

Oneida Business Committee Agenda Request

1. Meeting Date Requested: 7 / 26 / 17

2. General Information:

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

Agenda Header:

☒ 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:

Primary Requestor/Submitter:

Additional Requestor:

Additional Requestor:

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 COMPREHENSIVE HEALTH DIVISION
DR. RAVINDER VIR MEDICAL DIRECTOR
DEBRA DANFORTH, RN, BSN, OPERATIONS DIRECTOR
DIVISION UPDATE
Quarter 3 FY 2017
April-June, 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

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

525 Airport Rd., Oneida, WI 54155
2640 West Point Rd., Green Bay, WI 54304
2901 S. Overland Rd., Oneida, WI 54155
701 Packerland Dr., Green Bay, WI 54303

Phone: (920) 869-2711 or 1-866-869-2711
Phone: (920) 490-3790 or 1-888-490-2457
Phone: (920) 869-2797
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Fax: (920) 405-4494

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 Tsiʔniyukwaliho tʔ (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
- 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

- We continue to provide walk in services with a Triage Counselor and Daily Wellness Support Services.
- Initial intake appointments are out 10 weeks for Mental Health,
- 9 weeks out for Co-Occurring
- 6 weeks out for ATODA
- 6 weeks for Veteran Evaluations
- 12 weeks out for Adult Psychiatry
- 11 weeks out for Child Psychiatry
- 1 week out for Psychology.
- Individual sessions are out 10 weeks for Mental Health

- 2 weeks out for Co-Occurring
- 1 1/2 weeks for ATODA
- Medication check appointments-
 - 4 weeks for Adult Psychiatry
 - 1 week out for Child Psychiatry
 - 1 week out for Psychology
- **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
- 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 are booking out 11 weeks
- Emergencies are still being seen on a daily basis
- Dental Cleaning and other Perio appointments are being scheduled out to November. A call list is still utilized for cancelations.
- We are short staffed four dental assistants, Dental is working with HR to post the positions
- LTE Contract for Mr. Harold Peasley, is a former dental assistant instructor at FVTC, he will be training current dental assistants Expanded Functions
- Continue CDHC access to care w/hygienist (Barb A) in the Diabetes Clinic
- EFDA Margie Schmidt retired, last day was April 21, 2017.
- PIT (Process Improvement Team) continues to meet monthly, Purpose Statement: develop consensus based process improvement & efficiency by utilizing Plan-Check-Do-Act model
- Dr. Yvonne White working on AAAHC manual to include peer review.
- Floor boring has been completed in three dental treatment room's, we await the final report on if the foundation is the cause of the inside treatment room walls pulling away from main wall.

ANNA JOHN RESIDENT CENTERED CARE COMMUNITY (AJRCCC) UPDATE:



The average daily census for 3rd Qtr of the Fiscal Year 2017 is indicated in the chart below:

AJRCCC	APRIL	MAY	JUNE	TOTAL
Total Billable Days for the Residents	1266	1349	1292	3907
# of Calendar Days	30	31	30	91
Daily Average Census	42	43.0	43	
*Oneida Enrolled	36	34	36	
*Other Tribe	4	4	4	
*Non-Tribal	5	6	6	
%Full	87.92%	90.66%	89.72%	89.45%
Payment Source			Medicaid	71.38%
			Medicare A	8.42%
			Private	13.97%
			VA	3.51%
			Ins/Adv	2.87%

*Varies by Admissions and Discharges throughout the month

- Between the months of April to June, 2017; HRD reported that as of 7/1/2017 the Anna John Resident Centered Care Community had a total of 67 tribal employees working the 24/7 shifts to care for our Residents during the 3rd quarter 2017. 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 title has officially been changed to Continuum of Care Director which includes the duties and functions of Administrator for the AJRCCC.
- The AJRCCC board continues to meet on a regular basis.
- See attached Activities Calendar for June/July Attachment E**

OPTIMIZE TECHNOLOGY

Initiatives: Advancing Technology and Accreditation

ELECTRONIC MEDICAL RECORD (EMR):

- **The EMR Team** continues its work within the Oneida Comprehensive Health Division (OCHD) including Oneida Community Health Center (OCHC), Oneida Behavioral Health (OBH), Optical and Dental. 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:** No update at this time.
- **Risk Assessment-** The RA team continues to hold regular meetings to review findings and resolutions for remaining risks. Prior to year end we will again seek guidance from Metastar in meeting risk assessment requirements for the upcoming year.
- **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. We have been working on revisions of the pamphlet with the change in website design and logo. OCHD Staff attended training that was geared to improving our current patient portal appearance and functionality. Work will continue on these details however these changes may include additional resources. Data masking was implemented that is intended to improve the quality of pertinent data that the patient will see on the portal. Work continues to bring secure messaging to the portal users and clinical teams to enable the ability to communicate securely to patients and other providers.
- **Automated Clinically Messaging (ACM) and Document Management (DM).** This software and functionality has currently been implemented within the Centricity EMR and Patient Portal. The functionality will allow providers the ability to send automated mass and individual messaging to patients and referring providers. Automated individual messaging will include the Clinical Visit Summaries (CVS) which can be sent securely to patients and Transfer of Care (TOC) documents which can be sent to consulting providers. OCHD continues with the automation of Transfer of Care (TOC) documents to referring providers that we have acquired secure email addresses for. Oneida Behavioral Health (OBH) has started work on bringing TOC documents to referring providers for the OBH providers. The ability to obtain direct addresses for our service providers has been a challenge and we continue to work on.
- **E-signature-** No update
- **Meaningful Use (MU):** We continue to follow the guidelines for the Medicaid program of Meaningful Use as we are directed by Center for Medicaid and Medicare Services (CMS) for year 2017. We have been monitoring providers' performance results and will evaluate the Clinical Quality Reporting (CQR) results on an ongoing basis in order to meet MU for 2017. We will need to report on any 90 day period in 2017. Submission of data will need to be submitted to CMS by March 31, 2018. This will be the third of five years of data submission for this annual incentive. The team continues to work with MetaStar to help all areas understand and meet Meaningful Use and its different programs. They have also helped areas get eligible providers signed up to CMS programs and will continue to guide us as the Quality Payment Program (QPP) incentive program changes in 2017.
- **PQRS-Physician's Quality Reporting System/ Quality Payment Program (QPP) incentive program:** PQRS program has been changed to the Quality Payment Program (QPP) incentive program. Not all providers need to participate individually, OCHD will submit our data to

CMS as a group. This will allow for a larger positive payment adjustment to our Medicare claims for 2019. We will need to report on any 90 day period in 2017. This is the first year of this program. Numerous changes are occurring within CMS within these programs which we will need to stay abreast of and continue to monitor.

- **BH Chart Status Project-** No update at this time.
- **Centricity Live:** OCHD staff along with MIS staff attended the annual conference training this quarter. The training was geared at improving our patient portal and Qvera Interface training. Additional functionality needs were observed and identified that would benefit the operations of the OCHD Health Record i.e. Automated patient reminders, and Business Intelligence tools for reporting. The EMR Team will continue to assess and begin with preparing Request for Proposals (RFPs) if it is determined to move forward with these products.
- **Reports-** We continue to work with MIS on BH Reports. We have been successful with getting ongoing reports of Access to Care, Monthly and Quarterly No Show/Cancellation Summary and Provider Utilization Reports. However, MIS will be continuing to assist us with limited time available.
- **Team Based Care /Population Health Management-** No update available.

PATIENT MANAGEMENT SYSTEM (PMS)

- 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.
- RAVE demonstration and initial kick-off meeting was held. RAVE is an emergency notification system that can contact our employees via text messages in the event of an emergency and a mass notification can go out to all employees. i.e. Emergency closure

CONTINUOUS QUALITY IMPROVEMENT

Initiatives: Accreditation

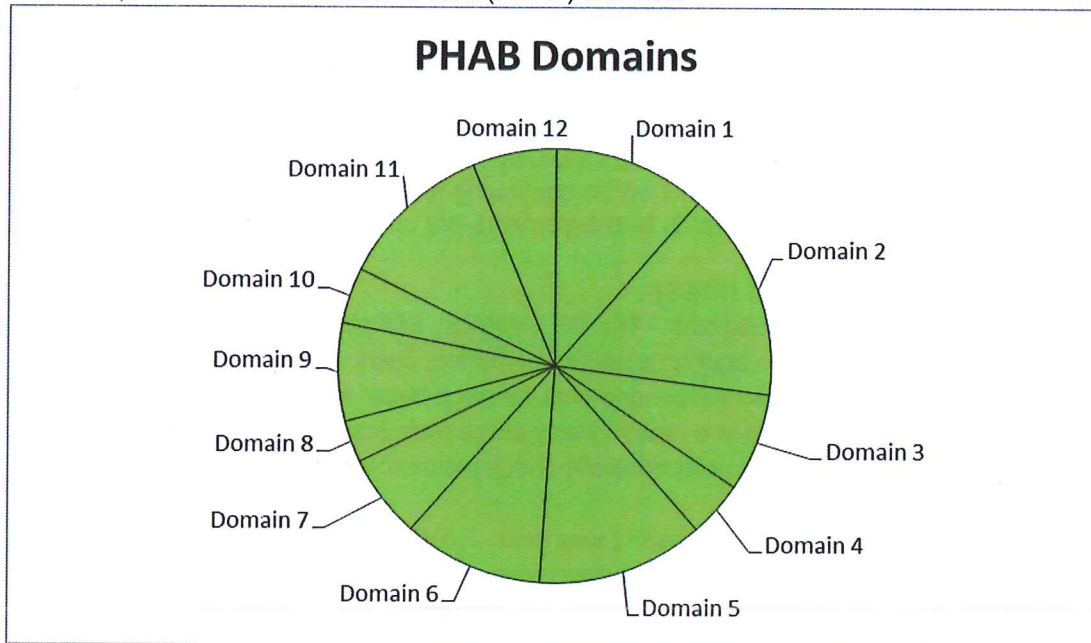
Accreditation of the Health Division

- Data tracking and collecting with all departments a new data base has been implemented which will enable better reporting for QA studies as we move toward accreditation.
- 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. in process
- Departments updating their SOPs.
- All Dept. and Committee SOPs are in process of review and approval beginning in January. Completion date goal - October
- All departments are meeting monthly, taking minutes, and storing them within the g:drive under Accreditation.

Public Health Accreditation

- Accreditation Coordinator 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.
- Accreditation Coordinator presented at a national conference, Open Forum in April 2017. The Accreditation Coordinator from the Ho Chunk Nation was a co-presenter. Topic of discussion was our journey developing working relationships with local and state public health partners.

- In May, we learned that our site visit dates would be October 4th & 5th 2017.
- In May 2017, accreditation coordinator presented for the Tribal Accreditation Learning Community (TALC) webinar series coordinated through the National Indian Health Board. Topic of discussion was how to keep staff engaged in public health accreditation work.
- In June, health officer and accreditation coordinator attended a site visit for another tribal organization. We served as note takers, but also gained experience in what to expect during a Public Health Accreditation Board (PHAB) site visit.



** 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 07/01/17 Comprehensive Health Division Employees: 340

- **120 Oneida Enrolled**
- **28 American Indian/Alaskan**
- **3 Black/African American**
- **2 Asian**
- **4 Hispanic/Latino**
- **171 Caucasian/other**
- **AJRCCC: (67)**
 - 27 Oneida Enrolled (INCREASED FROM 15% TO 40.4% OF EMPLOYEE BASE FOR AJRCCC)
 - 6 American Indian/Alaskan (COMBINED 53% OF EMPLOYEE BASE FOR AJRCCC ARE NOW NATIVE)
 - 1 Asian
 - 4 Hispanic/Latino
 - 0 Black/African American
 - 1 Two or more Races
 - 28 Caucasian/other

- **Behavioral Health (38)**
 - 1 Hispanic/Latino
 - 5 American Indian/Alaska Native
 - 1 Black/African American
 - 7 Oneida Enrolled
 - 24 Caucasian/other
- **Employee Health Nursing (9)**
 - 1 American Indian/Alaska Native
 - 2 Oneida Enrolled
 - 6 Caucasian/other
- **Medical (45)**
 - 4 American Indian/Alaskan
 - 0 Hispanic/Latino
 - 1 Two or more Races
 - 12 Oneida Enrolled of WI
 - 28 Caucasian/other
- **Operations (181)**
 - 2 Black/African American
 - 13 American Indian/Alaska Native
 - 76 Oneida Enrolled of WI
 - 88 Caucasian/other
 - 1 Asian
 - 1 Hispanic/Latino
- **Current vacancies as of 07/01/17:**
- **RN-AJRCCC-1**
- **RN-OCHC-1**
- **CMA-OCHC-1**
- **LPN-OCHC-1**
- **CNA-AJRCCC**
- **Dietician WIC Outpatient-1**
- **RN-Community/Public Health Nursing-1**
- **Dental Assistant-4-and Emergency Temp**
- **Dental Hygienist-Sub-Relief**
- **Psychiatrist**
- **Dual Diagnosis Therapist-1**
- **Clinical Substance Abuse Counselor**
- **Psychiatric Nurse Practitioner-1**
- **Psychiatric RN LTE-1**
- **Triage Counselor-1**
- **Triage Counselor Supervisor-1**
- **Physician Pediatrician, Internal Medicine**

FINANCIALS

**Based on 3rd Quarter FY 2017 Unclosed GL as of 6/30/17

Funding Sources for FY-2017

TRIBAL CONTRIBUTION: 5%

GRANTS: 4%

OTHER SOURCES:

External Sales/Third Party Revenue/other income 59%

Indian Health Services: 32%

Total Budget: \$42,617,267

Status as of 06/30/17

Budget as of 06/30/17: \$42,617,267

Revenues/Expenditures as of 06/30/17: \$35,758,547

LONG TERM CARE:

- The issue related to the proposed 1115 Medicaid Waiver and its impact on the Tribes in Wisconsin has been the focus of our discussions during this past quarter. The result has been the Oneida Nation's right to invoke direct Tribal Consultation with Center for Medicaid and Medicare (CMS). This is due to the impacts the 1115 Waiver amendments will have on not only Oneida but also on all the Tribes in Wisconsin. This impact is also being watched by other Tribal Nations on a national level as it could have impact in other Tribal communities in other states. 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. The Long Term Care Workgroup with the State of WI, the 1915BC waiver is the recommendation that will be coming forward from this group. 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 was added to the DHS consultation meeting agenda in June as well as the DHHS direct consultation with Tribes in July at New Buffalo, MI.
- 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.**
- Reorganization has been finalized and the 5 positions from Governmental Services Division have been moved under the direction of the Case Management Supervisor and within the Community Options Program(COP) to better address the needs of long term care and improved efficiencies within this area. This also includes the position of the Dementia Care Specialist.

Celebrations and Successes:

- Application for Zero Suicide Academy was approved
- Completed Customer Experience Survey for Oneida Behavioral Health in June
- Transition of 5 new staff to Case Management/Community Health Services from GSD in May/June
- Increased Face to Face visit hours in patient care and No Wait list for Case Management Services
- PHAB Accreditation Site visit scheduled for October 4-5, 2017.
- QPR Training offered to all employees of the Oneida Comprehensive Health Division.
- 2017 CIP-II Waiver Audit results-no problems identified.
- Health Promotion had 2 classes completed using the Center for Disease Control (CDC) Diabetic Prevention Program (DPP) Prevent T2 Curriculum. 75% of the participants lost weight with an average of 6/8% body weight loss.
- Trial period offering later therapy clinic hours on Monday Thursday until 5:30 pm (4 pm appt / 4:45 pm appt).
- Completed transition to new evaluation/re-evaluation complexity coding to 100% compliance
- Completed High School Job Shadowing within Physical Therapy
- Trial offering second Physical Therapist 7:15 am appointments and additional 2 days a week.
- Cultural Awareness Training for 3rd Quarter
 - April: Thunder Moon 239 completed of the 349 assigned (232 pass, 7 fail)
 - May: Planting Moon (Seed Ceremony) 233 completed of the 352 assigned (230 pass, 3 fail)
 - June: Strawberry Ceremony 221 completed of the 350 assigned (221 pass, 3 fail)
- Contract signed 4/16/17 with First Impressions Pediatric Dental Clinic regarding a referral system for children w/MA/Badger Care or those with no insurance who are in need of a pediatric dentist.
- CDHC Hygienist (Barb A.) has completed another year in the Oneida Nation School System.
 - At Oneida Nation Elementary School provided, 234 dental exam, 377 dental cleanings and 376 sealants, additionally fluoride varnish applications were provided to all 245 students with permission slips.
 - At Head Start a total of 89 children received dental cleanings & fluoride varnish
 - At Oneida Nation High School a total of 26 students received dental cleans, exams and fluoride varnish.
- All staff attended Question Persuade Referral Training Suicide Prevention.
- We have staff member who tracks the successful completion of cultural awareness e learning on a monthly basis. Our Optical Department has been 100% compliant since the start of the program!
- We promoted National Sunglass Day on June 27th. We gathered staff's pictures sporting sunglasses and Irene Danforth made it into a video which was put on the Comprehensive Health Division Facebook page. Information on the importance of using sun wear was also put on the monitors in the Health Center, in the Communications notifications, and Comprehensive Health Division Facebook page.
- All Eye Care Staff and patients successfully evacuated into the inner Eye Care Department hallway for the tornado warning on 6-14-17. Everything went well and our staff helped calm some of the small children by coloring with them.
- **Please follow us on our Oneida Comprehensive Health Division Facebook page!**



NATIONAL SUNGLASSES DAY CELEBRATION IN JUNE!



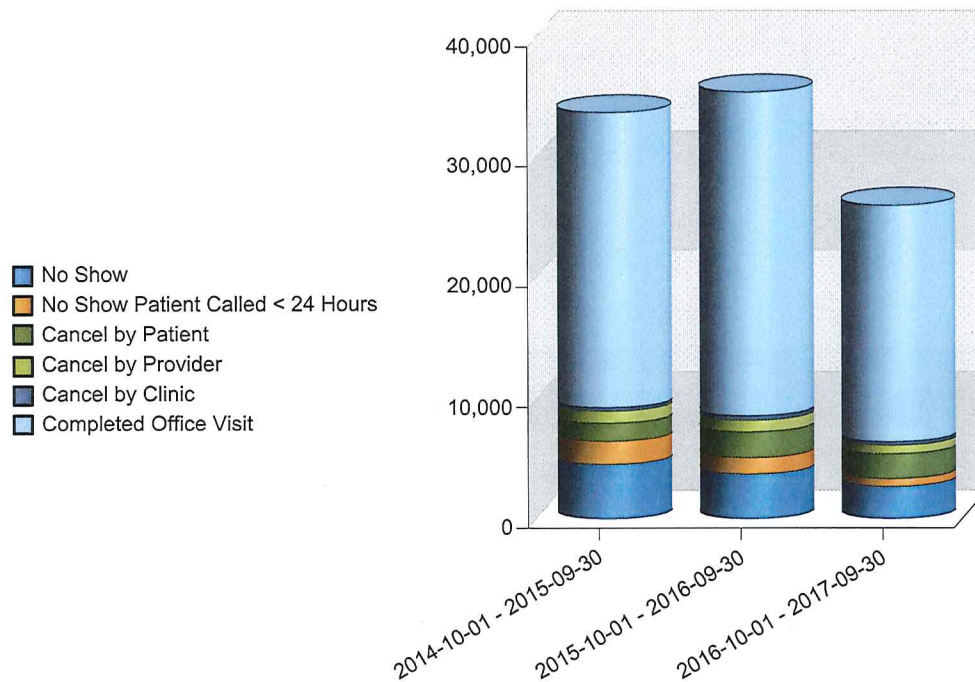
NATIONAL SUNGLASSES DAY CELEBRATION IN JUNE!





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	Qtr03	799	9.9%	153	1.9%	786	9.7%	229	2.8%	57	0.7%	2,003	6,060	8,063	5,844	4,196
	Qtr02	833	9.6%	226	2.6%	685	7.9%	234	2.7%	137	1.6%	1,990	6,681	8,671	6,692	4,459
	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		2,609	10.1%	646	2.5%	2,054	8.0%	719	2.8%	294	1.1%	6,129	19,658	25,787	19,453	7,424
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	6,545	4,622



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	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
	Qtr02	777	9.0%	338	3.9%	548	6.4%	285	3.3%	115	1.3%	2,038	6,576	8,614	6,578	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	26,900	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		10,676	11.3%	3,945	4.2%	5,788	6.1%	2,730	2.9%	942	1.0%	23,779	71,067	94,846	70,878	11,598



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	Jul 24, 2017 11:30:00 AM
	Follow Up-30	Jul 24, 2017 10:30:00 AM
Flood MD, Michael	Nurse Only-Flood-30	Jul 18, 2017 10:00:00 AM
	Follow Up-30	Sep 18, 2017 2:30:00 PM
	Call In-30	Aug 3, 2017 12:30:00 PM
Kennard MD, Jay K	Nurse Only-Kennard	Aug 8, 2017 4:00:00 PM
	Follow Up-30	Oct 3, 2017 10:30:00 AM
	Call In-30	Aug 29, 2017 1:30:00 PM
Sumnicht MD, Paul H	Nurse Only-Sumnicht	Jul 7, 2017 11:00:00 AM
	Follow Up-30	Aug 15, 2017 4:00:00 PM
	Call In-30	Jul 12, 2017 1:00:00 PM
Thiry APNP NP-C, Lori B	Nurse Only-Thiry	Jul 6, 2017 3:30:00 PM
	Follow Up-30	Jul 5, 2017 3:00:00 PM
	Call In-30	Jul 12, 2017 11:30:00 AM
Vir, Ravinder	Nurse Only-Vir	Jul 25, 2017 3:00:00 PM
	Follow Up-30	Jul 25, 2017 1:00:00 PM
Wells APNP FNP-BC, Ann M	Nurse Only-Wells-30	Jul 10, 2017 3:00:00 PM
	Follow Up-30	Aug 2, 2017 10:00:00 AM
	Call In-30	Jul 12, 2017 9:00:00 AM

OCHC-Call In/Follow Up/NO-Peds

Resource	Appointment Type	Next 3rd Open
Kennard MD, Jay K	Nurse Only-Kennard	Aug 8, 2017 4:00:00 PM



Comprehensive Health - Access Of Care

3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Kennard MD, Jay K	Follow Up-30	Oct 3, 2017 10:30:00 AM
	Call In-30	Aug 29, 2017 1:30:00 PM
Langner APNP, Dianna L	Follow Up-30	Jul 5, 2017 4:00:00 PM
	Call In-30	Jul 6, 2017 8:30:00 AM
Sumnicht MD, Paul H	Nurse Only-Sumnicht	Jul 7, 2017 11:00:00 AM
	Follow Up-30	Aug 15, 2017 4:00:00 PM
	Call In-30	Jul 12, 2017 1:00:00 PM
Thiry APNP NP-C, Lori B	Nurse Only-Thiry	Jul 6, 2017 3:30:00 PM
	Follow Up-30	Jul 5, 2017 3:00:00 PM
	Call In-30	Jul 12, 2017 11:30:00 AM
Verstoppen MD, Gerald	Nurse Only-Verstoppen-60	Jul 11, 2017 3:30:00 PM
	Follow Up-30	Jul 13, 2017 2:30:00 PM
	Call In-30	Jul 12, 2017 3:00:00 PM
Wells APNP FNP-BC, Ann M	Nurse Only-Wells-30	Jul 10, 2017 3:00:00 PM
	Follow Up-30	Aug 2, 2017 10:00:00 AM
	Call In-30	Jul 12, 2017 9:00:00 AM

OCHC-Diabetes NP-Call In/Follow Up

Resource	Appointment Type	Next 3rd Open
Moureau APNP BC-ADM, Timothy A	Follow Up-DM	Oct 10, 2017 2:30:00 PM
	Call In-30	Jul 31, 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	Oct 10, 2017 2:30:00 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	Aug 2, 2017 8:00:00 AM

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

Resource	Appointment Type	Next 3rd Open
Schwantes RD CDE, Betty	Med Adjustment	Jul 31, 2017 3:00:00 PM
	DM Education Follow Up	Jul 31, 2017 3:00:00 PM
	Call In-60	Jul 31, 2017 3:00:00 PM

OCHC-Diabetes RD-New Patient

Resource	Appointment Type	Next 3rd Open
Schwantes RD CDE, Betty	New Patient-60	Aug 1, 2017 9:00:00 AM

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

Resource	Appointment Type	Next 3rd Open
Colwitz RN CDE, Boni J	Med Adjustment	Jul 18, 2017 10:30:00 AM
	DM Education Follow Up	Jul 18, 2017 10:30:00 AM
	Call In-60	Jul 18, 2017 10:30:00 AM

OCHC-Diabetes RN-New Patient

Resource	Appointment Type	Next 3rd Open
Colwitz RN CDE, Boni J	New Patient-60	Jul 18, 2017 10:30:00 AM

OCHC-New Patient-Adult

Resource	Appointment Type	Next 3rd Open
Eberhardy PA-C, Stephanie	New Patient-30	Jul 24, 2017 10:30:00 AM



Comprehensive Health - Access Of Care

3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Flood MD, Michael	New Patient-30	Sep 18, 2017 2:30:00 PM
Kennard MD, Jay K	New Patient-30	Sep 6, 2017 8:30:00 AM
Sumnicht MD, Paul H	New Patient-30	Jul 11, 2017 2:00:00 PM
Thiry APNP NP-C, Lori B	New Patient-60	Aug 11, 2017 2:30:00 PM
Vir, Ravinder	New Patient-30	Jul 25, 2017 2:00:00 PM
Wells APNP FNP-BC, Ann M	New Patient-30	Jul 19, 2017 1:00:00 PM

OCHC-Physical-Eberhardy

Resource	Appointment Type	Next 3rd Open
Eberhardy PA-C, Stephanie	Physical-60	Nov 22, 2017 10:00:00 AM

OCHC-Physical-Flood

Resource	Appointment Type	Next 3rd Open
Flood MD, Michael	Physical-30	Jul 18, 2017 1:00:00 PM

OCHC-Physical-Kennard

Resource	Appointment Type	Next 3rd Open
Kennard MD, Jay K	Physical-30	Sep 6, 2017 8:30:00 AM

OCHC-Physical-Sumnicht

Resource	Appointment Type	Next 3rd Open
Sumnicht MD, Paul H	Physical-30	Jul 11, 2017 2:00:00 PM

OCHC-Physical-Thiry

Resource	Appointment Type	Next 3rd Open
Thiry APNP NP-C, Lori B	Physical-60	Oct 11, 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	Oct 31, 2017 1:30:00 PM

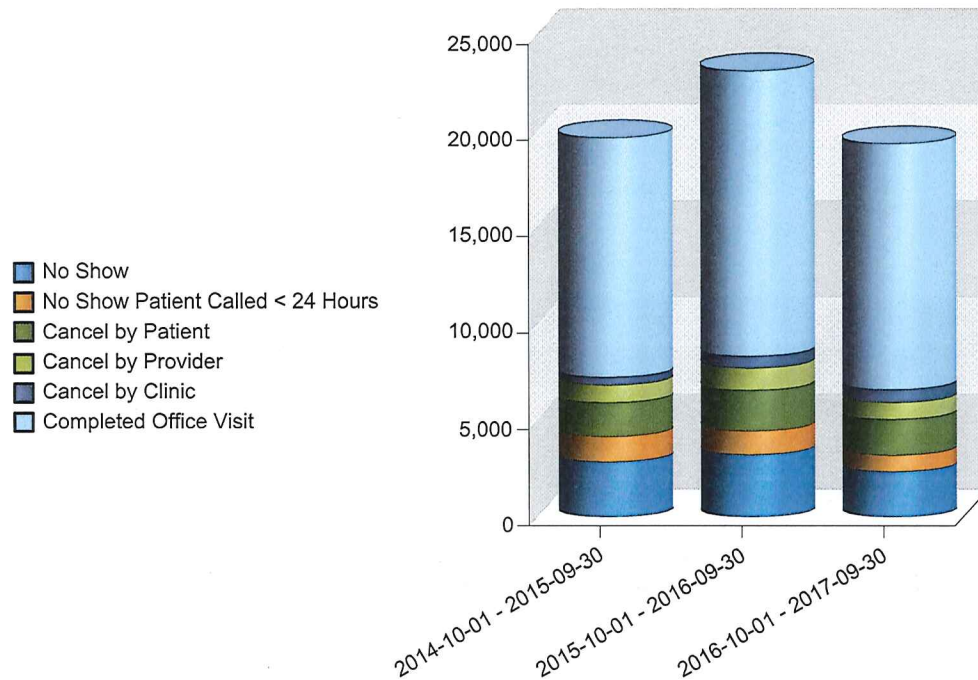
OCHC-WCE-Peds and FP

Resource	Appointment Type	Next 3rd Open
Kennard MD, Jay K	Well Child Exam-30	Aug 29, 2017 9:30:00 AM
Langner APNP, Dianna L	Well Child Exam-30	Jul 20, 2017 8:00:00 AM
Sumnicht MD, Paul H	Well Child Exam-30	Aug 18, 2017 9:00:00 AM
Thiry APNP NP-C, Lori B	Well Child Exam-30	Jul 12, 2017 3:00:00 PM
Verstoppen MD, Gerald	Well Child Exam-30	Jul 26, 2017 1:30:00 PM
Wells APNP FNP-BC, Ann M	Well Child Exam-30	Jul 17, 2017 9:30:00 AM



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	Qtr04	85	18.4%	15	3.3%	36	7.8%	8	1.7%	41	8.9%	185	276	461	194	335
	Qtr03	757	12.6%	285	4.7%	559	9.3%	204	3.4%	159	2.6%	1,964	4,036	6,000	3,814	1,554
	Qtr02	724	10.7%	271	4.0%	743	11.0%	400	5.9%	281	4.2%	2,419	4,345	6,764	4,198	1,596
	Qtr01	767	12.5%	286	4.7%	535	8.7%	259	4.2%	185	3.0%	2,032	4,093	6,125	4,024	1,535
2016-10-01 - 2017-09-30		2,333	12.1%	857	4.4%	1,873	9.7%	871	4.5%	666	3.4%	6,600	12,750	19,350	12,230	2,301



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	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
	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	3,656	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	14,246	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		8,381	13.5%	3,434	5.5%	5,728	9.2%	2,945	4.7%	1,677	2.7%	22,165	39,994	62,159	38,912	4,081



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 21, 2017 1:00:00 PM
Kleinschmidt, Heidi Jean	Intake Mental Health/ATODA-90	Aug 14, 2017 1:00:00 PM
Krueger MSW APSW CSAC, Rebecca	Intake Mental Health/ATODA-90	Sep 12, 2017 10:00:00 AM
Lalonde BS CSAC, Scott	Intake Mental Health/ATODA-90	Aug 15, 2017 7:00:00 AM
Metoxen MSW APSW SAC, Lynn	Intake Mental Health/ATODA-90	Nov 2, 2017 10:00:00 AM
Rasmussen BSW CSAC, Dale S	Intake Mental Health/ATODA-90	Aug 10, 2017 6:00:00 PM

BH-ATODA (C2)

Resource	Appointment Type	Next 3rd Open
Agneessens BA CSAC CSIT, Mike F	Individual Therapy Session-60	Jul 26, 2017 10:00:00 AM
Kleinschmidt, Heidi Jean	Individual Therapy Session-60	Jul 11, 2017 8:00:00 AM
Krueger MSW APSW CSAC, Rebecca	Individual Therapy Session-60	Jul 12, 2017 3:00:00 PM
Lalonde BS CSAC, Scott	Individual Therapy Session-60	Jul 14, 2017 10:30:00 AM
Rasmussen BSW CSAC, Dale S	Individual Therapy Session-60	Jul 5, 2017 11:30:00 AM

BH-Co-Occurring Intake

Resource	Appointment Type	Next 3rd Open
Collier, Carmen D MS LPC CSAC	Intake Mental Health/ATODA-90	Sep 1, 2017 8:00:00 AM
King MSW LCSW CSAC, Mary Beth	Intake Mental Health/ATODA-90	Oct 5, 2017 8:00:00 AM
Lambert LPC CSAC, Timothy C	Intake Mental Health/ATODA-90	Oct 2, 2017 1:00:00 PM

BH-Co-Occurring C2

Resource	Appointment Type	Next 3rd Open
Cheney MSW, LCSW, SAS Benjamin R	Individual Therapy Session-60	Jun 30, 2017 2:00:00 PM



BH - Access Of Care

3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Collier, Carmen D MS LPC CSAC	Individual Therapy Session-60	Jul 13, 2017 4:00:00 PM
King MSW LCSW CSAC, Mary Beth	Individual Therapy Session-60	Jul 31, 2017 9:00:00 AM
Lambert LPC CSAC, Timothy C	Individual Therapy Session-60	Jul 25, 2017 10:00:00 AM
Nehring MSE LPC CSAC CS, Teri	Individual Therapy Session-60	Aug 1, 2017 7:00:00 AM

BH MH Intakes

Resource	Appointment Type	Next 3rd Open
Blanks MA LPC SAC IT, Heidi	Intake Mental Health/ATODA-90	Sep 12, 2017 9:30:00 AM
Brito, MS MFT TL SAC IT, Martha	Intake Mental Health/ATODA-90	Sep 11, 2017 10:00:00 AM
Cornelius-Adkins MSW LCSW SAC CSOT BCD, Torland E	Intake Mental Health/ATODA-90	Sep 25, 2017 3:00:00 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	Sep 12, 2017 2:00:00 PM
Helander MSW LCSW, Valorie	Intake Mental Health/ATODA-90	Sep 12, 2017 10:00:00 AM
Krueger MSW APSW CSAC, Rebecca	MH INTAKE (PRACTICUM)	Sep 28, 2017 10:00:00 AM
	Intake Mental Health/ATODA-90	Sep 12, 2017 10:00:00 AM
Shaw MSW LCSW, Lisa	Intake Mental Health/ATODA-90	Sep 28, 2017 8:00:00 AM

BH-Mental Health (C2)

Resource	Appointment Type	Next 3rd Open
Blanks MA LPC SAC IT, Heidi	Individual Therapy Session-60	Jun 30, 2017 1:30:00 PM
Brito, MS MFT TL SAC IT, Martha	Individual Therapy Session-60	Jul 18, 2017 4:00:00 PM
Cornelius-Adkins MSW LCSW SAC CSOT BCD, Torland E	Individual Therapy Session-60	Jul 27, 2017 7:30:00 AM
Helander MSW LCSW, Valorie	Individual Therapy Session-60	Jul 25, 2017 8:00:00 AM
Huhtala MSW LCSW, Rhonda	Individual Therapy Session-60	Aug 7, 2017 11:00:00 AM



BH - Access Of Care

3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Shaw MSW LCSW, Lisa	Individual Therapy Session-60	Aug 2, 2017 2:00:00 PM

BH-EMDR Intakes

Resource	Appointment Type	Next 3rd Open
King MSW LCSW CSAC, Mary Beth	BH-EMDR Intake	Aug 14, 2017 1:00:00 PM
Shaw MSW LCSW, Lisa	BH-EMDR Intake	Aug 29, 2017 2:00:00 PM

BH-EMDR Therapy

Resource	Appointment Type	Next 3rd Open
Collier, Carmen D MS LPC CSAC	BH-EMDR Therapy	Jul 28, 2017 11:00:00 AM
King MSW LCSW CSAC, Mary Beth	BH-EMDR Therapy	Aug 1, 2017 2:00:00 PM
Shaw MSW LCSW, Lisa	BH-EMDR Therapy	Aug 23, 2017 7:30:00 AM

BH-Veteran Eval

Resource	Appointment Type	Next 3rd Open
Shaw MSW LCSW, Lisa	Veterans Evaluation	Aug 21, 2017 8:30:00 AM

BH-Intial Reiki Appointment

Resource	Appointment Type	Next 3rd Open
King MSW LCSW CSAC, Mary Beth	Reiki	Aug 3, 2017 2:00:00 PM
Lalonde BS CSAC, Scott	Reiki	Jul 28, 2017 7:30:00 AM
Shaw MSW LCSW, Lisa	Reiki	Aug 29, 2017 10:30:00 AM

BH-Psych Evals

Resource	Appointment Type	Next 3rd Open
Sayers PHD, Michael	Psychological Evaluation	Jul 13, 2017 8:30:00 AM



BH - Access Of Care

3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Trail PsyD Sharyl	Psychological Evaluation	Jul 7, 2017 1:00:00 PM

BH- Psych Eval FU

Resource	Appointment Type	Next 3rd Open
Sayers PHD, Michael	Psychological Eval Follow Up	Jun 30, 2017 3:00:00 PM

BH-Child Evals

Resource	Appointment Type	Next 3rd Open
Dzubinski MD, David L	BH-Child Eval	Sep 19, 2017 1:00:00 PM

BH-Child Med Checks

Resource	Appointment Type	Next 3rd Open
Dzubinski MD, David L	BH-Child Med Check	Aug 8, 2017 7:00:00 AM

BH-Adult Evals

Resource	Appointment Type	Next 3rd Open
ONeill, MD, Michael	BH-Adult Eval	Oct 19, 2017 9:00:00 AM
Patil MD, Veeranagouda	BH-Adult Eval	Sep 27, 2017 1:00:00 PM
Rodriguez MD, Josefina	BH-Adult Eval	Sep 22, 2017 4:00:00 PM

BH-Med Checks

Resource	Appointment Type	Next 3rd Open
ONeill, MD, Michael	BH-Medication Check	Sep 19, 2017 9:15:00 AM
Patil MD, Veeranagouda	BH-Medication Check	Aug 15, 2017 2:00:00 PM
Rodriguez MD, Josefina	BH-Medication Check	Jul 28, 2017 5:30:00 PM

BH-RN Triage Assessment



BH - Access Of Care

3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Paluch MSE RN LPC, Dave	RN-Psychatric Nursing Assessment	Jul 26, 2017 9:30:00 AM
Skrivanie MSN RN, Lois	RN-Psychatric Nursing Assessment	Jul 27, 2017 10:00:00 AM

BH-Eval FU

Resource	Appointment Type	Next 3rd Open
Dzubinski MD, David L	BH-Eval FU	Oct 12, 2017 3:00:00 PM
ONeill, MD, Michael	BH-Eval FU	Sep 19, 2017 10:45:00 AM
Patil MD, Veeranagouda	BH-Eval FU	Sep 1, 2017 1:30:00 PM
Rodriguez MD, Josefina	BH-Eval FU	Aug 4, 2017 5:00:00 PM

Sun

Mon

Tue

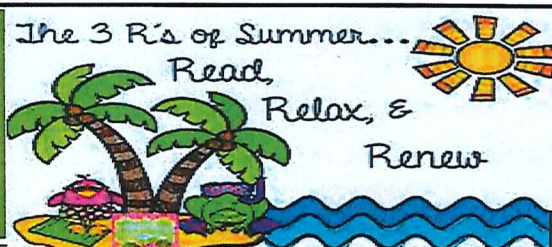
Wed

Thu

Fri

Sat

E



1
9am Manicures
1:30 Board Games
3:30 Balloon
Volley Ball

2
9 1-1 Visits
10:30 Mexican Train
1:30 Movie/ PopCorn
4pm Great Outdoors

3
9 1-1 Visits
10:30 Card Club
1:30 Great Outdoors
Trivia/Reminisce

4 9:30 Catholic
Communion
10:30 Coffee Social
1pm Methodist Service
Oneida Singers
1:30 Arts/Crafts
3:30 1-1 Visits

5
9 1-1 Visits
10:30 Dice Games
1:30 Bowling
3:30 Great Out doors/
Trivia/Reminisce

6
9am 1-1 Visits
10:30 Oneida Library
1:30 Great Out doors
Trivia/Reminisce
3pm Horse Race



7
8 Beauty /Barber Shop
9 1-1 Visits
10:30 Sit N Be Fit
1:30 Great Outdoors /
Trivia/Reminisce
2:30 BINGO

8
9am Manicures
1:30 Board Games
3:30 1-1 Visit

9
9 1-1 Visits
10:30 Farkle
1:30 Movie/ Pop Corn
4pm Great Outdoors
Trivia/Reminisce

10
9 1-1 Visits
10:30 Card Club
1:30 Great Outdoors
Trivia/Reminisce
3pm BINGO

11
9:30 Catholic
Communion
10:30 Coffee Social
1:30 Board Games
3:30 1-1 Visits

12
9 1-1 Visits
10:30 Dice Games
1:30 BINGO
3:30 Great Out doors
Trivia/Reminisce

13
9am 1-1 Visits
10:30 ZUMBA
1:30 National
Parks DVD
3:30pm Colorama

14
8 Beauty /Barber Shop
9 1-1 Visits
10:30 Sit N Be Fit
1:30 Great Outdoors
Trivia/Reminisce
2:30 BINGO

15
9 Making Dog
Biscuits
1:30 Board Games
3:30 Book Club

16
10am ..
Just for Men
1:30 Movie/ Pop Corn
4pm Great Outdoors
Trivia/Reminisce

17
9 1-1 Visits
10:30 Card Club
1:30 Great Outdoors
Trivia/Reminisce
3pm BINGO

18 9:30 Catholic
Communion
10:30 Coffee Social
1:30 Arts/Crafts
3:30 1-1 Visits

19
9 1-1 Visits
10:30 Dice Games
1:30 Bowling
3:30 Great Out doors
Trivia/Reminisce

20
9am 1-1 Visits
10:30 Riverview Song
Service
1:30 Great Out doors
Trivia/Reminisce
3:30pm Colorama



21
8 Beauty /Barber Shop
9 1-1 Visits
10:30 Sit N Be Fit
1:30 Great Outdoors
Trivia/Reminisce
2:30 BINGO

22
9am Manicures
1:30 Board Games
4pm Episcopal
Service



23
9 1-1 Visits
10:30 Mexican Train
1:30 Movie/ Pop Corn
4pm Great Outdoors
Trivia/Reminisce

24
9 1-1 Visits
10:30 Card Club
1:30 Great Outdoors
Trivia/Reminisce
3pm BINGO

25
9:30 Catholic
Communion
10:30 Coffee Social
1:30 Board Games
3:30 1-1 Visits

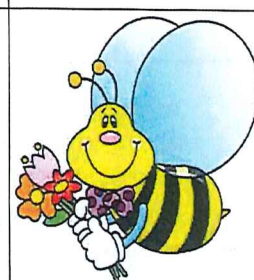
26
9 1-1 Visits
10:30 Dice Games
1:30 BINGO
3:30 Great Out doors
Trivia/Reminisce

27
9am 1-1 Visits
10:30 Resident Council
1:30 Great Out doors
Trivia/Reminisce
3:30pm Colorama

28
8 Beauty /Barber Shop
9 1-1 Visits
10:30 Sit N Be Fit
1:30 Great Outdoors
Trivia/Reminisce
2:30 BINGO

29
9am Manicures
1:30 Board Games
3:30 1-1 Visits

30
9 1-1 Visits
10:30 Farkle
1:30 Movie/ PopCorn
4pm Great Outdoors
Trivia/Reminisce



Sun**Mon****Tue****Wed****Thu****Fri****Sat****Tuesdays ..**

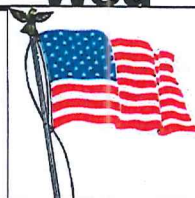
3pm .. Pet Therapy
with Joan & Emma
5pm . Devotions with

Tuesdays ..

6:30pm ..
Bible Study with
Charleen

**celebration**

10am Sing-a-long
2:30pm Ping Pong
Toss



1 9am 1-1 Visits
10:30 Card Club
1:30 Great Outdoors
Trivia/Reminisce

2 9am Catholic Com-

munion
10:30 Coffee Social
1pm Methodist &
Oneida Singers
1:30 Board Games
3:30 Great Outdoors

3

9am 1-1 Visits
10:30 Dice Games
1:30 Bowling/Wii
3:30 Great Outdoors
Trivia/Reminisce

5 8am Beauty & Bar-
ber Shop
9am 1-1 Visits
1:30 Sit N Be Fit
2:30 BINGO

6

9am Manicures
1:30 1-1 Visits
3pm Horse Race

**7**

9am 1-1 Visits
10:30 Mexican Train
1:30 Movies &
Pop Corn
4pm Great Outdoors

8

9am 1-1 Visits
10:30 Card Club
1:30 Great Outdoors
Trivia/Reminisce
3pm BINGO

9

9am Catholic Commun-
ion
10:30 Coffee Social
1:30 Board Games
3:30 Great Outdoors

10

9am 1-1 Visits
10:30 Dice Games
1:30 Great Outdoors
3pm BINGO

11 9am 1-1 Visits

10:30 ZUMBA
1:30 Great Outdoors
3pm Entertainment
By Bobby Solberg
6pm Cornelius Cousins
Oneida Singers

12

8am Beauty &
Barber Shop
9am 1-1 Visits
1:30 Sit N Be Fit
2:30 BINGO

13

9am Making Dog
Biscuits
1:30 Book Club
3pm Balloon
Volley Ball

14

9am 1-1 Visits
10:30 FARKLE
1:30 Movies &
Pop Corn
4pm Great Outdoor

15

9am 1-1 Visits
10:30 Card Club
1:30 Great Outdoors
Trivia/Reminisce
3pm BINGO

16

9am Catholic Commun-
ion
10:30 Coffee Social
1:30 Board Games
3:30 Great Outdoors

17

9am 1-1 Visits
10:30 Dice Games
1:30 Bowling/Wii
3:30 Great Outdoors
Trivia/Reminisce

18 9am 1-1 Visits

10:30 Riverview
Song Service
1:30 Great Outdoors
3pm COLORAMA
6:30 Bible Study with

19

8am Beauty &
Barber Shop
9am 1-1 Visits
1:30 Sit N Be Fit
2:30 BINGO

20

9am Manicures
1:30pm
"Happy Hour"
3pm Board
Games

21

9am 1-1 Visits
10:30 Mexican Train
1:30 Movies &
Pop Corn
4pm Great Outdoor

22

9am 1-1 Visits
10:30 Card Club
1:30 Great Outdoors
Trivia/Reminisce
3pm BINGO

23

9am Catholic Commun-
ion
10:30 Coffee Social
1:30 Board Games
3:30 Great Outdoors

24

9am 1-1 Visits
10:30 Dice Games
1:30 Great Outdoors
3pm BINGO

25

9am 1-1 Visits
10:30 Resident
Council
1:30 Great Outdoors

26

8am Beauty &
Barber Shop
9am 1-1 Visits
1:30 Sit N Be Fit
2:30 BINGO

27

9am Manicures
1:30 1-1 Visits
4pm Episcopal
Service

28

9am 1-1 Visits
10:30 FARKLE
1:30 Movies &
Pop Corn
4pm Great Outdoor

29

9am 1-1 Visits
10:30 Card Club
1:30 Great Outdoors
Trivia/Reminisce
3pm BINGO

30 9am Catholic Com-

munion
10:30 Coffee Social
1:30 Board Games
3:30 Great Outdoors
6pm Cornelius Cousins
Oneida Singers

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9am 1-1 Visits
10:30 Dice Games
1:30 Bowling/Wii
3:30 Great Outdoors
Trivia/Reminisce

