

FY-2021 3rd quarter report

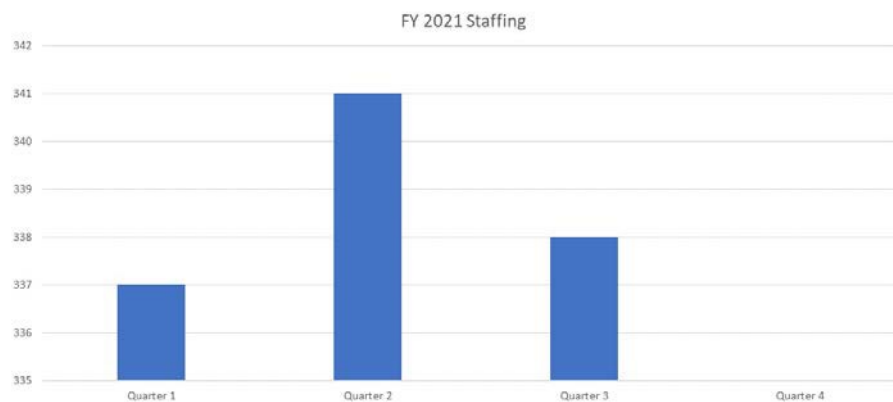
ONEIDA COMPREHENSIVE HEALTH DIVISION (OCHD)

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 Third quarter of FY 2021, our current employee count is at 338. 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 third 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 September 15, 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. 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 to better improve the recruitment and where positions are posted.

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

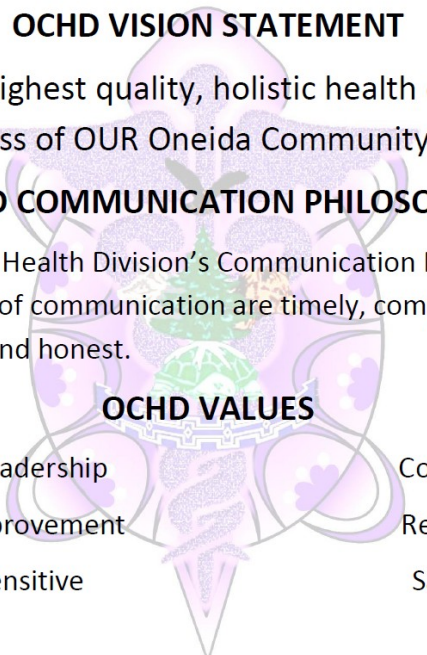
OCHD VISION STATEMENT

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. 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. All the areas continue to work on the development of their Strategic plans. The OCHD Strategic Plan was presented to the Division staff at the November Town Hall meeting and will continue to be revisited with each Town Hall meeting. As reported in previous quarterly reports the Communications Philosophy was created 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 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.

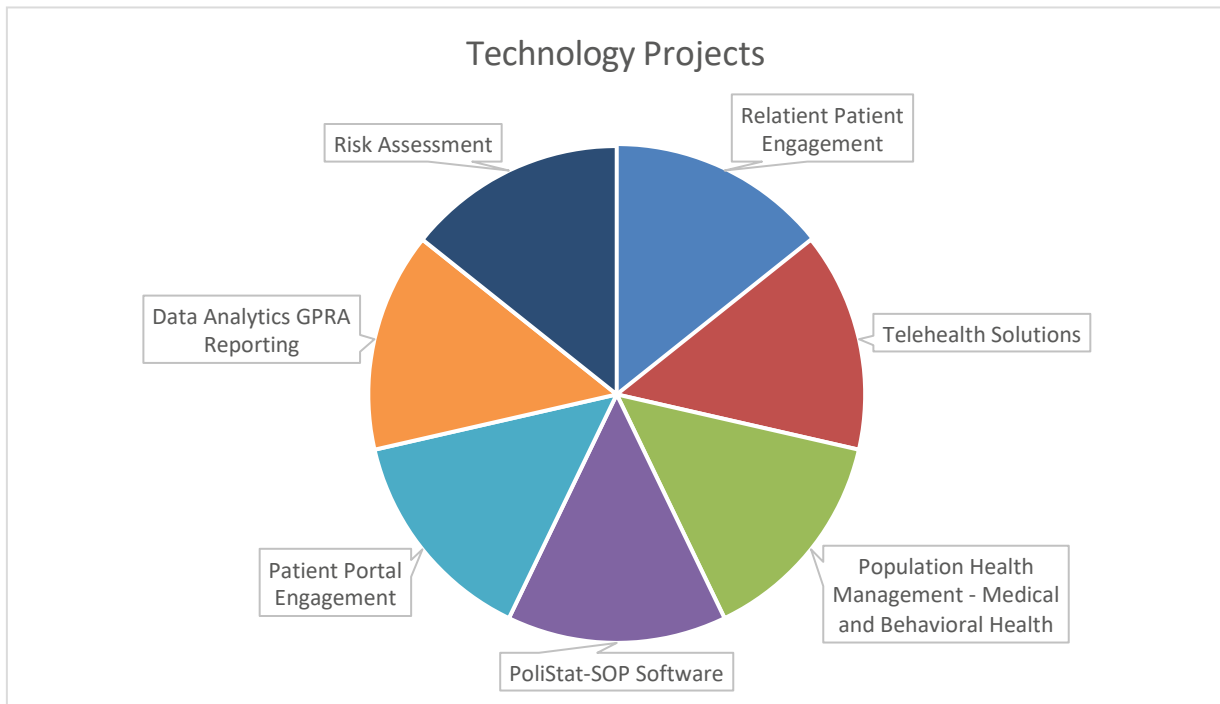
EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

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 3rd quarter FY 21. The Patient Surveys-are being revised 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. Implementing Population Health Management (Care Manager and Central Worklist). Reviewing Telehealth Solutions- Currently utilizing Microsoft Teams in Behavioral Health. Telehealth Solutions demos have been complete and working on finalizing a solution. Implementation of Document Management-Go Live to be determined. Provider Flow solution started to replace Biscom which will be unavailable in near future. Team is working on implementing WISHIN (WI State Health Information Network). PoliStat- SOP software was approved; Kick Off meeting have been scheduled.

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. 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. 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.

Contact Info

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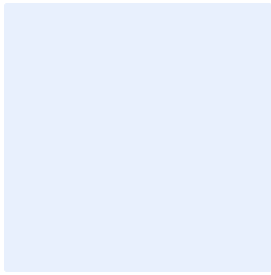
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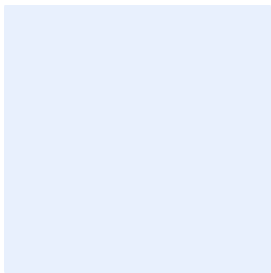
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Oneida Comprehensive Health Division



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