

Oneida Business Committee Agenda Request

1. Meeting Date Requested: 7 / 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

Oneida Comprehensive Health Division

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



ONEIDA COMPREHENSIVE HEALTH DIVISION
DR. RAVINDER VIR MEDICAL DIRECTOR
DEBRA DANFORTH, RN, BSN, OPERATIONS DIRECTOR
DIVISION UPDATE
Quarter 3 - FY 2018
April 2018- June, 2018



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

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THE ONEIDA COMPREHENSIVE HEALTH DIVISION IS COMPRISED OF:

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

VISION:

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

MISSION:

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

VALUES:

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

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

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

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

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

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

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

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

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

- 1. Accreditation:** The Comprehensive Health Division will validate and assure the community the delivery of the highest quality health care services in achieving AAAHC (Accreditation Association for Ambulatory Health Care) accreditation by December 2017 through team work, leadership and commitment. By accomplishing accreditation we will provide staff a sense of accomplishment, increase quality of care, enhance public validation for community/customer satisfaction, improve recruitment/retention of providers, and increase the probability of outside funding.
****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
- Racheal Menomin, Interim Radiology Supervisor is now out on Maternity Leave
- 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 is expected to return in July from Medical Leave, Candice Crabb, NP and Anne Wells, NP have returned from leave this quarter
- Mary Jane Tracey, LPN who retired from OCHC several years ago passed away due to illness.
- Our no show rates have had a slight increase during 3rd quarter to 10.5 % in the Medical Clinic and 10.2 % at OBH. We will continue to monitor during 4th quarter to determine if this is a trend.

Medical

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

Behavioral Health

Improve our access to care, as of 7/1/18

- initial intakes are out
 - 8 weeks for Mental Health,
 - 6 weeks for Co Occurring,
 - 6 weeks for ATODA,
 - 7 weeks for Veteran Evaluation,
 - 4 weeks for Adult Psychiatry,
 - 15 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,
 - 3 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 and will be starting the Open Access Opiate Care on July 10.
- **See attachment C for Behavioral Health NO-SHOW data.**
- **See attachment D for Behavioral Health Access to Care report.**
- **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 our ability to remain competitive within our professional market. We are completing a market analysis on our professional positions. We participated in the 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 and this process has been initiated through our law office.

Oneida Eye Care

- Oneida Eye Care started a long term incentive project with Power lenses, which is a new manufactured lens product offered by our lab. The new lenses are at a lower cost to the Tribe and a higher quality to the patient. Details of the project are within our long term incentive goal. Pricing will be established by the end of September 2018 when the incentive project is completed.
- Practice Watch is still not functioning. When previously tested, the entire function would stop if there was no home phone number, that issue has since been resolved. However, there are other bugs in the software which are still being worked on before we can start relying on it as a service. The ability to consistently send prescriptions electronically has not been successful. So far every version of the software tested has not been reliable
- Staff continues to work with the MIS security team to extract data from Compulink and export it into Cognos so the Clinic can report from all the Departments from one system.
- Staff continues to attend HIPAA compliance meetings. The last meeting was March 28th, when they discussed the results of the security risk assessment. We have been making a better effort to follow the workstation security standards.
- Staff attended a super user training for the e-signature process on June 13th. Some of the other key staff were trained within the following week on the e-signature work flow process. The "go live" date is set for July 11th.

- Staff represent the Eye Care Department for the Infection Control Team, and the Quality Assurance/AAAHC Accreditation preparation meetings, and the Credentialing Meeting.
- We continue to update our SOP's and Protocols.

Dental

- Routine exams & fillings are scheduled with providers are into the middle of November
- Emergencies are seen on a daily bases
- Hygiene for on-site dental clinic is scheduling into January 2019
- Diabetic hygiene clinic is scheduling into November 2018
- AJRCCC hygiene clinic is scheduling into December 2018
- The new clinical staff that members that have been hired in the Dental Department are as follows:
 - Maria Ramirez- Full time Dental Assistant hire date April 8, 2018
 - Brandi Alberts- ET Dental Assistant hire date April 1, 2018
 - Jennifer Metoxen-Full time Dental Hygiene Assistant hire date June 24, 2018
 - Brian John Jr. Full time PAR status hire date is June 10, 2018
 - Emily Skenandore student intern start date of June 10, 2018 last day was July 6.
- Staff that left is as follows:
 - Amy Klinkhammer-Sub relief Dental Hygienist last date of employment was April 27, 2018
- No CE for Dental Staff
- Currently no Dental Students are placed in the clinic but school is currently not in session. We have established a date for an Open house for Fox Valley Technical College Dental Assistant students to come again this year. This will take place in September.

ANNA JOHN RESIDENT CENTERED CARE COMMUNITY (AJRCCC) UPDATE:

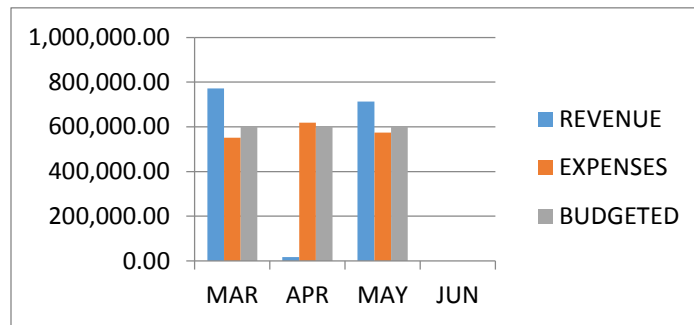


The average daily census for 3rd Qtr of the Fiscal Year 2018 is indicated in the chart below:

	APR	MAY	JUN	TOTAL
Total Resident Billable Days	1087	1106	1065	3258
Calendar Days	30	31	30	N/A
Oneida Enrolled	28	24	26	N/A
Other Tribe	6	5	5	N/A
Non Tribal	5	4	4	N/A
Number of Beds	48			
Capacity Percentage	75%	74%	74%	
Payment Source	APR	MAY	JUN	AVG
Medicaid	77%	80%	80%	79%
Medicare A	2%	0%	3%	2%
Private	14%	14%	11%	13%
VA	4%	3%	3%	3%

- 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.

Monthly AJRCCC Financials



Revenue: March \$772,379.00, April \$17,389.20 and May \$713,568.65.

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.

- The service pack was finally released to fix critical issues with the new version 12.3. Next upgrade will be to version 12.3.3046. This will occur July 14, 2018.
- **HIPAA Security Policies/Procedures:**
 - HIPAA E-learning was completed in 1st 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. 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 in the third 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.
 - We have developed a team of members and set an initial meeting to transition EHR chart documents from Onbase to Document Management. This change will allow for increased tracking, trending and reporting abilities for preventative and standard care services and faxing capabilities.
- **E-signature:**
 - The E-Signature team has completed testing and implemented this functionality for registration documents at Oneida Community Health Center. Anticipated Go Live 7/11/18.
 - 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. 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 one 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.
 - The Centers for Medicare and Medicaid (CMS) has changed the name of this program to "Promoting Interoperability" this includes the current MU program and the Quality Payment Programs (QPP).

- **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.
- **Behavioral Health (BH) Chart Status Project:**
 - We need the signature capture process working correctly in order to have all of our licensing requirements in the EMR which requires the “banner” be fully functioning within the EMR to correctly reflect the Chart Status for each patient.
 - We are in the process of testing this again once we do the upgrade on 7/14/18. Once we test we will be setting a go-live date.
- **Patient Engagement:**
 - We have selected “Relatient Patient Engagement Solution” as the vendor we will proceed with. The kick off meeting in on 7/17/18.
- **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 reports. We have begun to work on the Zero Suicide Data Elements, Patient Health Questionnaire-2 Report, Referrals from Oneida Community Health Center and User Audit to assist in the Peer Review process.
 - The Request for Proposal to review Business Intelligence tool reporting has been delayed due to working on the Patient Engagement Solution.
- **Health Promotions Integration:**
 - We have developed a team and have been meeting regularly to integrate Health Promotions data, education and services in Centricity – Deadline is 12/31/18. Tina is in the process of preparing to be accredited by Accreditation Association for Ambulatory Health Care (AAAHC). Currently all the team’s documentation is stored in an ACCESS Database and there is no documentation from her team in Centricity Practice Solution. Communicating patient’s progress to the medical providers has proved to be challenging.
 - We have utilized consultation with GE Consultant on 4/10/18. We had two follow up sessions on 5/8/18 and 6/12/18. We have all of the data elements and now the discussion need to continue on how we are moving forward.

PATIENT MANAGEMENT SYSTEM (PMS)

- No new updates for this quarter

CONTINUOUS QUALITY IMPROVEMENT **Initiatives: Accreditation**

Accreditation of the Health Division

- Credentialing –SOP is currently at Legal for review
- Privileging-SOP in process
- Training Tracking Data Base – All employee training entered by May 31, 2018
- Patient Handbook – complete
- Provider pamphlets – In process of being completed

- Data collecting and tracking within all departments- begin in May
- G drive re-organization in process through collaboration with MIS
- Orientation manual completed
- Peer Review complete in March-OBH
- Peer Review complete in April/May-Dental
- Peer Review complete in May-Optical
- Peer Review complete in March Community Health
- Peer Review Pilot in Medical by the Medical Practice Group
- RAVE system is in place, in use, and continually reviewed
- Completed drills – Code Blue, RAVE
- Student Agreement SOP in draft format and being finalized
- HIPAA Chart Audit and SOPs being revised and updated
- Accreditation is being worked on weekly at the management team

Public Health Accreditation

- Yellowhawk Tribal Health Center reached out to us to discuss how we developed our performance management system. Staff spoke with their accreditation coordinator 05/02/18 and were happy to share examples.
- In early April, a representative of National Indian Health Board contacted us to ask if we would be a mentoring site for another Tribal organization preparing for public health accreditation. We were happy to volunteer, and a site visit was scheduled for June 12 & 13th.
- We submitted our first draft of action plan to accreditation specialist the end of April. We learned a couple weeks later significant changes/ edits would be required to the action plan. Because of the extent of the changes, we did request a 30-day extension to have a submitted action plan. In addition to the feedback we received back in writing, accreditation coordinator and health officer scheduled a phone call with accreditation specialist to further discuss. Our accreditation coordinator informed us the second draft of the action plan was ready to upload into the e-PHAB system. We are still waiting for an approval from the PHAB committee at the time of this report.
- May 3, 2018, accreditation coordinator was contacted by a local public health department preparing for public health accreditation. They were also requesting to see our performance management and quality improvement plan. We were happy to share our plan and answer questions they had.
- June 12 & 13 we hosted representatives from the Winnebago Tribe in Nebraska. We shared our experiences preparing for PHAB accreditation. This group was also interesting to see the AJRCCC. So arranged to have a tour of the facility that included the history.

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 07/01/18 Comprehensive Health Division Employees: 342 FTE (includes full-time, part-time, LTEs,) NOTE: The Work Force report is being worked on with HRD to confirm accuracy.

Total Comprehensive Health Division Employees

- **111** Oneida Enrolled (32.5% of Employee base for OCHD)
- **29** American Indian/Alaskan (8.6% of Employee base for OCHD)
- **2** Black/African American (0.6% of Employee base for OCHD)
- **2** Asian (0.6% of Employee base for OCHD)
- **7** Hispanic/Latino (2.1% of Employee base for OCHD)
- **188** Caucasian/other (55% of Employee base for OCHD)
- **3** Two or more Races (1% of Employee base for OCHD)

AJRCCC: (60)

- **17** Oneida Enrolled (INCREASED FROM 15% TO 29.5% OF EMPLOYEE BASE FOR AJRCCC)
- **6** American Indian/Alaskan (COMBINED 22.8% OF EMPLOYEE BASE FOR AJRCCC ARE NATIVE)
- **1** Asian
- **3** Hispanic/Latino
- **0** Black/African American
- **2** Two or more Races
- **31** Caucasian/other

Behavioral Health (45) (13.5% of employee base for OBH are Native)

- 1 Hispanic/Latino
- 6 American Indian/Alaska Native
- 1 Black/African American
- 7 Oneida Enrolled
- 29 Caucasian/other
- 1 Two or More Races
- Employee Health Nursing (9)
- 1 American Indian/Alaska Native
- 1 Oneida Enrolled
- 7 Caucasian/other

Medical (42) (33% of employee base for Medical are Native)

- 3 American Indian/Alaskan
- 1 Hispanic/Latino
- 0 Two or more Races
- 11 Oneida Enrolled
- 27 Caucasian/other

Operations (184)

- 1 Black/African American
- 12 American Indian/Alaska Native
- 74 Oneida Enrolled
- 94 Caucasian/other
- 1 Asian
- 2 Hispanic/Latino

Current vacancies as of 07/01/18:

- CMA-Medical Clinic-1

- Dietary Aide Cook/AJRCCC-1
- RN-AJRCCC-1
- LPN-OCHC-1
- CNA-AJRCCC
- Dental Assistant-4
- Dental Systems Coordinator-1
- Optometric Technician-1
- Psychiatrist
- Dual Diagnosis Therapist-1
- Clinical Substance Abuse Counselor-1
- Psychiatric Nurse Practitioner-1
- Behavioral Health Supervisor-1
- Collections Billing Specialist-1 OBH
- Physician Pediatrician, Internal Medicine
- The following positions are being reviewed and revised to better meet the needs of the organization and to address succession planning: Assistant Operations Director, Assistant Continuum of Care Coordinator/Administrator-AJRCCC

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 05/31/18

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

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

3rd Quarter Total Actuals as of 05/31/18 (YTD): \$33,110,926

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).

LONG TERM CARE UPDATE:

The Business Committee passed the three way agreement and it is in the process of getting signed, CMS approved the Tribal Family Care Waiver and we just came to agreement with Lakeland on a MOU. The Department of Health Services (DHS) staff have heard from CMS staff that CMS would likely not have approved the Tribal Family Care Waiver without more details and provisions, but the level of pressure they were under to approve by July 1, 2018 became the overriding factor. CMS has stated to DHS that when the Waiver comes up for renewal in January 2020, CMS will require more details be included. As a result, DHS staff are beginning that conversation now with CMS. The DHS plan is to submit the second Waiver as part of the

renewal process of the recently approved Tribal Family Care Waiver, which is scheduled for and must be renewed by January 2020. DHS staff believes that including components of the 3-way agreement into the second/renewal Tribal Waiver submission will likely be the path.

CELEBRATIONS AND SUCCESSES:

- Eye Care Staff continue to edit Crystal Report formats for our Department with every software version update to read the Clinic's medical record# rather than Compulink's automatic generated # which we don't use. The quote to have Compulink make the same edit, would have cost \$5,000.00 at the minimum. Custom edits made to Crystal Reports are not saved when we update to new software versions.
- All Eye Care staff attended safety training in June.
- The Optometrists revised and completed their biographies along with a picture for the Patient Brochures.
- We successfully updated to the latest version of Compulink on April 9th, 2018.
- On May 8th a switch was installed in the Eye Care pretest room to eliminate the need to have two monitors.
- Eye Care staff are working with Medical Records staff on finalizing the Access Audit process for our department.
- On June 29th, we moved the Visual Field machine to free up space for Dr. Vanderloop to have a workspace and a small conference area. The Dental Department will be taking over the Dental/Optical conference room to create office space for the Dentists so they can create two new operatories. Construction for that is set for August of 2018.
- Implemented the Access Training Database to ensure training is tracked for AAHC
- The RAVE system has been implemented to replace the call tree
- Currently we are in the process of implementation of the Relatient Patient Engagement System for Centricity.
- Project Charter completed to clean up the G drive for CHD
- We are continuing to receive Access to Care Surveys back.
- We are making progress with getting some reports.
- Training Database Completed
- Branding completed with standard email and voicemail
- Reiki and Breath work Rooms have been updated.
- Brain spotting Therapist mentoring group is going well
- Implementing Open Access Opiate Care 7/10/18
- The Billing team was successful in each of them receiving their full short term incentives as well as their first long term incentive.
- Cultural Awareness Team Compliance Rate = 72% this quarter and employees are going back to complete the e-Learning that were incomplete. Last quarter compliance rate was 69%
- Cultural Awareness Team Compliance Reports: We incorporated a process to achieve better employee compliance with completion of monthly e-Learnings. A Compliance Report is reviewed monthly. Supervisors who are 100% compliant are emailed and they are congratulated, appreciated, and thanked for allowing their employees the time to complete their monthly e-Learnings. The non-compliance reports are hand-delivered or emailed to those supervisors without the 100% compliance rating. This process has increased compliance by at least 10% of previous quarters.
- Request for duplication across divisions: The Cultural Awareness Team's work is being recognized and valued by other divisions in the Nation and externally from the Nation. Other departments would like to have a similar policy as we do. We have been asked by other divisions (Oneida Nation School System and Oneida Headstart) in the Nation about our Cultural Awareness Team policy and implementation of the Oneida culture education. At this time, the School System has requested our power points. We also have the Green Bay School System requesting us to work with them to incorporate into their teacher's personal knowledge of culture. In addition, the Cultural Heritage Staff and the Oral Speakers we receive the teachings from have also approved to share the e-Learnings we have completed to this point. However, they prefer not to have the pictures, or the Medicine Society e-Learning shared at this time. We will be seeking further direction/guidance from the Division Directors on how to handle these requests.

- Successful State WIC Audit of the Oneida WIC Program.
- Successful use and morale effect of the OCHD Employee Incentive Program for staff.
- Two Native Breastfeeding learning opportunities came to the Oneida Community in April sponsored by Great Lakes Intertribal Council (GLITC) and coordinated by our Healthy Start program.
- Maternal child health resource fair coordinated in partnership with the Community Action Network (CAN).
- Ongoing work with the various grants coordinated by team members.
- Continue to build capacity among the nurses on the team to provide the Choosing the Best curriculum in the schools.
- Continue to build capacity among the nurses to provide health education through Grapevine project.
- Continue to improve record keeping/ tracking for Immunization program.
- Our two Community Health Workers with the Healthy Start program participated in the past session of the Healthy Wisconsin Leadership Institute (HWLI). Their work project included the creation of a resolution to support breastfeeding in the community. We have made good progress on this initiative. Legal Department has approved language for the resolution and we have a statement of affect completed to ensure the resolution would not interfere with other laws/ resolutions. We are just waiting on the final digital story to be completed that will accompany the resolution. Once that is ready, we will as a department present to the Oneida Business Committee requesting their support and approval.
- Making progress on implementing breastfeeding friendly work environment within the organization- Rural Infant Health Project grant objective. Our Prenatal Care Coordinator has been working with three gaming sites to establish/ update a designated space for employees to pump while at work.
- Three nurses were trained on 4 new education topics for Grapevine: Smoke-Free Spaces, Opioid Misuse Prevention, Preventing Type 2 Diabetes, & Healthy Bones. Grapevine project consists of evidenced based education presentations for specific topics. These nurses will present these education sessions in the community in coming months.
- Patient contacts for this quarter:
 - COP Collateral – 540
 - COP Face To Face – 96
 - COP Assessments – 0 due to termination of the funding
 - Family Care Assessments - 16
 - In Home Care Worker Visits - 835
 - Dementia Care Specialist - 32
- The Human Service Reporting System is 100% reported through April for all COP participants receiving services. The remainder of billing for May and June will be completed by August 30th.
- In April, the Dementia Care Specialist brought in speakers for the Community Meeting on “Dementia in Indian Country”. As a result, Tribal Members with concerns for their memory signed up for memory screens which were conducted in April in collaboration with the University of Wisconsin Madison and the student intern from the University of Wisconsin Medical College.
- The Dementia Care Specialist presented in May at the State Alzheimer’s Conference and recently at an ONCOA meeting. She is collaborating with ONCOA to bring a speaker to Oneida on August 7th to speak at the Oneida Elder Expo.
- Case Management staff have been very busy with training as we roll out into family care. This has been a huge undertaking for the staff and they have been great about the extra work and commitment!
- Annual Diabetes Care and Outcomes: Audit is complete and DRAFT for 2018 is available upon request. Audit results should be finalized by the end of July; this will compare our (Oneida) results to the Bemidji and IHS areas.
- Bellin 10k Run/Walk: With the help of the Oneida Family Fitness staff and especially Hannah Leisgang, OFF trainer and event coordinator, we had 129 Team Oneida participants this year. Total who finished: 111

- Continued Education: 2 staff attended the Continued Education for Diabetic Educators Conference May 23rd – 28th, 2018
- The SDPI grant in collaboration with Oneida Adventures offered 12 activity opportunities this past quarter:
 - Mindfulness Walks - April 12, May 17 and May 31
 - Mindful Biking, April 17, May 15
 - Sunday Biking on East River Trail - April 22
 - Sunday Caving at Maribel Caves - May 20
 - Evening Paddle –May 23, 29, 31
 - Spring Ephemeral Hike - April 26 (at the quarry) and May 3 (at Norbert Hill)
- TB Risk Assessments complete for 3 of the 4 buildings of the Comprehensive Health Division at low risk. (Behavioral Health assessment is pending)
- Health Risk Assessments (HRA) are going well. We have completed 892 for employees and 18 spouses. HRA scheduled upcoming appointments for 547 employees.
- All HPDP staff is compliant with Cultural Awareness e-Learning and up-to-date on all other e-Learning.
- Sarah, Dawn, Stef and Tina are taking the Wellcoaches Wellness Coach Certification Training. This training will be finished in 18 weeks.
- All HPDP staff completed the Environmental Training on Climate Change.
- All HPDP staff completed the Safety Training.
- Sarah attended the 2018 Art & Science of Health Promotion conference in San Diego, CA. This conference focused on Best Science + Expert Implementation = Best Outcomes. Melding scientific knowledge with human sensitivity and expert management to produce the best health outcomes.
- HPDP submitted the 1st bi-annual report/data to CDC which covers 12/1/17 – 5/31/18. We will be getting a report of our outcomes and hope to become either preliminary status or fully recognized so that we can begin billing Medicare for those who qualify.
- HPDP staff provided a DeStress presentation for the Women of the Phoenix group (Domestic Violence Program) on 4/5/18.
- Oneida Comprehensive Health Division and UW-NACHP (University of Wisconsin Native American Center for Health Professions) was recognized with Community – University Partnership Award. This Award embodies the original spirit of the Wisconsin idea of contributing to sustainable, measurable improvement in addressing education access, health equity, and workforce needs in tribal communities in Wisconsin. The Oneida Nation was presented this award on June 27th by the University of Wisconsin, Chancellor, Rebecca Blank in Madison.
- The PAR staff continue to provide the patients their pin numbers register for the Patient Portal.
- PAR staff reviewed the No-Show Policy for the medical area as it impacts the Patient Account Representatives (PARs) department. Starting 7/6/15, the PARs will be having patients sign the “Declaration of Agreement Regarding No Show or No Show/Patient Canceled less than 24 Hours SOP” form.
- April to June, 2018, a total of 426 patients completed the No Show form which was then scanned in to On-base.
- Safety training completed in June – 6 sessions, 167 people trained, 7 not here, 12 no-show
- Dental will be receiving their Safety Training separately within their scheduled staff training time in August.
- Ergonomic Assessments – 8 completed at OCHC, 3 chairs replaced, 1 foot rest provided, 2 standing desks provided which requires a physician/provider statement of benefit/need.
- Car seats– 62 seats provided (Apr-21, May-20, June-21). 29 old seats were collected and destroyed
- Currently we have 8 certified Car Seat technicians.
- Recordable Incidents (Time off, Medical treatment)–2 OCHC employee incidents, 1 AJRCCC incident, 0 patron incidents. One recordable incident (needle stick).
- Quarterly Drills completed (Tornado)
- The Wellness Council is coordinating a 20 week physical activity challenge called, Wellness Step by Step. Vouchers for physical activity trackers worth \$60 were used to recruit.
- Week 10 has been completed by the participants and 45 fitness related gift cards will be distributed to the top males and females with the most steps and 16 water bottle or exercise

towels with the Oneida logo and "I doubled my steps" will be distributed to those who doubled their steps from week 1 to 10.

- There are about 130 active participants of the 160 that joined (81% retention). Together the participants walked 85,686,230 steps!!! That is an average of 644,257 steps overall and 9,200 steps per day, on average!!

Upcoming Events within the Oneida Comprehensive Health Division:

July 18, 2018 **JMIO Summer Walk** 4:00 PM to 6:30 PM Oneida Nation Elementary School
Aug 6-10, 2018 **Oneida Safety Town** 8:30 AM and 1:00 PM Sessions
Aug 29, 2018 **Annual Diabetes Event** 4:00 PM to 8:00 PM Radisson **SOLD OUT**



EYES ON DIABETES
Annual Diabetes Event
 Presented by Oneida Comprehensive Health Division and CDPH

WEDNESDAY, AUGUST 29TH, 2018 **4-8 PM @ RADISSON CONFERENCE CENTER** **GUEST OF HONOR: CARLOE DODGE FRANCIS, Ed.D.**

Tickets available July 5th in OCHC. Tickets \$5 (Cash Only). Must be 18 or older, present, with photo ID to win. Recognition of TRIAD and Oneida Adventures participants during dinner.

ONEIDA SAFETY TOWN 2018

AUGUST 6-10, 2018 8:30-11:30AM OR 1:00-4:00PM

Did you know?
 • Unintentional injury is the leading cause of death in children.
 • 90% of these injuries can be prevented.
 • Three out of 10 4-year old know the rules that will keep their car safe!
 • Are these rules followed?

Not all children know the answers, that's why they can't have your register them to the FREE Oneida Safety Town program. Children will learn safety awareness and prevention in a fun and creative way. This is done under the guidance of certified teachers and trained safety professionals. Children are taught to evaluate "safe from accident" and learn how to react safely when confronted with dangerous situations. This program offers a classroom segment and hands-on experiences in a child-sized Safety Town.

"When you're riding in the car double up, three your safety belt goes, it's your job to hold it and your tag!"

REGISTRATION FORM - C

Are you interested? CHILD'S NAME: _____ AGE: _____ BIRTHDATE: _____
 PARENT NAME: _____ ADDRESS: _____
 CITY: _____ STATE: _____ ZIP: _____ PHONE NUMBER: _____
 EMAIL: _____

My child may be photographed or videotaped during Safety Town for use in promotion of the program.

In being aware of your child's health condition, you can be better prepared to make your child's safety even more successful, safe. SAFETY: These are health conditions you may wish to report: _____

EMERGENCY CONTACT: _____ PHONE NUMBER: _____

Return completed form to:
COORDINATOR: SHERI FORGETTE 2018 August 10th Phone: 920-982-8214 Fax: 920-982-8200
 2018 July 27th 2018 July 27th 2018 July 27th 2018 July 27th

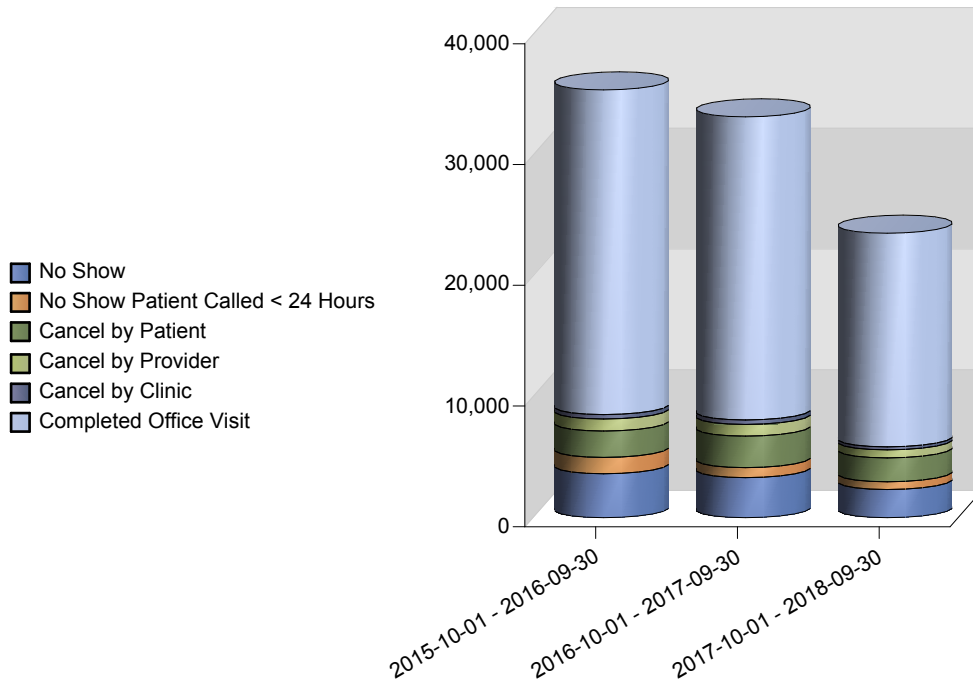
ONEIDA

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



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	Qtr03	783	10.5%	198	2.7%	642	8.6%	205	2.8%	77	1.0%	1,818	5,610	7,428	5,475	4,030
	Qtr02	751	9.4%	226	2.8%	743	9.3%	288	3.6%	93	1.2%	2,007	5,950	7,957	5,953	4,210
	Qtr01	796	10.0%	217	2.7%	594	7.5%	174	2.2%	79	1.0%	1,805	6,134	7,939	6,137	4,327
2017-10-01 - 2018-09-30		2,330	10.0%	641	2.7%	1,979	8.5%	667	2.9%	249	1.1%	5,630	17,694	23,324	17,565	7,092
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



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%	791	9.8%	229	2.8%	58	0.7%	2,009	6,062	8,071	6,064	4,196
	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
2016-10-01 - 2017-09-30		3,315	10.1%	828	2.5%	2,611	7.9%	968	2.9%	371	1.1%	7,874	25,104	32,978	25,119	8,182
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
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
Summary		9,281	10.1%	2,822	3.1%	6,775	7.4%	2,634	2.9%	984	1.1%	21,932	69,690	91,622	69,584	11,456

ATTACHMENT 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	Jul 16, 2018 11:30:00 AM
	Follow Up-30	Jul 16, 2018 2:30:00 PM
Flood MD, Michael	Nurse Only-Flood-30	Jul 17, 2018 3:00:00 PM
	Follow Up-30	Sep 14, 2018 2:30:00 PM
	Call In-30	Aug 6, 2018 12:30:00 PM
Kennard MD, Jay K	Nurse Only-Kennard	Aug 8, 2018 1:00:00 PM
	Follow Up-30	Oct 17, 2018 9:00:00 AM
	Call In-30	Aug 3, 2018 1:30:00 PM
Sumnicht MD, Paul H	Nurse Only-Sumnicht	Jul 9, 2018 3:30:00 PM
	Follow Up-30	Aug 7, 2018 4:00:00 PM
	Call In-30	Jul 31, 2018 1:00:00 PM
Thiry APNP NP-C, Lori B	Nurse Only-Thiry	Jul 12, 2018 3:30:00 PM
	Follow Up-30	Jul 10, 2018 8:30:00 AM
	Call In-30	Aug 6, 2018 11:30:00 AM
Vir, Ravinder	Nurse Only-Vir	Aug 7, 2018 3:00:00 PM
	Follow Up-30	Jul 24, 2018 1:00:00 PM
Wells APNP FNP-BC, Ann M	Nurse Only-Wells-30	Jul 11, 2018 11:00:00 AM
	Follow Up-30	Jul 18, 2018 12:30:00 PM

OCHC-Call In/Follow Up/NO-Peds

Resource	Appointment Type	Next 3rd Open
Crabb APNP, Candice L	Follow Up-30	Jul 9, 2018 9:30:00 AM
	Call In-30	Jul 9, 2018 9:30:00 AM



Comprehensive Health - Access Of Care

3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Danby MD, David	Provider Nurse Only-Danby	Jul 26, 2018 11:30:00 AM
	Follow Up-30	Jul 24, 2018 4:00:00 PM
	Call In-30	Jul 26, 2018 4:00:00 PM
Kennard MD, Jay K	Nurse Only-Kennard	Aug 8, 2018 1:00:00 PM
	Follow Up-30	Oct 17, 2018 9:00:00 AM
	Call In-30	Aug 3, 2018 1:30:00 PM
Langner APNP, Dianna L	Follow Up-30	Jul 3, 2018 10:30:00 AM
	Call In-30	Jul 3, 2018 10:30:00 AM
Sumnicht MD, Paul H	Nurse Only-Sumnicht	Jul 9, 2018 3:30:00 PM
	Follow Up-30	Aug 7, 2018 4:00:00 PM
	Call In-30	Jul 31, 2018 1:00:00 PM
Thiry APNP NP-C, Lori B	Nurse Only-Thiry	Jul 12, 2018 3:30:00 PM
	Follow Up-30	Jul 10, 2018 8:30:00 AM
	Call In-30	Aug 6, 2018 11:30:00 AM
Verstoppen MD, Gerald	Nurse Only-Verstoppen-60	Jul 9, 2018 3:30:00 PM
	Follow Up-30	Jul 11, 2018 2:00:00 PM
	Call In-30	Aug 1, 2018 2:30:00 PM
Wells APNP FNP-BC, Ann M	Nurse Only-Wells-30	Jul 11, 2018 11:00:00 AM
	Follow Up-30	Jul 18, 2018 12:30:00 PM
	Follow Up-15	Jul 12, 2018 1:00:00 PM
	Call In-15	Jul 11, 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	Aug 30, 2018 3:00:00 PM



Comprehensive Health - Access Of Care

3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Moureau APNP BC-ADM, Timothy A	Call In-30	Jul 30, 2018 4:00:00 PM

OCHC-Diabetes NP-Foot Care

Resource	Appointment Type	Next 3rd Open
Moureau APNP BC-ADM, Timothy A	Foot Care-30	Aug 30, 2018 3:00:00 PM

OCHC-Diabetes NP-New Patient-60

Resource	Appointment Type	Next 3rd Open
Moureau APNP BC-ADM, Timothy A	New Patient-60	Aug 20, 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	Jul 27, 2018 8:00:00 AM
	DM Education Follow Up	Jul 27, 2018 8:00:00 AM
	Call In-60	Jul 27, 2018 8:00:00 AM

OCHC-Diabetes RD-New Patient

Resource	Appointment Type	Next 3rd Open
Schwantes RD CDE, Elizabeth	New Patient-60	Jul 27, 2018 8:00:00 AM

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

Resource	Appointment Type	Next 3rd Open
Colwitz RN CDE, Boni J	Med Adjustment	Jul 6, 2018 8:30:00 AM
	DM Education Follow Up	Jul 6, 2018 8:30:00 AM
	Call In-60	Jul 6, 2018 8:30:00 AM

OCHC-Diabetes RN-New Patient



Comprehensive Health - Access Of Care

3rd Available appointment

Resource	Appointment Type	Next 3rd Open
Colwitz RN CDE, Boni J	New Patient-60	Jul 6, 2018 8:30:00 AM

OCHC-New Patient-Adult

Resource	Appointment Type	Next 3rd Open
Danby MD, David	New Patient-30	Jul 24, 2018 4:00:00 PM
Eberhardy PA-C, Stephanie	New Patient-30	Jul 17, 2018 7:30:00 AM
Flood MD, Michael	New Patient-30	Sep 14, 2018 2:30:00 PM
Kennard MD, Jay K	New Patient-30	Aug 29, 2018 8:30:00 AM
Kreft APNP FNP-BC, Michele Ann	New Patient-60	Aug 1, 2018 2:00:00 PM
Sumnicht MD, Paul H	New Patient-30	Jul 10, 2018 2:00:00 PM
Thiry APNP NP-C, Lori B	New Patient-60	Jul 27, 2018 2:30:00 PM
Vir, Ravinder	New Patient-30	Jul 25, 2018 10:30:00 AM
Wells APNP FNP-BC, Ann M	New Patient-30	Jul 10, 2018 10:00:00 AM

OCHC-Physical-Eberhardy

Resource	Appointment Type	Next 3rd Open
Eberhardy PA-C, Stephanie	Physical-60	Oct 29, 2018 8:00:00 AM

OCHC-Physical-Flood

Resource	Appointment Type	Next 3rd Open
Flood MD, Michael	Physical-30	Aug 31, 2018 8:30:00 AM

OCHC-Physical-Kennard

Resource	Appointment Type	Next 3rd Open
Kennard MD, Jay K	Physical-30	Aug 29, 2018 8:30:00 AM



Comprehensive Health - Access Of Care

3rd Available appointment

OCHC-Physical-Sumnciht

Resource	Appointment Type	Next 3rd Open
Sumnicht MD, Paul H	Physical-30	Jul 10, 2018 2:00:00 PM

OCHC-Physical-Thiry

Resource	Appointment Type	Next 3rd Open
Thiry APNP NP-C, Lori B	Physical-60	Sep 19, 2018 2:00:00 PM

OCHC-Physical-Wells

Resource	Appointment Type	Next 3rd Open
Wells APNP FNP-BC, Ann M	Physical-60	Sep 14, 2018 2:30:00 PM

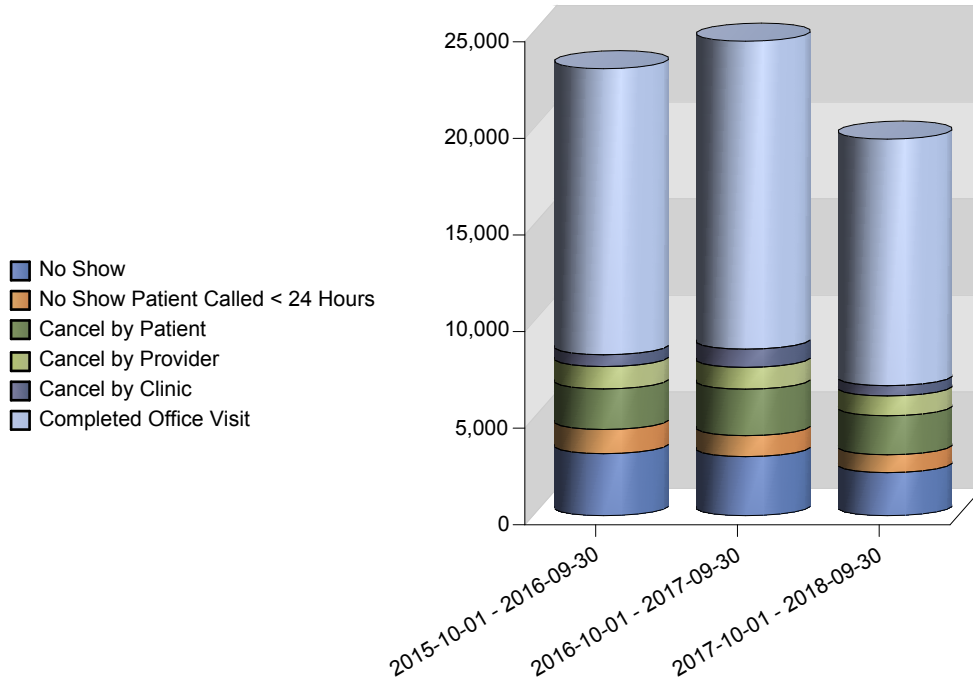
OCHC-WCE-Peds and FP

Resource	Appointment Type	Next 3rd Open
Crabb APNP, Candice L	Well Child Exam-30	Jul 5, 2018 10:30:00 AM
Danby MD, David	Well Child Exam-30	Jul 26, 2018 3:00:00 PM
Kennard MD, Jay K	Well Child Exam-30	Jul 31, 2018 3:00:00 PM
Kreft APNP FNP-BC, Michele Ann	Well Child Exam-30	Jul 9, 2018 9:30:00 AM
Langner APNP, Dianna L	Well Child Exam-30	Jul 10, 2018 8:00:00 AM
Sumnicht MD, Paul H	Well Child Exam-30	Aug 9, 2018 8:00:00 AM
Thiry APNP NP-C, Lori B	Well Child Exam-30	Jul 10, 2018 9:30:00 AM
Verstoppen MD, Gerald	Well Child Exam-30	Aug 3, 2018 1:30:00 PM
Wells APNP FNP-BC, Ann M	Well Child Exam-30	Jul 31, 2018 8:30:00 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
2017-10-01 - 2018-09-30	Qtr04	42	18.2%	11	4.8%	16	6.9%	11	4.8%	1	0.4%	81	150	231	79	180
	Qtr03	815	12.2%	286	4.3%	735	11.0%	281	4.2%	120	1.8%	2,237	4,451	6,688	4,251	1,617
	Qtr02	699	10.3%	338	5.0%	729	10.8%	456	6.7%	192	2.8%	2,414	4,347	6,761	4,305	1,603
	Qtr01	671	11.5%	290	5.0%	538	9.3%	280	4.8%	217	3.7%	1,996	3,816	5,812	3,804	1,572
2017-10-01 - 2018-09-30		2,227	11.4%	925	4.7%	2,018	10.4%	1,028	5.3%	530	2.7%	6,728	12,764	19,492	12,439	2,327



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	767	13.8%	244	4.4%	548	9.9%	243	4.4%	307	5.5%	2,109	3,442	5,551	3,436	1,551
	Qtr03	784	12.9%	285	4.7%	567	9.3%	215	3.5%	159	2.6%	2,010	4,071	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	4,342	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
2016-10-01 - 2017-09-30		3,055	12.4%	1,086	4.4%	2,406	9.8%	1,128	4.6%	943	3.8%	8,618	15,942	24,560	15,938	2,558
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%	308	4.9%	224	3.6%	2,268	3,980	6,248	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
2015-10-01 - 2016-09-30		3,208	13.9%	1,252	5.4%	2,100	9.1%	1,158	5.0%	611	2.6%	8,329	14,808	23,137	14,252	2,485
Summary		8,490	12.6%	3,263	4.9%	6,524	9.7%	3,314	4.9%	2,084	3.1%	23,675	43,514	67,189	42,629	4,131



**BH - Access Of Care
3rd Available appointment**

BH ATODA Intakes

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Kelley, Elizabeth A	Intake Mental Health/ATODA-90	Oct 9, 2018 10:00:00 AM	14
Kleinschmidt, Heidi Jean	Intake Mental Health/ATODA-90	Aug 30, 2018 9:00:00 AM	8
Lalonde BS CSAC, Scott	Intake Mental Health/ATODA-90	Sep 26, 2018 7:30:00 AM	12
Rasmussen BSW CSAC, Dale S	Intake Mental Health/ATODA-90	Sep 17, 2018 2:00:00 PM	11

BH-ATODA (C2)

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Agneessens BA CSAC NCAC II, Mike F	Individual Therapy Session-60	Jul 23, 2018 11:00:00 AM	3
Kelley, Elizabeth A	Individual Therapy Session-60	Jul 6, 2018 10:00:00 AM	1
Kleinschmidt, Heidi Jean	Individual Therapy Session-60	Jul 3, 2018 8:30:00 AM	0
Lalonde BS CSAC, Scott	Individual Therapy Session-60	Aug 2, 2018 2:00:00 PM	4
Rasmussen BSW CSAC, Dale S	Individual Therapy Session-60	Jul 5, 2018 4:00:00 PM	0

BH-Co-Occuring Intake

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Collier, Carmen D MS LPC CSAC	Intake Mental Health/ATODA-90	Aug 14, 2018 8:30:00 AM	6
King MSW LCSW CSAC, Mary Beth	Intake Mental Health/ATODA-90	Aug 23, 2018 8:00:00 AM	7
Krueger MSW APSW CSAC, Rebecca	Intake Mental Health/ATODA-90	Aug 27, 2018 3:00:00 PM	8
Lambert LPC CSAC, Timothy C	Intake Mental Health/ATODA-90	Sep 10, 2018 2:00:00 PM	10

BH-Co-Occuring C2

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Collier, Carmen D MS LPC CSAC	Individual Therapy Session-60	Jul 18, 2018 4:00:00 PM	2
King MSW LCSW CSAC, Mary Beth	Individual Therapy Session-60	Jul 18, 2018 4:00:00 PM	2



BH - Access Of Care 3rd Available appointment

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Krueger MSW APSW CSAC, Rebecca	Individual Therapy Session-60	Jul 11, 2018 7:30:00 AM	1
Lambert LPC CSAC, Timothy C	Individual Therapy Session-60	Jul 3, 2018 5:00:00 PM	0

BH MH Intakes

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Blanks MA LPC SAC IT, Heidi	Intake Mental Health/ATODA-90	Aug 10, 2018 10:30:00 AM	6
Brito, MS LMFT SAC IT, Martha	Intake Mental Health/ATODA-90	Jul 25, 2018 1:00:00 PM	3
Cornelius-Adkins MSW LCSW SAC CSOT BCD, Torland E	Intake Mental Health/ATODA-90	Aug 9, 2018 2:00:00 PM	5
DeGroot, Jessica Lynn	Intake Mental Health/ATODA-90	Jul 31, 2018 9:00:00 AM	4
Gore MSW LCSW, Monique	Intake Mental Health/ATODA-90	Aug 6, 2018 10:00:00 AM	5
Haen MAC LPC, Robert	Intake Mental Health/ATODA-90	Jul 26, 2018 7:00:00 AM	3
Helander MSW LCSW, Valorie	Intake Mental Health/ATODA-90	Jul 18, 2018 1:00:00 PM	2
Huhtala MSW LCSW, Rhonda	Intake Mental Health/ATODA-90	Aug 28, 2018 9:00:00 AM	8
Krueger MSW APSW CSAC, Rebecca	Intake Mental Health/ATODA-90	Aug 27, 2018 3:00:00 PM	8
Markvart MSW, APSW, Jennifer L	Intake Mental Health/ATODA-90	Jul 25, 2018 1:00:00 PM	3
Shaw MSW LCSW, Lisa	Intake Mental Health/ATODA-90	Aug 23, 2018 8:00:00 AM	7
White MAC, Emma C	Intake Mental Health/ATODA-90	Jul 26, 2018 9:00:00 AM	3

BH-Mental Health (C2)

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Blanks MA LPC SAC IT, Heidi	Individual Therapy Session-60	Jul 17, 2018 8:30:00 AM	2
Brito, MS LMFT SAC IT, Martha	Individual Therapy Session-60	Jul 6, 2018 10:30:00 AM	1
Cornelius-Adkins MSW LCSW SAC CSOT BCD, Torland E	Individual Therapy Session-60	Jul 16, 2018 8:00:00 AM	2
Gore MSW LCSW, Monique	Individual Therapy Session-60	Jul 3, 2018 2:00:00 PM	0



BH - Access Of Care 3rd Available appointment

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Haen MAC LPC, Robert	Individual Therapy Session-60	Jul 3, 2018 11:00:00 AM	0
Helander MSW LCSW, Valorie	Individual Therapy Session-60	Jul 17, 2018 11:30:00 AM	2
Huhtala MSW LCSW, Rhonda	Individual Therapy Session-60	Jul 24, 2018 4:00:00 PM	3
Shaw MSW LCSW, Lisa	Individual Therapy Session-60	Jul 30, 2018 7:30:00 AM	4
White MAC, Emma C	Individual Therapy Session-60	Jul 10, 2018 9:00:00 AM	1

BH-EMDR Intakes

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
King MSW LCSW CSAC, Mary Beth	BH-EMDR Intake	Aug 20, 2018 1:00:00 PM	7
Shaw MSW LCSW, Lisa	BH-EMDR Intake	Sep 11, 2018 2:00:00 PM	10

BH-EMDR Therapy

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Collier, Carmen D MS LPC CSAC	BH-EMDR Therapy	Jul 31, 2018 2:00:00 PM	4
King MSW LCSW CSAC, Mary Beth	BH-EMDR Therapy	Jul 24, 2018 8:30:00 AM	3
Shaw MSW LCSW, Lisa	BH-EMDR Therapy	Aug 20, 2018 1:00:00 PM	7

BH-Veteran Eval

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Shaw MSW LCSW, Lisa	Veterans Evaluation	Aug 20, 2018 8:30:00 AM	7

BH-Intial Reiki Appointment

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Brito, MS LMFT SAC IT, Martha	Reiki	Aug 8, 2018 3:30:00 PM	5
King MSW LCSW CSAC, Mary Beth	Reiki	Jul 24, 2018 3:00:00 PM	3
Lalonde BS CSAC, Scott	Reiki	Aug 3, 2018 7:30:00 AM	5



BH - Access Of Care 3rd Available appointment

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Nehring MSE LPC CSAC CS, Teri	Reiki	Aug 7, 2018 9:00:00 AM	5
Shaw MSW LCSW, Lisa	Reiki	Aug 28, 2018 10:30:00 AM	8

BH-Psych Evals

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Sayers PHD, Michael	Psychological Evaluation	Jul 16, 2018 8:30:00 AM	2
Trail PsyD Sharyl	Psychological Evaluation	Jul 11, 2018 2:00:00 PM	1

BH- Psych Eval FU

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Sayers PHD, Michael	Psychological Eval Follow Up	Jul 6, 2018 1:00:00 PM	1

BH-Child Evals

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Aggarwal MD Richa	BH-Child Eval	Oct 18, 2018 8:00:00 AM	15

BH-Child Med Checks

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Aggarwal MD Richa	BH-Child Med Check	Oct 18, 2018 12:00:00 PM	15
Dzubinski MD, David L	BH-Child Med Check	Jul 24, 2018 7:00:00 AM	3

BH-Adult Evals

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Pareek, Yogesh C	BH-Adult Eval	Jul 31, 2018 3:00:00 PM	4
Patel MD, Sangita	BH-Adult Eval	Aug 8, 2018 9:00:00 AM	5
Patil MD, Veeranagouda	BH-Adult Eval	Aug 6, 2018 1:00:00 PM	5



BH - Access Of Care 3rd Available appointment

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Rodriguez MD, Josefina	BH-Adult Eval	Aug 13, 2018 9:00:00 AM	6
Tan MD, Egbert	BH-Adult Eval	Aug 3, 2018 5:00:00 PM	5

BH-Med Checks

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Pareek, Yogesh C	BH-Medication Check	Jul 10, 2018 4:30:00 PM	1
Patel MD, Sangita	BH-Medication Check	Jul 11, 2018 11:00:00 AM	1
Patil MD, Veeranagouda	BH-Medication Check	Aug 22, 2018 10:30:00 AM	7
Rodriguez MD, Josefina	BH-Medication Check	Aug 20, 2018 8:30:00 AM	7
Tan MD, Egbert	BH-Medication Check	Jul 26, 2018 6:30:00 PM	3

BH-RN Triage Assessment

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Haas, Lisa G	RN-Psychiatric Nursing Assessment	Jul 10, 2018 9:30:00 AM	1
Paluch MSE RN LPC, Dave	RN-Psychiatric Nursing Assessment	Jul 20, 2018 10:00:00 AM	3
Skrivanie PMHNP-BC , Lois	RN-Psychiatric Nursing Assessment	Jul 17, 2018 1:30:00 PM	2

BH-Eval FU

Resource	Appointment Type	Next 3rd Open	Weeks until next Appt
Patil MD, Veeranagouda	BH-Eval FU	Aug 23, 2018 1:30:00 PM	7
Rodriguez MD, Josefina	BH-Eval FU	Aug 6, 2018 10:00:00 AM	5