

FY-2021 1st quarter report

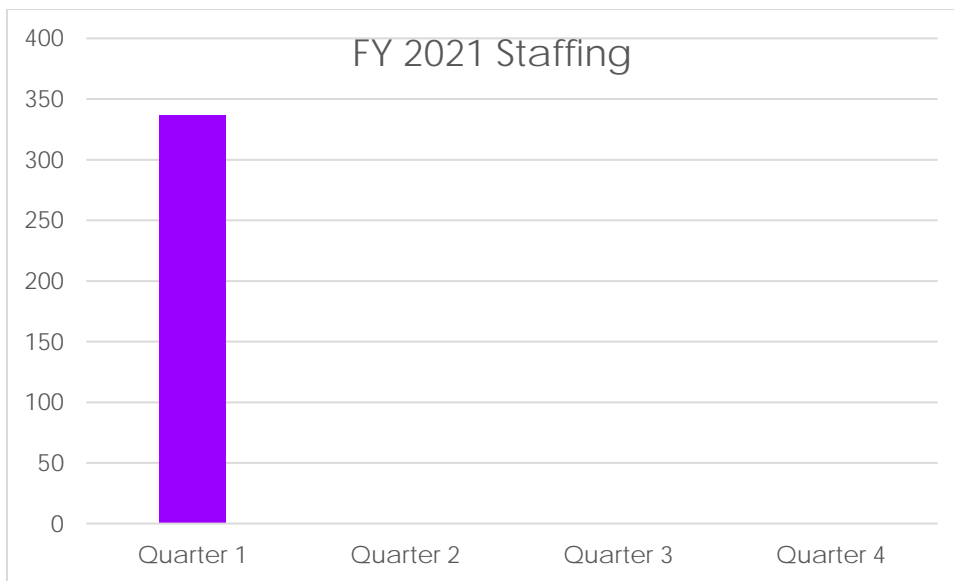
ONEIDA COMPREHENSIVE HEALTH DIVISION

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:

The chart demonstrates our employee count prior to COVID at 362, the decrease due to COVID to 277 and now we are at 337 total employees. Enhancing engaging and developing our workforce has continued to face some challenges throughout the first quarter, however we are continuing to look at various methods to engage our workforce

and support their mental health needs during the pandemic. Staff shortages in many areas of the division continue to pose challenges in meeting patient access to care. In some departments, we have lost employees due to the uncertainty of the Nation's stability and employees have not returned and/or resigned from their positions. We are in the process of beginning to fill those critical positions which have been lost and/or employees have chosen to retire from their positions. Access continues to slowly be improving in some areas throughout the Division but still remains difficult due to shortages of providers and 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. A "burn-out" survey was conducted during the FY 20 year which was prior to COVID. The results of this survey were very favorable in that the majority of our employee base were not experiencing any "burn-out" within their specific areas. However, this will need to be revisited following COVID as we suspect the results may be much different. The team continues to work on addressing these concerns as we move forward into FY 2021. The first in our series of "Teams Division Town Hall meetings" was held in November 2020. The first Town Hall meeting was met with very favorable responses from the staff within the Division. Our goal is to host these meetings at least quarterly for FY 2021. We send out a format and ask all employees to submit any questions they may have regarding the Division and/or the Oneida Nation and we provide responses to these questions during the Town Hall as well as provide any updates to the staff on the Health Division and the Oneida Nation as a whole. There is also time to ask any questions at the end of our presentation of the responses. The second Town Hall meeting is scheduled for February 17, 2021. In addition, increased opportunities for student internships and clinical rotations for all health careers has been on hold due to the onset of COVID throughout the first quarter of FY 21.

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.

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

MEASUREMENT:

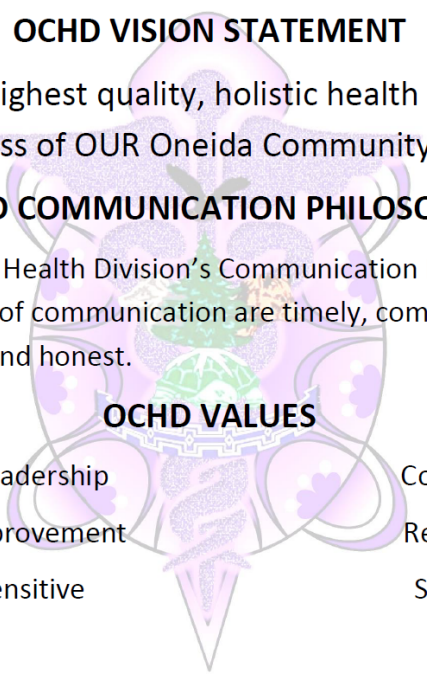
OCHD VISION STATEMENT

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. To date 3 of the 6 areas of the Division have completed their individual Strategic Plans to align with the OCHD Strategic Plan. This includes Community Health, Behavioral Health, AJRCCC. The areas continue to work on the development of their Strategic plans. The OCHD Strategic Plan was presented to the Division staff at our last Town Hall meeting in November and will continue to be revisited with each Town Hall meeting. A Communications Philosophy was created with the sub-committee of the Management Team and presented to the Division staff. 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 Business Plan was finalized and 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.

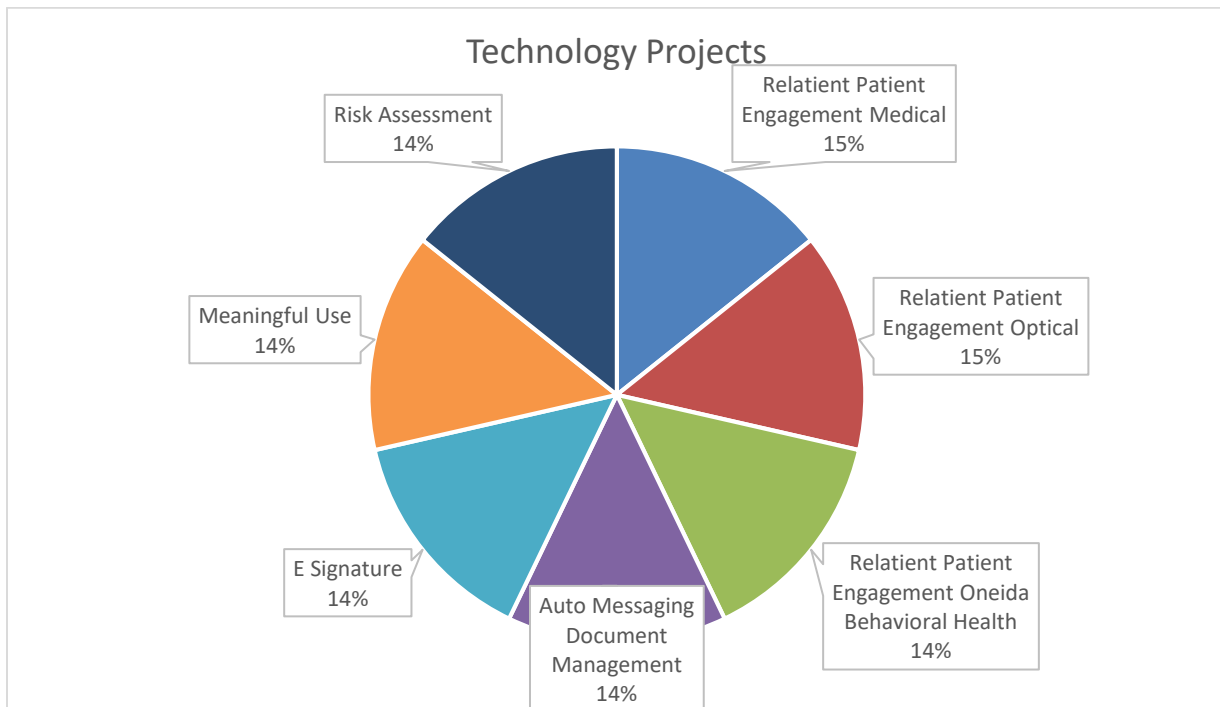
EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

The OCHD Team will continue to utilize the OCHD Strategic Plan to prioritize their decision making and to align with the General Manager's Strategic Plan and with the Oneida Business Committee's Strategic Plans once completed. 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: MEASUREMENT: The following figure demonstrates the actual percentages of time spent on each 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 1st quarter FY 21. Applied software changes to Centricity EMR for CMS requirements for Merit-based Incentive Payment System (MIPS) reporting. All HIPAA Security policies have been reviewed and updated. On-site Risk Assessment was completed with an action plan implemented which continues to be reviewed on a monthly basis. The next Risk Assessment is tentatively scheduled for December, 2021. 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. Began a Major project to upgrade/replace equipment for the AJRCCC Nurse Call system- Ascom/Ideacom Mid-America is the vendor. Majority of the 1st quarter has been focused on improving and fine tuning the ability to work virtually to include acquiring the necessary

web cams and headsets to allow staff to perform their job duties via virtual team meetings. This includes the virtual provider visits both through the Oneida Community Health Center and through Oneida Behavioral Health. In addition, implementation of billing for virtual visits and documentation within the medical records has been an initiative since the onset of the COVID Pandemic. Major upgrade for Visualutions Community Health Center (CHC) to Community Health Enhancements (CHE) component to collect /maintain patient-specific IHS data for Medical EMR Centricity.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

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 I pads 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. We will continue to monitor and track where improvements need to be made to continue to improve the quality of patient care. There are 2 specific MIS positions that were being finalized specific for the Health Division, Business Intelligence Analyst was completed and is posted and the second position will be posted once final.

Contact Info

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Photos (optional):



Oneida Comprehensive Health Division