

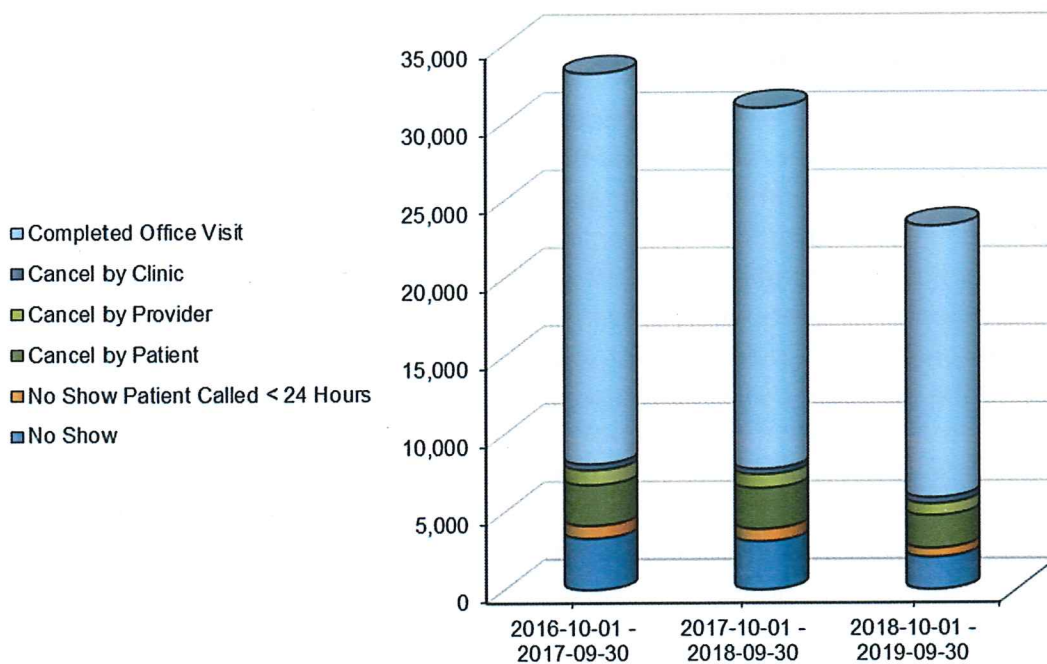
Health Care

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.

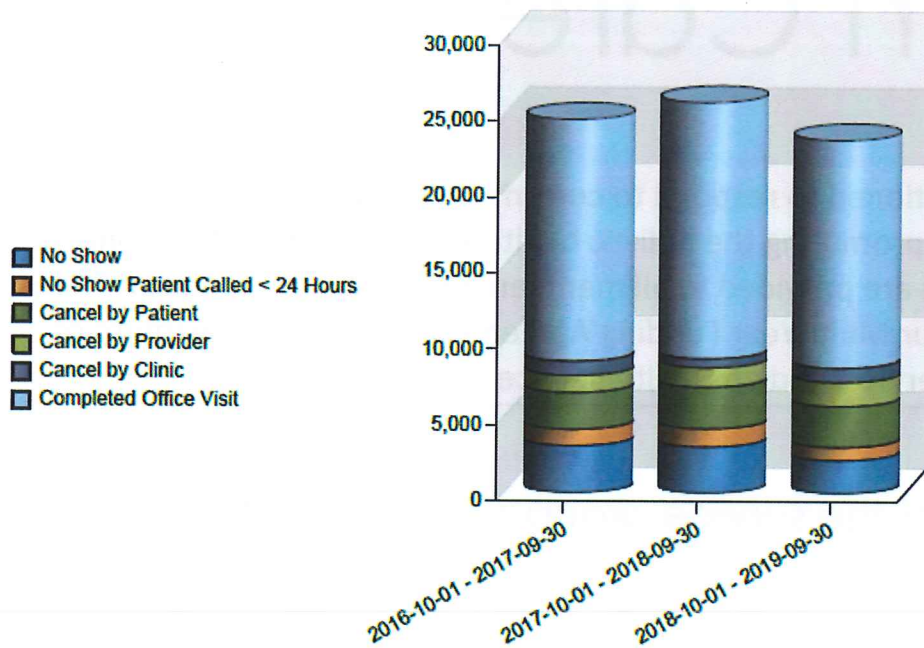
Status report of the service group's Three Year Outcomes

Outcome # 1

Continuous Quality Improvement, Improve Access to Care



Medical Clinic No Show Report



Oneida Behavioral Health No Show Report

Accomplishments of the Health Care Group during third quarter 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 (PHAB). The Public Health Department continues to work on their goals to maintain the PHAB accreditation through reporting their continued progress to PHAB. The major accomplishment for the third quarter of FY 2019 was to submit our application to the Accreditation Association for Ambulatory Health Care (AAAHC) and to schedule our on-site survey. The on-site survey is scheduled for October 21-22, 2019. 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. In addition, Relatient Software allows the ability to survey patients on an ongoing basis to gather input on their satisfaction for the services rendered. This report is shared with staff on a weekly basis with an average of approximately 200-300 responses from patients weekly.

Supporting the Nation's Priorities

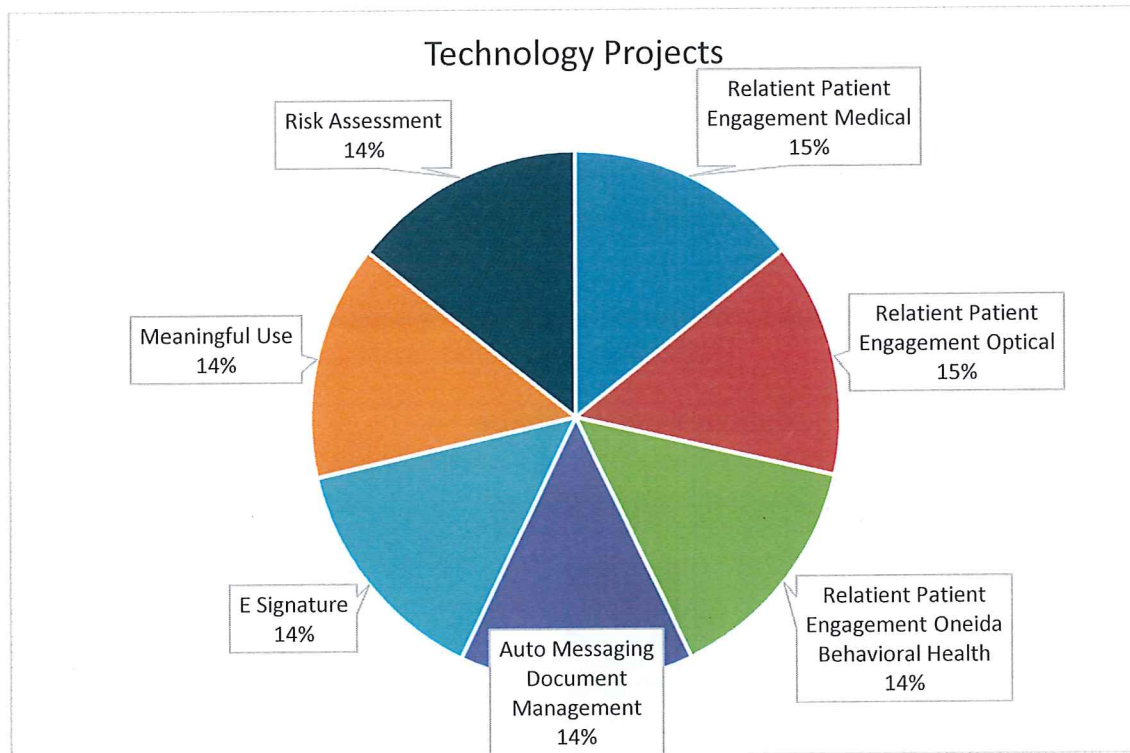
The improving access to care enables the Division to assure that Oneida tribal members and anyone eligible for services according to Indian Health Service are able to access quality health care services. Continuous Quality Improvement assures the Oneida Community that the Health Care Division is providing the highest quality of care as compared to national standards through the accreditation process.

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 (AAHC). 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 third quarter of FY 2019 Optimizing Technology

The implementation of the Electronic Health Record has accomplished the following major areas of optimization over the past 3 quarters. All HIPAA Security policies have been

reviewed and updated. On-site Risk Assessment was completed 12/18/18 with an action plan implemented which continues to be reviewed on a monthly basis. The next Risk Assessment is tentatively scheduled for December, 2019. 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 Ipad for registration of patients. Implementation of Relatient has been completed and data on patient satisfaction is collected and reviewed by all staff on a weekly basis. This will allow patients to provide feedback and allow staff to track customer satisfaction on an on-going basis.

Supporting the Nation's Priorities

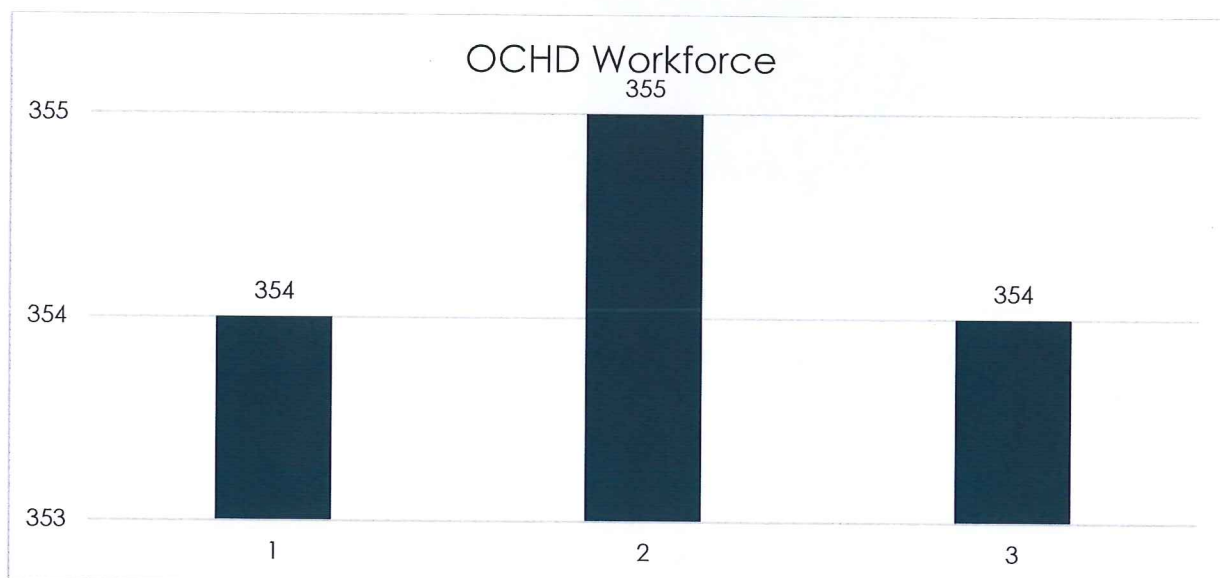
Optimizing Technology allows the Health Division and the provision of Health Care to continue to track customer feedback on an ongoing basis to allow the Division to continually monitor where there may be trends that need to be addressed and/or improved upon based upon the customer feedback. Implementation of the registration process utilizing Ipad 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 third quarter of FY 2019 Enhancing our Workforce

Enhancing our workforce continues to be a struggle. Staff shortages in many areas of the division have resulted in 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 some 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. Efforts have been attempted to make changes to the cap placed on the health division based upon BC Resolution # 03-14-18-D but this has not changed to date. The Strategic Workforce completed for the Oneida Nation's Health Division utilizing the Indian Health Service Staffing Standards Reference Model documents the current staffing criteria used in the Resource Requirements Methodology (RRM) specific for the Oneida Nation. The criteria is used in concert with empirical data, such as workload or service population, called driving variables, to estimate the staffing requirements in full-time equivalents to provide comprehensive acute, chronic, and preventative health care services to Indian people specific to the Oneida Nation.

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

Adult Tele-Psychiatry has been fully implemented within the Oneida Behavioral Health area which has been met with tremendous satisfaction and support within the Oneida Community. This has enabled 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. The Division will continue to emphasize the need for addressing our staffing issues within the organization and the need to remain competitive within the health care field by addressing wage shortages and the implementation of our Compensation Philosophy for the Health Division.




ONEIDA



Week of July 15, 2019

Ease of making appointment

Answer	Total	% Total	Week	% Week	Month	% Month
Excellent	181	54.8	11	78.6	32	58.2
Good	102	30.9	2	14.3	19	34.5
Average	23	7.0	1	7.1	2	3.6
Fair	14	4.2	0	0.0	1	1.8
Poor	10	3.0	0	0.0	1	1.8

Cleanliness and appearance of our facility

Answer	Total	% Total	Week	% Week	Month	% Month
Excellent	217	65.8	10	71.4	36	65.5
Good	99	30.0	3	21.4	17	30.9
Average	9	2.7	1	7.1	1	1.8
Fair	3	0.9	0	0.0	1	1.8
Poor	1	0.3	0	0.0	0	0.0
N/A	1	0.3	0	0.0	0	0.0

Respect and courtesy of our staff

Answer	Total	% Total	Week	% Week	Month	% Month
Excellent	189	57.3	10	71.4	36	65.5
Good	96	29.1	3	21.4	14	25.5
Average	31	9.4	1	7.1	2	3.6
Fair	7	2.1	0	0.0	2	3.6
Poor	7	2.1	0	0.0	1	1.8

Wait time for the provider

Answer	Total	% Total	Week	% Week	Month	% Month
Excellent	154	46.7	8	57.1	28	50.9
Good	110	33.3	5	35.7	17	30.9
Average	40	12.1	1	7.1	7	12.7
Fair	16	4.8	0	0.0	2	3.6
Poor	6	1.8	0	0.0	1	1.8
N/A	4	1.2	0	0.0	0	0.0

Week of July 15, 2019

Overall care you received from our provider

Answer	Total	% Total	Week	% Week	Month	% Month
Excellent	227	68.8	13	92.9	40	72.7
Good	72	21.8	1	7.1	13	23.6
Average	14	4.2	0	0.0	0	0.0
Fair	5	1.5	0	0.0	2	3.6
Poor	7	2.1	0	0.0	0	0.0
N/A	5	1.5	0	0.0	0	0.0

Likelihood of recommending our practice to family and friends

Answer	Total	% Total	Week	% Week	Month	% Month
Excellent	185	56.1	12	85.7	37	67.3
Good	88	26.7	1	7.1	13	23.6
Average	27	8.2	1	7.1	3	5.5
Fair	13	3.9	0	0.0	1	1.8
Poor	6	1.8	0	0.0	1	1.8
N/A	11	3.3	0	0.0	0	0.0

Health Care Summary for GTC Budget Meeting July, 2019

A health system positioned to respond to current and future health care 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.

The OCHD is comprised of 4 areas –

- **ONEIDA COMMUNITY HEALTH CENTER (OCHC)** – Provides Ambulatory Care, Optical, Dental, WIC, Nutrition, Safety, Pharmacy, Community Health/Public Health Nursing, Lab and Xray services
- **ANNA JOHN RESIDENT CENTERED CARE COMMUNITY (AJRCCC)** - Provides a 24 hour skilled nursing care for long term and rehabilitating patients. The facility is currently certified for 48 beds and is Medicare and Veterans Administration certified. Physical Therapy to include Occupational, Speech and additional Physical Therapy services for both inpatient and outpatient services.
- **ONEIDA BEHAVIORAL HEALTH (OBH)** - State licensed facility that provides intensive outpatient services to the Oneida Community members in a holistic and culturally sensitive manner. Counseling is provided for individuals, couples, and/or families.
- **EMPLOYEE HEALTH NURSING (EHN)** – Provision of health services via nurses that benefits the employees of the Oneida Nation. Services provided include:
 - Walk-in Services offered to all Oneida employees
 - Injury or illness evaluation, First Aid, Wellness assessments, Blood pressure monitoring
 - Blood sugar and cholesterol testing, Nutrition counseling, Assistance with weight management, body mass index, Tobacco cessation education and support
 - Immunizations, Tetanus, Hepatitis B, Pneumovax, Influenza
 - Trainings, CPR, RN Case Management. Health Risk Assessments for all of the Nation’s Insured Employees, Blood Drives

PERFORMANCE HIGHLIGHTS

The GTC Budget Presentation will include a short summary of our PERFORMANCE HIGHLIGHTS for FY 2019.

- OCHD continues to provide Quarterly Community Meetings on various topics the Second Tuesday of January, April, July, and October with an average attendance of 50-60 people
- The use of Tribal Contribution for Consolidated Health continues to be 0 and continued efforts to enhance third party reimbursements through private insurance, Medicare, Medicaid and FQHC status.
- The AJRCCC continues to enhance reimbursements to decrease the use of Tribal Contribution dollars.

- Full implementation of the Electronic Health Record within the Health Division to include implementation of Patient portals for Medical, Behavioral, Optical and Dental.
- Physical Therapy securing Occupational and Speech Therapy in addition to back-up Physical Therapy services which enhance reimbursement and enabling rehab patients to utilize the AJRCCC for Total Hip and Total Knee replacement or any major surgery requiring a short rehab stay in a skilled nursing facility.
- Annual Diabetic event is continuously sold out each year, Family Fun night event for FY 2019 had an attendance of 500+.
- Behavioral Health has been providing monthly Mental Health/Substance Abuse Awareness presentations with an average of 20 in attendance.
- OBH Psychiatric Telemedicine implemented in March, 2019 with one Board certified Adult psychiatrist and we are currently seeking implementation of a Child Psychiatrist via Telemedicine.
- Public Health Accreditation (PHAB) was achieved 11/30/18 and survey for Accreditation Association of Ambulatory Health Care (AAHC) Accreditation for the Health Division is scheduled for October, 2019
- Reorganization of Community Health Services to encompass transfer of Elder Services Home care, Respite Care and Dementia Care Specialist