

# Oneida Business Committee Agenda Request

1. Meeting Date Requested: 4 / 25 / 18

## 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:

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:

Quarterly report for the Comprehensive Health Division.

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](mailto:BC_Agenda_Requests@oneidanation.org)

**ONEIDA COMPREHENSIVE HEALTH DIVISION**  
**DR. RAVINDER VIR MEDICAL DIRECTOR**  
**DEBRA DANFORTH, RN, BSN, OPERATIONS DIRECTOR**  
**DIVISION UPDATE**  
**Quarter 2 - FY 2018**  
**January 2018- March, 2018**



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

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  
 Phone: (920) 405-4492

Fax: (920) 869-1780  
 Fax: (920) 490-3883  
 Fax: (920) 869-3238  
 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 Tsi?niyukwaliho t^ (Our Ways).

**MISSION:**

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

**VALUES:**

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

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

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

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

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

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

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

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

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

- 1. Accreditation:** The Comprehensive Health Division will validate and assure the community the delivery of the highest quality health care services in achieving AAAHC (Accreditation Association for Ambulatory Health Care) accreditation by December 2017 through team work, leadership and commitment. By accomplishing accreditation we will provide staff a sense of accomplishment, increase quality of care, enhance public validation for community/customer satisfaction, improve recruitment/retention of providers, and increase the probability of outside funding.  
**\*\*Submission has been delayed to August, 2018.**
- 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-**GTC has placed the Employment Law on hold.** 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 have vacancies in Primary Care including Pediatrics, Family Practice and Internal Medicine
- Dianne Boex, Radiology Supervisor Retired on March 31, 2018
- Racheal Menomin is the Interim Radiology Supervisor
- Dr Patel and Dr Pareek started as Independent Contractor Psychiatrists at OBH
- Dr. Aggarwal, Child Psychiatrist started seeing patients every other week at OBH
- Dr Danby, Candice Crabb, NP and Anne Wells, NP have been on leave this quarter
- Mary Kreuger, LPN who retired from OCHC over 3 years ago passed away due to illness. Staff attended Funeral services and celebrated her life with a Potluck meal at OCHC
- Our no show rates have declined in the past quarter to 9.4 % in the Medical Clinic and 10.3 % at OBH

#### Medical

- Routine appointments are currently booking 4-8 weeks out for the Medical Clinic
- **See attachment A for Medical Clinic NO-SHOW data**

## **Behavioral Health**

Improve our access to care, as of 4/1/18

- initial intakes are out
  - 5 weeks for Mental Health,
  - 6 weeks for Co Occurring,
  - 7 weeks for ATODA,
  - 8 weeks for Veteran Evaluation,
  - 15 weeks for Adult Psychiatry,
  - 6 weeks for Child Psychiatry and
  - 1 week for Psychology.
- Ongoing individual sessions are out
  - 1-4 week for Mental Health,
  - 1-4 week for Co Occurring,
  - 1-4 weeks in ATODA,
- For our follow up medication check appointments,
  - 3 weeks for Adult Psychiatry,
  - 8 weeks for Child Psychiatry and
  - 1 week for Psychology.
- We continue to provide walk in services with a Triage Counselor and Daily Wellness Support Services.
- **See attachment B for Behavioral Health NO-SHOW data.**
- **Access to Care** ongoing evaluation to meet the needs of the patients without hiring of additional staff and maintaining full staff. The positions are posted until filled. **Recruitment is a concern and maintaining competitive within our professional market.** We are completing a market analysis on our professional positions. We are planning to participate in a HRSA Virtual BH Recruitment in April. Mari is participating in the *Connections to Mental Wellness* committee. This committee looks at training new providers in this field.
- **We are also looking at Tele Health-** We are working on contracting with ReGroup Therapy to provide Tele Psych services on site at Behavioral Health. This will have to be added to our state license.

## **Optical**

- Routine exams are booking 4 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
- The March Vision Contract is not finalized to date through our Self-Funded Insurance Plan. The plan changed 1-1-18. Our work around process for patients with this insurance coverage is to offer them the Tribe Benefit and let them know who the participating providers are in our area.

## **Dental**

- For Routine exam and Filling appointments are booking out 3 months.
- Emergencies are still being seen on a daily basis

- Anna L. held interviews for dental assistant position. No positions filled permanently however one ET was brought on from the interviews, there are still five vacancies.
- Dr. Thao Nguyen was hired as FT fifth dentist
- Two dental assistant students from NWTC and one from FVTC are affiliating two days a week until the end of April.
- Dental Cleaning and other Perio appointments are being scheduled out to May. A call list is still utilized for cancelations.
- Working at stabilizing the Dental care due to upcoming retirements.
- Dental currently is faced with space issues to try and resolve the access to care issue. Working to find different avenues to meet these space issues.
- The dental chair at AJRCCC was successfully opened with the first day of service on 2/28/2018
- Dr. Thao Nguyen has joined the dental team, her first day of employment was 3/12/2018
- Dentrux up-grade was completed successfully on 2/1/18 without any glitches or incidents
- First report to Delta Dental on the grant awarded was made timely without any delays on 3/28/18.
- 3/15/18 Short shut down at 4:15 pm as the HVAC (central suction) was not working. Contacted Patterson Dental & DPW workers. Another short shutdown on 3/16/18 at 8:00 was also made. Plumbing came in on 3/21/18 to fix what is thought to be the issue. Concern that all equipment in the dental clinic is nearing its life expectancy. This will have a financial impact in the FY 2019 budget.

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



The average daily census for 2nd Qtr of the Fiscal Year 2018 is indicated in the chart below:

	JAN	FEB	MAR	TOTAL
<b>Total Resident Billable Days</b>	<b>1188</b>	<b>1015</b>	<b>1150</b>	
<b>Calendar Days</b>	<b>31</b>	<b>28</b>	<b>31</b>	
<b>Oneida Enrolled</b>	<b>28</b>	<b>26</b>	<b>28</b>	<b>N/A</b>
<b>Other Tribe</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>N/A</b>
<b>Non Tribal</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>N/A</b>
<b>Number of Beds</b>	<b>48</b>			
<b>Capacity Percentage</b>	<b>80%</b>	<b>76%</b>	<b>77%</b>	
<b>Payment Source</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>AVG</b>
<b>Medicaid</b>	<b>72%</b>	<b>71%</b>	<b>71%</b>	<b>71%</b>
<b>Medicare A</b>	<b>3%</b>	<b>4%</b>	<b>5%</b>	<b>4%</b>
<b>Private</b>	<b>14%</b>	<b>15%</b>	<b>12%</b>	<b>14%</b>
<b>VA</b>	<b>5%</b>	<b>6%</b>	<b>5%</b>	<b>5%</b>

- Dietary Aid, Leona Charles retired after 21 years of services to the AJRCCC.
- Flu isolation for AJRCCC was from January 27 thru February 10, 2018.
- OCHC in the process of making travel arrangements for a board member to travel to San Francisco between the dates of 3/25 thru 3/29.
- 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.
- The AJRCCC Board continues to meet on a regular basis.

## OPTIMIZE TECHNOLOGY

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

#### **ELECTRONIC HEALTH RECORD (EHR): GE Centricity**

- The EHR 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.
- Next upgrade will be to version 12.3. This was released in the last weeks of December. Despite the new release and plan to upgrade in the first quarter of the year, there is already a service pack pending release to fix critical fixes to the version 12.3. We are awaiting release of service pack 1 for next upgrade.
- **HIPAA Security Policies/Procedures:**
  - HIPAA E-learning was completed in 1<sup>st</sup> quarter 2018. We are in the process of reviewing the current SOPs since they are up for revision.
- **Risk Assessment (RA):**
  - On-site Risk Assessment was conducted December 8, 2017. We continue to meet monthly to mitigate remaining action items.
- **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. Patient adoption and education of the patient portal will be elevated in the second quarter. Increased staff education, Workflow change, publishing of pamphlet and automation of CVS are just a few areas we will focus on.
  - 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. We hope to complete this during the second quarter.
- **Automated Clinically Messaging (ACM) and Document Management (DM):**
  - This additional software and functionality has been implemented to Centricity EMR and Patient Portal. This functionality will allow providers the ability to send automated mass and individual messaging to patients and referring providers.
  - Automated individual messaging would include the Clinical Visit Summaries (CVS) securely to patients and Transfer of Care (TOC) documents to consulting providers.
  - The ability to get patient's email and service provider's direct address has been a challenge and we continue to gather more emails and direct addresses.
- **E-signature:**
  - The I pads imaging have been finalized and testing for security for preparation of go live of the next phase of documents. We have revised the project plan to go live with



- the treatment plan, discharge summary, staffing note and case transfer note. This will allow us to decrease the use of dictation services and for user audit reports to be finalized.
- The E-Signature team continues to work on testing and finalizing registration documents for go live with the registration documents at OCHC. New workflows and training documents have been completed. Onbase integration is complete in development and production. Testing will be pursued in production and go-live anticipated by the end of April.
  - We are also anticipating expanding the use of forms and application for dental and optical once implementation has been successfully completed in registration and clinical areas of Behavioral Health and the Medical Clinic.
  - **Meaningful Use (MU):**
    - We completed the attestation for the Medicaid program of Meaningful Use as we are directed by CMS for year 2017. We successfully submitted 7 providers at OCHC. 3 of the newer providers were ineligible. 1 provider joined us in 2017 and was previously attested by previous employer for 2017 and 2 were not eligible for attestation. This will be the fourth of six possible years of data submission for this annual incentive. This program is proposed to end in 2021.
    - We will continue to monitor and measure our performance for Program Year 2018. We will need to report on full year at this time for 2018. The team continues to work with MetaStar to help all areas understand and meet Meaningful Use and its different programs.
  - **MIPS / Quality Payment Program (QPP) Program:**
    - We successfully submitted the measures and data to support the MIPS 2017 program year. We attested as a group, which includes all eligible providers under the Oneida Nations Tax Identification Number. By meeting the programs Base Measure, Performance Measure and Quality Measure requirements along with Bonus and Improvement Activities, we will be able to avoid a downward negative payment adjustment for 2019 to a positive payment adjustment for our Medicare claims to CMS.
    - The MIPS report has been completed and authorized on 3/8/2018 with a final score of 98.73 MIPS.
  - **BH Chart Status Project:**
    - We will be **transferring our BH Medical Records Excel database into the EMR.** This is a task that we will need the GE consultant's assistance in completing because of the complexity of the licensing requirements completion prior to the status changing on the patient banner. This is ongoing.
    - We need the signature capture working in order to have all of our licensing requirements in the EMR to have the banner fully functioning for the Chart Status.
    - We have begun to have medical records techs start the conversion of chart status to test the reports. However, we have about 10,500 charts that need to be converted to eliminate the excel database. This process has been built into our opening and closing of chart process. However, it may take some time to have all of the 10,500 charts transferred into the EHR we are making progress.
  - **Patient Engagement:**
    - A Request for Proposal (RFP) was completed and submitted to desired vendors. We viewed 6 demonstrations and have narrowed our vendors down to 3 possible solutions. We have requested subsequent demonstrations to pick our final solution. Implementation planning and completion will be a goal for Second Quarter 2018.
  - **Reports:**
    - Behavioral Health is consistently receiving the following (COGNOS) Access to Care, No Show/Cancellation Provider Utilization, Patient Last Visit, Columbia Suicide

- Severity Rating Scale (C-SSRS) and Adverse Childhood Experience. We continue to review Drug Statistic report. We have begun to work on the Zero Suicide Data Elements, PHQ 2 Report and Referrals from OCHC and User Audit to assist in Peer Review process. We currently get reports completed by Dr. David Prestby Access to Care Report, Customer Experience Survey, BH Awareness Series, QPR Trainings. (Crystal Reports) Chart Status Report
- The RFP to review Business Intelligence tool reporting has been delayed due to working on the Patient Engagement Solution.
  - OCHC has successfully been able to work with MIS and Cognos to produce a monthly no show/cancellation report and access to care report.
- **Health Promotions Codes in Centricity**
    - Consultation with GE Consultant scheduled in April

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

- **The RAVE Alert System** is an emergency notification system that can send a mass notification to our employees via text messages, e-mail message, and/or phone calls in the event of an emergency. i.e. Emergency closure. We have implemented the RAVE system to inform employees of building closures and other situations that need to go out. We are working with other areas of the organization to implement tribal wide.

## **CONTINUOUS QUALITY IMPROVEMENT** **Initiatives: Accreditation**

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

- Credentialing – Complete SOP by May
- Training Tracking Data Base – All employee training entered by May 31
- Patient Handbook – complete and hand out by April
- Provider pamphlets – complete and display by May
- Data collecting and tracking within all departments- begin in May
- Break Room getting re-done – complete in April
- G drive re-organization
- Apply for accreditation – October
- Orientation manual completed, checklist being used beginning March 1
- Training Tracking Data Base Completed
- Peer Review began in March
- RAVE system is in place, in use, and continually reviewed
- Completed drills – Code Blue, RAVE
- Accreditation is being worked on weekly at the management team

### **Public Health Accreditation**

- In January, the accreditation coordinator participated as a panelist in Tribal Accreditation Learning Community webinar.
- January 29 & 30, Health office was a panelist at WI Tribal Accreditation and Quality Forum discussing Community Health Assessment and Community Health Improvement Plan. As same event, accreditation coordinator facilitated a quality improvement/ team building activity, making a Healthy community using plastic blocks (Legos). Kit was offered to a tribal organization attending the event to take back and facilitate with their team.
- Continue to transition some of the accreditation coordinator responsibilities to another team member

- On February 27, 2018, we were notified an action plan will be required before an accreditation decision can be made. PHAB is requesting additional action take place for all the measures they determined we did not meet (7) and two of the measures we only slightly met (2). This is a total of nine measures. However, seven of them revolve around public health law.
- In March 2018, several meetings occurred designed to address how we will accomplish the measures related to public health law.

### **ENHANCE OUR WORKFORCE**

#### **Initiative: Optimizing our staffing processes**

#### **HUMAN RESOURCE MANAGEMENT**

- We continue to have staffing, space and financial constraints that prevent us from providing optimal access to care in our Division.

**Number As of 04/01/18 Comprehensive Health Division Employees: 345 FTE** (includes full-time, part-time, LTEs,) NOTE: The Work Force report is being worked on with HRD to confirm accuracy.

- Total # employees for the division is 345:
  - **114 Oneida Enrolled**
  - **31 American Indian/Alaskan**
  - **2 Black/African American**
  - **1 Asian**
  - **5 Hispanic/Latino**
  - **188 Caucasian/other**
  - **4 Two or more Races**
- **Breakdown of # of employees by area:**
  - **AJRCCC: (64)**
    - 21 Oneida Enrolled
    - 6 American Indian/Alaskan
    - 1 Asian
    - 3 Hispanic/Latino
    - 0 Black/African American
    - 3 Two or more Races
    - 30 Caucasian/other
  - **Behavioral Health (44)**
    - 1 Hispanic/Latino
    - 6 American Indian/Alaska Native
    - 1 Black/African American
    - 7 Oneida Enrolled
    - 28 Caucasian/other
    - 1 Two or more races
  - **Employee Health Nursing (9)**
    - 1 American Indian/Alaska Native
    - 1 Oneida Enrolled
    - 7 Caucasian/other
  - **Medical (42)**
    - 4 American Indian/Alaskan
    - 11 Oneida Enrolled of WI
    - 27 Caucasian/other

- **Operations (184)**
  - 1 Black/African American
  - 13 American Indian/Alaska Native
  - 73 Oneida Enrolled of WI
  - 96 Caucasian/other
  - 1 Hispanic/Latino
- **Current vacancies as of 04/01/18:**
  - **Certified Medical Assistant**
  - **Clinical Substance Abuse Counselor**
  - **Dental Assistant**
  - **Dual Diagnosis Therapist**
  - **Physician –Peds**
  - **Physician – Internal medicine**
  - **Psychiatrist**
  - **Psychotherapist**
  - **Certified Nursing Assistant**
  - **Dental Hygienist**
  - **Dietary Aide Cook LPN- AJRCC**
  - **RN – AJRCC**
  - **RN- Community Health**
  - **RN-School Nurse**
  - **Triage Supervisor**
  - **Triage Counselor**
  - **Behavioral Health Supervisor**
  - **Intake Supervisor-OBH**
  - **Licensed Practical Nurse-OCHC**
  - **Mammography Technologist**

## **FINANCIALS**

### **Comprehensive Health Division**

BUDGETED Funding Sources for FY-2018 (Total)

TRIBAL CONTRIBUTION: 4.50% (\$2,699,903)

GRANTS: 3.42% (\$2,053,885)

OTHER SOURCES:

External Sales/Third Party Revenue/other income 58.45% (\$35,072,745)

Indian Health Services: 33.63% (\$20,177,282)

**Total Budget for FY 2018: \$60,003,815**

Actuals as of 03/31/18

1<sup>st</sup> Quarter Total Actuals as of 12/31/17 (Oct-Dec 2017): \$12,309,348

2<sup>nd</sup> Quarter Total Actuals as of 03/31/18 (YTD): \$23,755,361

Consolidated Health (OCHC & OBH) has not been utilizing Tribal Contribution to provide services to the Community.

Tribal Contribution is utilized within the Comprehensive Health Division at AJRCCC (Budgeted \$,1,478,742), EHN (Budgeted \$877,126), and Case Management/COP (Budgeted \$343,381 Grant matching requirement), and WIC (Budgeted \$654, Grant matching requirement).

### **Celebrations and Successes:**

- We are continuing to receive Access to Care Surveys back.
- We are making progress with getting some reports for data analysis within Behavioral Health
- The “Purple Room” is now accessible for Behavioral Health’s use as a Group room.
- The OBH Nurses Station has been implemented and we are finalizing set up in Exams rooms
- The OBH Triage Center is furnished and staff will be moving in April.
- We started the Peer Review process
- OBH has coordinated with Oneida Schools and Seymour Schools to provide services at our satellite offices there. We have 4-5 providers who provide services at these two school systems.
- From Children’s Provider Meeting: A meeting is planned with Oneida Schools and OBH to discuss a more comprehensive plan to help students who have emotional-behavioral issues with a focus on engaging and helping their parents more effectively.
- Scanned documents will be entered into Centricity to bridge communication with Case Management and the medical clinic.
- Data Summit presentation for our CHA/CHIP partners was very successful. Good representation from tribal partners.
- Attended Governors Conference in Appleton during first week in March with various tribal departments.
- Diabetic team Family Fun Night was very successful for the Oneida Community. Great teamwork by everyone involved.
- Marketing teams in Community Health were re-designed and restructured.
- Patient contacts for this quarter:
  - COP Collateral – 390
  - COP Face To Face – 182
  - COP Assessments - 14
  - Respite and In-Home Chore - 717
  - Dementia Care Specialist - 17
- The Human Service Reporting System is 100% reported for January and February for all COP participants receiving services.
- The dental chair at AJRCCC was successfully opened with the first day of service on 2/28/2018
- Dr. Thao Nguyen has joined the dental team, her first day of employment was 3/12/2018
- Dentrix up-grade was completed successfully on 2/1/18 without any glitches or incidents
- First report to Delta Dental on the grant awarded was made timely without any delays on 3/28/18.
- Family Fun Night was held in February and a success. Total attended – 416. Surveys completed by 88 adults – 84% “very satisfied” and 83% learned a new activity to keep their family healthy and active.
- The remaining 75% of the SDPI grant was awarded on 3/30/18
- Completed Chapter 21 of AAAHC - Occupational Health requirements.
- MMR/Varicella compliance for the CHD.
- Mary Cornelissen, EHN Manager was recognized at OBC for 40 years of dedicated service to the Oneida Nation and Comprehensive Health
- Comprehensive Health actively engaged with the Tribal Action Planning Team to proactively and strategically address addiction related challenges within the Oneida Nation
- Optos system in Optical Department will improve quality of care and access for Retinal screening for Diabetes patients

Please follow us on our Oneida Comprehensive Health Division Facebook page!

Pictures are from the Family Fun Night held in February 2018. The theme was “May the Fitness be with You”.





# 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 18, 2018 11:30:00 AM
	Follow Up-30	Apr 19, 2018 7:30:00 AM
Flood MD, Michael	Nurse Only-Flood-30	Apr 16, 2018 1:30:00 PM
	Follow Up-30	May 31, 2018 8:00:00 AM
	Call In-30	Apr 17, 2018 12:30:00 PM
Kennard MD, Jay K	Nurse Only-Kennard	May 1, 2018 4:00:00 PM
	Follow Up-30	Jul 5, 2018 9:00:00 AM
	Call In-30	May 7, 2018 1:30:00 PM
Sumnicht MD, Paul H	Nurse Only-Sumnicht	Apr 9, 2018 11:00:00 AM
	Follow Up-30	May 10, 2018 9:00:00 AM
	Call In-30	Apr 16, 2018 9:30:00 AM
Thiry APNP NP-C, Lori B	Nurse Only-Thiry	Apr 6, 2018 3:30:00 PM
	Follow Up-30	Apr 11, 2018 11:00:00 AM
	Call In-30	Apr 16, 2018 4:00:00 PM
Vir, Ravinder	Nurse Only-Vir	Apr 25, 2018 3:00:00 PM
	Follow Up-30	Apr 24, 2018 1:00:00 PM
Wells APNP FNP-BC, Ann M	Nurse Only-Wells-30	May 31, 2018 3:30:00 PM
	Follow Up-30	Jun 1, 2018 8:30:00 AM

### OCHC-Call In/Follow Up/NO-Peds

Resource	Appointment Type	Next 3rd Open
Danby MD, David	Provider Nurse Only-Danby	Jul 10, 2018 3:30:00 PM
	Follow Up-30	Jul 9, 2018 4:00:00 PM



## Comprehensive Health - Access Of Care

### 3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Danby MD, David	Call In-30	Jul 9, 2018 4:00:00 PM
Kennard MD, Jay K	Nurse Only-Kennard	May 1, 2018 4:00:00 PM
	Follow Up-30	Jul 5, 2018 9:00:00 AM
	Call In-30	May 7, 2018 1:30:00 PM
Langner APNP, Dianna L	Follow Up-30	Apr 4, 2018 3:30:00 PM
	Call In-30	Apr 4, 2018 11:30:00 AM
Sumnicht MD, Paul H	Nurse Only-Sumnicht	Apr 9, 2018 11:00:00 AM
	Follow Up-30	May 10, 2018 9:00:00 AM
	Call In-30	Apr 16, 2018 9:30:00 AM
Thiry APNP NP-C, Lori B	Nurse Only-Thiry	Apr 6, 2018 3:30:00 PM
	Follow Up-30	Apr 11, 2018 11:00:00 AM
	Call In-30	Apr 16, 2018 4:00:00 PM
Verstoppen MD, Gerald	Nurse Only-Verstoppen-60	Apr 10, 2018 3:30:00 PM
	Follow Up-30	Apr 11, 2018 2:00:00 PM
	Call In-30	Apr 4, 2018 3:00:00 PM
Wells APNP FNP-BC, Ann M	Nurse Only-Wells-30	May 31, 2018 3:30:00 PM
	Follow Up-30	Jun 1, 2018 8:30:00 AM
	Follow Up-15	Jun 1, 2018 1:30:00 PM
	Call In-15	May 29, 2018 1:45:00 PM

#### OCHC-Diabetes NP-Call In/Follow Up

Resource	Appointment Type	Next 3rd Open
Moureau APNP BC-ADM, Timothy A	Follow Up-DM	Jul 12, 2018 9:00:00 AM
	Call In-30	Apr 16, 2018 4:00:00 PM





# Comprehensive Health - Access Of Care

## 3rd Available appointment

### OCHC-Diabetes NP-Foot Care

Resource	Appointment Type	Next 3rd Open
Moureau APNP BC-ADM, Timothy A	Foot Care-30	Jul 12, 2018 9:00:00 AM

### OCHC-Diabetes NP-New Patient-60

Resource	Appointment Type	Next 3rd Open
Moureau APNP BC-ADM, Timothy A	New Patient-60	May 8, 2018 1:00:00 PM

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

Resource	Appointment Type	Next 3rd Open
Schwantes RD CDE, Elizabeth	Med Adjustment	May 1, 2018 1:00:00 PM
	DM Education Follow Up	May 1, 2018 1:00:00 PM
	Call In-60	May 1, 2018 1:00:00 PM

### OCHC-Diabetes RD-New Patient

Resource	Appointment Type	Next 3rd Open
Schwantes RD CDE, Elizabeth	New Patient-60	May 3, 2018 10:00:00 AM

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

Resource	Appointment Type	Next 3rd Open
Colwitz RN CDE, Boni J	Med Adjustment	Apr 4, 2018 7:30:00 AM
	DM Education Follow Up	Apr 4, 2018 7:30:00 AM
	Call In-60	Apr 4, 2018 7:30:00 AM

### OCHC-Diabetes RN-New Patient

Resource	Appointment Type	Next 3rd Open
Colwitz RN CDE, Boni J	New Patient-60	Apr 4, 2018 7:30:00 AM



# Comprehensive Health - Access Of Care

## 3rd Available appointment

### OCHC-New Patient-Adult

Resource	Appointment Type	Next 3rd Open
Danby MD, David	New Patient-30	Jul 9, 2018 4:00:00 PM
Eberhardy PA-C, Stephanie	New Patient-30	Apr 19, 2018 7:30:00 AM
Flood MD, Michael	New Patient-30	Jun 1, 2018 2:30:00 PM
Kennard MD, Jay K	New Patient-30	Jun 11, 2018 8:30:00 AM
Kreft APNP FNP-BC, Michele Ann	New Patient-60	May 29, 2018 8:00:00 AM
Sumnicht MD, Paul H	New Patient-30	Apr 17, 2018 10:00:00 AM
Thiry APNP NP-C, Lori B	New Patient-60	May 17, 2018 2:30:00 PM
Vir, Ravinder	New Patient-30	Apr 25, 2018 1:00:00 PM
Wells APNP FNP-BC, Ann M	New Patient-30	May 30, 2018 10:00:00 AM

### OCHC-Physical-Eberhardy

Resource	Appointment Type	Next 3rd Open
Eberhardy PA-C, Stephanie	Physical-60	Jul 19, 2018 8:00:00 AM

### OCHC-Physical-Flood

Resource	Appointment Type	Next 3rd Open
Flood MD, Michael	Physical-30	May 7, 2018 1:00:00 PM

### OCHC-Physical-Kennard

Resource	Appointment Type	Next 3rd Open
Kennard MD, Jay K	Physical-30	Jun 11, 2018 8:30:00 AM

### OCHC-Physical-Sumnicht



## Comprehensive Health - Access Of Care

### 3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Sumnicht MD, Paul H	Physical-30	Apr 17, 2018 10:00:00 AM

#### OCHC-Physical-Thiry

Resource	Appointment Type	Next 3rd Open
Thiry APNP NP-C, Lori B	Physical-60	Jun 18, 2018 2:00:00 PM

#### OCHC-Physical-Wells

Resource	Appointment Type	Next 3rd Open
Wells APNP FNP-BC, Ann M	Physical-60	Jun 7, 2018 2:30:00 PM

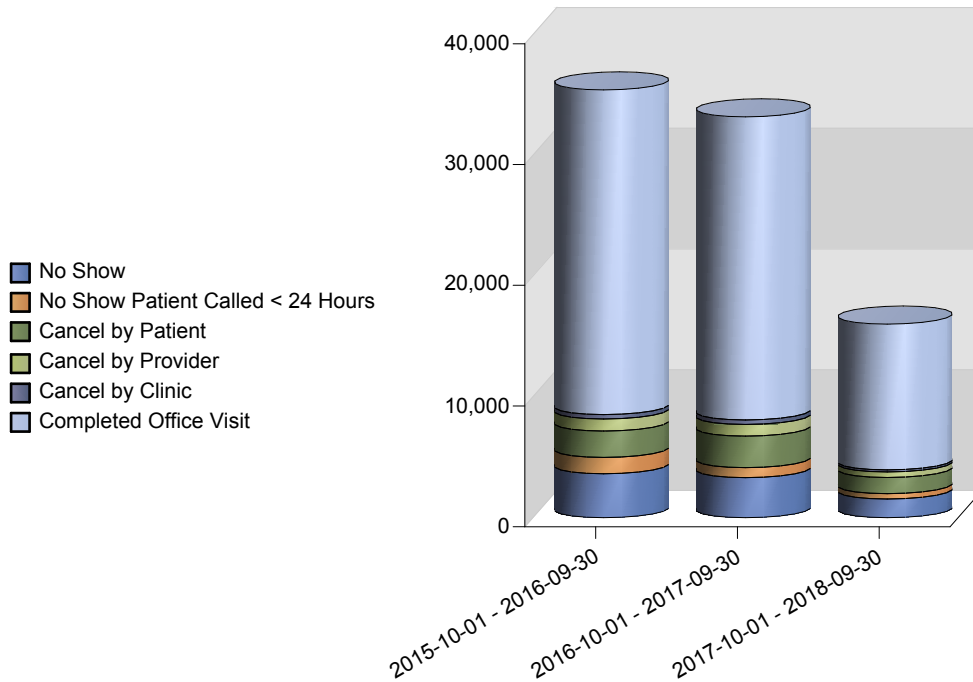
#### OCHC-WCE-Peds and FP

Resource	Appointment Type	Next 3rd Open
Danby MD, David	Well Child Exam-30	Jul 11, 2018 3:00:00 PM
Kennard MD, Jay K	Well Child Exam-30	May 4, 2018 10:00:00 AM
Kreft APNP FNP-BC, Michele Ann	Well Child Exam-30	Apr 11, 2018 2:30:00 PM
Langner APNP, Dianna L	Well Child Exam-30	Apr 17, 2018 9:00:00 AM
Sumnicht MD, Paul H	Well Child Exam-30	May 10, 2018 9:00:00 AM
Thiry APNP NP-C, Lori B	Well Child Exam-30	Apr 11, 2018 3:30:00 PM
Verstoppen MD, Gerald	Well Child Exam-30	May 15, 2018 1:00:00 PM
Wells APNP FNP-BC, Ann M	Well Child Exam-30	Jun 4, 2018 8:30:00 AM



# 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
2017-10-01 - 2018-09-30	Qtr02	750	9.4%	226	2.8%	743	9.4%	288	3.6%	92	1.2%	2,005	5,941	7,946	5,672	4,207
	Qtr01	796	10.0%	217	2.7%	594	7.5%	174	2.2%	79	1.0%	1,805	6,132	7,937	6,135	4,325
<b>2017-10-01 - 2018-09-30</b>		<b>1,546</b>	<b>9.7%</b>	<b>443</b>	<b>2.8%</b>	<b>1,337</b>	<b>8.4%</b>	<b>462</b>	<b>2.9%</b>	<b>171</b>	<b>1.1%</b>	<b>3,810</b>	<b>12,073</b>	<b>15,883</b>	<b>11,807</b>	<b>6,021</b>
2016-10-01 - 2017-09-30	Qtr04	705	9.8%	182	2.5%	552	7.7%	249	3.5%	76	1.1%	1,738	5,445	7,183	5,445	4,004
	Qtr03	799	9.9%	153	1.9%	791	9.8%	229	2.8%	58	0.7%	2,009	6,062	8,071	6,064	4,196



## Three Year By Quarter No Show/Cancellation Summary

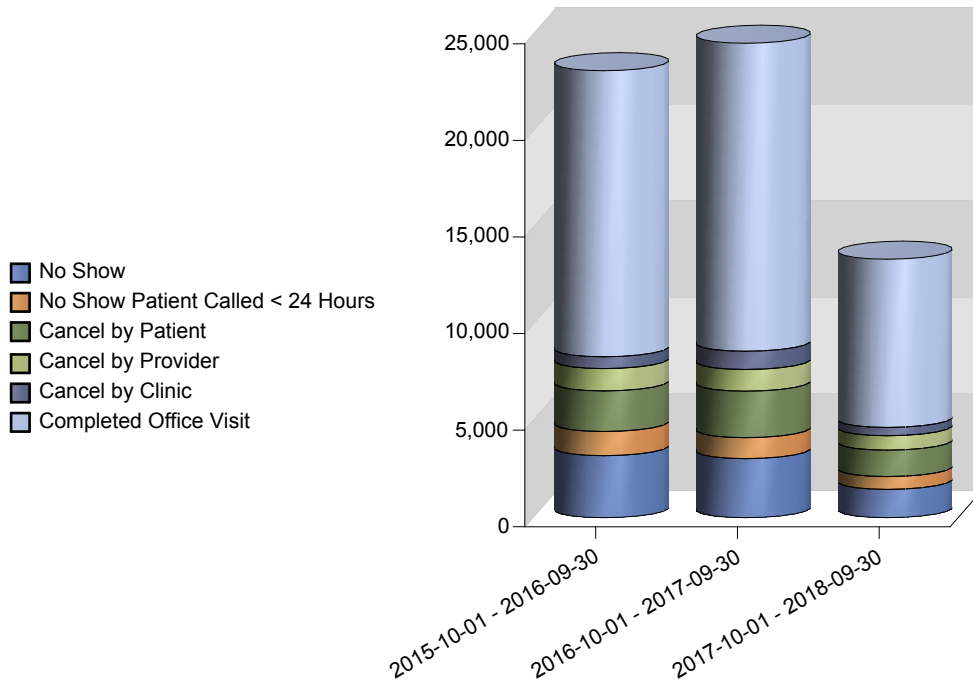
### Oneida Health Center Medical Clinic

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	834	9.6%	226	2.6%	685	7.9%	234	2.7%	137	1.6%	1,991	6,680	8,671	6,693	4,458
	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
<b>2016-10-01 - 2017-09-30</b>		<b>3,315</b>	<b>10.1%</b>	<b>828</b>	<b>2.5%</b>	<b>2,611</b>	<b>7.9%</b>	<b>968</b>	<b>2.9%</b>	<b>371</b>	<b>1.1%</b>	<b>7,874</b>	<b>25,104</b>	<b>32,978</b>	<b>25,119</b>	<b>8,182</b>
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
	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
<b>2015-10-01 - 2016-09-30</b>		<b>3,636</b>	<b>10.3%</b>	<b>1,353</b>	<b>3.8%</b>	<b>2,185</b>	<b>6.2%</b>	<b>999</b>	<b>2.8%</b>	<b>364</b>	<b>1.0%</b>	<b>8,428</b>	<b>26,892</b>	<b>35,320</b>	<b>26,900</b>	<b>8,663</b>
<b>Summary</b>		<b>8,497</b>	<b>10.1%</b>	<b>2,624</b>	<b>3.1%</b>	<b>6,133</b>	<b>7.3%</b>	<b>2,429</b>	<b>2.9%</b>	<b>906</b>	<b>1.1%</b>	<b>20,112</b>	<b>64,069</b>	<b>84,181</b>	<b>63,826</b>	<b>11,138</b>



# 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
2017-10-01 - 2018-09-30	Qtr03	100	11.8%	37	4.4%	105	12.4%	32	3.8%	21	2.5%	295	550	845	425	579
	Qtr02	696	10.3%	338	5.0%	726	10.8%	436	6.5%	191	2.8%	2,387	4,348	6,735	4,151	1,602
	Qtr01	666	11.5%	290	5.0%	537	9.3%	278	4.8%	217	3.7%	1,988	3,811	5,799	3,768	1,570
<b>2017-10-01 - 2018-09-30</b>		<b>1,462</b>	<b>10.9%</b>	<b>665</b>	<b>5.0%</b>	<b>1,368</b>	<b>10.2%</b>	<b>746</b>	<b>5.6%</b>	<b>429</b>	<b>3.2%</b>	<b>4,670</b>	<b>8,709</b>	<b>13,379</b>	<b>8,344</b>	<b>2,051</b>
2016-10-01 - 2017-09-30	Qtr04	767	13.8%	244	4.4%	548	9.9%	240	4.3%	307	5.5%	2,106	3,443	5,549	3,435	1,551



## 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	784	12.9%	285	4.7%	567	9.3%	214	3.5%	159	2.6%	2,009	4,072	6,081	4,073	1,559
	Qtr02	734	10.8%	271	4.0%	754	11.1%	408	6.0%	283	4.2%	2,450	4,342	6,792	4,341	1,599
	Qtr01	770	12.5%	286	4.7%	537	8.8%	262	4.3%	194	3.2%	2,049	4,087	6,136	4,087	1,535
<b>2016-10-01 - 2017-09-30</b>		<b>3,055</b>	<b>12.4%</b>	<b>1,086</b>	<b>4.4%</b>	<b>2,406</b>	<b>9.8%</b>	<b>1,124</b>	<b>4.6%</b>	<b>943</b>	<b>3.8%</b>	<b>8,614</b>	<b>15,944</b>	<b>24,558</b>	<b>15,936</b>	<b>2,558</b>
2015-10-01 - 2016-09-30	Qtr04	768	13.2%	268	4.6%	538	9.2%	281	4.8%	164	2.8%	2,019	3,810	5,829	3,808	1,481
	Qtr03	808	13.8%	314	5.4%	532	9.1%	207	3.5%	101	1.7%	1,962	3,892	5,854	3,657	1,496
	Qtr02	824	13.2%	339	5.4%	573	9.2%	307	4.9%	224	3.6%	2,267	3,980	6,247	3,658	1,501
	Qtr01	808	15.5%	331	6.4%	457	8.8%	362	7.0%	122	2.3%	2,080	3,126	5,206	3,129	1,377
<b>2015-10-01 - 2016-09-30</b>		<b>3,208</b>	<b>13.9%</b>	<b>1,252</b>	<b>5.4%</b>	<b>2,100</b>	<b>9.1%</b>	<b>1,157</b>	<b>5.0%</b>	<b>611</b>	<b>2.6%</b>	<b>8,328</b>	<b>14,808</b>	<b>23,136</b>	<b>14,252</b>	<b>2,485</b>
<b>Summary</b>		<b>7,725</b>	<b>12.6%</b>	<b>3,003</b>	<b>4.9%</b>	<b>5,874</b>	<b>9.6%</b>	<b>3,027</b>	<b>5.0%</b>	<b>1,983</b>	<b>3.2%</b>	<b>21,612</b>	<b>39,461</b>	<b>61,073</b>	<b>38,532</b>	<b>3,963</b>