

Building Trust in Providers Through Biographies on the Blackfeet Reservation (Browning, MT)



Cale Hinkle | RUOP III | 2023 | UW School of Medicine

Hypothesis

- Offering Blackfeet Community Hospital (BCH) provider biographies to patients will increase trust for providers in the community and increase awareness of care alternatives such as PAs and NPs leading to less Emergency Department visits and more preventative and primary care.



Blackfeet Warrior Sculpture near Cutbank, MT

Literature Review

- Trust is a barrier to accessing care and can be established through relationships
- Over 50% of potential patients review biographies before selecting providers
- Provider biographies foster patient involvement, satisfaction and trust in care
- Patients want to know their provider's education
- In general, knowledge of PA and NP abilities is low compared to knowledge of physician abilities
- There is mistrust for medical establishments in Indigenous communities

Deliverables to Community



Neil Sun Rhodes, MD

Education

- BS Microbiology and BA English Literature MSU; Bozeman, MT
- Doctor of Medicine OHSU; Portland, OR
- Montana Family Medicine Residency Program; Billings, MT
- Board Certified in Family Medicine

Biography

I was born in Bozeman, MT and grew up in Fort Kipp, MT on the Fort Peck Reservation. I have three children and enjoy reading novels, running, and hiking around Glacier National Park. I also like fishing, especially with my sister and brother.

I love working in the Blackfeet community because it is a lifelong journey and dream to serve Native communities. I also enjoy the breadth that I can practice as a family doctor here. At the hospital I fill many roles and I am dedicated to serving in whatever way is most helpful for the community and hospital.



Practice Locations

- Emergency Department
- Inpatient Hospital
- Newborn Care
- Pain Clinic

Health tip: Did you know that head impacts increase the risk for concussion and other serious head injuries. When you ride a skateboard or bike, always wear a helmet to keep your head and brain safe. Your helmet should fit properly and be well taken care of, age and size appropriate, worn consistently and correctly, and appropriately certified for use. CDC. Helmet Safety. April 5th, 2023. <https://www.cdc.gov/healthyschools/bam/safety/helmets.html>

Provider biography with health education tip

- Partnered with the Blackfeet Community Hospital to **create provider biographies**

- Include provider's biography, why they want to serve the Blackfeet community, and a health education tip
- Serve as a first meet to build patient-provider relationships
- Provide a space to educate patients about the abilities of PA's and NPs



Queenta Teko, FNP

Education

- Bachelor of Science Nursing ECU; Ada, OK
- Master of Science Nursing USA; Mobile, AL
- Doctor of Nursing Practice USA; Mobile, AL
- Board Certified Family Nurse Practitioner (FNP-C)

Biography

I am from Cameroon. In my free time I enjoy shopping. I also love watching TV and movies. One of my favorite TV shows is Breaking Bad.

I want to work in the Blackfeet community because at first I needed a job. However, once I started working here, I felt called to stay. I am a very caring provider and I feel I can make a positive impact in this underserved, isolated, and beautiful community.



Practice Locations

- South Clinic
- Heart Butte Clinic

Health tip: Did you know that Family Nurse Practitioners perform many of the same services doctors do like diagnosing and managing illnesses, making referrals, and prescribing medicine? Nurse.org. Nurse Practitioner vs Doctor: What's the Difference? January 13th 2023. <https://nurse.org/education/np-md-difference/>

Provider biography with provider education tip

Next Steps

- The biographies are intended to be accessed by Blackfeet tribal members and potential BCH patients
- Routes of delivery may include:
 - Linked to BCH's website
 - Posted on BCH's Facebook page
 - Printed and displayed in the hospital and clinics

Acknowledgements

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Background

- The Blackfeet Reservation is one of the largest in the country, with over 1.5 million acres bordered by Glacier National Park to the west and Canada to the North
- There are over 15,000 enrolled Niitsitapi or Real People, with approximately 7000 tribal members living on or near the reservation
- Blackfeet Community Health Assessment (CHA) identified access to primary care as a "Priority Concern"
- 26% of Blackfeet Reservation residents go to the Emergency Department to receive care or health advice, instead of scheduling a doctor's appointment
- 9% of CHA survey participants indicated they don't have a trusted doctor and 34% said they can't get an appointment with one