

FY-2022 1st quarter report

ONEIDA COMPREHENSIVE HEALTH DIVISION (OCHD)

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.

Outcome/Goal # 1

Engaging & Developing a Successful Workforce: Improve Human Resource Service to Meet the OCHD Needs of the Division; Promotion of Health Careers; Enhance Employee Engagement.

MEASUREMENT:



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

As of the first quarter of FY 2022, our current employee count is at 341. Prior to Covid-19, we were at 362 employees. With the onset of Covid-19 we have several positions throughout the Health Division that have become extremely difficult to recruit and fill. We are still short staffed in specific areas of the division and these positions have been posted. Enhancing

engaging and developing our workforce has continued to face some challenges throughout FY 2021 and into FY 2022, however we are continuing to look at various methods to engage our workforce and support their mental health needs during the pandemic. Access continues to slowly be improving in some areas throughout the Division but still remains difficult due to shortages of providers, loss of staff and fear of the potential exposure to COVID. We continue to work on improving communication within the Division through enhancing employee engagement. We continue in our Incident Command Structure and have specific areas that continue to work on Staff Enhancement as well as communication. Our Town Hall Teams meeting with all staff was scheduled for December 15, 2021. In addition, increased opportunities for student internships and clinical rotations for all health careers are being considered on a case-by-case basis due to Covid concerns. The Comprehensive Health Division's Executive Management Team meets with the Human Resource Department on a quarterly basis. One area we continue to work together on is the completion and implementation of the Comprehensive Health Division Compensation Analysis.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Enhancement of our workforce allows 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. Continue to meet on a quarterly basis with the Human Resource Department.

Outcome/Goal # 2

Revitalizing Values-Driven Leadership: Enhance the Quality & Communication of our Leadership Team; Promote & Prioritize Decision Making of OCHD; Create a Communication Philosophy for OCHD

OCHD VISION STATEMENT

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

OCHD COMMUNICATION PHILOSOPHY

The Comprehensive Health Division's Communication Philosophy is the belief that all forms of communication are timely, complete, concise, considerate, clear, and honest.

OCHD VALUES



Responsive Leadership	Communication
Continuous Improvement	Respect
Culturally Sensitive	Safety
Trust	

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

All areas of OCHD to complete Strategic Plans to align with OCHD. Community Health recently completed their update to their Strategic Plan to align with the OCHD Strategic Plan. The Executive Management Team is in the process of updating the Division Strategic Plan and is collecting data from all areas within the Division for input. This includes Community Health, Behavioral Health, AJRCCC. All the areas continue to work on the development of their Strategic plans. The Comprehensive Health Division's Communication Philosophy is the belief that all forms of communication are timely, complete, concise, considerate, clear, and honest. The OCHD team continues their work on the development of an integrated comprehensive Health campus concept to expand services and the footprint of the existing OCHC. The Medical Clinic staff completed the initial Leadership Development with Initiative One at the end of May. Additional follow-up meetings have been scheduled to continuing working on the Leadership and strategic initiatives. One of the outcomes of this process will be to move forward with a Strategic Plan specifically for the Medical Area.

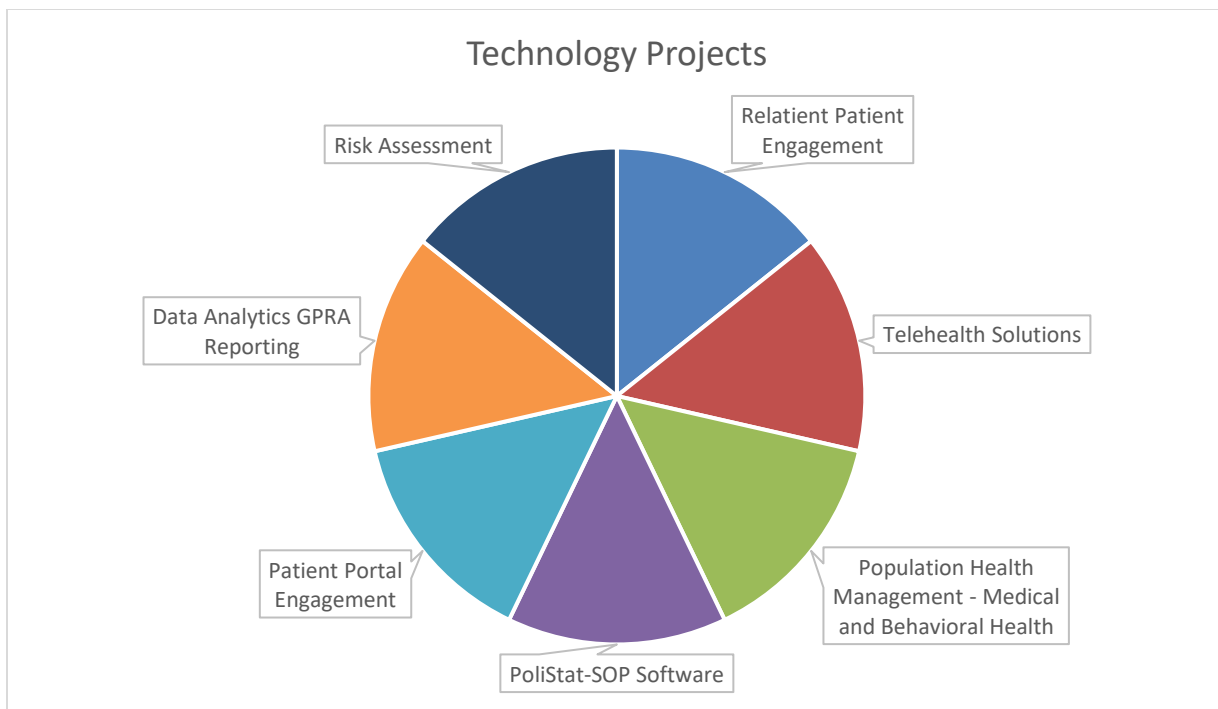
EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

The OCHD Team will continue to utilize the OCHD Strategic Plan to prioritize their decision making. Once the General Manager's and the Oneida Business Committee's Strategic Plans are complete, the OCHD will adjust our Strategic plan to align as needed. The OCHD team continues their work on the development of an integrated comprehensive health campus concept to expand services and the footprint of the existing OCHC. OCHD plans to host quarterly Town Hall virtual meetings with OCHD staff to help to increase communication throughout the Division.

Outcome/Goal # 3

Analyzing & Improving Health Technology: Improve Information Technology Services to meet OCHD Needs.

MEASUREMENT: The following figure demonstrates the technology project for the Health Division.



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

The implementation of the Electronic Health Record has accomplished the following major areas of optimization over the 4th quarter FY 21. Work continues to be done on the Patient Surveys due to the pandemic. We have continued to send out surveys to patients;

however, since our service delivery has changed, we are in the process of making appropriate upgrades to obtain the most actionable information from our patients. The Lab interface to the state for automated COVID reporting has been completed. We also completed the automated reporting of other communicable diseases within the Lab interface. The Project Charter has been completed for a new lab system to replace DSM. In process of upgrading Radiology mammography machine from 2D to 3D imaging. Upgrading the Pharmacy IVR process to a cloud-based service. We continue to add programs for Population Health Management (Care Manager and Central Worklist). Thus far, the following programs have been implemented; PreVisit - Chart Prep, Diabetes Care Coordination, and Primary Care Integration on the Medical side, Integrated Recovery Support Services, Medication Management, residential referrals, 3 chart status reviews and Safe Care Pathway on the Behavioral Health side. Work continues to be done to convert HPDP from an Access database to AthenaPractice EMR. A Telehealth Solution was selected and are currently working on an implementation plan. Implementation of Document Management is still in testing phase-Go Live to be determined. Provider Flow faxing solution is in the testing phase to determine workflow changes. This will replace Biscom which is end of life. Team is waiting to be onboarded to WISHIN (WI State Health Information Network). Docusign is in the process of being implemented for electronic signatures. PolicyStat- SOP management software is being implemented. Go-live date to be determined. IntelligentContracts contract management solution was also kicked off and is being implemented. Working on the RFP process for a Credentialing Software Solution for Healthcare. Working on RFP process for an Inventory Software solution for OCHD. Working on RFP process to replace the Encore System for Purchased/ Referred Care. Accepted by IHS to onboard for the CHEF Online Process. Working on secured connection for data transmit to IHS. Completed the annual HIPAA Risk Assessment for 2021. Continue to improve disaster recovery preparedness by doing departmental data recovery drills. Continuing to work on the upgrade of the Nurse Call System for AJRCCC.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Optimizing Technology allows the Health Division to provide updated information of the areas, assists in developing Comprehensive Health Division reports and provides the Executive Management Team ability to address any issues/concerns pro-actively. We track customer feedback to continually monitor where there may be trends that need to be addressed and/or improve based upon the customer feedback. We will continue to monitor and track where improvements need to be made to continue to improve the quality of patient care. Improving efficiencies with revised workflows and Medical Triage Software being reviewed to improve workflows. Population Health initiative will assist in standardizing workflows and provide more updated information to teams for enhancing chronic disease management and provide actionable information for enhanced care management. Telehealth solution will enhance our ability to provide access to virtual care during the pandemic and beyond.

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Photos (optional):



Oneida Comprehensive Health Division