Oneida Business Committee Agenda Request

1. Meeting Date Requested: 4 / 26 / 17

2. General Information:

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

Agenda Header: Reports

☒ Accept as Information only

☐ Action - please describe:

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: Dr. Vir, Division Director/Medical & Debra Danforth/Operations Director

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

Additional Requestor: _____
Name, Title / Dept.

Additional Requestor: _____
Name, Title / Dept.

Oneida Business Committee Agenda Request

6. Cover Memo:

Describe the purpose, background/history, and action requested:

Comprehensive Health Division quarterly report.

Requested Action: Approve Report.

1) Save a copy of this form for your records.

2) Print this form as a *.pdf *OR* print and scan this form in as *.pdf.

3) E-mail this form and all supporting materials in a **SINGLE** *.pdf file to: BC_Agenda_Requests@oneidanation.org

ONEIDA

ONEIDA COMPREHENSIVE HEALTH DIVISION
DR. RAVINDER VIR MEDICAL DIRECTOR
DEBRA DANFORTH, RN, BSN, OPERATIONS DIRECTOR
DIVISION UPDATE
Quarter 2 FY 2017
January-March, 2017

Executive Management Team:	
Division Dir-Operations, Debra Danforth RN, BSN,	869-4807
Division Dir-Medical, Ravinder Vir, MD,	869-4808
Asst. Operations Director, Vacant,	869-4809
Executive Assistant, Mercie Danforth	869-4810
Business Operations Director, Jeff Carlson,	869-4805
Director of Nursing-OCHC, Sandra Schuyler,	869-4906
Behavioral Health Manager, Mari Kriescher,	490-3737
Employee Health Manager, Mary Cornelissen	405-4492
Public Health Officer, Eric Krawczyk,	869-4812
AJRCCC Continuum of Care Director, Dave Larson	869-2797
	869-4820

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 tʌ́ (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
- Michele Kreft, NP is the new Family Nurse Practitioner
- Carol Finucan, PA retired on Feb 28, 2017
- Dr. David Danby, new Family Medicine Physician started on Feb 20, 2017
- Our no show rates have declined in the past year to 10.2 % in the Medical Clinic and 11.5 % at OBH

Medical

- Routine appointments are currently booking 4-8 weeks out for the Medical Clinic
- **See attachment A for No Show data for Medical Clinic**
- **See attachment B for Access to Care data for Medical Clinic**

Behavioral Health

- No Show and Access to Care reports see attachment C & D.

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
- A contract for a new full time Optometrist was started for Dr. Tracy Rosiek. Her start date was Monday, March 6th, 2017.
- Practice Watch is a function within Compulink that would allow us to text a patient an appointment reminder. It is currently not functioning properly due to Oneida's security access requirements. We continue to work with MIS security to resolve this issue.

Dental

- For Routine exam and Filling appointments the week of April 17, 2017
- Emergencies are still being seen on a daily basis
- Dental Cleaning and other Perio appointments are being scheduled the week of August 28, 2017. A call list is still utilized for cancelations.
- We are short staffed four dental assistants, Dental is working with HR to post the positions
- Continue CDHC access to care w/hygienist (Barb A) at Head Start, ONES, High School and Diabetes Clinic
- Independent Contractor, Dr. Wendy Pietz, Board Certified Oral Surgeon separated on 3/29/2017 by mutual agreement which was not working out for both parties.
- Danielle N White, ET PAR, training to relieve when Rachel F. is on medical leave.
- EFDA Margie Schmidt retired, last day was April 21, 2017.

ANNA JOHN RESIDENT CENTERED CARE COMMUNITY (AJRCCC) UPDATE:

The average daily census for 2nd Qtr of the Fiscal Year 2017 is indicated in the chart below:

AJRCCC	JANUARY	FEBRUARY	MARCH	TOTAL
Total Billable Days for the Residents	1353	1186	1317	3856
# of Calendar Days	31	28	31	90
Daily Average Census	43.6	42.4	42.5	42.8
***Oneida Enrolled**	31	32	32	
***Other Tribe**	6	5	5	
***Non-Tribal**	7	7	5	
%Full	90.9%	88.2%	88.5%	89.3%
	Payment Source		**Medicaid**	77.3%
			Medicare A	1.5%
			Private	17.3%
			VA	1.2%
			Ins/Adv	2.7%

*Varies by Admissions and Discharges throughout the month

- Between the months of Janaury to March, 2017; HRD reported that as of 4/1/2017 the Anna John Resident Centered Care Community had a total of 62 tribal employees working the 24/7 shifts to care for our Residents during the 2nd quarter 2017. This is down 3 positions this quarter. Staffing continues to be an issue with difficulty in securing Certified Nursing Assistants and Nursing staff.
- 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;
  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 continues as the Interim Administrator for the AJRCCC awaiting finalization of the reorganization within the Health Division. Job descriptions have been submitted to HR for finalization along with the Reorganization paperwork.
- The AJRCCC board has been actively reviewing their By-Laws and have been meeting regularly with a full board.

OPTIMIZE TECHNOLOGY

Initiatives: Advancing Technology and Accreditation

- **The EMR Team** continues its work within the Oneida Comprehensive Health Division (OCHD) including Oneida Community Health Center (OCHC) and Oneida Behavioral Health (OBH). The EMR Team continues ongoing review and updating of the system on a regular basis as new releases are available within the application and all additional software. Every software update or new release that is needed requires numerous hours of testing and coordination for implementation to assure that all the application and updates are tested before going live. Our next anticipated upgrade is expected to occur in May of 2017. There are many anticipated changes and upgrades required in our server configurations that are required for the next upgrade to 12.2. This upgrade is in preparation for the Electronic Prescribing of Controlled Substances (EPCS). MIS has been working this last quarter on upgrading our servers for all the needed applications to meet the requirements for this new version of Centricity.

- **HIPAA Security Policies/Procedures:** HIPAA and EMR SOP training continues for Oneida Comprehensive Health Division (OCHD). An available E-Learning format for staff has been provided and tracking continues to monitor all staff required to complete are in compliance.

- **Risk Assessment**- This has been completed and there is no new update this quarter.

- **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.

- **Automated Clinically Messaging (ACM) and Document Management (DM):** OCHC continues with the automation of Transfer of Care (TOC) documents to referring providers we have acquired their secure email addresses.

- **E-signature**- The E-Signature team continues to work on testing and finalizing registration documents along with continued development of other clinical forms that will be used. We plan to start with the registration area and roll out the registration forms.

- **Meaningful Use (MU):** We continue to monitor and evaluate the Clinical Quality Reporting (CQR) results on an ongoing basis.

- **PQRS-Physician's Quality Reporting System.** Our next deadline will be for submission of 2017 data has not been determined to date, however we expect to not receive any negative Medicare payment adjustments for 2018.

- **BH Chart Status Project**- We have begun to have medical records techs start the conversion of chart status to test the reports. However, we have about 10,200 charts that need to be converted to eliminate the excel database.

    - **REPORTS**- We continue to work with MIS on all Reports. We has been successful with getting ongoing reports of Access to Care, Monthly and Quarterly No Show/Cancellation Summary and Provider Utilization Reports.

    - **Team Based Care /Population Health Management**- The Diabetic Team is working on a project plan for Team Based Care and continues to meet weekly. The proposed go live date is 1/20/2018.

PATIENT MANAGEMENT SYSTEM (PMS)

- Batch Eligibility- Emedapps 271 Submission files continue to go through still with occasional glitches. Emedapps continues to fix them as they occur. Full database runs of Batch Eligibility have been attempted with little success to-date. The Forward Health portal has been being modified in the last couple of months, therefore creating more errors with the sending of batches. The new version of the SevaXchange application has also been a factor in that process. As of today, a full database run has yet to be done successfully, however we are still working on completing it as the GE Centricity Electronic Data Interchange (EDI) Plug-ins that are currently in use only get completed at the registration level.
- Electronic Data Interchange (EDI) Eligibility - The GE Centricity EDI plug-ins are set up and being used by our Billing and Registration staff on a patient-by-patient basis. Batch eligibility EDI by the provider schedule has currently been suspended until we get a better idea on the number of transactions we are actually sending in a month. Many of the main insurances have been linked to this capability which has allowed us to electronically check insurance eligibility on a patient in real-time, directly from GE Centricity.

CONTINUOUS QUALITY IMPROVEMENT

Initiatives: Accreditation

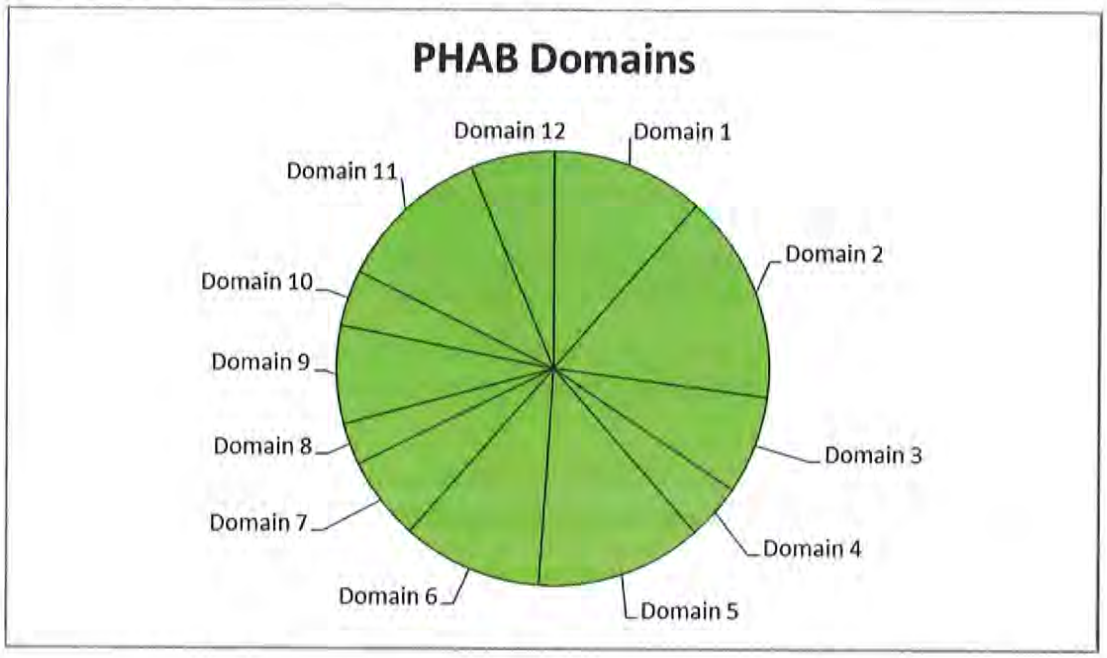
Accreditation of the Health Division

- Data tracking and collecting with all departments.
- Orientation Manual is being worked on and will become a part of the E-Learning series for the OCHD
- Credentialing process is being finalized
- Peer Review and Chart Audit process is underway.
- Reviewing vendors for possible automated system to use during closures, call tree, etc.
- Departments updating their SOPs.
- All Dept. and Committee SOPs are in process of review and approval beginning in January. Completion date goal - October
- Patient Satisfaction Survey completed in February. 536 surveys turned in over a 2 day period. Staff are reviewing and preparing responses to areas specifically commented on within the comment section of the survey.
- 2 TV's have been installed and are providing information on them within the Lobby areas for patient education while waiting for appointments for the purpose of integrating Diabetic education with facebook posts.
- Training tracking report will be provided monthly to all Directors/Supervisors, beginning in April
- All departments are meeting monthly, taking minutes, and storing them within the g:drive under Accreditation.

Public Health Accreditation

- We submitted our documentation in ePHAB 01/30/17. This fulfilled a very important goal.
- In February, we submitted the Community Health Services Department quarterly performance management progress reports for Oct – Dec 2016 to the division Quality Improvement Committee. All quality improvement activities are documented and maintained in the division's designated folder on common drive.
- Jean Day Celebrations for closing Domains 7 & 10.
- Accreditation Coordinator Michelle Myers received invitation to present at a national conference, Open Forum in April 2017. The Accreditation Coordinator from the Ho Chunk Nation will be a co-presenter. Topic of discussion will be our stories of working with local and state public health partners.
- Accreditation Coordinator Michelle Myers received invitation to present for the Tribal Accreditation Learning Community (TALC) webinar series coordinated through the National Indian Health Board for May 2017. Topic of discussion will be how to keep stakeholders engaged in public health accreditation work.

- Our assigned Public Health Accreditation Specialist returned our documentation completeness review to us 12/31/17. 23 measures were re-opened with comments of concern on a total of 36 documents. All documents were addressed and evidence resubmitted 02/22/17.
- We completed the conflict of interest portion for public health accreditation in March 2017 and are now in a holding pattern to wait to hear when our site visit will be.
- With some restructuring within the organization, we learned we will be taking on 6 new team members. All staff will need to be brought up to speed on public health accreditation prior to our site visit.
- Two of the three core coordinators for the next Community Health Assessment (CHA) left the team this quarter. We were able to partner with another team within the organization for this data analysis.
- Balancing all our programming. Public health accreditation has been wonderful to help guide us in our programming. However it is very clear that their scope is population based prevention programming. Any programming/ activities with one on one interaction is outside of their scope and therefore cannot be used to demonstrate public health accreditation measures. In Community Health Services Department our focus is community health programming. This includes population based prevention programming as well as those one-on-one activities such as case management and programming geared to prevent complications once chronic disease has been diagnosed. Both focuses are important for the Oneida Community. But is has been one of our challenges in preparation for public health accreditation. We have limited staff to work a variety of important programming. We have struggled at times to find examples to demonstrate measures with usable examples. As new funding and programming opportunities are presented, we struggle with taking on anything that is not population based prevention focused, as public health accreditation is something we want to obtain and be able to maintain for years to come. Therefore, public health accreditation will likely drive which new opportunities and funding we pursue.



** Red- No review yet Yellow- greater than 50% complete Green- 100% complete

ENHANCE OUR WORKFORCE

Initiative: Optimizing our staffing processes

HUMAN RESOURCE MANAGEMENT

Number As of 04/01/17 Comprehensive Health Division Employees: 328

- 120 Oneida Enrolled
- 28 American Indian/Alaskan
- 3 Black/African American
- 2 Asian
- 4 Hispanic/Latino
- 171 Caucasian/other

- **AJRCCC: (62)**
  - 25 Oneida Enrolled **(INCREASED FROM 15% TO 40.4% OF EMPLOYEE BASE FOR AJRCCC)**
  - 7 American Indian/Alaskan **(COMBINED 53% OF EMPLOYEE BASE FOR AJRCCC ARE NATIVE)**
  - 1 Asian
  - 2 Hispanic/Latino
  - 0 Black/African American
  - 27 Caucasian/other
- **BEHAVIORAL HEALTH (39)**
  - 1 Hispanic/Latino
  - 5 American Indian/Alaska Native
  - 1 Black/African American
  - 8 Oneida Enrolled
  - 24 Caucasian/other
- **EMPLOYEE HEALTH NURSING (9)**
  - 1 American Indian/Alaska Native
  - 2 Oneida Enrolled
  - 6 Caucasian/other

- **MEDICAL (46)**
  - 4 American Indian/Alaskan
  - 0 Hispanic/Latino
  - 13 Oneida Enrolled of WI
  - 29 Caucasian/other
- **OPERATIONS (172)**
  - 2 Black/African American
  - 11 American Indian/Alaska Native
  - 72 Oneida Enrolled of WI
  - 85 Caucasian/other
  - 1 Asian
  - 1 Hispanic/Latino

CURRENT VACANCIES AS OF 04/01/17:

- RN- 1-AJRCCC
- CNA-AJRCCC
- CMA-OCHC-1
- LPN-OCHC-1
- Dental Assistant-4
- Dental Hygienist
- Psychologist
- Psychiatrist
- Substance Abuse Counselor -2
- Dual Diagnosis Therapist-1
- Physician Pediatrician, Internal Medicine

- PRC Supervisor
- Dietary Aide/Cook-AJRCCC

FINANCIALS

**Based on 2nd Quarter FY 2017 with GL closed for FY 2017

Funding Sources for FY-2017

TRIBAL CONTRIBUTION: 3.06%

GRANTS: 3.77%

OTHER SOURCES:

External Sales/Third Party Revenue/other income 57.66%

Indian Health Services: 35.51%

Total Budget:	**$28,411,482**

Status as of 04/01/17

Budget as of 04/01/17:	$28,411,482
Revenues/Expenditures as of 04/01/17:	$22,440,358

LONG TERM CARE:

- There is a great deal of concern regarding the Social Security Act and its impact on both MA and MA waivers. This includes all waivers (e.g. 1915a,1915b, 1915c, 1915i, 1115). The concern centers around the Office of General Counsel for CMS. General Counsel has repeatedly said that federal statute, federal regulation, and court rulings (to include U.S. Supreme Court) notwithstanding, Tribes are considered an ethnic minority and not a political entity. While Several Tribes and States have found language to side step this issue, this is becoming a larger and more significant issue, particularly as the environment of healthcare is rapidly changing. **This continues to be a priority moving forward with the Trump administration and has been elevated to the HHS level with the DHHS Tribal Consulation and One on One meetings with DHHS, CMS and IHS. The OCHD staff and Division Director have been working directly with the Oneida Nation Lobbiests to keep this issue on the forefront both locally and at the National level.**
- The Long Term Care Workgroup with the State of WI, the 1915BC waiver is the recommendation that will be coming forward from this group. Representatives from the Oneida Nation will be meeting with Curtis Cunningham from the State to determine the level of support from the State in moving the Tribal Waiver concept forward. This will be the priority agenda item at the next Wisconsin Tribal Health Directors meeting in May to assure support from all of the Tribes in Wisconsin and will also be added to the next DHS consultation meeting agenda in June.
- MACRA and MIPS final rule was released on October 14, 2016 and does not specifically say that Tribes are exempted from the requirements. MACRA does not provide an explicit exclusion for FQHC's but they should not be affected because they bill under an all-inclusive rate. **This needs to be clarified with CMS and remains an issue throughout Indian Country.**
- Working collaboratively with Governmental Services Division on finalizing the Reorganization of 5 positions within the Community Options Program(COP) to better address the needs of long term care and improved efficiencies within this area.

Celebrations and Successes:

- The installation of Lighthouse 360 which auto contacts, patients, sends out reminders through text, e-mail or phone call of their appointments continues. There have been great reviews on their website from the patients who have received services regarding their dental visit or the Lighthouse leaving messages.
- Meaningful Use measure calculation report gives the required and actual % of stats that need to be collected from each dental visit for our four Full Time Dentists. Three of the four Full Time dentists have met the criteria to attest.
- Staff met with Lords Dental Lab, and we now have access to the "on-line" account for Oneida, which allows us to print invoices directly, track dental lab cases from start to delivery.
- Staff met with Delta Dental regarding a grant submitted in December 2016. Delta Dental reviewed the items to be changed and encouraged Oneida Dental to resubmit for the July deadline. They were very impressed with dental staff being a part of the patient's primary care within the medical clinic to treat the diabetic patient .
- Health Promotion staff are 100% compliant with Cultural Awareness education this FY as of 4/5/17.
- All staff within Health Promotion completed Customer Service training.
- Health Promotion started the 1st CDC DPP class on 1/5/17 using the Prevent T2 curriculum.
- Retention rate improved by 66% compared to last fiscal year (Avg drop/Qtr 20 & last year was 30).
- Just Move It Oneida (JMIO) participation average increased from 2015 to 2016 by 6% and 75% from the start.
- 556 people that participated in JMIO in 2015, participated in JMIO in 2016. With only 2 months into 2017, 265 people returned from 2016.
- Successfully implemented face-to-face readiness assessments to help improve outcomes during the program.
- New Employee Orientation e-Learning: We have an e-Learning for new employees so that they get a background of some of the important elements from the beginning. We will launch it in April to new employees.
- Trainings from EHN staff for this quarter: 432 bloodborne pathogen, 98 Respiratory Fit, 144 CPRRAS – 293 participants with 54 completions
- HRAs – 319 have already signed up for appointments for this year.
- HRA start April 3rd
- Increased Occupational Therapy referrals to outpatient clinic.
- Continued increase in outpatient Physical Therapy. Staffing 3 ½ outpatient PT/PTA caseload consistently.
- Ergonomic Assessments – 13 done at OCHC, 3 at AJRCCC, 10 chairs replace, 6 foot rests given out, 1 standing desk given out.
- Car seats – 67 seats provided (Jan–28, Feb.– 20, Mar.-19). 40 old seats were collected and destroyed
- Currently we have 8 technicians. (2 got trained in February)
- Recordable Incidents (Time off, Medical treatment) – 4 OCHC employee incidents, 1 AJRCCC incident, 2 patron incidents. None of the incidents were recordable on the OSHA log.
- Call Tree was activated twice. The first time, many people were missed. There were wrong numbers and not everyone had their call list with them. The second time, few people were missed. The biggest issue is trying to get in touch with everyone before they leave for work. We are looking into possibly getting an automated phone system put in place to reduce errors and get the calls out quickly.
- Exercise at Work resolution was passed on March 8, 2017. It will be implemented on 12/1/17.
- March marked the 1 year anniversary of going digital with mammography and implementing PACS.
- All xray employees are current with E- Learning.
- **Please follow us on our Oneida Comprehensive Health Division Facebook page!**

New Employees and Celebrations!

We'd like to welcome Racheal to the Oneida Comprehensive Health Division.

Meet Racheal Menomin RT(R)(M), Racheal recently started working at the Oneida Community Health Center in the Radiology department. She is a Radiologic Technologist with an additional certification in mammography. Racheal graduated from Bellin College with her Bachelor's degree through the Radiologic Sciences program in 2015. She also has an Associate's degree from College of Menominee Nation in biological and physical sciences. (Racheal is a self-proclaimed science nerd!)

Racheal has been a technologist for almost 2 years now and states, "I absolutely love my job!! As an Oneida tribal member, and growing up in the Oneida Nation School System, my life goal was to bring my education back to my community. The Oneida Nation gave me the opportunity and help I needed to complete my goal of achieving a successful higher education and degree. This is why I am here today!"

Some things that I like to do in my spare time are to travel with my husband, whether it be around the world or to the next pow wow, and overall just spend as much time as I can with my family.

March was National Social Worker month!

Meet Ted Skubal, Ted is a Social Worker at the Oneida Community Health Center in the Community Health Department. He has been with the Nation for over 2 years. His primary experience at a Social Worker is working with adults. He has worked in long term support, adult Protective services and with end of life care. His role is to connect people to appropriate resources. This assists individuals to remain in their homes as independent as possible.

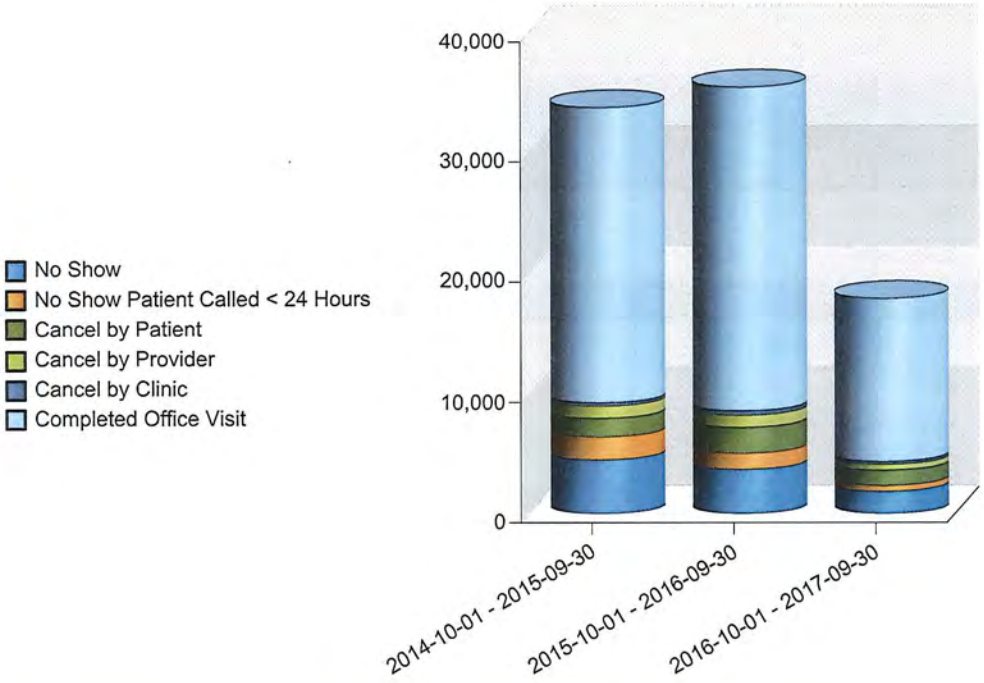
Carrie has worked at the Oneida Health Center since 1998 in the position of Community Options Program Social Worker. She absolutely loves working in this community and especially working with the elderly and disabled. Carrie started working for the Oneida Tribe right after graduating from the University of Wisconsin Oshkosh with her Social Work Degree. She has recently been promoted to Case Management Supervisor, a position she is very excited about!

In Carrie's free time, she enjoys spending time with her family. She is married and has 2 children who are her absolute pride and joy. She is also blessed to have a 23 year old step-son. She loves to travel and attend her kids sporting events. She is a very active volunteer in her community and both of her children's schools. Carrie stated, "I am so honored to continue my work with the Oneida Community and look forward to working in a new capacity within the Community Health Services Department."

A

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
2016-10-01 - 2017-09-30	Qtr02	831	9.6%	226	2.6%	685	7.9%	230	2.7%	133	1.5%	1,980	6,676	8,656	6,474	4,460
	Qtr01	977	10.8%	267	2.9%	583	6.4%	256	2.8%	100	1.1%	2,136	6,917	9,053	6,917	4,808
2016-10-01 - 2017-09-30		**1,808**	**10.2%**	**493**	**2.8%**	**1,268**	**7.2%**	**486**	**2.7%**	**233**	**1.3%**	**4,116**	**13,593**	**17,709**	**13,391**	**6,494**
2015-10-01 - 2016-09-30	Qtr04	939	11.0%	292	3.4%	565	6.6%	185	2.2%	59	0.7%	2,002	6,545	8,547	6,544	4,622
	Qtr03	861	9.9%	353	4.0%	550	6.3%	192	2.2%	109	1.2%	2,027	6,710	8,737	6,712	4,502

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	Qtr02	777	9.0%	338	3.9%	548	6.4%	285	3.3%	115	1.3%	2,038	6,576	8,614	6,577	4,464
	Qtr01	1,059	11.2%	370	3.9%	522	5.5%	337	3.6%	81	0.9%	2,361	7,061	9,422	7,065	5,031
2015-10-01 - 2016-09-30		**3,636**	**10.3%**	**1,353**	**3.8%**	**2,185**	**6.2%**	**999**	**2.8%**	**364**	**1.0%**	**8,428**	**26,892**	**35,320**	**26,898**	**8,663**
2014-10-01 - 2015-09-30	Qtr04	989	13.3%	334	4.5%	402	5.4%	315	4.2%	65	0.9%	2,105	5,358	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%	85	1.0%	2,364	6,563	8,927	6,566	4,808
2014-10-01 - 2015-09-30		**4,431**	**13.1%**	**1,946**	**5.8%**	**1,549**	**4.6%**	**1,012**	**3.0%**	**284**	**0.8%**	**9,222**	**24,517**	**33,739**	**24,525**	**8,307**
Summary		**9,875**	**11.4%**	**3,792**	**4.4%**	**5,002**	**5.8%**	**2,497**	**2.9%**	**881**	**1.0%**	**21,766**	**65,002**	**86,768**	**64,814**	**11,364**

B

Comprehensive Health - Access Of Care
3rd Available appointment

OCHC-Call In/Follow Up/NO-Adult

Resource	Appointment Type	Next 3rd Open
Eberhardy PA-C, Stephanie	Nurse Only-Eber-30	Apr 26, 2017 11:30:00 AM
	Follow Up-30	Apr 20, 2017 1:00:00 PM
Flood MD, Michael	Nurse Only-Flood-30	Apr 18, 2017 9:00:00 AM
	Follow Up-30	May 23, 2017 2:30:00 PM
	Call In-30	Apr 21, 2017 12:30:00 PM
Kennard MD, Jay K	Nurse Only-Kennard	Apr 24, 2017 1:00:00 PM
	Follow Up-30	Jul 6, 2017 10:30:00 AM
	Call In-30	Apr 24, 2017 11:00:00 AM
Sumnicht MD, Paul H	Nurse Only-Sumnicht	Apr 4, 2017 3:30:00 PM
	Follow Up-30	May 8, 2017 4:00:00 PM
	Call In-30	Apr 19, 2017 4:00:00 PM
Thiry APNP NP-C, Lori B	Nurse Only-Thiry	Apr 7, 2017 3:30:00 PM
	Follow Up-30	Apr 3, 2017 3:30:00 PM
	Call In-30	Apr 19, 2017 11:30:00 AM
Vir, Ravinder	Nurse Only-Vir	Apr 25, 2017 3:00:00 PM
	Follow Up-30	Apr 19, 2017 9:30:00 AM
Wells APNP FNP-BC, Ann M	Nurse Only-Wells-30	Apr 5, 2017 11:00:00 AM
	Follow Up-30	Apr 25, 2017 8:30:00 AM
	Call In-30	Apr 20, 2017 1:30:00 PM

OCHC-Call In/Follow Up/NO-Peds

Resource	Appointment Type	Next 3rd Open
Kennard MD, Jay K	Nurse Only-Kennard	Apr 24, 2017 1:00:00 PM

Comprehensive Health - Access Of Care
3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Kennard MD, Jay K	Follow Up-30	Jul 6, 2017 10:30:00 AM
	Call In-30	Apr 24, 2017 11:00:00 AM
Langner APNP, Dianna L	Follow Up-30	Apr 5, 2017 3:30:00 PM
	Call In-30	Apr 5, 2017 8:30:00 AM
Sumnicht MD, Paul H	Nurse Only-Sumnicht	Apr 4, 2017 3:30:00 PM
	Follow Up-30	May 8, 2017 4:00:00 PM
	Call In-30	Apr 19, 2017 4:00:00 PM
Thiry APNP NP-C, Lori B	Nurse Only-Thiry	Apr 7, 2017 3:30:00 PM
	Follow Up-30	Apr 3, 2017 3:30:00 PM
	Call In-30	Apr 19, 2017 11:30:00 AM
Verstoppen MD, Gerald	Nurse Only-Verstoppen-60	Apr 11, 2017 3:30:00 PM
	Follow Up-30	Apr 10, 2017 2:00:00 PM
	Call In-30	Apr 7, 2017 10:00:00 AM
Wells APNP FNP-BC, Ann M	Nurse Only-Wells-30	Apr 5, 2017 11:00:00 AM
	Follow Up-30	Apr 25, 2017 8:30:00 AM
	Call In-30	Apr 20, 2017 1:30:00 PM

OCHC-Diabetes NP-Call In/Follow Up

Resource	Appointment Type	Next 3rd Open
Moureau APNP BC-ADM, Timothy A	Follow Up-DM	May 16, 2017 3:30:00 PM
	Call In-30	Apr 7, 2017 4:00:00 PM

OCHC-Diabetes NP-Foot Care

Resource	Appointment Type	Next 3rd Open
Moureau APNP BC-ADM, Timothy A	Foot Care-30	May 16, 2017 3:30:00 PM

Comprehensive Health - Access Of Care
3rd Available appointment

OCHC-Diabetes NP-New Patient-60

Resource	Appointment Type	Next 3rd Open
Moureau APNP BC-ADM, Timothy A	New Patient-60	Apr 10, 2017 10:00:00 AM

OCHC-Diabetes RD-Call In/Follow Up/Med Adjustment

Resource	Appointment Type	Next 3rd Open
Schwantes RD CDE, Betty	Med Adjustment	Apr 4, 2017 3:00:00 PM
	DM Education Follow Up	Apr 4, 2017 3:00:00 PM
	Call In-60	Apr 4, 2017 3:00:00 PM

OCHC-Diabetes RD-New Patient

Resource	Appointment Type	Next 3rd Open
Schwantes RD CDE, Betty	New Patient-60	Apr 4, 2017 3:00:00 PM

OCHC-Diabetes RN-Call In/Follow Up/Med Adjustment

Resource	Appointment Type	Next 3rd Open
Colwitz RN CDE, Boni J	Med Adjustment	Apr 7, 2017 1:00:00 PM
	DM Education Follow Up	Apr 7, 2017 1:00:00 PM
	Call In-60	Apr 7, 2017 1:00:00 PM

OCHC-Diabetes RN-New Patient

Resource	Appointment Type	Next 3rd Open
Colwitz RN CDE, Boni J	New Patient-60	Apr 7, 2017 1:00:00 PM

OCHC-New Patient-Adult

Resource	Appointment Type	Next 3rd Open
Eberhardy PA-C, Stephanie	New Patient-30	Apr 20, 2017 1:00:00 PM

Comprehensive Health - Access Of Care
3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Flood MD, Michael	New Patient-30	May 24, 2017 9:00:00 AM
Kennard MD, Jay K	New Patient-30	May 10, 2017 10:30:00 AM
Sumnicht MD, Paul H	New Patient-30	Apr 10, 2017 8:30:00 AM
Thiry APNP NP-C, Lori B	New Patient-60	May 25, 2017 2:30:00 PM
Vir, Ravinder	New Patient-30	Apr 19, 2017 1:00:00 PM
Wells APNP FNP-BC, Ann M	New Patient-30	Apr 17, 2017 1:00:00 PM

OCHC-Physical-Eberhardy

Resource	Appointment Type	Next 3rd Open
Eberhardy PA-C, Stephanie	Physical-60	Aug 17, 2017 10:00:00 AM

OCHC-Physical-Flood

Resource	Appointment Type	Next 3rd Open
Flood MD, Michael	Physical-30	May 9, 2017 1:00:00 PM

OCHC-Physical-Kennard

Resource	Appointment Type	Next 3rd Open
Kennard MD, Jay K	Physical-30	May 11, 2017 8:30:00 AM

OCHC-Physical-Sumnciht

Resource	Appointment Type	Next 3rd Open
Sumnicht MD, Paul H	Physical-30	Apr 10, 2017 8:30:00 AM

OCHC-Physical-Thiry

Resource	Appointment Type	Next 3rd Open
Thiry APNP NP-C, Lori B	Physical-60	Jul 31, 2017 2:00:00 PM

Comprehensive Health - Access Of Care

3rd Available appointment

OCHC-Physical-Wells

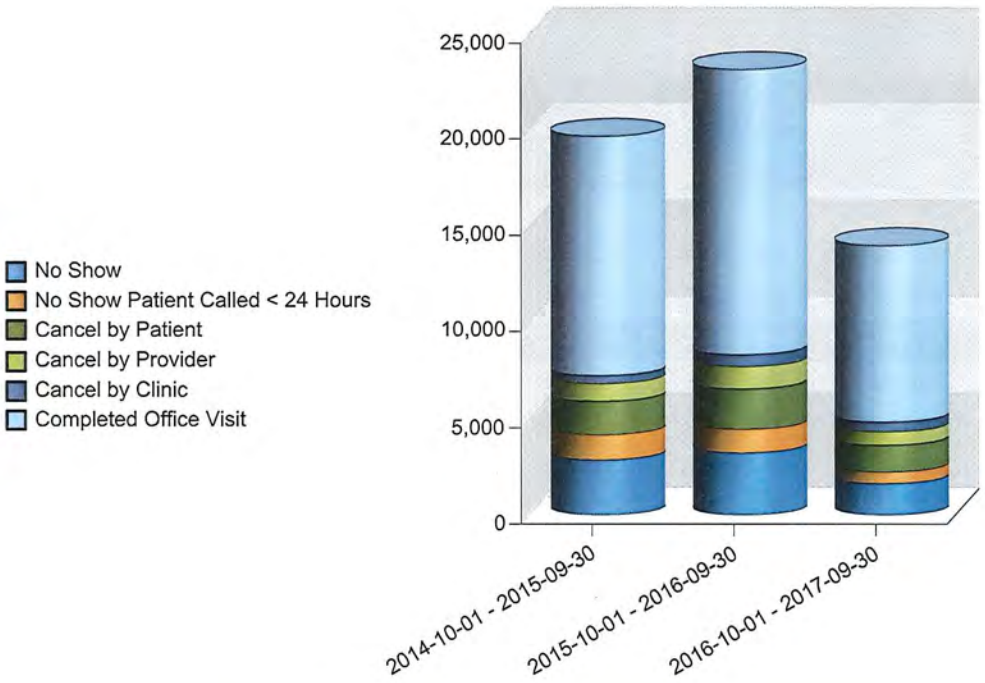
Resource	Appointment Type	Next 3rd Open
Wells APNP FNP-BC, Ann M	Physical-60	Aug 14, 2017 7:30:00 AM

OCHC-WCE-Peds and FP

Resource	Appointment Type	Next 3rd Open
Kennard MD, Jay K	Well Child Exam-30	Apr 19, 2017 2:30:00 PM
Langner APNP, Dianna L	Well Child Exam-30	Apr 11, 2017 8:00:00 AM
Sumnicht MD, Paul H	Well Child Exam-30	May 9, 2017 1:30:00 PM
Thiry APNP NP-C, Lori B	Well Child Exam-30	Apr 10, 2017 3:00:00 PM
Verstoppen MD, Gerald	Well Child Exam-30	Apr 12, 2017 9:00:00 AM
Wells APNP FNP-BC, Ann M	Well Child Exam-30	Apr 7, 2017 12:30:00 PM

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
2016-10-01 - 2017-09-30	Qtr03	137	12.2%	56	5.0%	96	8.5%	55	4.9%	30	2.7%	374	753	1,127	599	716
	Qtr02	719	10.6%	271	4.0%	743	11.0%	399	5.9%	281	4.2%	2,413	4,339	6,752	4,070	1,595
	Qtr01	767	12.5%	286	4.7%	535	8.7%	259	4.2%	185	3.0%	2,032	4,093	6,125	4,009	1,535
2016-10-01 - 2017-09-30		**1,623**	**11.6%**	**613**	**4.4%**	**1,374**	**9.8%**	**713**	**5.1%**	**496**	**3.5%**	**4,819**	**9,185**	**14,004**	**8,678**	**2,032**
2015-10-01 - 2016-09-30	Qtr04	768	13.2%	268	4.6%	538	9.2%	281	4.8%	164	2.8%	2,019	3,811	5,830	3,806	1,481

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	Qtr03	807	13.8%	314	5.4%	532	9.1%	207	3.5%	101	1.7%	1,961	3,895	5,856	3,656	1,496
	Qtr02	824	13.2%	339	5.4%	573	9.2%	307	4.9%	224	3.6%	2,267	3,980	6,247	3,654	1,501
	Qtr01	808	15.5%	331	6.4%	457	8.8%	362	7.0%	122	2.3%	2,080	3,126	5,206	3,128	1,377
2015-10-01 - 2016-09-30		**3,207**	**13.9%**	**1,252**	**5.4%**	**2,100**	**9.1%**	**1,157**	**5.0%**	**611**	**2.6%**	**8,327**	**14,812**	**23,139**	**14,244**	**2,485**
2014-10-01 - 2015-09-30	Qtr04	698	14.5%	323	6.7%	447	9.3%	203	4.2%	117	2.4%	1,788	3,013	4,801	3,014	1,365
	Qtr03	785	15.3%	316	6.2%	463	9.0%	262	5.1%	70	1.4%	1,896	3,233	5,129	3,236	1,510
	Qtr02	694	13.7%	340	6.7%	493	9.7%	265	5.2%	111	2.2%	1,903	3,154	5,057	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		**2,841**	**14.4%**	**1,325**	**6.7%**	**1,755**	**8.9%**	**917**	**4.7%**	**400**	**2.0%**	**7,238**	**12,432**	**19,670**	**12,436**	**2,417**
Summary		**7,671**	**13.5%**	**3,190**	**5.6%**	**5,229**	**9.2%**	**2,787**	**4.9%**	**1,507**	**2.7%**	**20,384**	**36,429**	**56,813**	**35,358**	**3,919**

D

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	May 22, 2017 1:00:00 PM
Kleinschmidt, Heidi Jean	Intake Mental Health/ATODA-90	May 8, 2017 1:00:00 PM
Metoxen MSW APSW SAC , Lynn	Intake Mental Health/ATODA-90	May 11, 2017 10:00:00 AM
Rasmussen BSW CSAC, Dale S	Intake Mental Health/ATODA-90	May 15, 2017 2:00:00 PM

BH-ATODA (C2)

Resource	Appointment Type	Next 3rd Open
Agneessens BA CSAC CSIT, Mike F	Individual Therapy Session-60	Apr 3, 2017 11:00:00 AM
Kleinschmidt, Heidi Jean	Individual Therapy Session-60	Apr 3, 2017 9:00:00 AM
Krueger MSW APSW CSAC, Rebecca	Individual Therapy Session-60	Apr 10, 2017 9:00:00 AM
Lalonde BS CSAC, Scott	Individual Therapy Session-60	Apr 13, 2017 7:00:00 AM
Rasmussen BSW CSAC, Dale S	Individual Therapy Session-60	Apr 4, 2017 11:00:00 AM

BH-Co-Occuring Intake

Resource	Appointment Type	Next 3rd Open
Collier, Carmen D MS LPC CSAC	Intake Mental Health/ATODA-90	May 5, 2017 10:00:00 AM
King MSW LCSW CSAC, Mary Beth	Intake Mental Health/ATODA-90	Jun 29, 2017 8:00:00 AM
Lambert LPC CSAC, Timothy C	Intake Mental Health/ATODA-90	Jun 1, 2017 3:00:00 PM
Nehring MSE LPC CSAC CS, Teri	Intake Mental Health/ATODA-90	Jun 5, 2017 8:00:00 AM

BH-Co-Occuring C2

Resource	Appointment Type	Next 3rd Open
Cheney MSW, LCSW, SAS Benjamin R	Individual Therapy Session-60	Apr 3, 2017 3:00:00 PM
Collier, Carmen D MS LPC CSAC	Individual Therapy Session-60	Apr 6, 2017 2:00:00 PM

BH - Access Of Care
3rd Available appointment

Resource	Appointment Type	Next 3rd Open
King MSW LCSW CSAC, Mary Beth	Individual Therapy Session-60	Apr 11, 2017 7:30:00 AM
Lambert LPC CSAC, Timothy C	Individual Therapy Session-60	Apr 10, 2017 10:00:00 AM
Nehring MSE LPC CSAC CS, Teri	Individual Therapy Session-60	Apr 11, 2017 9:30:00 AM

BH MH Intakes

Resource	Appointment Type	Next 3rd Open
Blanks MA LPC SAC IT, Heidi	Intake Mental Health/ATODA-90	May 30, 2017 9:30:00 AM
Brito, MFT TL SAC IT, Martha	Intake Mental Health/ATODA-90	May 22, 2017 10:00:00 AM
Cornelius-Adkins MSW LCSW SAC CSOT BCD, Torland E	Intake Mental Health/ATODA-90	May 22, 2017 2:00:00 PM
DeGroot, Jessica Lynn	Intake Mental Health/ATODA-90	Sep 19, 2017 9:00:00 AM
Exworthy MSW APSW CSAC, Susan M	Intake Mental Health/ATODA-90	May 19, 2017 9:00:00 AM
Helander MSW LCSW, Valorie	Intake Mental Health/ATODA-90	May 23, 2017 10:00:00 AM
Huhtala MSW LCSW, Rhonda	Intake Mental Health/ATODA-90	May 23, 2017 9:00:00 AM
Shaw MSW LCSW, Lisa	Intake Mental Health/ATODA-90	Jun 22, 2017 10:00:00 AM

BH-Mental Health (C2)

Resource	Appointment Type	Next 3rd Open
Blanks MA LPC SAC IT, Heidi	Individual Therapy Session-60	Apr 10, 2017 8:30:00 AM
Brito, MFT TL SAC IT, Martha	Individual Therapy Session-60	Apr 13, 2017 2:00:00 PM
Cornelius-Adkins MSW LCSW SAC CSOT BCD, Torland E	Individual Therapy Session-60	Apr 25, 2017 7:00:00 AM
Helander MSW LCSW, Valorie	Individual Therapy Session-60	Apr 11, 2017 8:00:00 AM
Huhtala MSW LCSW, Rhonda	Individual Therapy Session-60	Apr 27, 2017 11:00:00 AM
Shaw MSW LCSW, Lisa	Individual Therapy Session-60	May 8, 2017 10:30:00 AM

BH-EMDR Intakes

BH - Access Of Care
3rd Available appointment

Resource	Appointment Type	Next 3rd Open
King MSW LCSW CSAC, Mary Beth	BH-EMDR Intake	May 1, 2017 1:00:00 PM
Shaw MSW LCSW, Lisa	BH-EMDR Intake	May 16, 2017 2:00:00 PM

BH-EMDR Therapy

Resource	Appointment Type	Next 3rd Open
Collier, Carmen D MS LPC CSAC	BH-EMDR Therapy	Apr 21, 2017 2:30:00 PM
King MSW LCSW CSAC, Mary Beth	BH-EMDR Therapy	Apr 18, 2017 8:00:00 AM
Shaw MSW LCSW, Lisa	BH-EMDR Therapy	May 8, 2017 1:00:00 PM

BH-Veteran Eval

Resource	Appointment Type	Next 3rd Open
Shaw MSW LCSW, Lisa	Veterans Evaluation	May 15, 2017 8:30:00 AM

BH-Intial Reiki Appointment

Resource	Appointment Type	Next 3rd Open
King MSW LCSW CSAC, Mary Beth	Reiki	Apr 27, 2017 2:00:00 PM
Nehring MSE LPC CSAC CS, Teri	Reiki	May 25, 2017 10:00:00 AM
Shaw MSW LCSW, Lisa	Reiki	May 16, 2017 10:30:00 AM

BH-Psych Evals

Resource	Appointment Type	Next 3rd Open
Sayers PHD, Michael	Psychological Evaluation	Apr 7, 2017 8:30:00 AM
Trail PsyD Sharyl	Psychological Evaluation	Apr 18, 2017 1:30:00 PM

BH- Psych Eval FU

BH - Access Of Care
3rd Available appointment

Resource	Appointment Type	Next 3rd Open
King MSW LCSW CSAC, Mary Beth	Individual Therapy Session-60	Apr 11, 2017 7:30:00 AM
Lambert LPC CSAC, Timothy C	Individual Therapy Session-60	Apr 10, 2017 10:00:00 AM
Nehring MSE LPC CSAC CS, Teri	Individual Therapy Session-60	Apr 11, 2017 9:30:00 AM

BH MH Intakes

Resource	Appointment Type	Next 3rd Open
Blanks MA LPC SAC IT, Heidi	Intake Mental Health/ATODA-90	May 30, 2017 9:30:00 AM
Brito, MFT TL SAC IT, Martha	Intake Mental Health/ATODA-90	May 22, 2017 10:00:00 AM
Cornelius-Adkins MSW LCSW SAC CSOT BCD, Torland E	Intake Mental Health/ATODA-90	May 22, 2017 2:00:00 PM
DeGroot, Jessica Lynn	Intake Mental Health/ATODA-90	Sep 19, 2017 9:00:00 AM
Exworthy MSW APSW CSAC, Susan M	Intake Mental Health/ATODA-90	May 19, 2017 9:00:00 AM
Helander MSW LCSW, Valorie	Intake Mental Health/ATODA-90	May 23, 2017 10:00:00 AM
Huhtala MSW LCSW, Rhonda	Intake Mental Health/ATODA-90	May 23, 2017 9:00:00 AM
Shaw MSW LCSW, Lisa	Intake Mental Health/ATODA-90	Jun 22, 2017 10:00:00 AM

BH-Mental Health (C2)

Resource	Appointment Type	Next 3rd Open
Blanks MA LPC SAC IT, Heidi	Individual Therapy Session-60	Apr 10, 2017 8:30:00 AM
Brito, MFT TL SAC IT, Martha	Individual Therapy Session-60	Apr 13, 2017 2:00:00 PM
Cornelius-Adkins MSW LCSW SAC CSOT BCD, Torland E	Individual Therapy Session-60	Apr 25, 2017 7:00:00 AM
Helander MSW LCSW, Valorie	Individual Therapy Session-60	Apr 11, 2017 8:00:00 AM
Huhtala MSW LCSW, Rhonda	Individual Therapy Session-60	Apr 27, 2017 11:00:00 AM
Shaw MSW LCSW, Lisa	Individual Therapy Session-60	May 8, 2017 10:30:00 AM

BH-EMDR Intakes

BH - Access Of Care
3rd Available appointment

Resource	Appointment Type	Next 3rd Open
King MSW LCSW CSAC, Mary Beth	BH-EMDR Intake	May 1, 2017 1:00:00 PM
Shaw MSW LCSW, Lisa	BH-EMDR Intake	May 16, 2017 2:00:00 PM

BH-EMDR Therapy

Resource	Appointment Type	Next 3rd Open
Collier, Carmen D MS LPC CSAC	BH-EMDR Therapy	Apr 21, 2017 2:30:00 PM
King MSW LCSW CSAC, Mary Beth	BH-EMDR Therapy	Apr 18, 2017 8:00:00 AM
Shaw MSW LCSW, Lisa	BH-EMDR Therapy	May 8, 2017 1:00:00 PM

BH-Veteran Eval

Resource	Appointment Type	Next 3rd Open
Shaw MSW LCSW, Lisa	Veterans Evaluation	May 15, 2017 8:30:00 AM

BH-Intial Reiki Appointment

Resource	Appointment Type	Next 3rd Open
King MSW LCSW CSAC, Mary Beth	Reiki	Apr 27, 2017 2:00:00 PM
Nehring MSE LPC CSAC CS, Teri	Reiki	May 25, 2017 10:00:00 AM
Shaw MSW LCSW, Lisa	Reiki	May 16, 2017 10:30:00 AM

BH-Psych Evals

Resource	Appointment Type	Next 3rd Open
Sayers PHD, Michael	Psychological Evaluation	Apr 7, 2017 8:30:00 AM
Trail PsyD Sharyl	Psychological Evaluation	Apr 18, 2017 1:30:00 PM

BH- Psych Eval FU

BH - Access Of Care
3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Sayers PHD, Michael	Psychological Eval Follow Up	Mar 31, 2017 3:00:00 PM

BH-Child Evals

Resource	Appointment Type	Next 3rd Open
Dzubinski MD, David L	BH-Child Eval	Jun 8, 2017 8:00:00 AM

BH-Child Med Checks

Resource	Appointment Type	Next 3rd Open
Dzubinski MD, David L	BH-Child Med Check	May 3, 2017 7:00:00 AM

BH-Adult Evals

Resource	Appointment Type	Next 3rd Open
ONeill, MD, Michael	BH-Adult Eval	Jul 3, 2017 9:00:00 AM
Patil MD, Veeranagouda	BH-Adult Eval	Jun 28, 2017 1:00:00 PM
Rodriguez MD, Josefina	BH-Adult Eval	Jun 30, 2017 4:00:00 PM

BH-Med Checks

Resource	Appointment Type	Next 3rd Open
ONeill, MD, Michael	BH-Medication Check	May 18, 2017 11:30:00 AM
Patil MD, Veeranagouda	BH-Medication Check	Apr 12, 2017 1:30:00 PM
Rodriguez MD, Josefina	BH-Medication Check	May 1, 2017 3:00:00 PM

BH-RN Triage Assessment

Resource	Appointment Type	Next 3rd Open
Paluch MSE RN LPC, Dave	RN-Psychatric Nursing Assessment	Apr 26, 2017 9:30:00 AM
Skrivanie MSN RN, Lois	RN-Psychatric Nursing Assessment	Apr 11, 2017 2:00:00 PM

BH - Access Of Care
3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Sayers PHD, Michael	Psychological Eval Follow Up	Mar 31, 2017 3:00:00 PM

BH-Child Evals

Resource	Appointment Type	Next 3rd Open
Dzubinski MD, David L	BH-Child Eval	Jun 8, 2017 8:00:00 AM

BH-Child Med Checks

Resource	Appointment Type	Next 3rd Open
Dzubinski MD, David L	BH-Child Med Check	May 3, 2017 7:00:00 AM

BH-Adult Evals

Resource	Appointment Type	Next 3rd Open
ONeill, MD, Michael	BH-Adult Eval	Jul 3, 2017 9:00:00 AM
Patil MD, Veeranagouda	BH-Adult Eval	Jun 28, 2017 1:00:00 PM
Rodriguez MD, Josefina	BH-Adult Eval	Jun 30, 2017 4:00:00 PM

BH-Med Checks

Resource	Appointment Type	Next 3rd Open
ONeill, MD, Michael	BH-Medication Check	May 18, 2017 11:30:00 AM
Patil MD, Veeranagouda	BH-Medication Check	Apr 12, 2017 1:30:00 PM
Rodriguez MD, Josefina	BH-Medication Check	May 1, 2017 3:00:00 PM

BH-RN Triage Assessment

Resource	Appointment Type	Next 3rd Open
Paluch MSE RN LPC, Dave	RN-Psychatric Nursing Assessment	Apr 26, 2017 9:30:00 AM
Skrivanie MSN RN, Lois	RN-Psychatric Nursing Assessment	Apr 11, 2017 2:00:00 PM

BH - Access Of Care
3rd Available appointment

BH-Eval FU

Resource	Appointment Type	Next 3rd Open
Dzubinski MD, David L	BH-Eval FU	Jun 29, 2017 3:00:00 PM
ONeill, MD, Michael	BH-Eval FU	May 18, 2017 10:30:00 AM
Patil MD, Veeranagouda	BH-Eval FU	Jun 9, 2017 1:30:00 PM
Rodriguez MD, Josefina	BH-Eval FU	Apr 21, 2017 5:00:00 PM