

# 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.

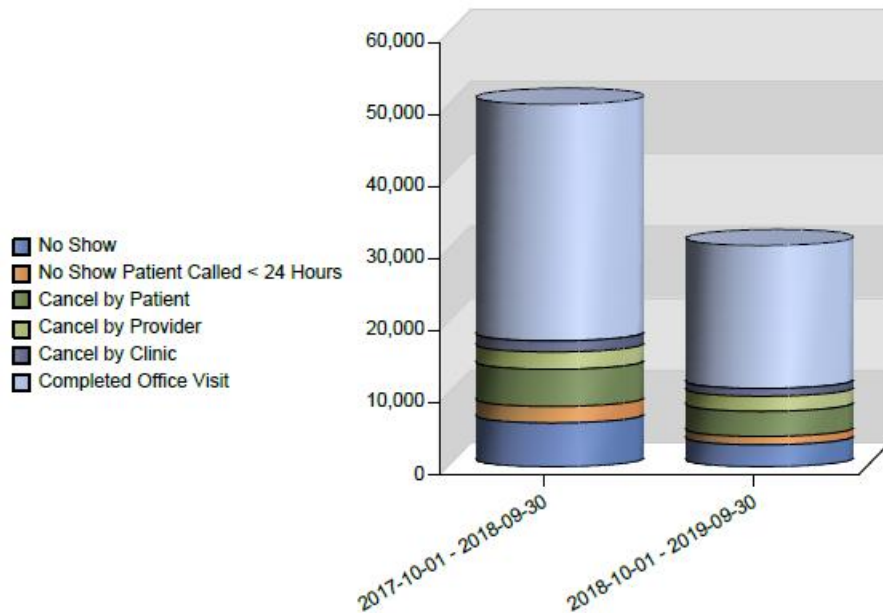
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## Status report of the service group's Three Year Outcomes

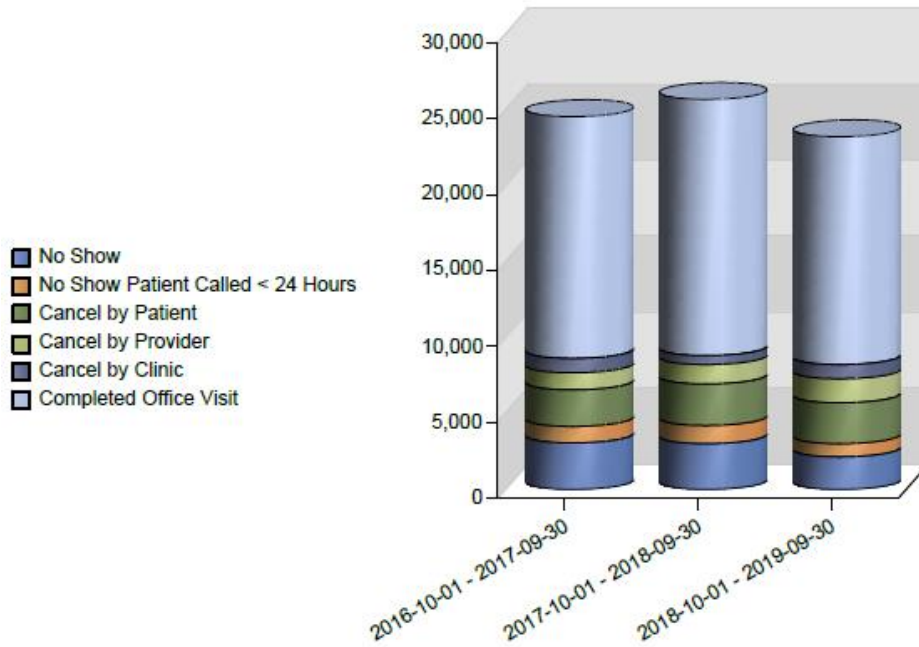
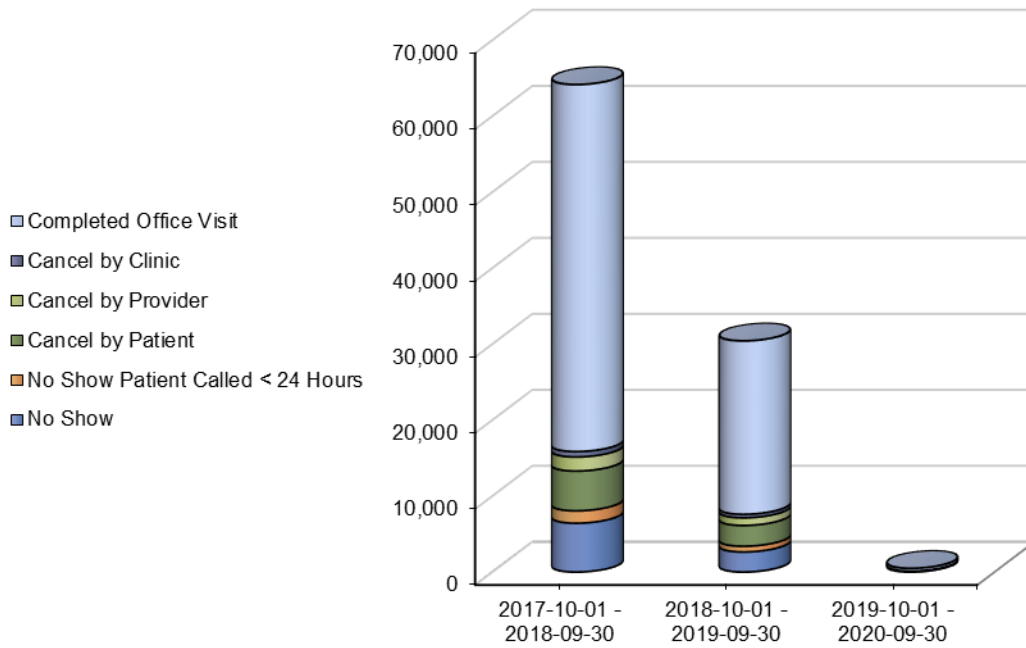
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### Outcome # 1

#### Continuous Quality Improvement, Improve Access to Care



### Medical Clinic No Show Report



## Oneida Behavioral Health No Show Report

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
2018-10-01 - 2019-09-30	Qtr04	46	15.0%	12	3.9%	31	10.1%	32	10.5%	18	5.9%	139	167	306	12	264
	Qtr03	781	10.1%	307	4.0%	785	10.1%	310	4.0%	130	1.7%	2,313	5,424	7,737	5,046	1,694
	Qtr02	689	8.4%	262	3.2%	1,080	13.2%	610	7.5%	607	7.4%	3,248	4,920	8,168	4,842	1,687
	Qtr01	622	8.9%	287	4.1%	800	11.4%	631	9.0%	180	2.6%	2,520	4,504	7,024	4,509	1,608
2018-10-01 - 2019-09-30		2,138	9.2%	868	3.7%	2,696	11.6%	1,583	6.8%	935	4.0%	8,220	15,015	23,235	14,409	2,421

### Accomplishments of the Health Care Group during fourth quarter of FY 2019 Improving Access and Continuous Quality Improvement

The Major accomplishment by the Health service group during Fiscal Year 2019 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 fourth quarter of FY 2019 was the final preparations for our scheduled on-site survey for Accreditation Association for Ambulatory Health Care (AAAHC). The on-site survey is scheduled for October 21-22, 2019. Through the implementation of the Relatient patient engagement software was another major accomplishment, 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.

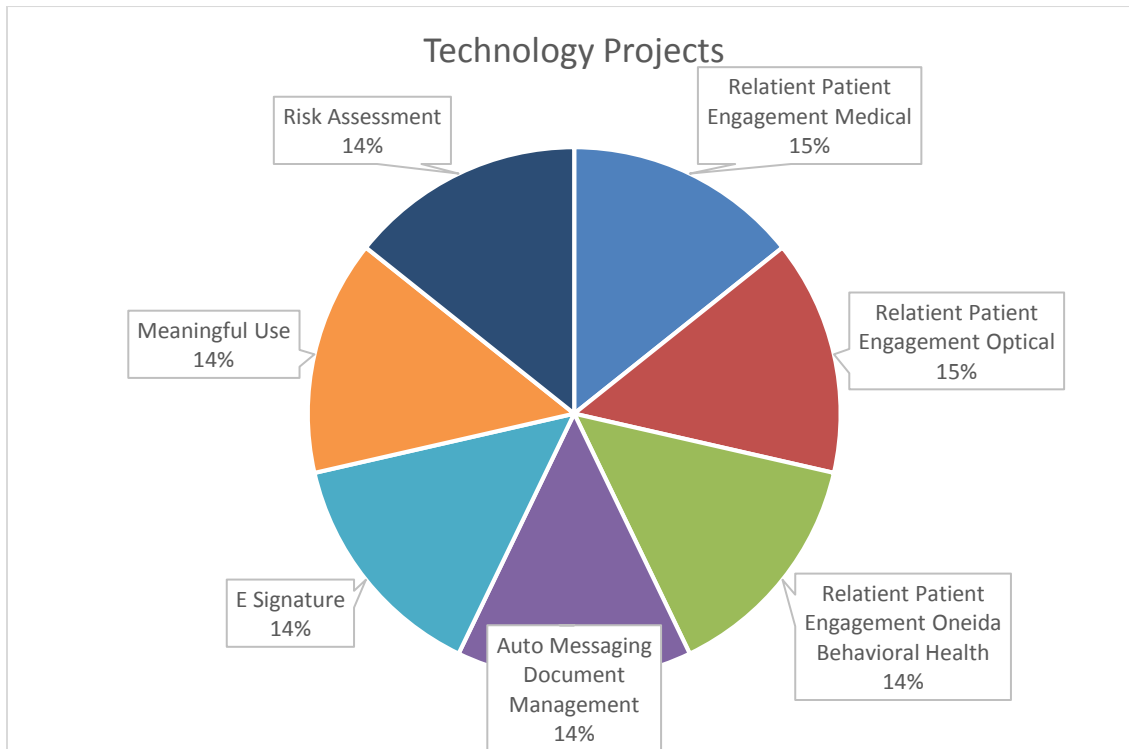
### What Health will continue to work on

The Health Care Services group continues to work on seeking accreditation through the Accreditation Association for Ambulatory Health Care (AAAHC). 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

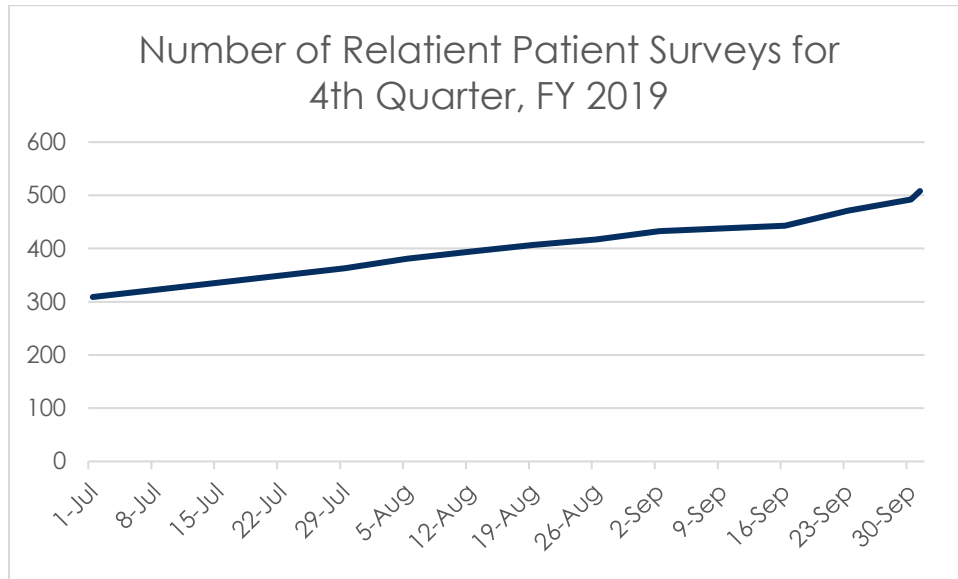
### Optimize Technology



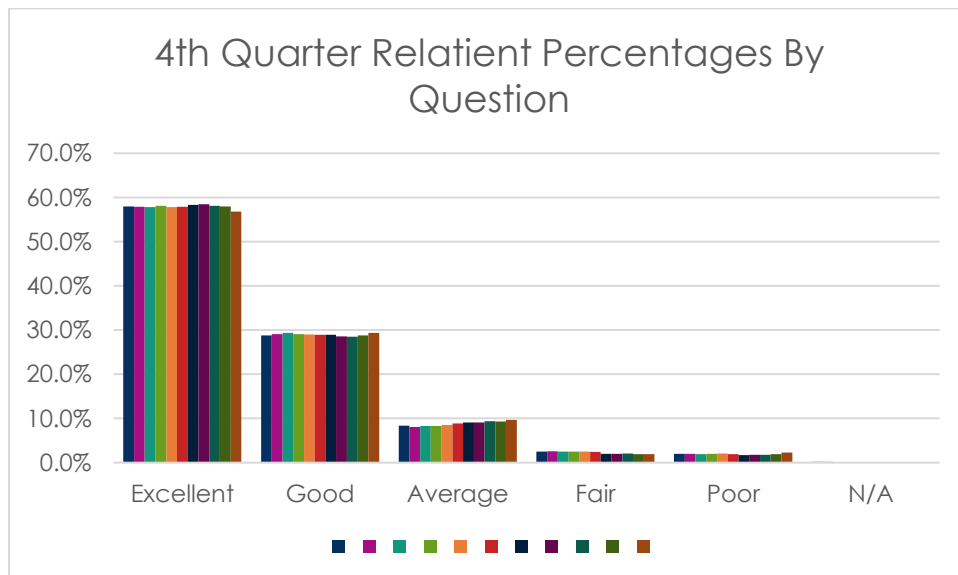
#### Accomplishments of the Health Care Group during fourth quarter of FY 2019 Optimizing Technology

The implementation of the Electronic Health Record has accomplished the following major areas of optimization over the past 4 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's 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.

## Relatient Patient Satisfaction Surveys



Surveys and feedback continue to increase as patients become more accustomed to receiving text messages and emails as follow up to their appointments throughout the Health Division. Overall satisfaction for Ease of making appointments, Cleanliness and appearance of our facility, Respect and courtesy of our staff, Wait time for the provider, Overall care received from our Provider, and Likelihood of recommending our practice to family and friends are assessed following patient appointments every 180 days throughout the Division.



## 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.*

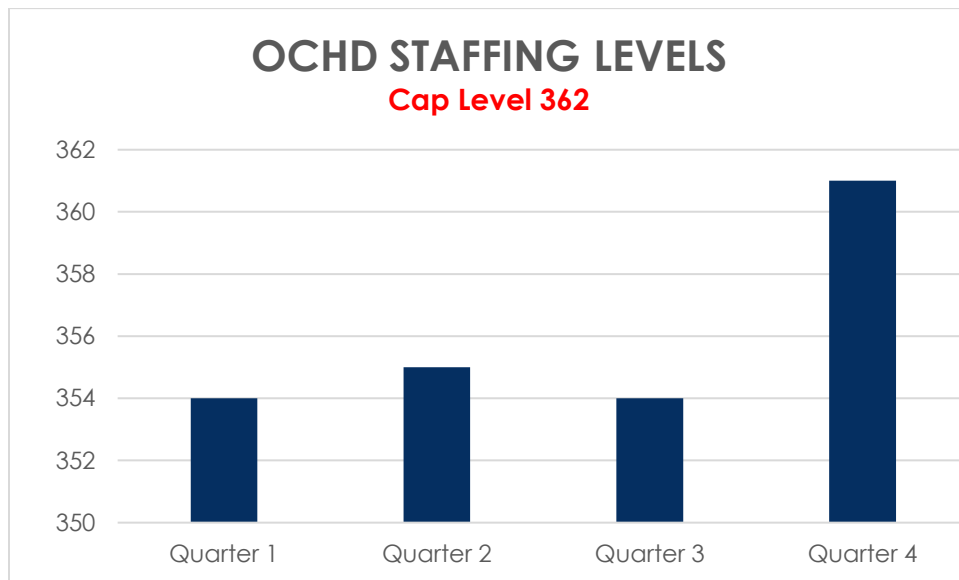
## What Health will continue to work on

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

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### Outcome # 3

#### Enhance our Workforce



#### Accomplishments of the Health Care Group during fourth 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. This staffing level is currently cited at 589 employees. 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. The need to address the increasing demand for staffing is critical and must be addressed to allow for exceptions to the Resolution. If staffing needs are not adjusted, the Division will not be able to continue to address access to care and the current levels of services for the community. The staffing for the Consolidated Health which is the OCHC and OBH are paid out of the IHS Self-Governance money which is not Tribal Contribution. Consolidated Health uses no Tribal Contribution for staffing and/or wage adjustments but is unable to fill positions or make wage adjustments.

### **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. We are also using Tele-health within our Eye-care area to increase access by decreasing the wait times for our diabetic patients utilizing a screening tool which allows the Optometrists to quickly scan the diabetic patients to monitor the health of their eyes. We are currently working on the CIP Concept paper to address the need for expansion for the Integrated Health Campus which would allow for expansion of the current OCHC and expansion of services. The OCHD continues to work with the BC Initiative Access to Care which is looking at how we continue as a Nation to improve Access to Care for all Oneidas.



**ONEIDA**

