Shiprock Service Unit:
The Northern Navajo Medical Center

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

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Website: 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 overwt/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.