

FY-2021 2nd quarter report

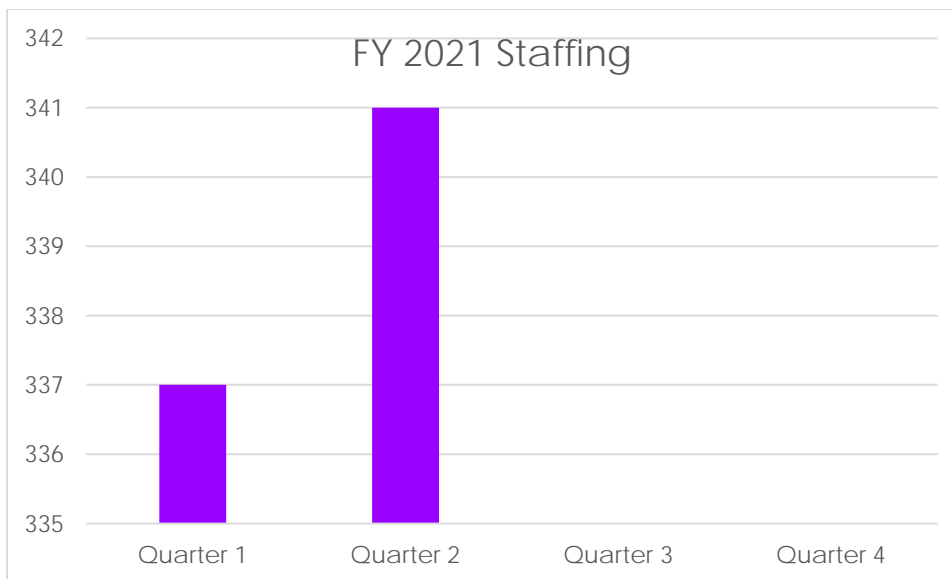
ONEIDA COMPREHENSIVE HEALTH DIVISION

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:

As of the Second quarter of FY 2021, our current employee count is at 341. Prior to Covid, we were at 362 employees which was our HRD cap for our employee base. 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 the second 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. We continue to try 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. We continue in our Incident Command Structure and have specific areas that continue to work on Staff Enhancement as well as communication. Our next Town Hall with all staff is scheduled for May 17, 2021. A follow up "burn-out" survey is being worked on to assess the full impact of Covid on our employee base. The team continues to work on addressing these concerns as we move forward into FY 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 and an updated policy to address any Covid restrictions has been developed for students for the remainder of the FY 2021.

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

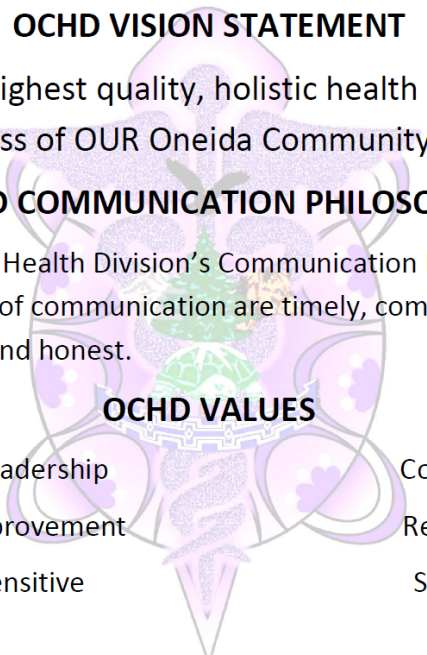
OCHD VISION STATEMENT

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. The Medical Clinic staff are in process of their

Leadership Development with Initiative One. One of the outcomes of this process will be to move forward with a Strategic Plan specifically for the Medical Area.

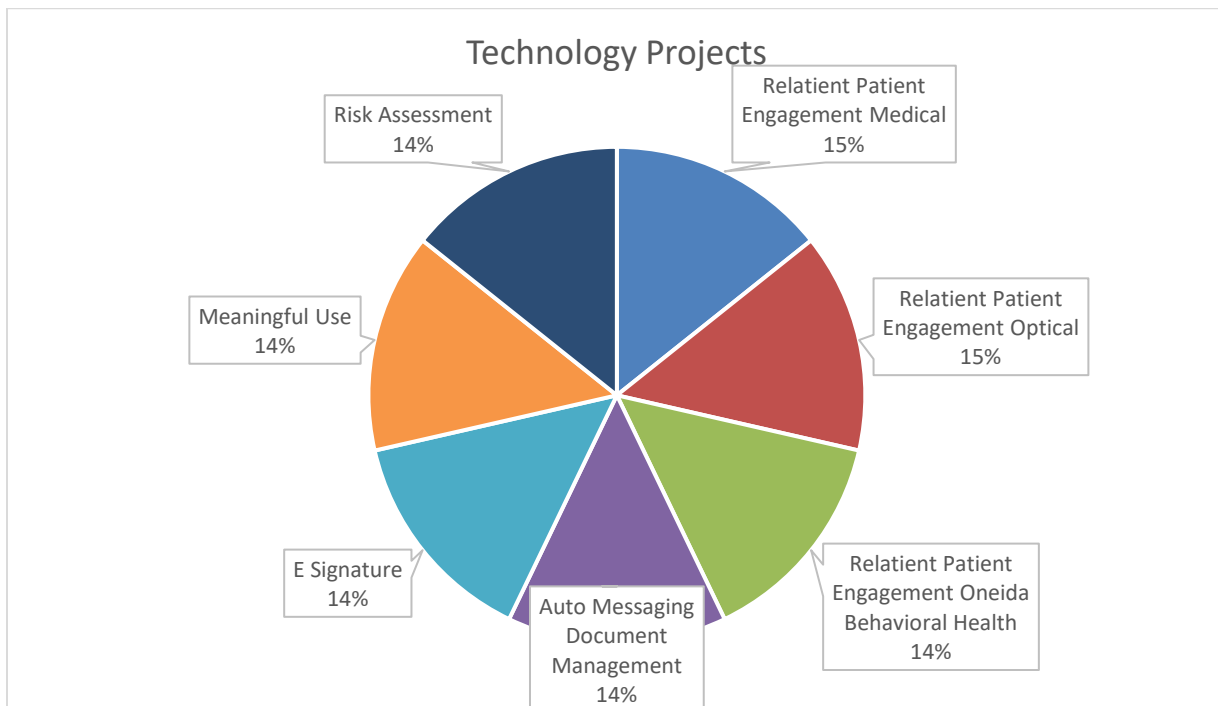
EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

The OCHD Team will continue to utilize the OCHD Strategic Plan to prioritize their decision making 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 2nd 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 Risk Assessment was completed in December, 2021 and plans to address specific areas identified within the assessment are underway. 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 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. 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. There has been an organization wide assessment completed of the Management Information System (MIS). Feedback was provided into the assessment by the Health Division.

Contact Info

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Photos (optional):



Oneida Comprehensive Health Division