

***Shiprock Service Unit:  
The Northern Navajo Medical Center***

**Key Fact:** Federally operated program serving American Indians/Alaska Natives at no cost to patients

**Contact Name and Info:** *Karen Bachman-Carter*, MPH, RD, CDE; 505-368-6846/ [karen.bachman-carter@ihs.gov](mailto:karen.bachman-carter@ihs.gov)

**Website:** [www.ihs.gov/navajohealthcarefacilities/shiprock](http://www.ihs.gov/navajohealthcarefacilities/shiprock)

**Location:** Shiprock, NM (Four Corners Area-New Mexico, Utah, Arizona, Colorado)

**Type of Agency:** Federal, Indian Health Service

**Enrollment/ Size of System:** 81,000 Native Americans, primarily Navajo

**Inpatient load: average census:** 29 per day

**Outpatient volume:** 600 per day

**Services offered:** Comprehensive Medical Center (IM, FP, Peds, Women's Health, Surgery, Urgent/ER, Mental Health, Pharm, Rehab, Dental, Opt, Radiology, Lab, HP/DP) and 4 field clinics

**# of Employees:** 827

**Medical staff:** 50 MD's and 20 mid-levels

**Delivery numbers (if applicable):** 649/yr.

**Prenatal patients (if applicable):** 649/yr., of these 133 (20%) are complicated by diabetes; 94% of these women are overweight/obese; 10% had A1C's >7%

**Notes related to Preconception Wellness:** The need for preconception counseling is recognized, but Navajo rates are still <5%. With increasing numbers of young patients with Type 2 Diabetes (sometimes undiagnosed), we're seeing more uncontrolled DM in prenatal clinic...and the related poor outcomes.

**Quality Improvement Incentives:** The organization is very experienced with and committed to transforming/improving care. Staff has IHI training and experience with other improvement projects. Administration is supportive of these improvement efforts.