



Joe's Story

Iliuliuk Family and Health Services

This is Dutch Harbor, Alaska, which you probably know because of the guys on “Deadliest Catch” and their pursuit of king crab in the Bering Sea. What you likely do not know is that Dutch Harbor is one of the most remote uses of Epic software. It’s in the Aleutian Islands that extend westward from the Alaska Peninsula toward the Kamchatka Peninsula in Russia and about 825 miles from Anchorage, Alaska.

Iliuliuk Family and Health Services is a Connect site of Providence, using Epic via a satellite connection to care for the over 4,500 people that support the local fishing industries including Joe, a cannery worker who received a nasty cut while processing the day’s catch in 2018. Soon after, Joe presented to Iliuliuk Family and Health Services with a fever, chills, redness to the wound and low blood pressure.

The providers at Iliuliuk quickly identified that things were turning for the worse and Joe was becoming septic - a condition with potentially very serious consequences. The nearest hospital is in Anchorage, which is hours away and requires an air ambulance through dangerous and unpredictable airspace. They scheduled the air ambulance flight for that afternoon.

Unfortunately, as Joe’s condition was growing gloomy, so too was the weather. There would be no transportation in or out of Dutch Harbor for several days.

In response, Iliuliuk and Providence Alaska Medical Center in Anchorage created an integrated care team to monitor and treat Joe’s condition from over 800 miles away. They were able to see real-time vitals, assessments, medications, and images in Epic and use that information to guide their local action plan. Thanks in part to this collaboration, Joe recovered. After several days, Joe was stable enough to board a commercial flight to Anchorage and finish his treatment in Providence Alaska Medical Center.

Now consider the alternative outcomes of this story: at best, Joe would have experienced disruptive and costly treatment far away from home. The most effective healthcare is often local. In the face of difficult treatment situation, this story ended up being quite a terrific care example, achieving the elements of the quadruple aim.