

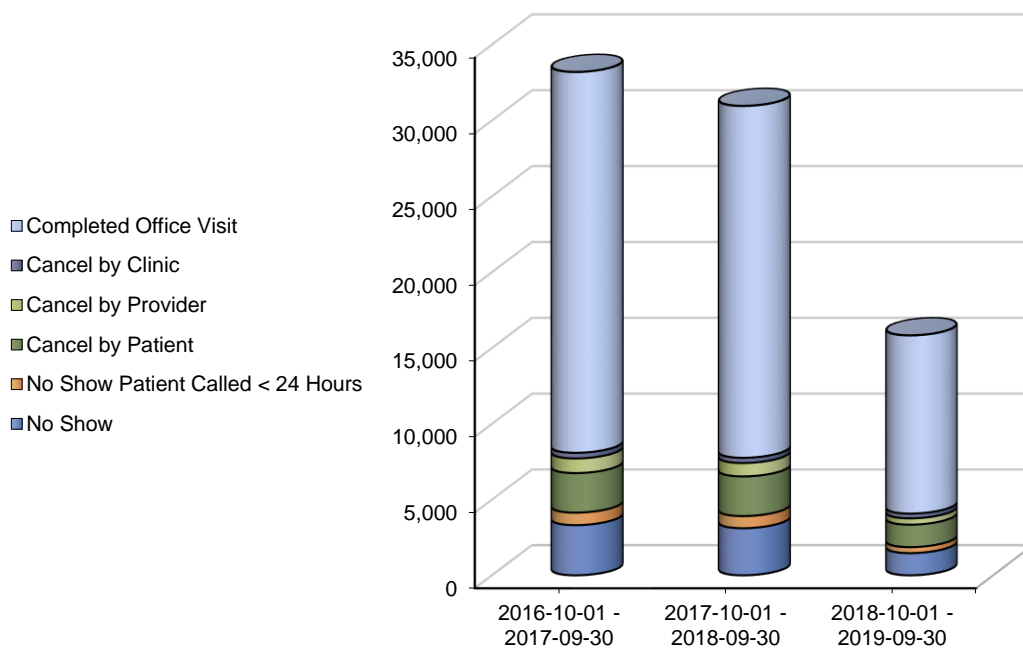
Health Care

A health system positioned to respond to current and future health challenges while protecting and promoting the holistic health and well-being of our Oneida Community. Services are provided to all members of Federally recognized Tribes in accordance with our Multi-Year Funding Agreement with the Department of Health and Human Services-Indian Health Service.

Status report of the service group's Three Year Outcomes

Outcome # 1

Continuous Quality Improvement, Improve Access to Care



Medical Clinic No Show

Accomplishments of the Health Care Group during first half of FY 2019 Improving Access and Continuous Quality Improvement

The Major accomplishment by the Health service group during the first and second quarters was to achieve Public Health Accreditation by the Public Health Accreditation Board. The Oneida Nation became the second Tribe in the Nation to become accredited. The accreditation assures that the Oneida Comprehensive Health Division is meeting the Public Health Accreditation Standards of care in the provision of public health to the Oneida Community. Through the implementation of the Relatient patient engagement software, we are now able to reach out to patients via email and text messages which has resulted in decreasing No Show rates in multiple areas of the Division. With the implementation of Relatient, text messaging to patients has helped to decrease our No-Show Rates. Decreasing No Show Rates allows for greater access to appointments.

Supporting the Nation's Priorities

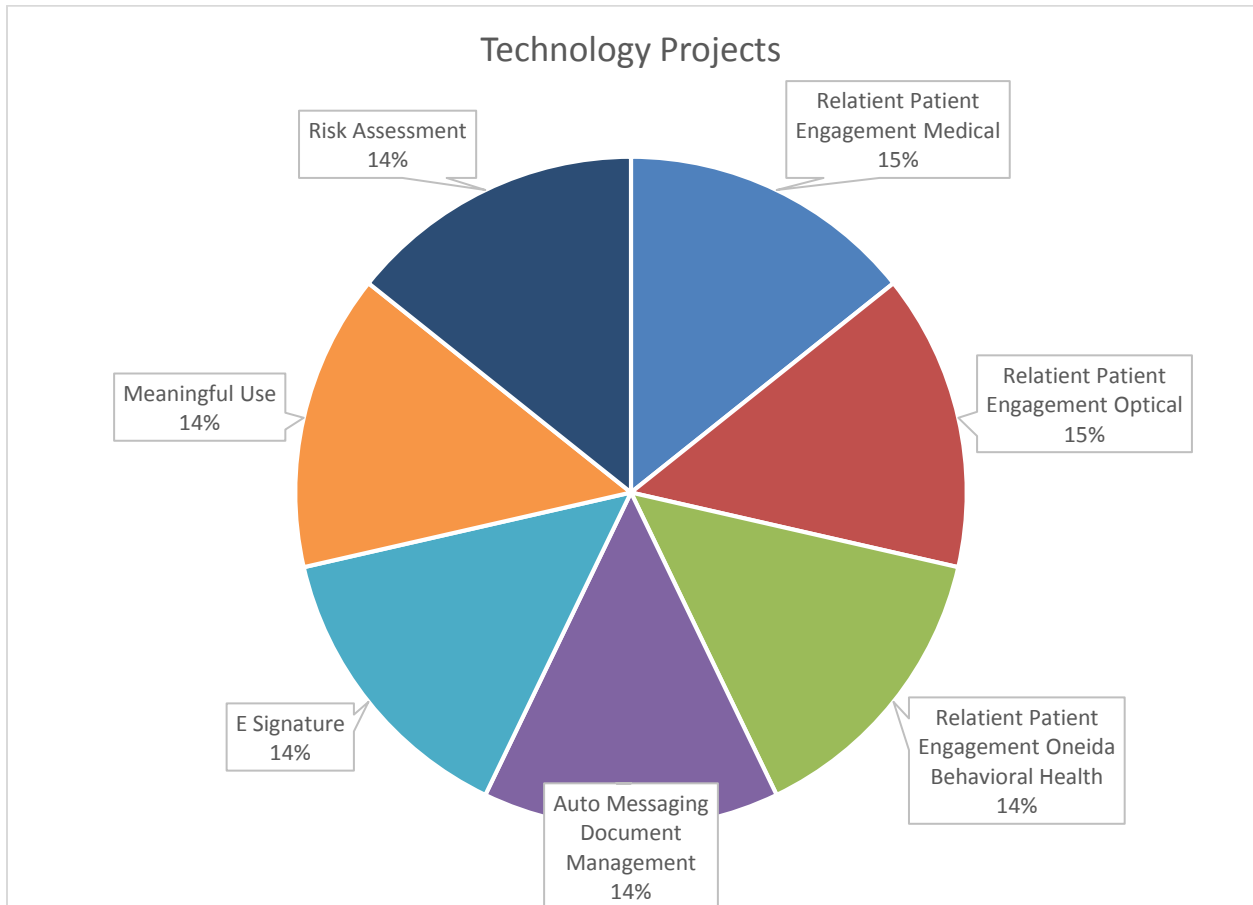
The improving access to care enables the Division to assure that Oneida tribal members and anyone eligible for services according to Indian Health Services are able to access quality health care services.

What Health will continue to work on

The Health Care Services group continues to work on seeking accreditation through the Accreditation Association for Ambulatory Health Care (AAAHHC). This accreditation like the PHAB accreditation will assure the customers that they are receiving quality care based upon national standards for quality care.

Outcome # 2

Optimize Technology



Accomplishments of the Health Care Group during first half of FY 2019 Improving Access and Continuous Quality Improvement

The implementation of the Electronic Health Record has accomplished the following major areas of optimization over the past 2 quarters. All HIPAA Security policies have been reviewed and updated. On-site Risk Assessment was completed 12/18/18 with an action plan implemented. The Patient Portal has been improved by the implementation of the Clinic visit summaries. E-signature has been expanded from the Behavioral Health to the Medical Clinic and registration in all clinical areas through the use of Ipads for registration of patients. Implementation of Relatient has been completed and go-live took place on March 22, 2019. This will allow patients to provide feedback and allow staff to track customer satisfaction on an on-going basis.

Supporting the Nation's Priorities

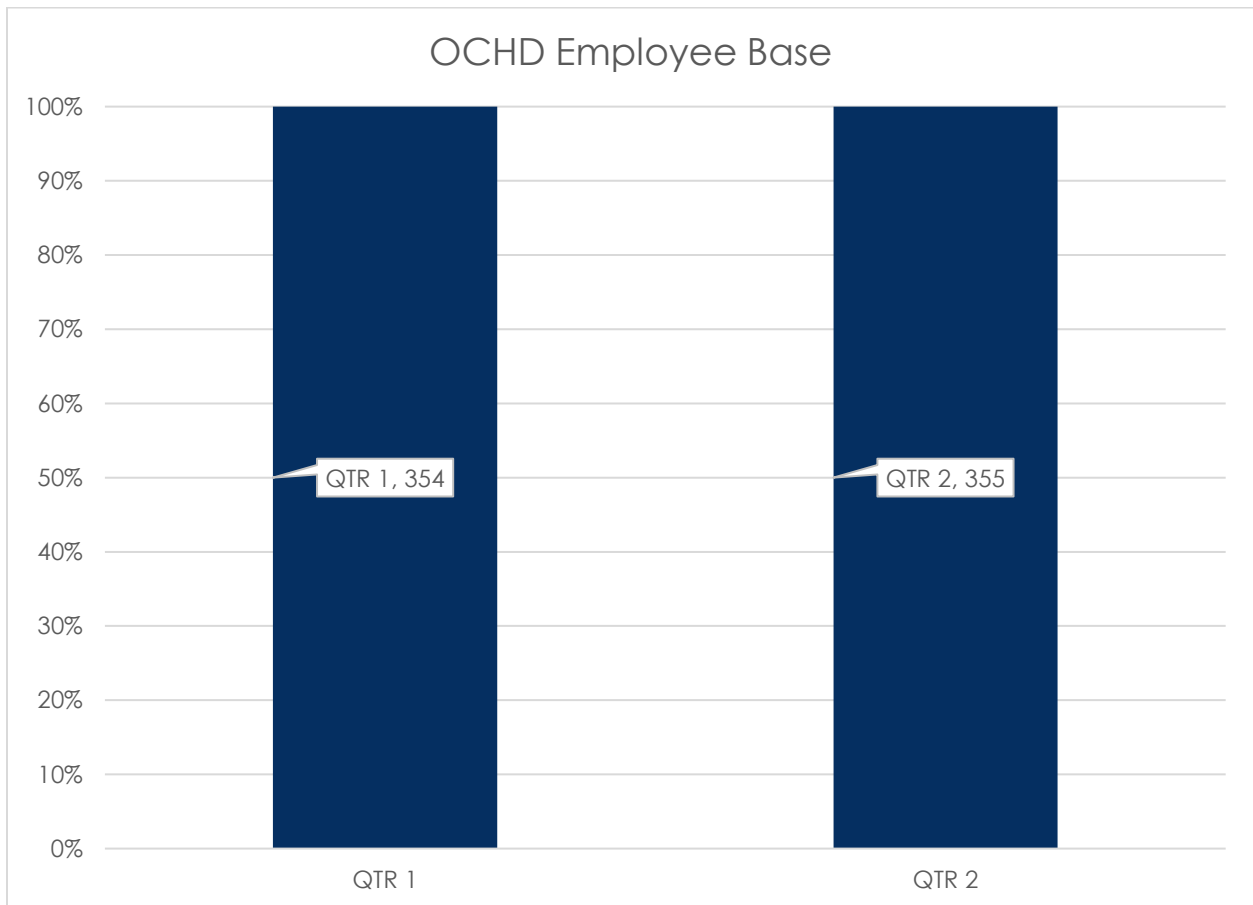
Optimizing Technology allows the Health Division and the provision of Health Care to continue to track customer feedback on an ongoing basis to allow the Division to continually monitor where there may be trends that need to be addressed and/or improved upon based upon the customer feedback. Implementation of the registration process utilizing Ipads and electronic signatures enables our ability to better expedite the registration process for the patients and allows us to improve our tracking of documents and signatures directly imported into the patient record.

What Health will continue to work on

We will continue to monitor and track where improvements need to be made to continue to improve the quality of patient care.

Outcome # 3

Enhance our Workforce



Accomplishments of the Health Care Group during first half of FY 2019 Improving Access and Continuous Quality Improvement

Enhancing our workforce continues to be a struggle. Staff shortages in many areas of the division have resulted to restriction of some services such as admissions to the AJRCCC due to our inability to meet patient care needs with the specific staff needed to provide the patient care. Access has improved in areas throughout the Division but still remains difficult due to shortages of providers and loss of staff due to our inability to address wage adjustments in critical positions.

Supporting the Nation's Priorities

Enhancement of our workforce allows the Health care to be provided to the Oneida Nation and to meet our requirements to the Indian Health Services by providing our required programs, services, functions and areas in accordance with our Multi-year Funding Agreement with the Department of Health Human Services/Indian Health Services.

What Health will continue to work on

We have started implementing Tele-Psychiatry within the Oneida Behavioral Health area which has been met with tremendous satisfaction and support within the Oneida Community. This will enable us to expand and address access to care as we continue to develop this method of care delivery. We are currently in the process of implementing Tele-Psychiatry through the addition of a Child Psychiatrist which will greatly improve our access to Child Psychiatric care.

