

FY-2022 3rd quarter report

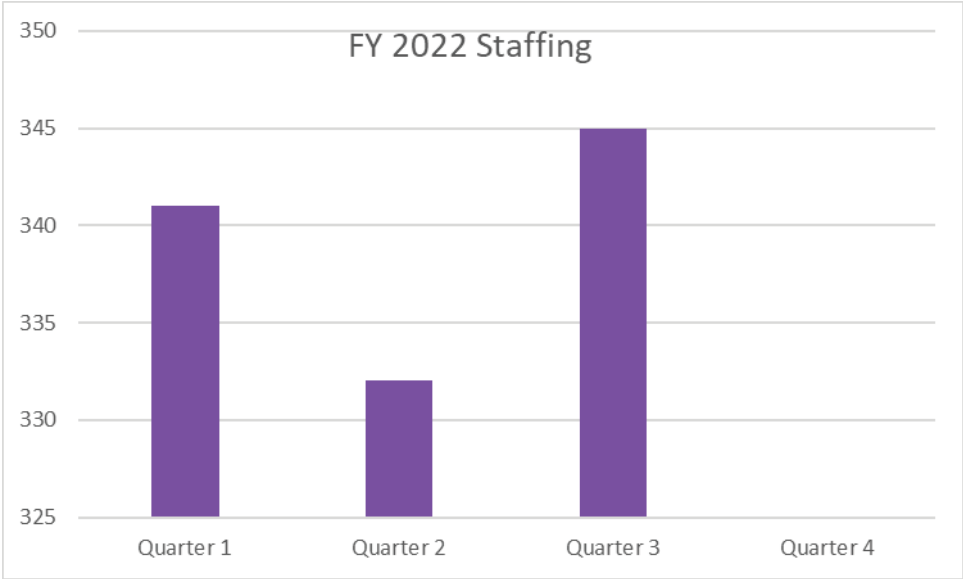
ONEIDA COMPREHENSIVE HEALTH DIVISION (OCHD)

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 2022, our current employee count is at 345. Prior to Covid-19, we were at 362 employees. We continue to have several positions throughout the Health

Division that remain difficult to recruit and fill. However, we are working collaboratively with HRD to refine our recruitment tactics and are working on the development of an HRD Generalist Position that will be specific to OCHD. This will be a collaboration with HRD and will hopefully enhance our recruitment efforts to fill positions expeditiously. This position will be dedicated to the OCHD. 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 2022, however we are continuing to look at various methods to engage our workforce and support their mental health needs during the pandemic. We are currently in the process of rolling out our Burn out Survey using a third-party vendor called Mind Garden. This will be rolled out to OCHD staff in late June and we expect to get aggregate data back from the vendor sometime mid-July 2022. Access continues to slowly be improving in some areas throughout the Division but remains difficult due to shortages of providers, and loss of staff. 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 meetings with all staff with the next meeting tentatively scheduled for September 2022. In addition, increased opportunities for student internships and clinical rotations for all health careers are being considered on a case-by-case basis. The Comprehensive Health Division's Executive Management Team meets with the Human Resource Department on a quarterly basis.

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:

The Executive Management Team is in the process of updating our Strategic Plan. We have collected input and feedback from Division Staff and will also be utilizing the data collected from the Burn out Survey to make changes to our Division plan as we move forward. Community Health continues to work on their Strategic Plan to align with the OCHD Strategic Plan. 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.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

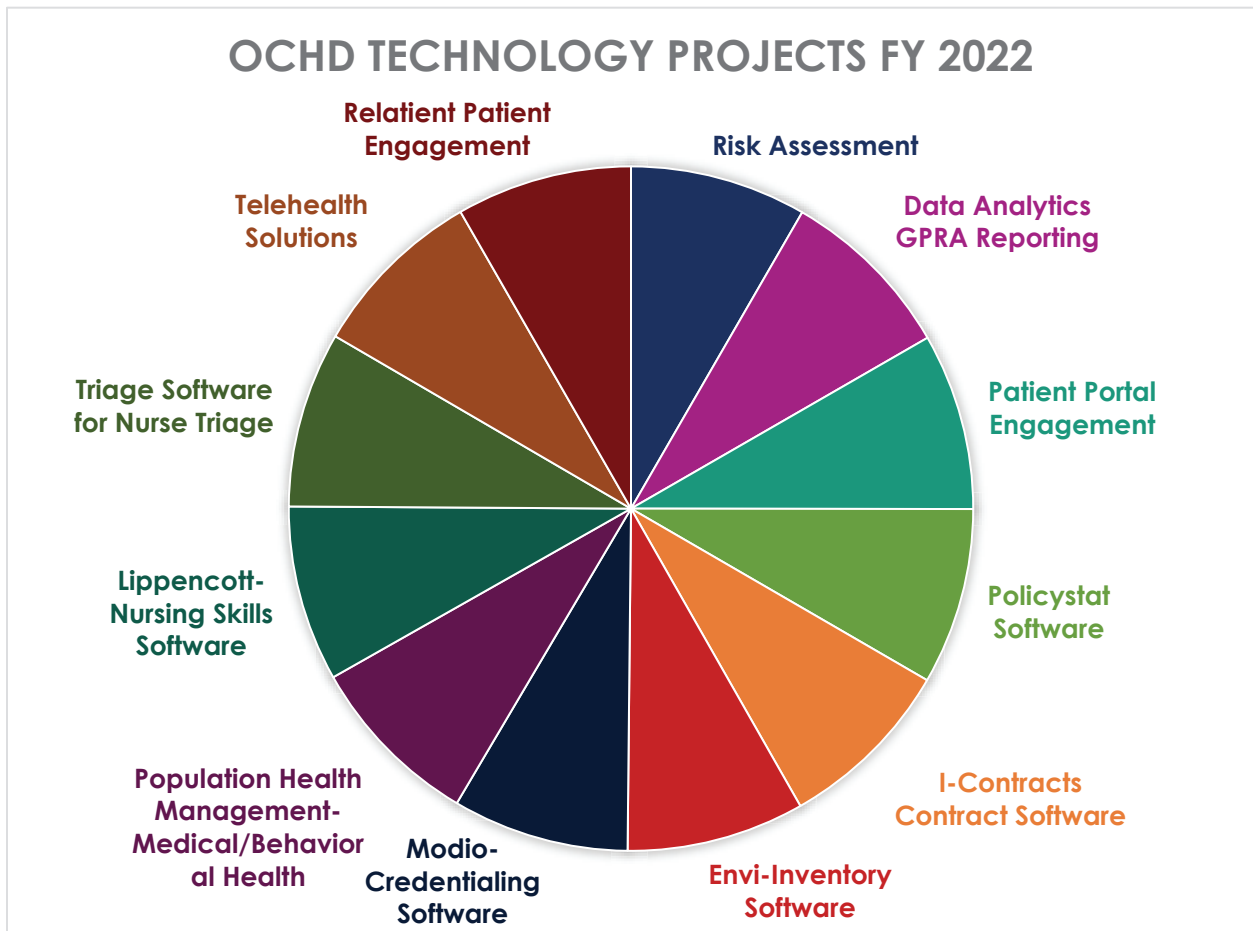
The OCHD Team will continue to utilize the OCHD Strategic Plan to prioritize their decision making. The OCHD team continues their work on the development of an integrated comprehensive health campus concept to expand services and the footprint of the existing OCHC. The initial kick-off meeting was held with Wipfli and 7 Generations our two vendors

selected to begin the planning process for the Integrated Campus. Follow up meetings are in the process of being set up with all areas of the Division to incorporate information gathering for the vendors to begin the Business Plan development and initial planning phases of the project. Our Project Manager, Dan Skenandore has been hired under a Limited Term Contract to assist with OCHD planning. Dan worked on the initial planning of the existing facility.

Outcome/Goal # 3

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

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



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

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 Project Charter has been completed for a new lab system to replace DSM and a vendor has been selected. This project is moving forward and is on schedule. In process of upgrading Radiology mammography machine from 2D to 3D imaging. Upgrading the Pharmacy Interactive Voice Response (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 Health Promotion Disease Prevention (HPDP) from an Access database to Athena Practice EMR. A Telehealth Solution was selected and are currently working on an implementation plan. Implementation of Document Management is currently on hold due to a change in vendor. 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 now fully implemented and working well throughout the OCHD. PolicyStat- SOP management software has been implemented and is live. Intelligent Contracts contract management solution is being implemented. Working on the implementation of Modio the Credentialing Software Solution for Healthcare. Working on implementation of Envi the Inventory Management Software solution for OCHD. Working on RFP process to replace the Encore System for Purchased/ Referred Care. The IHS CHEF Online Process has been completed and is fully functional. Oneida is the only Tribal facility that has fully implemented the Online tool and it is currently being rolled out in other IHS facilities in the Bemidji area. Continue to improve disaster recovery preparedness by doing departmental data recovery drills. The Nurse Call System for AJRCCC has been implemented and is fully operational.

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.

Contact Info

CONTACTS: Debbie Danforth RN, BSN, Interim Medical Director Jay Kennard MD

TITLE: OCHD Division Directors

PHONE NUMBER: (920) 869-2711

E-MAIL: ddanfort@oneidanation.org, rvir@oneidanation.org

MAIN WEBSITE: [Oneida Nation | Health \(oneida-nsn.gov\)](http://Oneida Nation | Health (oneida-nsn.gov))

Photos (optional):



Oneida Comprehensive Health Division