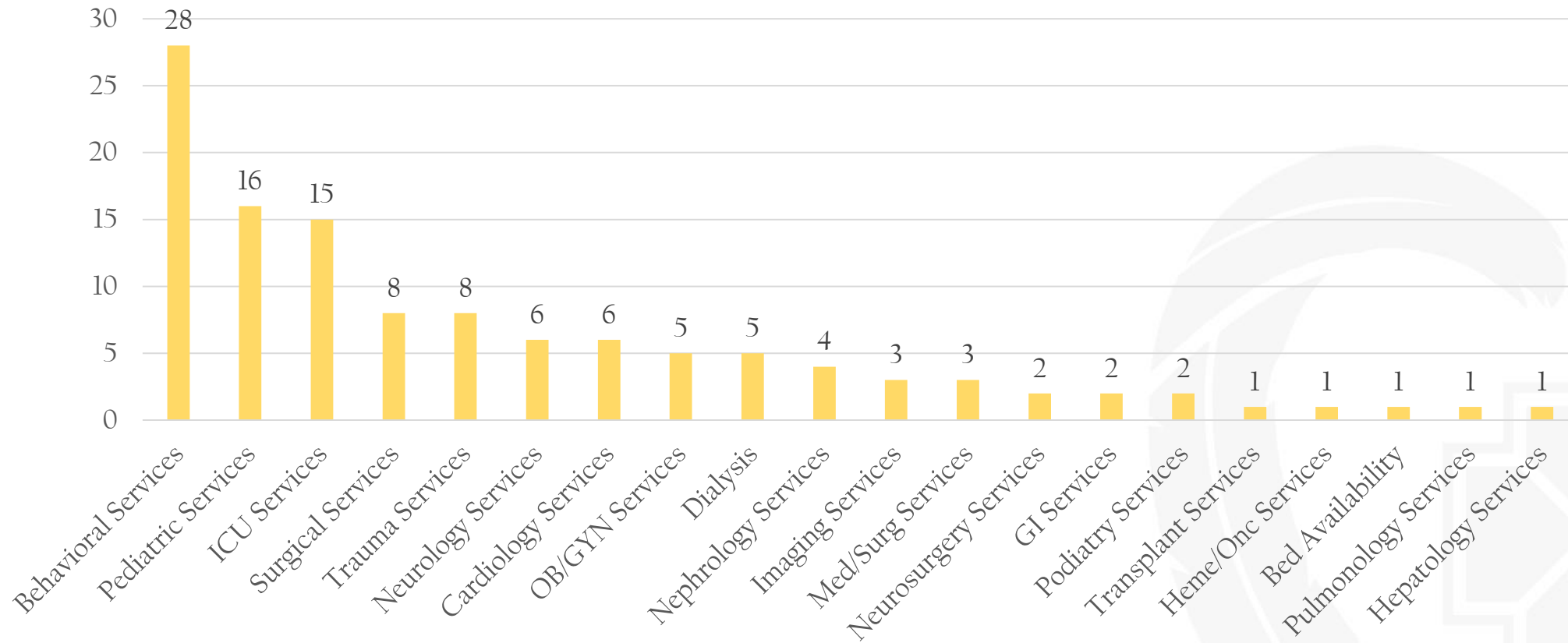


National CMS Average – 2.0
SCAHC May 2.3
SCAHC 12 month avg – 2.8
* Goal is to be below CMS Avg of 2.0

Top Transfer Reasons



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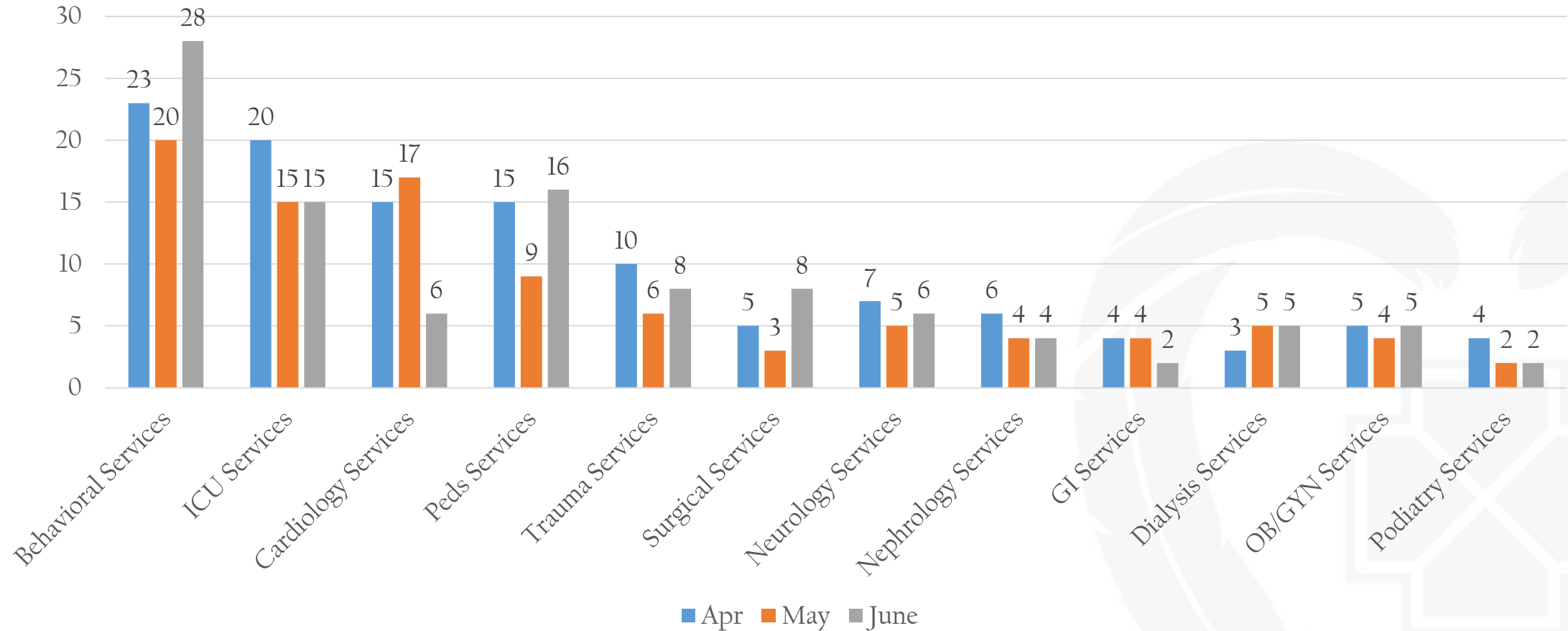


Reasons for last 3 months

Top 11 reasons



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Admits to SCAHC



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Month	Admits	Admission Percentage	ED Dwell Time (Median)
July 2025	80 (1 Direct)	4%	4:31
August 2025	62 (3 Direct)	2%	4:23
September 2025	50 (1 Direct)	2%	4:48
October 2025	70	4%	6:05
November 2025	54	3%	5:25
December 2025	55, 1 OBS	3%	4:21
January 2026	64 (5 OBS, 2 Direct)	3%	5:28
February 2026	66 (3 OBS, 4 Direct)	3%	5:42
March 2026	81 (9 OBS, 2 Direct)	4%	5:24
April 2026	59 (4 OBS, 1 Direct)	3%	4:59
May 2026	47 (3 OBS, 1 Direct)	2%	4:34
June 2026	63 (3 OBS, 2 Direct)	3%	4:54



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FY 2026 Successes

- MEDITECH Go Live
- AzHHA Quality Award (Imaging)
- 82% KPI Distribution
- Home Base
- RED Award Nominee CWHC
- Enterprise Go Live
- CWHC 1-year New Build
- Upgrade Alaris Pump
- Upgraded Pharmacy Will-Call System
- Upgrade Hologic Mammo
- Hwy 70 Safety Turn Lane
- Connector Road
- Dental Cabinet Replacement
- 150 Summer Intern Students





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FY 2026 Successes



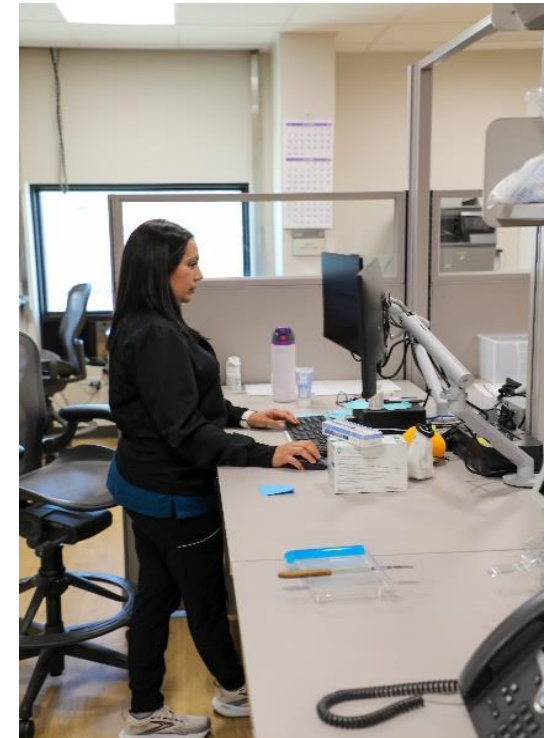


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MEDITECH

IT Team Accomplishments

- **Go-Live was October 2025 worked on System Stability**
- **MEDITECH operations focus was – Stabilize and optimize – brought in Huron group to assist in key areas**
- **Implemented new Ticketing system (Solar Winds) and Managed high ticket volumes while maintaining responsive support**
- **Shifted support from vendor to internal team ownership**
- **Welcome new CIO, Eddie Hunter – Tribal Member, who has worked at SCAHC for over 10 years. Masters Degree Information Technology**
- **Implemented and advanced change governance for Meditech**



*(CWHC Pharmacy on the new
MEDITECH System)*



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Security “Strategy” on a Page

What do we care about?

- Protecting systems that deliver **critical life-safety services** Healthcare and Life Services.
- **Protecting sensitive information** from loss and inappropriate use.
- Meeting expectations for the **availability** of IT systems and services.

What risks do we face?

- **Ransomware attacks** that disable Healthcare IT and OT infrastructure.
- **Sensitive data exfiltration** and **extortion**.
- **Inappropriate access to sensitive information**.
- **Loss or tampering of critical information assets**.

We will address these risks by:

- Implementing a **structured framework of security controls**.
- **Strengthening** the Corporations' **ransomware readiness**.
- **Updating SOC Operations**.
- **Managing attack surfaces** to minimize risk.



The Value of AI in Our Organization

Patient Care

- More time focused on patients vs. documentation
- Improved accuracy and consistency in clinical workflows

Workforce Efficiency

- Reducing administrative burden across departments
- Supporting staff with day-to-day tasks

Decision Support

- Faster access to relevant and summarized information
- Improved operational awareness

Risk Reduction & Training

- Strengthening user awareness and threat response
- Customized Training





The Four Priorities for the Year

Priority	What It Involves
1. Governance and policy	Establish the structure, the tiers of delegation, and the short policies that let the teams act. This is the work that unlocks everything else.
2. Audit and inventory	Understand what is already in use, what has been requested, and where AI would genuinely create value — so the organization prioritizes deliberately rather than chasing whatever is newest.
3. Workforce readiness	Prepare people for responsible adoption: appreciation for what the tools do, data hygiene, and documented workflows. AI has a way of exposing how little of our workflow is written down anywhere but in people's heads. Readiness also means imagination — helping staff picture how their role elevates when parts of it are automated.
4. Launch and adoption	Bring tools in strategically and sequence them sensibly, rather than treating each arrival as a one-off.





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SCAHC Internal Projects 2026

- 11 in process or planning phase current projects
 - Install of 208V power
 - Water line reconfiguration
 - Data lines – either new drops and modified drops
 - Install of New Dental Chairs
 - Imaging Machine
 - HVAC Upgrade
 - Installed EV Charges by Dental
 - Dietary Hot well and soda machine





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Current SCAHC Capital Projects

1. Sadie Kniffin Long Term Care Facility - \$135 million project (with the FF&E)
2. Connector Road - \$9.5 million project – Completed
3. Forty Unit Apartment Complex - \$12.5 million project
4. Moon Base Hospital Water Project - \$15 million project

Sadie Kniffin Long Term Care Facility

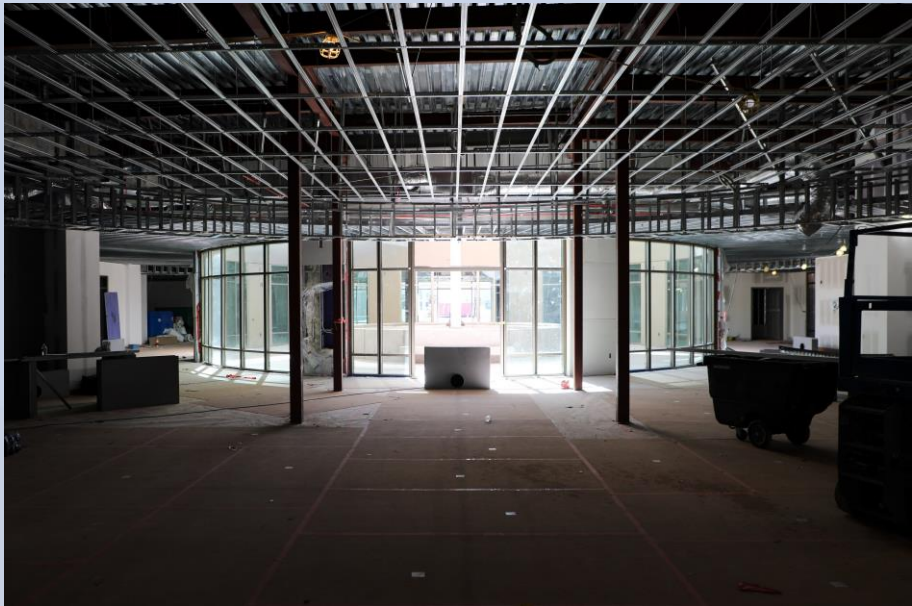
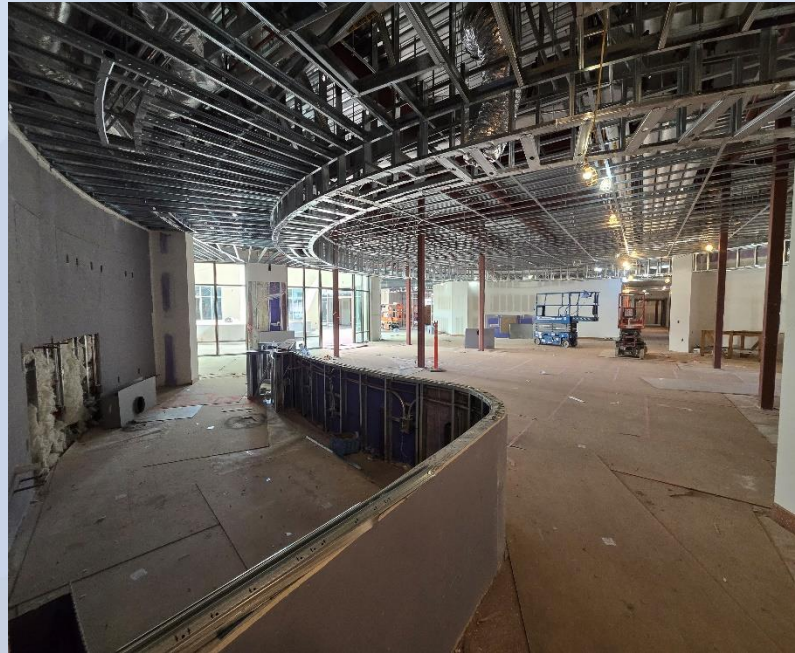


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- ❖ 136,000 Square Feet
- ❖ 100 Beds
- ❖ 6 Conference rooms
- ❖ 5 Courtyards
- ❖ 5 Kitchens
- ❖ Salon and Fitness Center
- ❖ \$135 million Project
- ❖ Steady progress across all scopes of work
- ❖ Remains on schedule & within budget
- ❖ Substantial completion January 2027 – anticipated opening July 2027



Inside Views of the LTC



Outside Views of the LTC





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Construction of 40 Apartments



Apartments will be located east of campus between housing area and the Sadie Kniffin Long Term Care Facility



INTERIOR 3D VIEWS



3D VIEW - KITCHEN

PLASTIC LAMINATE
FORMICA, ALMOND

WALL TILE
PORTOBELLO,
ORGANIC CLAY, SAND

SOLID SURFACE
DELLA TERRA QUARTZ,
SERENE

PLASTIC LAMINATE
FORMICA, DANISH MAPLE

LVT FLOORING
SHAW, TERRAIN II, PRIME



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Forty Apartments Project

- ▶ Approximately 19,500 square foot apartment building
- ▶ The Project will be a two-story building with 40 one-bedroom apartments
- ▶ The regular units will be 484 sq ft.
- ▶ Accessible units will be 567 sq ft.
- ▶ SCAHC will require soundproofing between the walls of each apartment and the first and second floors

Moon Base – Hospital Water Project #4

SCAHC Dedicated Pipeline

- Construct a dedicated water transmission pipeline (5,850 feet) connecting the Moonbase Brown Water Storage Tank to the SCAHC campus water storage tank. The project will provide a direct connection to the San Carlos Regional Water System (SCRWS).
- Add a second water storage tank at Moonbase Brown
- Provides a second direct water connection to SCAHC
- Estimated Budgetary cost \$4.5 million
- Estimated cost to add two new 463,000-gallon water tanks at the SCAHC campus, with distribution upgrades, and with electrical upgrades is \$10,500,000
- Total estimated cost of the project is \$19 million



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THANK YOU
Ahi'yi'e

Any Questions?





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