

# Oneida Business Committee Agenda Request

1. Meeting Date Requested: 8 / 24 / 16

## 2. General Information:

Session: ☒ Open ☐ Executive - See instructions for the applicable laws, then choose one:

Agenda Header:

☒ Accept as Information only

☐ Action - please describe:

Accept Comprehensive Health Division FY '16 3rd quarter report

## 3. Supporting Materials

☒ Report ☐ Resolution ☐ Contract

☐ Other:

1.

3.

2.

4.

☐ Business Committee signature required

## 4. Budget Information

☐ Budgeted - Tribal Contribution

☐ Budgeted - Grant Funded

☐ Unbudgeted

## 5. Submission

Authorized Sponsor / Liaison:

Primary Requestor/Submitter:   
Your Name, Title / Dept. or Tribal Member

Additional Requestor:   
Name, Title / Dept.

Additional Requestor:   
Name, Title / Dept.

**Oneida Comprehensive Health Division**

Oneida Community Health Center  
Behavioral Health Services  
Anna John Resident Centered Care Community  
Employee Health Nursing



**ONEIDA COMPREHENSIVE HEALTH DIVISION  
DR. RAVINDER VIR MEDICAL DIRECTOR  
DEBRA DANFORTH, RN, BSN, OPERATIONS DIRECTOR  
DIVISION UPDATE  
Quarter 3 FY 2016  
April-July, 2016**



**Executive Management Team:**

<b>Division Dir-Operations</b> , Debra Danforth RN, BSN,	869-4807
<b>Division Dir-Medical</b> , Ravinder Vir, MD,	869-4808
<b>Asst. Operations Director</b> , Judi Skenandore,	869-4809
<b>Executive Assistant</b> , Mercie Danforth	869-4810
<b>Business Operations Director</b> , Jeff Carlson,	869-4805
<b>Ancillary Services Director</b> , Dave Larson,	869-4820
<b>Director of Nursing-OCHC</b> , Sandra Schuyler,	869-4906
<b>Behavioral Health Manager</b> , Mari Kriescher,	490-3737
<b>Employee Health Manager</b> , Mary Cornelissen	405-4492
<b>AJRCCC Administrator</b> , Dave Larson (Interim)	869-2797
<b>Public Health Officer</b> , Eric Krawczyk,	869-4812

Mailing Address: P.O. Box 365, Oneida, WI 54155  
<https://oneida-nsn.gov/resources/health/>

Oneida Community Health Center  
Behavioral Health Services  
Anna John Resident Centered Care Community  
Employee Health Nursing

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**THE ONEIDA COMPREHENSIVE HEALTH DIVISION IS COMPRISED OF:**

*Oneida Community Health Center (OCHC)  
Anna John Resident Centered Care Community (AJRCCC)  
Oneida Behavioral Health (OBH)  
Employee Health Services (EHS)*

**VISION:**

A progressive sustainable health system that promotes Tsi?niyukwaliho t^ (Our Ways).

**MISSION:**

We provide the highest quality, holistic health care to ensure the wellness of OUR Oneida Community.

**VALUES:**

**Responsive Leadership:** *Consistent attentive listening, honesty, doing the right thing, timely decision making and seeing issues resolved to completion.*

**Culturally Sensitive:** *Meeting people where they are and being sensitive to their unique needs as human beings within the Oneida Community.*

**Continuous Improvement:** *Striving to achieve a higher quality of health care and a higher performing workforce through our Commitment to Learning and Growth.*

**Communication:** *Fostering honest, respectful and timely communication with the appropriate level of transparency.*

**Safety:** *Striving for an environment that provides the highest level of physical and emotional safety for our patients, employees and community in an environment free of fear, retaliation and repercussion.*

**Respect:** *Create a welcoming and compassionate environment focused on the individual needs of OUR community and Health Care Team*

## OUR 2015-2018 STRATEGIC PLAN IS FOCUSED IN FOUR SPECIFIC AREAS:

1. Improve Population Health Management
2. Continuous Quality Improvement
3. Optimize Technology
4. Enhance Our Workforce

## OUR 2015-2018 INITIATIVES THAT WILL BE FOCUSED TO ACHIEVE OUR STRATEGIES:

1. **Accreditation:** The Comprehensive Health Division will validate and assure the community the delivery of the highest quality health care services in achieving AAAHC (Accreditation Association for Ambulatory Health Care) accreditation by December 2017 through team work, leadership and commitment. By accomplishing accreditation we will provide staff a sense of accomplishment, increase quality of care, enhance public validation for community/customer satisfaction, improve recruitment/retention of providers, and increase the probability of outside funding.
2. **Advancing Technology:** Utilize innovative State of the Art technology and data analytics to continuously improve wellness and health outcomes.
3. **Optimize staffing processes:** To work collaboratively with HRD to enhance the Division processes for recruitment, hiring, and retention and provide recommendation (s) for change to the Oneida Business Committee by September 30, 2017. By enhancing the recruitment, hiring, and retention processes we will have a lean hiring practice, improve our recruitment and retention, enhance our services from HRD (letters, market analysis), have improved collaboration/working relationship with HRD, fill all vacancies with qualified people in a timely manner, and improve our Supervisor/Director satisfaction with HRD processes.

## IMPROVE POPULATION HEALTH MANAGEMENT

### Initiatives: Optimizing staffing processes and Accreditation

- We continue to recruit for vacancies in Primary Care including Pediatrics, Family Practice and Internal Medicine
- All contracted providers will transition to the accrual process by the beginning of FY 2017, (October 1, 2016).
- Dr. Sharyl Trail, Psychologist will be starting in the first week of August. She is a commissioned Corps Officer who will supplement the provider team at Oneida Behavioral Health.
- Susan Katuin, NP retired on May 31, after 22 dedicated years of service to the Oneida community. Medical staff presented her with a Pendleton blanket and organized a farewell pot luck lunch celebration in her honor. She will be sorely missed by her patients, our staff and the community.
- We are actively recruiting a Family Nurse Practitioner to replace her vacancy. Access to care remains sub optimal across the Health Division.
- The high NO SHOW rates also contribute to sub optimal access to care for our patients.
- The current NO SHOW Policy went in to effect on September 1, 2015. The policy was intended to change behaviors and reduce our NO SHOW rates, which will in turn improve

our patients' access to care. The NO SHOW rate has improved since the policy was implemented but still is high in comparison to industry standards.

- Recruitment and retention of Health Care Providers and professionals continues to be a challenge due to nationwide shortage of Primary Care and Psychiatry providers
- Lack of dedicated Information Technology (MIS) resources continues to be major risk for continued operations in an environment where all records are now electronic.
- Limited Succession planning for future retirements of staff with longevity and the restraints within the organization limit options available
- The Division is looking at innovative team based approaches to provide quality care to our community. We are in the process of creating an integrated collaborative Primary Care and Behavioral Health Team to provide Holistic health care to our community and improve the quality and access to our patients. Health Care Systems are currently in the process of transitioning from a Fee for Service "Volume" based reimbursement model to an outcomes based "Value" driven model.
- A cross functional Population Health Management project team continues to work on our Population Health Management strategic initiative. This initiative which will transition the Oneida Comprehensive Health Division from a volume to value based provider. This will create a robust, better integrated, sustainable health system that works more effectively towards improving the health of OUR Oneida community. Access to care is continuously monitored across the Health Division. We have staffing, space and financial constraints that prevent us from providing optimal access to care in our Division. OCHD is looking at a longer term Facility expansion plan to improve access to and provision of healthcare to our community.

## **Medical**

- Routine appointments are currently booking 4-8 weeks out for the Medical Clinic
- **See attached data for No Show data for Medical Clinic**

## **Behavioral Health**

- ATODA Intake -5 weeks
- ATODA C2 Individual Session ( C2-Counseling 60 min) (Individual Sessions/Routine)-3 days
- Co-Occurring Intake-7 weeks
- Co-Occurring C2 Individual Session ( C2-Counseling 60 min) (Individual Sessions/Routine)-1 week
- Mental Health Intake-17 weeks
- Mental Health (Individual Sessions/Routine)-2 weeks
- Vet Evaluations-10 weeks (These are ONLY for Veterans who are seeking services/benefits through the VA)
- Psychological Evaluations- 6 Weeks
- Psychological Follow Up- 2-days
- Psychiatric Child Evaluation- 6 weeks
- Psychiatric Child Medication Check (Routine) – 4 weeks
- Psychiatric Adult Evaluation- 5 weeks
- Psychiatric Med Check (Routine) - 3 weeks
- Psychiatric Evaluation Follow Up- 6 weeks

- **See attached data by provider**
- **See attached data for No Show data for Behavioral Health**

## **Optical**

- Routine exams are booking 5 months out for Optical
  - Optical does have a walk-in clinic on Monday and Thursday mornings for patients who needs their appointments sooner. A sign-up begins at 7:45 AM and the patient will need to wait to be seen.
  - Optical also sees emergencies as needed
- Practice Watch is a function within Compulink that would allow us to text a patient an appointment reminder. It is currently not functioning properly. Compulink proposing a fix in a future version that has not yet been released.
- We upgraded our Zeiss OCT Nerve Fiber Analyzer for a more current model and will be having a staff training with the Zeiss Technician.
- Eye Care is preparing to be represented at the Annual Diabetic Event being held in August, 2016.

## **Dental**

- Routine exams and Filling appointments are currently booking at the end of October (approx.. 12 weeks)
- Emergencies are seen daily
- Dental cleaning appointments are currently scheduling in the 2nd week of December.
- Patients are called to come in sooner if there are cancelations in the schedules for all appointments
- We are short staffed four dental assistants, Dental is working with HR to post the positions
- Rachel Fitzpatrick joined the dental PAR staff in April
- Independent Contractor, Dr. Dennis Romero has given his notice to not renew his contract after 9/30/16.
- Onsite dental hygiene care at ONES, end of school report: 236 dental exams, 317 cleanings, 594 FLV applications and 328 sealants placed.
- Referral of children w/MA/Badger Care or those with no insurance who are in need of a pediatric dentist, continue to be referred to the Oral Health Partnership (OHP), if urgent care is needed the referral is generally to Park West Pediatrics.
- Dental staff have been working with Dr. Jennifer Jordan to negotiate a reduced PRC rate with the dental offices who receive majority of our dental referrals.
- The installation of Lighthouse 360 which auto contacts, patients, reminder through text, e-mail or phone call of their appointments continues. Great reviews on their website from the patients have been received regarding their dental visit or the Lighthouse leaving messages.
- Dental Assistant's presented information to students in the OCHC Career Fair on 4/13/16

## ANNA JOHN RESIDENT CENTERED CARE COMMUNITY (AJRCCC) UPDATE:



The average daily census for 3rd Qtr of the Fiscal 16 years is indicated in the chart below:

	April	May	June	Total
<b>Total Billable days for the Residents in the Month</b>	1357	1416	1349	4122
<b>Number of Calendar Days</b>	30	31	30	91
<b>Daily Average Census</b>	44	46	48	N/A
<b>*Oneida Enrolled</b>	32	36	33	N/A
<b>* Other Tribe</b>	5	4	4	N/A
<b>*Non Tribal</b>	8	8	8	N/A
<b>% full</b>	94%	94%	94%	94%
	<b>Payment source</b>		<b>Medicaid</b>	82.25%
			<b>Med A</b>	5.6%
			<b>Private</b>	10.3%
			<b>VA</b>	2.1%

\*Varies by Admissions and Discharges throughout the month

- Between the months of April thru June, 2016; HRD reported that as of July 1, 2016 the Anna John Resident Centered Care Community had a total of 55 tribal employees working the 24/7 shifts to care for our Residents during the second quarter.
- A Memorial Day Celebration was held for the Residents in May of 2016. Oneida Veterans perform a Memorial Day Service and entertainment was also included in the celebrations.

- **Quality Assurance/Regulatory Compliance Issues:**  
The Quality Assurance mandated that all AJRCCC staff training was completed along with additional policy and procedures updated by the Quality Assurance Team; and noreports were sent in to the State of Wisconsin, Bureau of Quality Assurance.
- Shared activities between AJRCCC and Elder Services continue on a scheduled plan.
- The Congregate Mealsite hours of operation are Monday through Friday from 8:00 AM to 4:30 PM and continues to average 80-100 per day in attendance.
- Dave Larson is currently the Acting Administrator for the AJRCCC.
- The AJRCCC board has been actively reviewing their By-Laws now that they have a full board.

## **OPTIMIZE TECHNOLOGY**

### **Initiatives: Advancing Technology and Accreditation**

#### **ELECTRONIC MEDICAL RECORD (EMR):**

- The most recent upgrade was made to Centricity Practice System on 1/09/2016. This version is 12.0.11. There will be an additional upgrade which was previously scheduled to be in May 14, 2016 which was then changed to June, 2016 and has been rescheduled a third time now to August 13, 2016. The rescheduling is due to a lack of MIS support staff to complete the upgrade. We are hopeful that 8/13/16 will be the final date to complete the upgrade.
- **HIPAA Security Policies/Procedures:** HIPAA and EMR SOP training continues for AJRCCC and staff of DPW/Custodial staff. We have finalized an E Learning format for all of the staff to be trained on all of our EMR SOP's on an annual basis. In addition this format will be available for any new staff that come onboard prior to the annual training. We are required to provide yearly HIPAA training.
- **Patient Portal-** We continue to work on adoption and education to patients on the concept of the patient portal and to encourage patients to be engaged in their healthcare through technology and online access to their healthcare information. We have joined the teams of Medical, Behavioral Health, Optical and Dental to have a combined access page to the three portals for all OCHD patients. We are working on a joint pamphlet and advertising to promote all three portals as a whole. Centricity Core Team members received three training sessions and set up of the Automated Clinical Messaging (ACM) functionality to the Medical Portal. This functionality will provide providers the ability to send mass messaging to patients and Consult and Visit documents securely to patients and outside providers automatically via the patient portal. We are currently having some compatibility issues with our current documentation system being used, and are working to resolve the issues with MIS. We have engaged in discussion with the vendors of these products for a solution to meet our needs.
- **E-Signature-** We have received the I-pads and security accessories required for the implementation of E-Signature. We have encountered some technical issues with the Security Certificates for the devices and our system so MIS staff are working to resolve these issues. Once the issue is resolved, testing will begin as well as the development of the forms that will be used. We plan to start with the registration areas in medical, behavioral health, optical and dental with a roll out the registration forms. We have two known choices; 1.) Sure Scripts can change the HL7 Interface or, 2.) Purchase a



“Document Management” vendor option to resolve. MIS continues to work on these issues with the EMR team.

- **Meaningful Use (MU)**- Attestation data for 2015 is available and will be submitted to Centers for Medicare & Medicaid Services (CMS) no later than July 31, 2016. We will continue to work with vendors to add needed functionality in order to meet the required measures. We will need to attest and report a full year of data (pending confirmation of a change to 3 months of data vs. the full year) for the MU measures for Modified Stage 2 according to CMS guidelines. We will continue to follow the guidelines for the Medicaid program of Meaningful Use as we are directed by CMS.
- **Physician Quality Reporting System (PQRS)**- We have registered once again to report PQRS data as a group for Oneida Community Health Center for 2016. We will once again utilize Quality Submission Services (QSS) in conjunction with Clinical Quality Report (CQR) function with GE Centricity for 2016 data submission.
- **Proximity Cards**- Project charter was completed. Project plan has been completed. We have engaged with Imprivata to implement this automated sign on feature for the medical area at OCHC. We are anticipating a go live for August 2016. We need to set up a “Profile Setup Log-In Process” for our environment. Then we can develop manuals and educate staff.
- **Bi-Directional Immunization Registry with WIR**- Scientific Technologies Corporation (STC, formerly ImmsLink), the selected vendor, continues to assist us with our interface with the Wisconsin Immunization Registry (WIR). We have successfully been submitting data to WIR since mid-November and have now resolved errors with retrieving Wisconsin Immunization Registry (WIR) data back into GE Centricity. Training for the providers has been completed in June and training for the nursing staff in medical and Community Health and Medical Records staffs will occur in July. We continue to monitor the inventory function of the product.
- **Picture Archiving Communication System (PACS)**- EMR Core Team has assisted the radiology department with the integration of the PACs system with GE Centricity. We went live on 7/6/2016. We continue to work on: Provider log-in names; looking toward a permanent fix to prevent duplicate images, we need a larger Internet Connection (300MG), we now have 100MG Connection which MIS is working on.
- **Behavioral Health Chart Status Project**- We will need to be **transferring our Behavioral Health Medical Records Excel database into the Electronic Medical Record (EMR)**. This is a task that will require GE assistance in completing because of the complexity of making sure the licensing requirements are completed prior to the status changing on the patient banner. This has been on hold due to issues with set up of the signature capture. We need the signature capture working in order to have all of our licensing requirements in the EMR to have the banner fully functioning for the Chart Status. We are continuing to work on the signature capture implementation (starting with Registration) in order to move forward with the Behavioral Health Chart Status Project.
- **Reports**- We are working with Cognos on the functionality of that system to determine if it will be able to pull quality assurance, outcome reports, Behavioral Health and Clinic Provider reports, no show, access to care etc. We have been successful with getting ongoing reports of Access to Care, Behavioral Health Next Open Appointments, Quarterly No Show/Cancellation Summary and we are now testing the Provider Utilization Reports. However, we struggle with adequate assistance to develop these reports due to a lack of MIS staff resources for the Cognos system.
  - Vis Analytics was installed on 3/2/2016, however we are still learning the details of what this system will allow us to do. This is work in progress.
  - Have begun to look at Population Health Management solutions. We have not yet been able to get any of the clinical data from the EMR. This is a huge

concern. BH has state licensing coming in again in January and we are not able to get the outcome data. We also have our Mental Health Block Grant that we need our Adverse Childhood Experience Screen's data to report out, with that ending 9/30/16.

- **Population Health Management-** The Project Charter has been completed. A team has been identified and will begin working on the RFP within the next month or so. Once this is complete we will begin the project plan. We are still uncertain on the time frame from CMS on when we need to have our value-based billing processes in place. We will be coordinating a site visit to Bellin to review how they have set up a model clinic setting utilizing value based processes which will take place in September.

## **PATIENT MANAGEMENT SYSTEM (PMS)**

- Batch Eligibility- Emedapps 271 Submission files have been going through successfully since implementation of December 2015. There happens to be occasional glitches which result in some of the records erroring out, but are fixed almost immediately. Further investigation of resulting errors have been and are continuing to be researched as they are noticed.
- EDI Eligibility being completed directly from insurance screens within Centricity has been approved. Many of the main insurances will be linked to this capability which will allow us to be able to electronically check insurance eligibility on a patient in real-time, directly from GE Centricity. Law Office Approval has been completed and the contract is currently at Purchasing awaiting PO.
- Compulink Production PROD is now in its latest version 11.0.6.4. Still encountering an ADT interface issue between Centricity and Compulink where new insurances are not crossing over. Optical will continue to fix manually until the ADT issue gets fixed. Also still encountering issues within optical reports generated from Compulink from the previous version.
- Dental is looking to upgrade to the next version of 8.0.7. It will get installed on development DEV for testing purposes first.

## **CONTINUOUS QUALITY IMPROVEMENT**

### **Initiatives: Accreditation**

### **Accreditation of the Health Division**

- Meeting with departments to discuss QA studies and tracking/ data collecting process.
  - \* Peer Review, Chart Audits, Credentialing
- Continue going through the G drive. Policies are required to be updated every year.
- Creating a reporting structure for the additional Health Division Committees i.e. Pharmacy and Therapeutics, Infection Control etc to report their meeting minutes to the QA team.
- Working on an SOP process for OCHD.
  - \*Calendar being created for each department SOP annual review.
- Working on a training tracking tool for OCHD.
- Patient satisfaction survey - fall of 2016.
- We have added an additional hour each month to the Quality Assurance (QA) meeting time to accommodate for the necessary time to address only issues related to accreditation on a monthly basis.

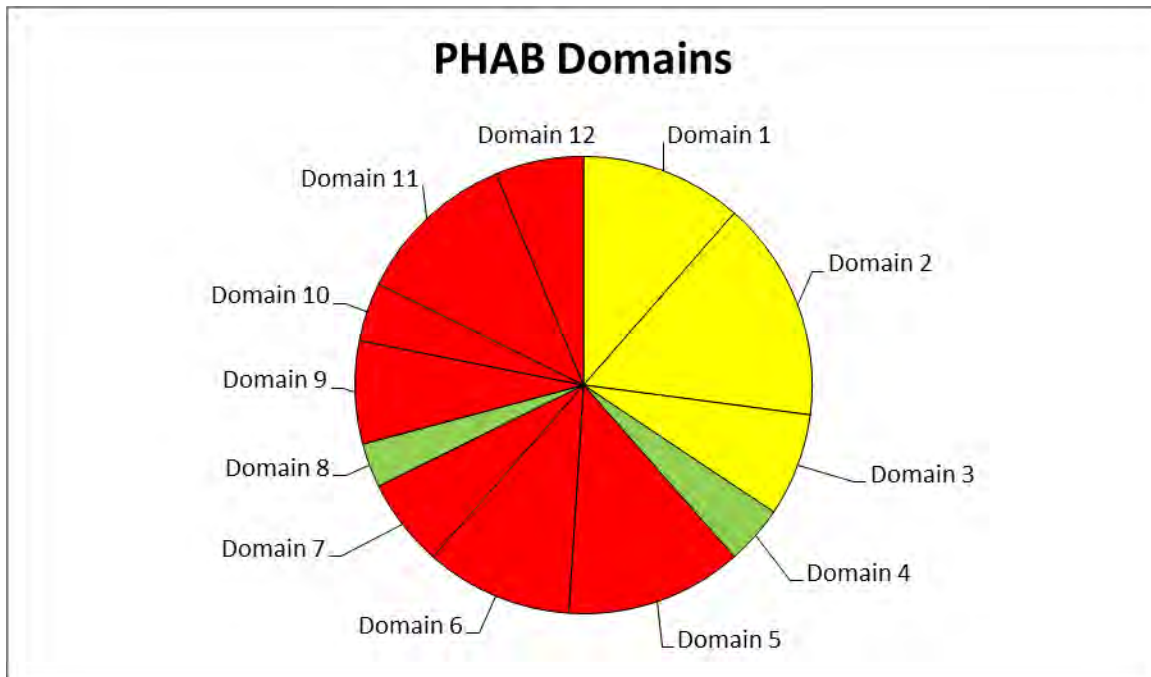
- In addition, we have changed the meeting time to accommodate input from our providers who have joined the team. The new time will enable them to attend the meetings and not interrupt patient care.
- Initial planning is taking place on creating a reporting structure for the additional Health Division Committees i.e. Pharmacy and Therapeutics, Infection Control, etc. to report their meeting minutes to the QA team.

## Public Health Accreditation

- We successfully submitted our public health accreditation application to the Public Health Accreditation Board (PHAB) on 06/24/16.
- Final Community Health Improvement Plan (CHIP). A team met in June 2016 to update public health accreditation standards and measure progress.
- Final Community Health Services Department Strategic Plan.
- There are a total of 12 Domains in the public health accreditation process. The Documentation Review Team **Completed domain review: 8 & 4.**  
**In process domain review: 1, 2, 3.**
- Tribal accreditation grant closed 06/30/16. Wrap up meeting took place on 07/15/16.
- Our public health accreditation mentors from Wood County Health Department were on site 05/06/16. We were able to review the progress we have made and ask for guidance where we have identified gaps in preparation. It was reassuring to hear from an accredited health department that we were on track to meeting our application submission deadline. A Kali article was submitted and published to keep the community informed of accreditation activities.
- On May 12<sup>th</sup> & 13<sup>th</sup>, Oneida hosted this quarter's Tribal Accreditation and Quality Forum, organized by the Wisconsin Institute for Health. There was representation from four Tribes at the event. Great networking opportunity. Forest County Pottawatomi are currently uploading their documentation into e-PHAB (Public Health Accreditation Board) system and will close the middle of August 2016. The Ho Chunk Nation is planning to submit their application to Public Health Accreditation Board sometime in November 2016. A Kali article was submitted and published to keep the community informed of accreditation activities.
- A second public health accreditation readiness assessment was completed 06/09/16. We identified a handful of areas that we wanted to address prior to application submission. Still working to close those gaps now.
- We had a mid-year review on site for our Prevention grant on 06/10/16. Results of our readiness assessment were shared with the grantor.
- The Community Health Nursing Supervisor attended the national conference "Public Health Improvement Training (PHIT) June 13<sup>th</sup> – 17<sup>th</sup> and learned that Cherokee Nation has had their accreditation site visit and are in the final steps of becoming the first tribal organization to obtain public health accreditation. While there, she was invited to participate in a couple work sessions coordinated by the National Indian Health Board. One work session involved reviewing the PHAB manual from the perspective of tribal organizations, making suggestions how to improve it i.e. offering tribal specific examples to meet standards/ measures or sample language used by tribal organizations, i.e. general tribal council, etc. These work sessions will continue via webinar/ teleconference technology monthly the remainder of 2016. The second work session was collecting feedback on the benefits of providing grants directly to Tribes verses going through State Governments. National Indian Health Board represents all Tribes and will bring this feedback to Congress.
- A pilot run of QI training was provided to the Comprehensive Health Division Quality Improvement committee on 04/28/16. Feedback collected from this training was

incorporated into the training that was provided to Community Health Service Dept on 07/20/16.

- Planning for the next 5 year Community Health Improvement Plan will begin soon, starting with the next Community Health Needs Assessment due by Feb 2017. Preparation for public health accreditation has taught us so much about collecting valuable data with the intent to improve the health of the community. We have great plans to expand the planning team; include other divisions of the organization, local and possibly State public health partners, and maybe academic partners as well.



\*\* Red- No review yet

Yellow- greater than 50% complete

Green- 100% complete

### Dental Breach Follow up Report

The Oneida Nation provided public notification in compliance with federal law of the Dental Breach which occurred. On February 17, 2016 a flash drive containing the limited details of dental patient information was internally stolen from our dental offices at the Oneida Health Center located at 525 Airport Drive, on the Oneida Reservation.

- The theft was discovered the same day and law enforcement was immediately notified. Since that time, the police and internal investigation have been ongoing. To date, there has been no further findings. Although law enforcement investigated the situation, the flash drive has not been recovered.
- Although the dental information taken was extremely limited and there continues to be no indication to suggest that it has been used or disclosed for inappropriate purposes to date.
- To prevent a reoccurrence of this type we have implemented the following measures: Any use of flash drives are not permitted throughout the health division without the proper authorization. All use of external storage devices must be approved in accordance with the Division policy and approved prior to use. A log is maintained of all storage devices.
- Notification in accordance with federal law has been provided to affected individuals. Throughout the entire investigation, there has been no information developed to

suggest that our patient dental information was used or disclosed for inappropriate purposes.

- **At this point, the investigation is closed.**

## **ENHANCE OUR WORKFORCE**

**Initiative: Optimizing our staffing processes**

### **HUMAN RESOURCE MANAGEMENT**

**Number As of 08/01/16 Comprehensive Health Division Employees: 322**

- 119 Oneida Enrolled**
- 28 American Indian/Alaskan**
- 3 Black/African American**
- 1 Asian**
- 4 Hispanic/Latino**
- 167 Caucasian/other**
  - **AJRCCC: (58)**
    - 24 Oneida Enrolled (INCREASED FROM 15% TO 41.5% OF EMPLOYEE BASE FOR AJRCCC)
    - 7 American Indian/Alaskan
    - 1 Asian
    - 2 Hispanic/Latino
    - 24 Caucasian/other

- **Current vacancies as of 07/01/16:**
  - RN- OCHC
  - LPN – OCHC & AJRCCC
  - MA-OCHC
  - Dental Assistant
  - Dental Hygienist
  - Psychiatrist
  - Clinical Substance Abuse Counselor
  - Psychotherapist
  - Physician Pediatrician, Family Medicine, Internal Medicine
  - Family Practice Nurse Practitioner

### **FINANCIALS**

**Funding Sources for FY-2016**

**TRIBAL CONTRIBUTION: 2.54%**

**GRANTS: 5.71%**

**OTHER SOURCES:**

External Sales/Third Party Revenue/other 52.42%

Indian Health Service 39.33%

**Total Budget: \$51,295,138**

**Status as of 6/30/16**

Budget as of 6/30/16: \$38,471,332

Expenditures as of 6/30/16: \$42,949,106

**NOTE:** The financials do not represent the FY 2015 carry-over. It will be reflected in the July 2016 statements.

### **Pharmacy Update:**

- As of July 1, 2016, the 340B Certification has been restored.
- New contracts are being put into place and we should start to see a difference by mid to late August in our expenditures for pharmaceuticals.
- Pharmacy supplies increased \$900K+ due to loss of 340B Certification
  - Average pharmacy expenditure was previously \$80,000-\$100,000 per week
  - Without 340B Contract we were expending \$300,000+ per week
  - The loss of 340B certification has forced us to utilize a non-governmental contract for purchasing pharmaceuticals.
  - Our initial estimate of increased cost was \$3.5 - \$4 million dollars
- The total impact as of June 30, 2016 was: \$4,554,822.
- Efforts to mitigate the increased cost included:
  - Verifying correct Intaleree pricing per our contract
  - Reducing 90 day supplies to 30 days. As of 7/1/16 most prescriptions have now been restored to 90 day refills
  - Making formulary changes to less expensive alternatives.

### **LONG TERM CARE:**

- Unfortunately, with the passing of Secretary Kitty Rhoades, much of the progress that was made in the past related to the Tribal Waiver Option are now at a standstill. We have not met with the Interim Secretary Engel to date but this meeting is scheduled. The issues with regard to the Tribal Waiver Option and Family Care 2.0 will be discussed at that time. In addition the Federal elections will also play a role in how fast things advance at the State level and where the impact to the Oneida Nation will be.



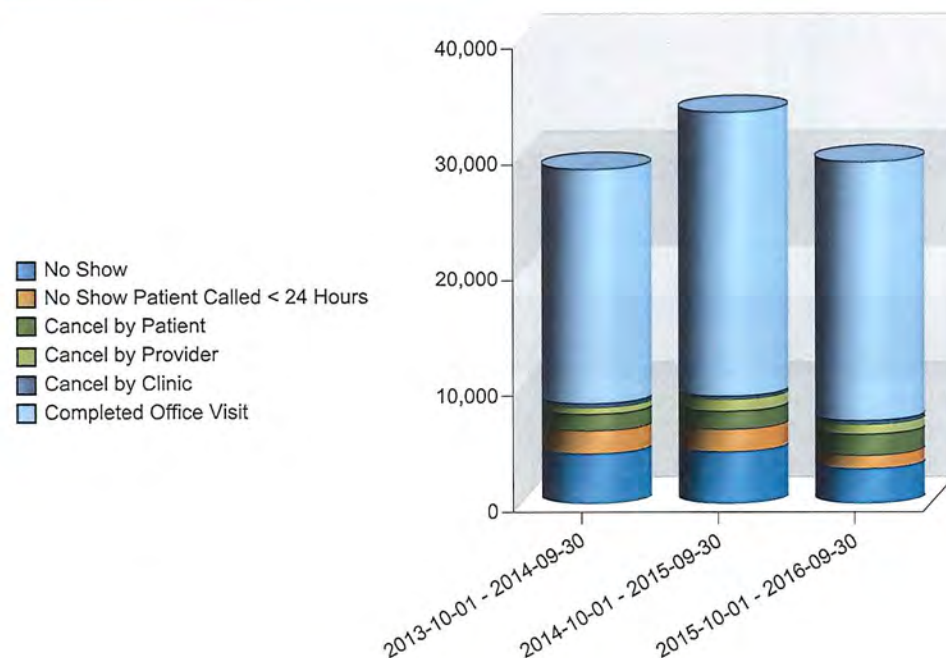
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## Three Year By Quarter No Show/Cancellation Summary

### Oneida Health Center Medical Clinic



Range	FY QTR	No Show	%	No Show Patient Called < 24 Hrs	%	Cancel by Patient	%	Cancel by Provider	%	Cancel by Clinic	%	No Show Cancellation Total	Completed Office Visit	Total Appointments	Billed Visits	Total Clients
2015-10-01 - 2016-09-30	Qtr04	282	10.8%	99	3.8%	164	6.3%	58	2.2%	20	0.8%	606	2,002	2,608	1,750	2,042
	Qtr03	860	9.8%	353	4.0%	546	6.2%	192	2.2%	107	1.2%	2,020	6,719	8,739	6,675	4,500
	Qtr02	777	9.0%	338	3.9%	547	6.4%	285	3.3%	115	1.3%	2,037	6,576	8,613	6,577	4,464
	Qtr01	1,059	11.2%	370	3.9%	522	5.5%	336	3.6%	80	0.8%	2,359	7,063	9,422	7,064	5,031
2015-10-01 - 2016-09-30		2,978	10.1%	1,160	3.9%	1,779	6.1%	871	3.0%	322	1.1%	7,022	22,360	29,382	22,066	8,041



## Three Year By Quarter No Show/Cancellation Summary

### Oneida Health Center Medical Clinic

Range	FY QTR	No Show	%	No Show Patient Called < 24 Hrs	%	Cancel by Patient	%	Cancel by Provider	%	Cancel by Clinic	%	No Show Cancellation Total	Completed Office Visit	Total Appointments	Billed Visits	Total Clients
2014-10-01 - 2015-09-30	Qtr04	989	13.3%	334	4.5%	402	5.4%	314	4.2%	65	0.9%	2,104	5,359	7,463	5,359	4,102
	Qtr03	1,119	13.1%	502	5.9%	418	4.9%	346	4.1%	65	0.8%	2,450	6,072	8,522	6,074	4,355
	Qtr02	1,120	12.7%	601	6.8%	368	4.2%	145	1.6%	69	0.8%	2,303	6,524	8,827	6,526	4,514
	Qtr01	1,203	13.5%	509	5.7%	361	4.0%	206	2.3%	82	0.9%	2,361	6,566	8,927	6,559	4,809
2014-10-01 - 2015-09-30		4,431	13.1%	1,946	5.8%	1,549	4.6%	1,011	3.0%	281	0.8%	9,218	24,521	33,739	24,518	8,308
2013-10-01 - 2014-09-30	Qtr04	1,100	14.3%	450	5.8%	377	4.9%	157	2.0%	42	0.5%	2,126	5,571	7,697	5,569	4,155
	Qtr03	1,015	14.9%	492	7.2%	316	4.6%	119	1.7%	47	0.7%	1,989	4,830	6,819	4,837	3,660
	Qtr02	1,056	15.2%	527	7.6%	341	4.9%	140	2.0%	140	2.0%	2,204	4,750	6,954	4,768	3,709
	Qtr01	1,105	15.0%	499	6.8%	401	5.4%	145	2.0%	109	1.5%	2,259	5,122	7,381	5,105	3,989
2013-10-01 - 2014-09-30		4,276	14.8%	1,968	6.8%	1,435	5.0%	561	1.9%	338	1.2%	8,578	20,273	28,851	20,279	7,739
Summary		11,685	12.7%	5,074	5.5%	4,763	5.2%	2,443	2.7%	941	1.0%	24,818	67,154	91,972	66,863	11,580





## BH - Access Of Care

### 3rd Available appointment

#### BH ATODA Intakes

Resource	Appointment Type	Next 3rd Open
Agneessens BA CSAC CSIT, Mike F	Intake Mental Health/ATODA-90	Aug 1, 2016 1:00:00 PM
Krueger MSW APSW CSAC, Rebecca	Intake Mental Health/ATODA-90	Jul 26, 2016 9:00:00 AM
Lalonde BS CSAC, Scott	Intake Mental Health/ATODA-90	Aug 5, 2016 7:00:00 AM
Metoxen MSW CSAC , Lynn	Intake Mental Health/ATODA-90	Sep 22, 2016 10:00:00 AM
Rasmussen BSW CSAC, Dale S	Intake Mental Health/ATODA-90	Aug 4, 2016 4:00:00 PM
Schoen BS CSAC, Kelly	Intake Mental Health/ATODA-90	Aug 12, 2016 8:30:00 AM
Torres MA CSAC ICS PC-TL, Joanne	Intake Mental Health/ATODA-90	Aug 1, 2016 9:00:00 AM

#### BH-ATODA (C2)

Resource	Appointment Type	Next 3rd Open
Agneessens BA CSAC CSIT, Mike F	Individual Therapy Session-60	Jul 25, 2016 9:00:00 AM
Krueger MSW APSW CSAC, Rebecca	Individual Therapy Session-60	Jul 1, 2016 8:00:00 AM
Lalonde BS CSAC, Scott	Individual Therapy Session-60	Jun 30, 2016 3:00:00 PM
Rasmussen BSW CSAC, Dale S	Individual Therapy Session-60	Jun 30, 2016 3:00:00 PM
Schoen BS CSAC, Kelly	Individual Therapy Session-60	Jul 1, 2016 10:00:00 AM
Torres MA CSAC ICS PC-TL, Joanne	Individual Therapy Session-60	Jul 1, 2016 8:00:00 AM

#### BH-Co-Occuring Intake

Resource	Appointment Type	Next 3rd Open
Cheney MSW, LCSW, SAS Benjamin R	Intake Mental Health/ATODA-90	Oct 3, 2016 8:30:00 AM
Collier, Carmen D MS LPC CSAC	Intake Mental Health/ATODA-90	Aug 12, 2016 10:00:00 AM
King MSW LCSW CSAC, Mary Beth	Intake Mental Health/ATODA-90	Aug 25, 2016 8:00:00 AM
Lambert LPC CSAC, Timothy C	Intake Mental Health/ATODA-90	Aug 29, 2016 1:00:00 PM
Nehring MSE LPC CSAC CS, Teri	Intake Mental Health/ATODA-90	Aug 16, 2016 8:00:00 AM



## BH - Access Of Care

### 3rd Available appointment

#### BH-Co-Occuring C2

Resource	Appointment Type	Next 3rd Open
Collier, Carmen D MS LPC CSAC	Individual Therapy Session-60	Jun 30, 2016 5:00:00 PM
King MSW LCSW CSAC, Mary Beth	Individual Therapy Session-60	Jul 25, 2016 3:30:00 PM
Lambert LPC CSAC, Timothy C	Individual Therapy Session-60	Jul 8, 2016 2:00:00 PM
Nehring MSE LPC CSAC CS, Teri	Individual Therapy Session-60	Jul 12, 2016 2:00:00 PM

#### BH MH Intakes

Resource	Appointment Type	Next 3rd Open
Brito, MFT TL SAC IT, Martha	Intake Mental Health/ATODA-90	Nov 21, 2016 10:00:00 AM
Cornelius-Adkins MSW LCSW SAC CSOT BCD, Torland E	Intake Mental Health/ATODA-90	Nov 10, 2016 3:00:00 PM
Helander MSW LCSW, Valorie	Intake Mental Health/ATODA-90	Nov 23, 2016 1:00:00 PM
Shaw MSW LCSW, Lisa	Intake Mental Health/ATODA-90	Dec 1, 2016 10:00:00 AM

#### BH-Mental Health (C2)

Resource	Appointment Type	Next 3rd Open
Brito, MFT TL SAC IT, Martha	Individual Therapy Session-60	Jul 25, 2016 2:00:00 PM
Cornelius-Adkins MSW LCSW SAC CSOT BCD, Torland E	Individual Therapy Session-60	Jul 20, 2016 3:00:00 PM
Helander MSW LCSW, Valorie	Individual Therapy Session-60	Jul 25, 2016 2:00:00 PM
Huhtala MSW LCSW, Rhonda	Individual Therapy Session-60	Jul 27, 2016 2:00:00 PM
Shaw MSW LCSW, Lisa	Individual Therapy Session-60	Aug 22, 2016 7:30:00 AM

#### BH-EMDR Intakes

Resource	Appointment Type	Next 3rd Open
King MSW LCSW CSAC, Mary Beth	BH-EMDR Intake	Aug 15, 2016 1:00:00 PM





## BH - Access Of Care

### 3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Shaw MSW LCSW, Lisa	BH-EMDR Intake	Aug 23, 2016 2:00:00 PM

#### BH-EMDR Therapy

Resource	Appointment Type	Next 3rd Open
Collier, Carmen D MS LPC CSAC	BH-EMDR Therapy	Jul 19, 2016 3:00:00 PM
King MSW LCSW CSAC, Mary Beth	BH-EMDR Therapy	Aug 2, 2016 2:00:00 PM
Shaw MSW LCSW, Lisa	BH-EMDR Therapy	Aug 15, 2016 1:00:00 PM

#### BH-Veteran Eval

Resource	Appointment Type	Next 3rd Open
Shaw MSW LCSW, Lisa	Veterans Evaluation	Aug 29, 2016 8:30:00 AM

#### BH-Intial Reiki Appointment

Resource	Appointment Type	Next 3rd Open
King MSW LCSW CSAC, Mary Beth	Reiki	Jul 26, 2016 4:30:00 PM
Lalonde BS CSAC, Scott	Reiki	Jul 22, 2016 1:00:00 PM
Nehring MSE LPC CSAC CS, Teri	Reiki	Jul 28, 2016 9:00:00 AM
Shaw MSW LCSW, Lisa	Reiki	Aug 30, 2016 10:30:00 AM

#### BH-Psych Evals

Resource	Appointment Type	Next 3rd Open
Sayers PHD, Michael	Psychological Evaluation	Aug 22, 2016 8:30:00 AM

#### BH- Psych Eval FU

Resource	Appointment Type	Next 3rd Open
Sayers PHD, Michael	Psychological Eval Follow Up	Jul 14, 2016 2:00:00 PM



## BH - Access Of Care

### 3rd Available appointment

#### BH-Child Evals

Resource	Appointment Type	Next 3rd Open
Dzubinski MD, David L	BH-Child Eval	Jul 26, 2016 8:00:00 AM

#### BH-Child Med Checks

Resource	Appointment Type	Next 3rd Open
Dzubinski MD, David L	BH-Child Med Check	Aug 25, 2016 4:00:00 PM

#### BH-Adult Evals

Resource	Appointment Type	Next 3rd Open
Patil MD, Veeranagouda	BH-Adult Eval	Aug 17, 2016 12:30:00 PM
Rodriguez MD, Josefina	BH-Adult Eval	Aug 29, 2016 9:00:00 AM
Shekar MD, Chandra K.	BH-Adult Eval	Aug 15, 2016 3:00:00 PM

#### BH-Med Checks

Resource	Appointment Type	Next 3rd Open
ONEILL, MD, Michael	BH-Medication Check	Aug 18, 2016 9:30:00 AM
Patil MD, Veeranagouda	BH-Medication Check	Jul 19, 2016 1:00:00 PM
Rodriguez MD, Josefina	BH-Medication Check	Aug 4, 2016 5:30:00 PM
Shekar MD, Chandra K.	BH-Medication Check	Jul 13, 2016 10:00:00 AM

#### BH-RN Triage Assessment

Resource	Appointment Type	Next 3rd Open
Paluch MSE RN LPC, Dave	RN-Psychiatric Nursing Assessment	Jul 13, 2016 9:30:00 AM
Skrivanie MSN RN, Lois	RN-Psychiatric Nursing Assessment	Jul 19, 2016 2:00:00 PM

#### BH-Eval FU





## BH - Access Of Care

### 3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Dzubinski MD, David L	BH-Eval FU	Aug 30, 2016 3:00:00 PM
ONeill, MD, Michael	BH-Eval FU	Aug 22, 2016 10:30:00 AM
Patil MD, Veeranagouda	BH-Eval FU	Aug 5, 2016 1:30:00 PM
Rodriguez MD, Josefina	BH-Eval FU	Aug 3, 2016 9:30:00 AM



## Co Ocurring Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

### Collier, Carmen D MS LPC CSAC

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2015-2016	Completed	48	298	0	0	1	0	0	4	29	0	0	380
	No Shows	39	105	0	0	0	0	0	0	6	0	0	150
	Canceled	19	83	0	0	0	3	0	0	9	0	0	114
	Appointments	106	486	0	0	1	3	0	4	44	0	0	644
	% No Shows	36.8%	21.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.6%	0.0%	0.0%	23.3%
	Patients	90	77	0	0	1	1	0	4	10	0	0	124
	Billed Visits	45	289	0	0	1	0	0	4	29	0	0	368
2014-2015	Completed	28	93	0	0	1	0	0	0	0	0	0	122
	No Shows	14	23	0	0	0	0	0	0	0	0	0	37
	Canceled	11	18	0	0	0	0	0	0	0	0	0	29
	Appointments	53	134	0	0	1	0	0	0	0	0	0	188
	% No Shows	26.4%	17.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	19.7%
	Patients	46	30	0	0	1	0	0	0	0	0	0	50
	Billed Visits	28	93	0	0	1	0	0	0	0	0	0	122

### King MSW LCSW CSAC, Mary Beth

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2015-2016	Completed	25	176	0	0	8	0	2	6	77	0	3	297
	No Shows	21	96	0	0	2	0	0	2	20	0	0	141
	Canceled	17	54	0	0	2	0	3	2	22	0	1	101
	Appointments	63	326	0	0	12	0	5	10	119	0	4	539



## Co Occurring Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2014-2015	% No Shows	33.3%	29.4%	0.0%	0.0%	16.7%	0.0%	0.0%	20.0%	16.8%	0.0%	0.0%	26.2%
	Patients	51	72	0	0	6	0	4	8	22	0	3	108
	Billed Visits	20	143	0	0	6	0	2	5	58	0	1	235
	Completed	21	280	0	0	12	0	4	3	85	0	1	406
	No Shows	15	156	0	0	4	0	0	0	15	0	0	190
	Canceled	12	93	0	0	3	2	0	0	21	0	0	131
	Appointments	48	529	0	0	19	2	4	3	121	0	1	727
	% No Shows	31.2%	29.5%	0.0%	0.0%	21.1%	0.0%	0.0%	0.0%	12.4%	0.0%	0.0%	26.1%
	Patients	41	77	0	0	12	1	3	2	12	0	1	102
	Billed Visits	21	275	0	0	12	0	4	3	83	0	1	399
2013-2014	Completed	42	330	0	0	8	0	0	7	70	0	5	462
	No Shows	21	137	0	0	2	0	0	2	20	0	1	183
	Canceled	26	106	0	0	1	0	0	1	19	0	0	153
	Appointments	89	573	0	0	11	0	0	10	109	0	6	798
	% No Shows	23.6%	23.9%	0.0%	0.0%	18.2%	0.0%	0.0%	20.0%	18.3%	0.0%	16.7%	22.9%
	Patients	74	87	0	0	11	0	0	8	16	0	6	128
	Billed Visits	42	331	0	0	8	0	0	7	70	0	5	463

### Lambert LPC CSAC, Timothy C

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2015-2016	Completed	44	325	0	0	6	0	0	0	10	0	0	385
	No Shows	33	150	0	0	6	0	0	0	3	0	0	192





## Co Ocurring Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
	Canceled	23	120	0	0	3	0	0	0	1	0	0	147
	Appointments	100	595	0	0	15	0	0	0	14	0	0	724
	% No Shows	33.0%	25.2%	0.0%	0.0%	40.0%	0.0%	0.0%	0.0%	21.4%	0.0%	0.0%	26.5%
	Patients	78	80	0	0	9	0	0	0	5	0	0	118
	Billed Visits	44	322	0	0	6	0	0	0	10	0	0	382
2014-2015	Completed	65	376	0	0	19	0	0	0	0	0	0	460
	No Shows	40	182	0	0	5	0	0	0	0	0	0	227
	Canceled	25	105	0	0	4	4	0	0	0	0	1	139
	Appointments	130	663	0	0	28	4	0	0	0	0	1	826
	% No Shows	30.8%	27.5%	0.0%	0.0%	17.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	27.5%
	Patients	109	97	0	0	15	2	0	0	0	0	1	148
	Billed Visits	65	376	0	0	19	0	0	0	0	0	0	460
2013-2014	Completed	64	321	0	0	17	0	0	0	0	0	0	402
	No Shows	44	181	0	0	7	0	0	0	0	0	0	232
	Canceled	21	73	0	0	3	2	0	0	0	0	0	99
	Appointments	129	575	0	0	27	2	0	0	0	0	0	733
	% No Shows	34.1%	31.5%	0.0%	0.0%	25.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	31.7%
	Patients	117	88	0	0	18	1	0	0	0	0	0	144
	Billed Visits	64	321	0	0	17	0	0	0	0	0	0	402

Nehring MSE LPC CSAC CS, Teri





## Co Occurring Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2015-2016	Completed	38	135	0	0	3	0	0	0	0	0	0	176
	No Shows	24	59	0	0	1	0	0	0	0	0	0	84
	Canceled	20	40	0	0	1	0	0	0	0	0	0	61
	Appointments	82	234	0	0	5	0	0	0	0	0	0	321
	% No Shows	29.3%	25.2%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	26.2%
	Patients	71	48	0	0	5	0	0	0	0	0	0	87
	Billed Visits	38	132	0	0	2	0	0	0	0	0	0	172
2014-2015	Completed	51	219	0	0	1	0	0	0	0	0	0	271
	No Shows	35	116	0	0	2	0	0	0	0	0	0	153
	Canceled	15	74	0	0	1	0	0	0	0	0	0	90
	Appointments	101	409	0	0	4	0	0	0	0	0	0	514
	% No Shows	34.7%	28.4%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	29.8%
	Patients	87	70	0	0	2	0	0	0	0	0	0	112
	Billed Visits	51	219	0	0	1	0	0	0	0	0	0	271
2013-2014	Completed	26	108	0	0	3	0	0	0	0	0	0	137
	No Shows	25	65	0	0	1	0	0	0	0	0	0	91
	Canceled	4	26	0	0	0	0	0	0	0	0	0	30
	Appointments	55	199	0	0	4	0	0	0	0	0	0	258
	% No Shows	45.5%	32.7%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	35.3%
	Patients	49	49	0	0	4	0	0	0	0	0	0	75
	Billed Visits	26	109	0	0	3	0	0	0	0	0	0	138

### Co Occurring Summary



## Co Occurring Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2015-2016	Completed	155	934	0	0	18	0	2	10	116	0	3	1,238
	No Shows	117	410	0	0	9	0	0	2	29	0	0	567
	Canceled	79	297	0	0	6	3	3	2	32	0	1	423
	Appointments	351	1,641	0	0	33	3	5	14	177	0	4	2,228
	% No Shows	33.3%	25.0%	0.0%	0.0%	27.3%	0.0%	0.0%	14.3%	16.4%	0.0%	0.0%	25.4%
	Patients	267	267	0	0	21	1	4	12	35	0	3	396
	Billed Visits	147	886	0	0	15	0	2	9	97	0	1	1,157
2014-2015	Completed	165	968	0	0	33	0	4	3	85	0	1	1,259
	No Shows	104	477	0	0	11	0	0	0	15	0	0	607
	Canceled	63	290	0	0	8	6	0	0	21	0	1	389
	Appointments	332	1,735	0	0	52	6	4	3	121	0	2	2,255
	% No Shows	31.3%	27.5%	0.0%	0.0%	21.2%	0.0%	0.0%	0.0%	12.4%	0.0%	0.0%	26.9%
	Patients	259	265	0	0	30	2	3	2	12	0	2	377
	Billed Visits	165	963	0	0	33	0	4	3	83	0	1	1,252
2013-2014	Completed	132	759	0	0	28	0	0	7	70	0	5	1,001
	No Shows	90	383	0	0	10	0	0	2	20	0	1	506
	Canceled	51	205	0	0	4	2	0	1	19	0	0	282
	Appointments	273	1,347	0	0	42	2	0	10	109	0	6	1,789
	% No Shows	33.0%	28.4%	0.0%	0.0%	23.8%	0.0%	0.0%	20.0%	18.3%	0.0%	16.7%	28.3%
	Patients	222	213	0	0	32	1	0	8	16	0	6	319
	Billed Visits	132	761	0	0	28	0	0	7	70	0	5	1,003





## BH - Access Of Care

### 3rd Available appointment

#### BH ATODA Intakes

Resource	Appointment Type	Next 3rd Open
Agneessens BA CSAC CSIT, Mike F	Intake Mental Health/ATODA-90	Sep 26, 2016 1:00:00 PM
Krueger MSW APSW CSAC, Rebecca	Intake Mental Health/ATODA-90	Aug 26, 2016 10:00:00 AM
Lalonde BS CSAC, Scott	Intake Mental Health/ATODA-90	Aug 26, 2016 7:00:00 AM
Metoxen MSW CSAC , Lynn	Intake Mental Health/ATODA-90	Sep 29, 2016 10:00:00 AM
Rasmussen BSW CSAC, Dale S	Intake Mental Health/ATODA-90	Sep 19, 2016 2:00:00 PM
Schoen BS CSAC, Kelly	Intake Mental Health/ATODA-90	Aug 24, 2016 3:00:00 PM

#### BH-ATODA (C2)

Resource	Appointment Type	Next 3rd Open
Agneessens BA CSAC CSIT, Mike F	Individual Therapy Session-60	Aug 3, 2016 10:00:00 AM
Krueger MSW APSW CSAC, Rebecca	Individual Therapy Session-60	Aug 3, 2016 4:00:00 PM
Lalonde BS CSAC, Scott	Individual Therapy Session-60	Aug 11, 2016 8:30:00 AM
Rasmussen BSW CSAC, Dale S	Individual Therapy Session-60	Aug 3, 2016 10:30:00 AM
Schoen BS CSAC, Kelly	Individual Therapy Session-60	Aug 1, 2016 10:00:00 AM
Torres MA CSAC ICS PC-TL, Joanne	Individual Therapy Session-60	Aug 8, 2016 4:30:00 PM

#### BH-Co-Occurring Intake

Resource	Appointment Type	Next 3rd Open
Cheney MSW, LCSW, SAS Benjamin R	Intake Mental Health/ATODA-90	Oct 10, 2016 8:30:00 AM
Collier, Carmen D MS LPC CSAC	Intake Mental Health/ATODA-90	Sep 29, 2016 9:00:00 AM
King MSW LCSW CSAC, Mary Beth	Intake Mental Health/ATODA-90	Sep 29, 2016 8:00:00 AM
Lambert LPC CSAC, Timothy C	Intake Mental Health/ATODA-90	Sep 23, 2016 9:00:00 AM
Nehring MSE LPC CSAC CS, Teri	Intake Mental Health/ATODA-90	Sep 20, 2016 8:00:00 AM



## BH - Access Of Care

### 3rd Available appointment

#### BH-Co-Occurring C2

Resource	Appointment Type	Next 3rd Open
Collier, Carmen D MS LPC CSAC	Individual Therapy Session-60	Aug 9, 2016 7:30:00 AM
King MSW LCSW CSAC, Mary Beth	Individual Therapy Session-60	Aug 22, 2016 8:00:00 AM
Lambert LPC CSAC, Timothy C	Individual Therapy Session-60	Aug 5, 2016 1:00:00 PM
Nehring MSE LPC CSAC CS, Teri	Individual Therapy Session-60	Aug 1, 2016 5:00:00 PM

#### BH MH Intakes

Resource	Appointment Type	Next 3rd Open
Brito, MFT TL SAC IT, Martha	Intake Mental Health/ATODA-90	Dec 21, 2016 1:00:00 PM
Cornelius-Adkins MSW LCSW SAC CSOT BCD, Torland E	Intake Mental Health/ATODA-90	Dec 29, 2016 3:00:00 PM
Helander MSW LCSW, Valorie	Intake Mental Health/ATODA-90	Dec 28, 2016 1:00:00 PM
Huhtala MSW LCSW, Rhonda	Intake Mental Health/ATODA-90	Sep 27, 2016 9:00:00 AM

#### BH-Mental Health (C2)

Resource	Appointment Type	Next 3rd Open
Brito, MFT TL SAC IT, Martha	Individual Therapy Session-60	Aug 15, 2016 2:00:00 PM
Cornelius-Adkins MSW LCSW SAC CSOT BCD, Torland E	Individual Therapy Session-60	Aug 22, 2016 9:00:00 AM
Helander MSW LCSW, Valorie	Individual Therapy Session-60	Aug 11, 2016 9:00:00 AM
Huhtala MSW LCSW, Rhonda	Individual Therapy Session-60	Sep 2, 2016 10:00:00 AM
Shaw MSW LCSW, Lisa	Individual Therapy Session-60	Sep 12, 2016 7:30:00 AM

#### BH-EMDR Intakes

Resource	Appointment Type	Next 3rd Open
King MSW LCSW CSAC, Mary Beth	BH-EMDR Intake	Sep 19, 2016 1:00:00 PM





## BH - Access Of Care

### 3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Shaw MSW LCSW, Lisa	BH-EMDR Intake	Sep 20, 2016 2:00:00 PM

#### BH-EMDR Therapy

Resource	Appointment Type	Next 3rd Open
Collier, Carmen D MS LPC CSAC	BH-EMDR Therapy	Aug 19, 2016 3:00:00 PM
King MSW LCSW CSAC, Mary Beth	BH-EMDR Therapy	Aug 23, 2016 2:00:00 PM
Shaw MSW LCSW, Lisa	BH-EMDR Therapy	Aug 31, 2016 7:30:00 AM

#### BH-Veteran Eval

Resource	Appointment Type	Next 3rd Open
Shaw MSW LCSW, Lisa	Veterans Evaluation	Sep 26, 2016 8:30:00 AM

#### BH-Intial Reiki Appointment

Resource	Appointment Type	Next 3rd Open
King MSW LCSW CSAC, Mary Beth	Reiki	Aug 16, 2016 4:30:00 PM
Lalonde BS CSAC, Scott	Reiki	Aug 26, 2016 11:00:00 AM
Nehring MSE LPC CSAC CS, Teri	Reiki	Aug 22, 2016 10:00:00 AM
Shaw MSW LCSW, Lisa	Reiki	Sep 13, 2016 10:30:00 AM

#### BH-Psych Evals

Resource	Appointment Type	Next 3rd Open
Sayers PHD, Michael	Psychological Evaluation	Sep 22, 2016 8:30:00 AM

#### BH- Psych Eval FU

Resource	Appointment Type	Next 3rd Open
Sayers PHD, Michael	Psychological Eval Follow Up	Aug 3, 2016 2:00:00 PM



## BH - Access Of Care

### 3rd Available appointment

#### BH-Child Evals

Resource	Appointment Type	Next 3rd Open
Dzubinski MD, David L	BH-Child Eval	Sep 20, 2016 8:00:00 AM

#### BH-Child Med Checks

Resource	Appointment Type	Next 3rd Open
Dzubinski MD, David L	BH-Child Med Check	Sep 20, 2016 7:00:00 AM

#### BH-Adult Evals

Resource	Appointment Type	Next 3rd Open
Patil MD, Veeranagouda	BH-Adult Eval	Sep 21, 2016 12:30:00 PM
Rodriguez MD, Josefina	BH-Adult Eval	Sep 19, 2016 9:00:00 AM
Shekar MD, Chandra K.	BH-Adult Eval	Aug 31, 2016 2:00:00 PM

#### BH-Med Checks

Resource	Appointment Type	Next 3rd Open
ONeill, MD, Michael	BH-Medication Check	Aug 30, 2016 9:45:00 AM
Patil MD, Veeranagouda	BH-Medication Check	Aug 16, 2016 2:00:00 PM
Rodriguez MD, Josefina	BH-Medication Check	Aug 18, 2016 6:00:00 PM
Shekar MD, Chandra K.	BH-Medication Check	Aug 3, 2016 5:00:00 PM

#### BH-RN Triage Assessment

Resource	Appointment Type	Next 3rd Open
Paluch MSE RN LPC, Dave	RN-Psychiatric Nursing Assessment	Aug 24, 2016 9:30:00 AM
Skrivanie MSN RN, Lois	RN-Psychiatric Nursing Assessment	Aug 23, 2016 2:00:00 PM

#### BH-Eval FU



## BH - Access Of Care

### 3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Dzubinski MD, David L	BH-Eval FU	Oct 25, 2016 3:00:00 PM
ONeill, MD, Michael	BH-Eval FU	Sep 1, 2016 10:30:00 AM
Patil MD, Veeranagouda	BH-Eval FU	Aug 26, 2016 1:30:00 PM
Rodriguez MD, Josefina	BH-Eval FU	Aug 10, 2016 9:30:00 AM





## ATODA Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

Agneessens BA CSAC CSIT, Mike F

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Reiki	M Team	Totals
2015-2016	Completed	22	171	0	0	1	0	0	0	194
	No Shows	11	35	0	0	0	0	0	0	46
	Canceled	5	36	0	0	0	0	0	0	41
	Appointments	38	242	0	0	1	0	0	0	281
	% No Shows	28.9%	14.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.4%
	Patients	36	31	0	0	1	0	0	0	50
	Billed Visits	22	169	0	0	1	0	0	0	192
2014-2015	Completed	22	185	0	0	3	0	0	1	211
	No Shows	13	58	0	0	3	0	0	0	74
	Canceled	8	62	0	0	1	0	0	0	71
	Appointments	43	305	0	0	7	0	0	1	356
	% No Shows	30.2%	19.0%	0.0%	0.0%	42.9%	0.0%	0.0%	0.0%	20.8%
	Patients	43	34	0	0	3	0	0	1	56
	Billed Visits	22	185	0	0	3	0	0	1	211
2013-2014	Completed	11	117	0	0	0	0	0	0	128
	No Shows	8	37	0	0	1	0	0	0	46
	Canceled	6	14	0	0	0	0	0	0	20
	Appointments	25	168	0	0	1	0	0	0	194
	% No Shows	32.0%	22.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	23.7%
	Patients	24	24	0	0	1	0	0	0	38
	Billed Visits	11	117	0	0	0	0	0	0	128

Krueger MSW APSW CSAC, Rebecca

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Reiki	M Team	Totals
2015-2016	Completed	57	260	0	0	5	0	0	0	322
	No Shows	28	117	0	0	1	0	0	0	146
	Canceled	31	79	0	0	0	1	0	0	111
	Appointments	116	456	0	0	6	1	0	0	579
	% No Shows	24.1%	25.7%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	25.2%
	Patients	102	69	0	0	6	1	0	0	118
	Billed Visits	53	250	0	0	4	0	0	0	307
2014-2015	Completed	37	135	0	0	1	0	0	0	173





## ATODA Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Reiki	M Team	Totals
	No Shows	24	34	0	0	0	0	0	0	58
	Canceled	11	26	0	0	0	2	0	0	39
	Appointments	72	195	0	0	1	2	0	0	270
	% No Shows	33.3%	17.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	21.5%
	Patients	63	32	0	0	1	1	0	0	65
	Billed Visits	37	136	0	0	1	0	0	0	174

### Lalonde BS CSAC, Scott

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Reiki	M Team	Totals
2015-2016	Completed	51	273	0	0	3	0	0	0	327
	No Shows	24	119	0	0	3	0	0	0	146
	Canceled	12	95	0	0	4	4	0	0	115
	Appointments	87	487	0	0	10	4	0	0	588
	% No Shows	27.6%	24.4%	0.0%	0.0%	30.0%	0.0%	0.0%	0.0%	24.8%
	Patients	77	94	0	0	8	2	0	0	127
	Billed Visits	50	265	0	0	3	0	0	0	318
2014-2015	Completed	56	347	0	0	9	0	0	0	412
	No Shows	23	173	0	0	3	0	0	1	200
	Canceled	15	91	0	0	2	0	0	0	108
	Appointments	94	611	0	0	14	0	0	1	720
	% No Shows	24.5%	28.3%	0.0%	0.0%	21.4%	0.0%	0.0%	100.0%	27.8%
	Patients	86	103	0	0	9	0	0	1	135
	Billed Visits	56	347	0	0	9	0	0	0	412
2013-2014	Completed	57	404	0	0	9	0	0	1	471
	No Shows	32	231	0	0	6	0	0	0	269
	Canceled	21	124	0	0	1	5	0	0	151
	Appointments	110	759	0	0	16	5	0	1	891
	% No Shows	29.1%	30.4%	0.0%	0.0%	37.5%	0.0%	0.0%	0.0%	30.2%
	Patients	97	130	0	0	8	1	0	1	170
	Billed Visits	57	404	0	0	9	0	0	1	471

### Rasmussen BSW CSAC, Dale S



## ATODA Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Reiki	M Team	Totals
2015-2016	Completed	45	339	0	0	3	0	0	0	387
	No Shows	23	134	0	0	1	0	0	0	158
	Canceled	17	67	0	0	0	0	0	0	84
	Appointments	85	540	0	0	4	0	0	0	629
	% No Shows	27.1%	24.8%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	25.1%
	Patients	76	66	0	0	4	0	0	0	100
	Billed Visits	44	332	0	0	3	0	0	0	379
2014-2015	Completed	51	341	0	0	7	0	0	0	399
	No Shows	35	175	0	0	2	0	0	0	212
	Canceled	20	64	0	0	0	0	0	0	84
	Appointments	106	580	0	0	9	0	0	0	695
	% No Shows	33.0%	30.2%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	30.5%
	Patients	94	75	0	0	6	0	0	0	119
	Billed Visits	51	341	0	0	7	0	0	0	399
2013-2014	Completed	50	384	0	0	2	0	0	1	437
	No Shows	34	145	0	0	0	0	0	0	179
	Canceled	13	107	0	0	0	0	0	0	120
	Appointments	97	636	0	0	2	0	0	1	736
	% No Shows	35.1%	22.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	24.3%
	Patients	91	82	0	0	2	0	0	1	124
	Billed Visits	50	385	0	0	2	0	0	1	438

### Schoen BS CSAC, Kelly

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Reiki	M Team	Totals
2015-2016	Completed	58	160	0	0	2	0	0	0	220
	No Shows	35	55	0	0	0	0	0	0	90
	Canceled	25	51	0	0	1	1	0	0	78
	Appointments	118	266	0	0	3	1	0	0	388
	% No Shows	29.7%	20.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	23.2%
	Patients	100	52	0	0	3	1	0	0	103
	Billed Visits	55	143	0	0	2	0	0	0	200

### Torres MA CSAC ICS PC-TL, Joanne





## ATODA Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Reiki	M Team	Totals
2015-2016	Completed	38	220	0	0	0	0	0	0	258
	No Shows	14	88	0	0	0	0	0	0	102
	Canceled	8	50	0	0	1	0	0	1	60
	Appointments	60	358	0	0	1	0	0	1	420
	% No Shows	23.3%	24.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	24.3%
	Patients	54	73	0	0	1	0	0	1	91
	Billed Visits	37	214	0	0	0	0	0	0	251
2014-2015	Completed	55	335	0	0	5	0	0	0	395
	No Shows	35	136	0	0	2	0	0	0	173
	Canceled	15	57	0	0	0	1	0	0	73
	Appointments	105	528	0	0	7	1	0	0	641
	% No Shows	33.3%	25.8%	0.0%	0.0%	28.6%	0.0%	0.0%	0.0%	27.0%
	Patients	90	80	0	0	6	1	0	0	119
	Billed Visits	54	335	0	0	5	0	0	0	394
2013-2014	Completed	63	351	0	0	11	0	0	0	425
	No Shows	40	157	0	0	2	0	0	0	199
	Canceled	27	90	0	0	0	1	0	0	118
	Appointments	130	598	0	0	13	1	0	0	742
	% No Shows	30.8%	26.3%	0.0%	0.0%	15.4%	0.0%	0.0%	0.0%	26.8%
	Patients	116	90	0	0	8	1	0	0	147
	Billed Visits	64	353	0	0	11	0	0	0	428



## Mental Health Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

Brito, MFT TL SAC IT, Martha

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	Vet Eval	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2015-2016	Completed	60	318	0	2	14	0	38	0	0	0	0	0	432
	No Shows	40	137	0	0	4	0	14	0	0	0	0	0	195
	Canceled	32	77	0	0	4	0	13	0	0	0	0	0	126
	Appointments	132	532	0	2	22	0	65	0	0	0	0	0	753
	% No Shows	30.3%	25.8%	0.0%	0.0%	18.2%	0.0%	21.5%	0.0%	0.0%	0.0%	0.0%	0.0%	25.9%
	Patients	121	115	0	1	18	0	41	0	0	0	0	0	181
	Billed Visits	57	315	0	2	14	0	38	0	0	0	0	0	426
2014-2015	Completed	82	446	0	0	13	0	47	0	0	0	0	1	589
	No Shows	52	156	0	0	3	0	16	0	0	0	0	0	227
	Canceled	23	115	0	0	1	0	13	0	0	0	0	0	152
	Appointments	157	717	0	0	17	0	76	0	0	0	0	1	968
	% No Shows	33.1%	21.8%	0.0%	0.0%	17.6%	0.0%	21.1%	0.0%	0.0%	0.0%	0.0%	0.0%	23.5%
	Patients	146	120	0	0	12	0	33	0	0	0	0	1	196
	Billed Visits	82	446	0	0	13	0	47	0	0	0	0	1	589
2013-2014	Completed	77	275	0	0	6	0	0	0	0	0	0	0	358
	No Shows	51	122	0	0	8	0	0	0	0	0	0	0	181
	Canceled	35	49	0	0	2	0	0	0	0	0	0	0	86
	Appointments	163	446	0	0	16	0	0	0	0	0	0	0	625
	% No Shows	31.3%	27.4%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	29.0%
	Patients	139	81	0	0	12	0	0	0	0	0	0	0	155
	Billed Visits	77	275	0	0	6	0	0	0	0	0	0	0	358



## Mental Health Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

Cheney MSW, LCSW, SAS Benjamin R

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	Vet Eval	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2015-2016	Completed	62	362	0	0	6	0	0	0	0	0	0	0	430
	No Shows	23	148	0	0	3	0	0	0	0	0	0	0	174
	Canceled	14	74	0	0	2	0	0	0	0	0	0	0	90
	Appointments	99	584	0	0	11	0	0	0	0	0	0	0	694
	% No Shows	23.2%	25.3%	0.0%	0.0%	27.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.1%
	Patients	93	103	0	0	11	0	0	0	0	0	0	0	138
	Billed Visits	60	331	0	0	6	0	0	0	0	0	0	0	397
2014-2015	Completed	86	355	0	0	9	0	0	0	0	0	0	0	450
	No Shows	37	174	0	0	1	0	0	0	0	0	0	0	212
	Canceled	27	60	0	0	0	0	0	0	0	0	0	0	87
	Appointments	150	589	0	0	10	0	0	0	0	0	0	0	749
	% No Shows	24.7%	29.5%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	28.3%
	Patients	138	120	0	0	10	0	0	0	0	0	0	0	178
	Billed Visits	86	355	0	0	9	0	0	0	0	0	0	0	450
2013-2014	Completed	99	403	0	0	2	0	0	0	0	0	0	0	504
	No Shows	62	169	0	0	1	0	0	0	0	0	0	0	232
	Canceled	22	78	0	0	1	0	0	0	0	0	0	0	101
	Appointments	183	650	0	0	4	0	0	0	0	0	0	0	837
	% No Shows	33.9%	26.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	27.7%
	Patients	169	114	0	0	3	0	0	0	0	0	0	0	196
	Billed Visits	99	403	0	0	2	0	0	0	0	0	0	0	504





## Mental Health Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

Cornelius-Adkins MSW LCSW SAC CSOT BCD, Torland E

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	Vet Eval	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2015-2016	Completed	46	496	0	0	3	0	2	0	0	0	0	0	547
	No Shows	24	156	0	0	1	0	1	0	0	0	0	0	182
	Canceled	26	115	0	0	2	0	0	0	0	0	0	0	143
	Appointments	96	767	0	0	6	0	3	0	0	0	0	0	872
	% No Shows	25.0%	20.3%	0.0%	0.0%	16.7%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	20.9%
	Patients	84	124	0	0	5	0	1	0	0	0	0	0	167
	Billed Visits	43	482	0	0	3	0	2	0	0	0	0	0	530
2014-2015	Completed	67	635	0	0	5	0	1	0	0	0	0	0	708
	No Shows	24	214	0	0	2	0	1	0	0	0	0	0	241
	Canceled	25	151	0	0	0	0	0	0	0	0	0	0	176
	Appointments	116	1,000	0	0	7	0	2	0	0	0	0	0	1,125
	% No Shows	20.7%	21.4%	0.0%	0.0%	28.6%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	21.4%
	Patients	106	130	0	0	7	0	1	0	0	0	0	0	183
	Billed Visits	67	635	0	0	5	0	1	0	0	0	0	0	708
2013-2014	Completed	57	487	0	0	8	0	1	0	0	0	0	0	553
	No Shows	31	221	0	0	4	0	0	0	0	0	0	1	257
	Canceled	22	174	0	0	5	3	0	0	0	0	0	0	204
	Appointments	110	882	0	0	17	3	1	0	0	0	0	1	1,014
	% No Shows	28.2%	25.1%	0.0%	0.0%	23.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	25.3%
	Patients	97	125	0	0	16	2	1	0	0	0	0	1	176
	Billed Visits	57	488	0	0	8	0	1	0	0	0	0	0	554



## Mental Health Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

Helander MSW LCSW, Valorie

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	Vet Eval	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2015-2016	Completed	86	364	1	4	0	0	0	0	0	0	0	2	457
	No Shows	55	136	0	0	0	0	0	0	0	0	0	0	191
	Canceled	46	87	0	0	0	2	0	0	0	0	0	0	135
	Appointments	187	587	1	4	0	2	0	0	0	0	0	2	783
	% No Shows	29.4%	23.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	24.4%
	Patients	168	133	1	4	0	1	0	0	0	0	0	2	234
	Billed Visits	65	344	1	2	0	0	0	0	0	0	0	2	414
2014-2015	Completed	104	405	0	0	0	0	0	0	0	0	0	1	510
	No Shows	65	178	0	0	0	0	0	0	0	0	0	0	243
	Canceled	57	131	0	0	0	0	0	0	0	0	0	0	188
	Appointments	226	714	0	0	0	0	0	0	0	0	0	1	941
	% No Shows	28.8%	24.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.8%
	Patients	199	144	0	0	0	0	0	0	0	0	0	1	261
	Billed Visits	95	401	0	0	0	0	0	0	0	0	0	1	497
2013-2014	Completed	110	444	0	0	0	0	0	0	0	0	0	2	556
	No Shows	64	216	0	0	0	0	0	0	0	0	0	0	280
	Canceled	66	126	0	0	0	3	0	0	0	0	0	0	195
	Appointments	240	786	0	0	0	3	0	0	0	0	0	2	1,031
	% No Shows	26.7%	27.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	27.2%
	Patients	208	162	0	0	0	1	0	0	0	0	0	2	288
	Billed Visits	110	444	0	0	0	0	0	0	0	0	0	2	556





## Mental Health Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

Huhtala MSW LCSW, Rhonda

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	Vet Eval	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2015-2016	Completed	48	438	0	0	15	0	0	0	0	0	0	0	501
	No Shows	21	131	0	0	6	0	0	0	0	0	0	0	158
	Canceled	20	131	0	0	5	0	0	0	0	0	0	0	156
	Appointments	89	700	0	0	26	0	0	0	0	0	0	0	815
	% No Shows	23.6%	18.7%	0.0%	0.0%	23.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	19.4%
	Patients	80	126	0	0	20	0	0	0	0	0	0	0	163
	Billed Visits	44	427	0	0	14	0	0	0	0	0	0	0	485
2014-2015	Completed	41	471	0	0	25	0	0	0	0	0	0	0	537
	No Shows	25	186	0	0	5	0	0	0	0	0	0	0	216
	Canceled	25	112	0	0	0	0	0	0	0	0	0	0	137
	Appointments	91	769	0	0	30	0	0	0	0	0	0	0	890
	% No Shows	27.5%	24.2%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	24.3%
	Patients	86	116	0	0	19	0	0	0	0	0	0	0	164
	Billed Visits	41	471	0	0	25	0	0	0	0	0	0	0	537
2013-2014	Completed	51	491	0	0	21	0	1	0	0	0	0	1	565
	No Shows	36	184	0	0	6	0	0	0	0	0	0	0	226
	Canceled	27	118	0	0	7	0	0	0	0	0	0	0	152
	Appointments	114	793	0	0	34	0	1	0	0	0	0	1	943
	% No Shows	31.6%	23.2%	0.0%	0.0%	17.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	24.0%
	Patients	98	119	0	0	22	0	1	0	0	0	0	1	176
	Billed Visits	51	491	0	0	21	0	1	0	0	0	0	1	565





## Mental Health Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

Shaw MSW LCSW, Lisa

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	Vet Eval	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2015-2016	Completed	27	241	0	0	17	0	5	13	7	58	0	0	368
	No Shows	21	56	0	0	2	0	1	7	2	22	0	0	111
	Canceled	17	48	0	0	1	5	1	8	4	8	0	0	92
	Appointments	65	345	0	0	20	5	7	28	13	88	0	0	571
	% No Shows	32.3%	16.2%	0.0%	0.0%	10.0%	0.0%	14.3%	25.0%	15.4%	25.0%	0.0%	0.0%	19.4%
	Patients	58	76	0	0	14	1	4	8	10	20	0	0	126
	Billed Visits	24	231	0	0	17	0	5	12	7	56	0	0	352
2014-2015	Completed	19	267	0	0	16	0	1	25	6	81	0	0	415
	No Shows	24	80	0	0	5	0	0	7	0	9	0	0	125
	Canceled	13	61	0	0	2	5	0	6	2	12	0	0	101
	Appointments	56	408	0	0	23	5	1	38	8	102	0	0	641
	% No Shows	42.9%	19.6%	0.0%	0.0%	21.7%	0.0%	0.0%	18.4%	0.0%	8.8%	0.0%	0.0%	19.5%
	Patients	54	78	0	0	16	2	1	12	8	11	0	0	130
	Billed Visits	19	267	0	0	16	0	1	25	6	81	0	0	415
2013-2014	Completed	36	346	0	0	11	0	3	21	5	57	0	1	480
	No Shows	26	91	0	0	4	0	0	4	1	11	0	0	137
	Canceled	16	69	0	0	1	11	1	4	0	12	0	0	114
	Appointments	78	506	0	0	16	11	4	29	6	80	0	1	731
	% No Shows	33.3%	18.0%	0.0%	0.0%	25.0%	0.0%	0.0%	13.8%	16.7%	13.8%	0.0%	0.0%	18.7%
	Patients	75	93	0	0	15	2	3	8	4	11	0	1	143
	Billed Visits	36	347	0	0	11	0	3	21	5	57	0	1	481



## Mental Health Utilization by Appointment type

### Behavioral Health Last 3 Fiscal Years

#### Mental Health Summary

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	Vet Eval	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2015-2016	Completed	329	2,219	1	6	55	0	45	13	7	58	0	2	2,735
	No Shows	184	764	0	0	16	0	16	7	2	22	0	0	1,011
	Canceled	155	532	0	0	14	7	14	8	4	8	0	0	742
	Appointments	668	3,515	1	6	85	7	75	28	13	88	0	2	4,488
	% No Shows	27.5%	21.7%	0.0%	0.0%	18.8%	0.0%	21.3%	25.0%	15.4%	25.0%	0.0%	0.0%	22.5%
	Patients	573	665	1	5	68	2	46	8	10	20	0	2	955
	Billed Visits	293	2,130	1	4	54	0	45	12	7	56	0	2	2,604
2014-2015	Completed	399	2,579	0	0	68	0	49	25	6	81	0	2	3,209
	No Shows	227	988	0	0	16	0	17	7	0	9	0	0	1,264
	Canceled	170	630	0	0	3	5	13	6	2	12	0	0	841
	Appointments	796	4,197	0	0	87	5	79	38	8	102	0	2	5,314
	% No Shows	28.5%	23.5%	0.0%	0.0%	18.4%	0.0%	21.5%	18.4%	0.0%	8.8%	0.0%	0.0%	23.8%
	Patients	664	695	0	0	64	2	35	12	8	11	0	2	1,027
	Billed Visits	390	2,575	0	0	68	0	49	25	6	81	0	2	3,196
2013-2014	Completed	430	2,446	0	0	48	0	5	21	5	57	0	4	3,016
	No Shows	270	1,003	0	0	23	0	0	4	1	11	0	1	1,313
	Canceled	188	614	0	0	16	17	1	4	0	12	0	0	852
	Appointments	888	4,063	0	0	87	17	6	29	6	80	0	5	5,181
	% No Shows	30.4%	24.7%	0.0%	0.0%	26.4%	0.0%	0.0%	13.8%	16.7%	13.8%	0.0%	20.0%	25.3%
	Patients	727	681	0	0	68	4	5	8	4	11	0	5	1,056
	Billed Visits	430	2,448	0	0	48	0	5	21	5	57	0	4	3,018





## Co Ocurring Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

### Collier, Carmen D MS LPC CSAC

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2015-2016	Completed	48	298	0	0	1	0	0	4	29	0	0	380
	No Shows	39	105	0	0	0	0	0	0	6	0	0	150
	Canceled	19	83	0	0	0	3	0	0	9	0	0	114
	Appointments	106	486	0	0	1	3	0	4	44	0	0	644
	% No Shows	36.8%	21.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.6%	0.0%	0.0%	23.3%
	Patients	90	77	0	0	1	1	0	4	10	0	0	124
	Billed Visits	45	289	0	0	1	0	0	4	29	0	0	368
2014-2015	Completed	28	93	0	0	1	0	0	0	0	0	0	122
	No Shows	14	23	0	0	0	0	0	0	0	0	0	37
	Canceled	11	18	0	0	0	0	0	0	0	0	0	29
	Appointments	53	134	0	0	1	0	0	0	0	0	0	188
	% No Shows	26.4%	17.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	19.7%
	Patients	46	30	0	0	1	0	0	0	0	0	0	50
	Billed Visits	28	93	0	0	1	0	0	0	0	0	0	122

### King MSW LCSW CSAC, Mary Beth

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2015-2016	Completed	25	176	0	0	8	0	2	6	77	0	3	297
	No Shows	21	96	0	0	2	0	0	2	20	0	0	141
	Canceled	17	54	0	0	2	0	3	2	22	0	1	101
	Appointments	63	326	0	0	12	0	5	10	119	0	4	539



## Co Ocurring Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2014-2015	% No Shows	33.3%	29.4%	0.0%	0.0%	16.7%	0.0%	0.0%	20.0%	16.8%	0.0%	0.0%	26.2%
	Patients	51	72	0	0	6	0	4	8	22	0	3	108
	Billed Visits	20	143	0	0	6	0	2	5	58	0	1	235
	Completed	21	280	0	0	12	0	4	3	85	0	1	406
	No Shows	15	156	0	0	4	0	0	0	15	0	0	190
	Canceled	12	93	0	0	3	2	0	0	21	0	0	131
	Appointments	48	529	0	0	19	2	4	3	121	0	1	727
	% No Shows	31.2%	29.5%	0.0%	0.0%	21.1%	0.0%	0.0%	0.0%	12.4%	0.0%	0.0%	26.1%
	Patients	41	77	0	0	12	1	3	2	12	0	1	102
	Billed Visits	21	275	0	0	12	0	4	3	83	0	1	399
2013-2014	Completed	42	330	0	0	8	0	0	7	70	0	5	462
	No Shows	21	137	0	0	2	0	0	2	20	0	1	183
	Canceled	26	106	0	0	1	0	0	1	19	0	0	153
	Appointments	89	573	0	0	11	0	0	10	109	0	6	798
	% No Shows	23.6%	23.9%	0.0%	0.0%	18.2%	0.0%	0.0%	20.0%	18.3%	0.0%	16.7%	22.9%
	Patients	74	87	0	0	11	0	0	8	16	0	6	128
	Billed Visits	42	331	0	0	8	0	0	7	70	0	5	463

### Lambert LPC CSAC, Timothy C

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2015-2016	Completed	44	325	0	0	6	0	0	0	10	0	0	385
	No Shows	33	150	0	0	6	0	0	0	3	0	0	192





## Co Ocurring Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
	Canceled	23	120	0	0	3	0	0	0	1	0	0	147
	Appointments	100	595	0	0	15	0	0	0	14	0	0	724
	% No Shows	33.0%	25.2%	0.0%	0.0%	40.0%	0.0%	0.0%	0.0%	21.4%	0.0%	0.0%	26.5%
	Patients	78	80	0	0	9	0	0	0	5	0	0	118
	Billed Visits	44	322	0	0	6	0	0	0	10	0	0	382
2014-2015	Completed	65	376	0	0	19	0	0	0	0	0	0	460
	No Shows	40	182	0	0	5	0	0	0	0	0	0	227
	Canceled	25	105	0	0	4	4	0	0	0	0	1	139
	Appointments	130	663	0	0	28	4	0	0	0	0	1	826
	% No Shows	30.8%	27.5%	0.0%	0.0%	17.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	27.5%
	Patients	109	97	0	0	15	2	0	0	0	0	1	148
2013-2014	Billed Visits	65	376	0	0	19	0	0	0	0	0	0	460
	Completed	64	321	0	0	17	0	0	0	0	0	0	402
	No Shows	44	181	0	0	7	0	0	0	0	0	0	232
	Canceled	21	73	0	0	3	2	0	0	0	0	0	99
	Appointments	129	575	0	0	27	2	0	0	0	0	0	733
	% No Shows	34.1%	31.5%	0.0%	0.0%	25.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	31.7%
	Patients	117	88	0	0	18	1	0	0	0	0	0	144
	Billed Visits	64	321	0	0	17	0	0	0	0	0	0	402

Nehring MSE LPC CSAC CS, Teri



## Co Occurring Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2015-2016	Completed	38	135	0	0	3	0	0	0	0	0	0	176
	No Shows	24	59	0	0	1	0	0	0	0	0	0	84
	Canceled	20	40	0	0	1	0	0	0	0	0	0	61
	Appointments	82	234	0	0	5	0	0	0	0	0	0	321
	% No Shows	29.3%	25.2%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	26.2%
	Patients	71	48	0	0	5	0	0	0	0	0	0	87
	Billed Visits	38	132	0	0	2	0	0	0	0	0	0	172
2014-2015	Completed	51	219	0	0	1	0	0	0	0	0	0	271
	No Shows	35	116	0	0	2	0	0	0	0	0	0	153
	Canceled	15	74	0	0	1	0	0	0	0	0	0	90
	Appointments	101	409	0	0	4	0	0	0	0	0	0	514
	% No Shows	34.7%	28.4%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	29.8%
	Patients	87	70	0	0	2	0	0	0	0	0	0	112
	Billed Visits	51	219	0	0	1	0	0	0	0	0	0	271
2013-2014	Completed	26	108	0	0	3	0	0	0	0	0	0	137
	No Shows	25	65	0	0	1	0	0	0	0	0	0	91
	Canceled	4	26	0	0	0	0	0	0	0	0	0	30
	Appointments	55	199	0	0	4	0	0	0	0	0	0	258
	% No Shows	45.5%	32.7%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	35.3%
	Patients	49	49	0	0	4	0	0	0	0	0	0	75
	Billed Visits	26	109	0	0	3	0	0	0	0	0	0	138

### Co Occurring Summary





## Co Occurring Utilization by Appointment type Behavioral Health Last 3 Fiscal Years

Range		Intake 60/90	Individual 30/60/90	School Intake	School Individual	Emergency Counseling	Group Counseling	Family Therapy	EMDR Intake	EMDR Therapy	Reiki	M Team	Totals
2015-2016	Completed	155	934	0	0	18	0	2	10	116	0	3	1,238
	No Shows	117	410	0	0	9	0	0	2	29	0	0	567
	Canceled	79	297	0	0	6	3	3	2	32	0	1	423
	Appointments	351	1,641	0	0	33	3	5	14	177	0	4	2,228
	% No Shows	33.3%	25.0%	0.0%	0.0%	27.3%	0.0%	0.0%	14.3%	16.4%	0.0%	0.0%	25.4%
	Patients	267	267	0	0	21	1	4	12	35	0	3	396
	Billed Visits	147	886	0	0	15	0	2	9	97	0	1	1,157
2014-2015	Completed	165	968	0	0	33	0	4	3	85	0	1	1,259
	No Shows	104	477	0	0	11	0	0	0	15	0	0	607
	Canceled	63	290	0	0	8	6	0	0	21	0	1	389
	Appointments	332	1,735	0	0	52	6	4	3	121	0	2	2,255
	% No Shows	31.3%	27.5%	0.0%	0.0%	21.2%	0.0%	0.0%	0.0%	12.4%	0.0%	0.0%	26.9%
	Patients	259	265	0	0	30	2	3	2	12	0	2	377
	Billed Visits	165	963	0	0	33	0	4	3	83	0	1	1,252
2013-2014	Completed	132	759	0	0	28	0	0	7	70	0	5	1,001
	No Shows	90	383	0	0	10	0	0	2	20	0	1	506
	Canceled	51	205	0	0	4	2	0	1	19	0	0	282
	Appointments	273	1,347	0	0	42	2	0	10	109	0	6	1,789
	% No Shows	33.0%	28.4%	0.0%	0.0%	23.8%	0.0%	0.0%	20.0%	18.3%	0.0%	16.7%	28.3%
	Patients	222	213	0	0	32	1	0	8	16	0	6	319
	Billed Visits	132	761	0	0	28	0	0	7	70	0	5	1,003



## Three Year By Quarter No Show/Cancellation Summary

### Behavioral Health Services

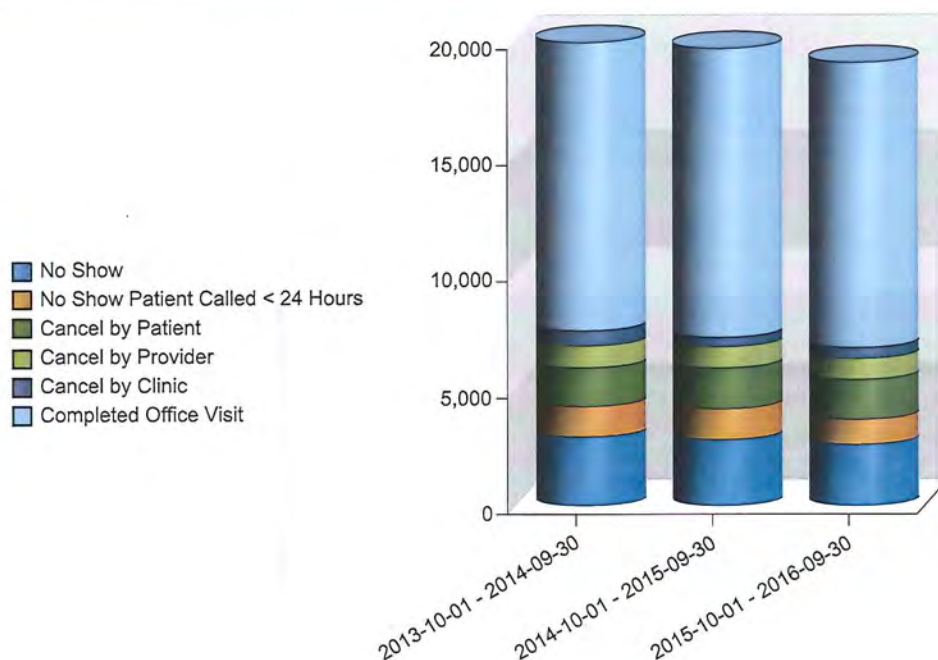
Range	FY QTR	No Show	%	No Show Patient Called < 24 Hrs	%	Cancel by Patient	%	Cancel by Provider	%	Cancel by Clinic	%	No Show Cancellation Total	Completed Office Visit	Total Appointments	Billed Visits	Total Clients
2014-10-01 - 2015-09-30	Qtr04	697	14.5%	323	6.7%	443	9.2%	201	4.2%	117	2.4%	1,781	3,015	4,796	2,995	1,365
	Qtr03	785	15.3%	316	6.2%	462	9.0%	261	5.1%	69	1.3%	1,893	3,234	5,127	3,230	1,510
	Qtr02	694	13.7%	340	6.7%	493	9.8%	264	5.2%	111	2.2%	1,902	3,154	5,056	3,154	1,412
	Qtr01	664	14.2%	346	7.4%	352	7.5%	187	4.0%	102	2.2%	1,651	3,032	4,683	3,032	1,424
2014-10-01 - 2015-09-30		2,840	14.4%	1,325	6.7%	1,750	8.9%	913	4.6%	399	2.0%	7,227	12,435	19,662	12,411	2,417
2013-10-01 - 2014-09-30	Qtr04	779	16.3%	310	6.5%	371	7.8%	189	3.9%	113	2.4%	1,762	3,023	4,785	3,024	1,490
	Qtr03	725	15.1%	315	6.6%	425	8.9%	189	3.9%	76	1.6%	1,730	3,066	4,796	3,067	1,530
	Qtr02	679	13.5%	326	6.5%	437	8.7%	273	5.4%	281	5.6%	1,996	3,025	5,021	3,028	1,465
	Qtr01	781	14.7%	355	6.7%	424	8.0%	294	5.5%	178	3.3%	2,032	3,291	5,323	3,339	1,514
2013-10-01 - 2014-09-30		2,964	14.9%	1,306	6.6%	1,657	8.3%	945	4.7%	648	3.3%	7,520	12,405	19,925	12,458	2,548
Summary		8,433	14.4%	3,716	6.3%	5,117	8.7%	2,749	4.7%	1,521	2.6%	21,536	37,102	58,638	35,568	4,100





## Three Year By Quarter No Show/Cancellation Summary

### Behavioral Health Services



Range	FY QTR	No Show	%	No Show Patient Called < 24 Hrs	%	Cancel by Patient	%	Cancel by Provider	%	Cancel by Clinic	%	No Show Cancellation Total	Completed Office Visit	Total Appointments	Billed Visits	Total Clients
2015-10-01 - 2016-09-30	Qtr04	239	13.4%	101	5.7%	155	8.7%	42	2.4%	31	1.7%	568	1,219	1,787	916	884
	Qtr03	789	13.2%	314	5.2%	530	8.9%	190	3.2%	100	1.7%	1,923	4,059	5,982	3,206	1,497
	Qtr02	796	13.1%	339	5.6%	569	9.4%	299	4.9%	222	3.7%	2,225	3,857	6,082	3,480	1,499
	Qtr01	805	15.5%	331	6.4%	456	8.8%	360	6.9%	121	2.3%	2,073	3,127	5,200	3,097	1,375
2015-10-01 - 2016-09-30		2,629	13.8%	1,085	5.7%	1,710	9.0%	891	4.7%	474	2.5%	6,789	12,262	19,051	10,699	2,285



**Oneida Comprehensive Health Division**

Oneida Community Health Center  
Behavioral Health Services  
Anna John Resident Centered Care Community  
Employee Health Nursing



**To:** Oneida Business Committee

**From:** Ravinder Vir, MD, MBA, FACP  
Debra Danforth RN, BSN  
Oneida Comprehensive Health Division Directors

**Date:** August 18, 2016

**Re:** **Addendum to the Comprehensive Health Division 3<sup>rd</sup> Quarter Report on the 340 B Close Out Report**

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The official 340 B Close Out Report is not included in the Division's 3rd quarter report for the 8/24/2016 Business Committee meeting as this covers the period of the 3rd quarter April to June, 2016. We did however, include a brief update on the status as of June 30, however, we are still assessing the total impact of the 340 B loss. At this point, we would anticipate that a final close out report can be available for the 9/9/16 BC meeting.

Mailing Address: P.O. Box 365, Oneida, WI 54155  
<https://oneida-nsn.gov/resources/health/>

Oneida Community Health Center  
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