

FY-2022 4th quarter report

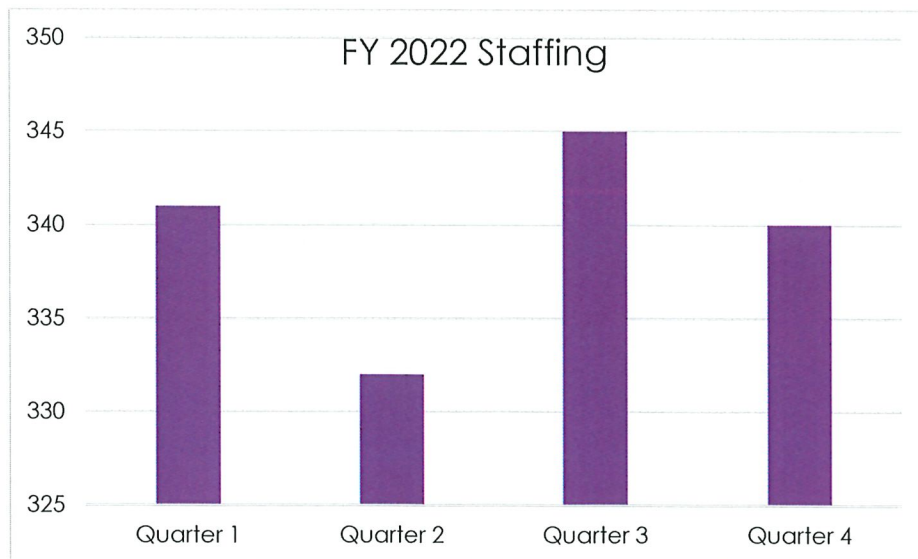
ONEIDA COMPREHENSIVE HEALTH DIVISION (OCHD)

Our vision is to provide the highest quality, holistic health care to ensure the wellness of OUR Oneida Community. 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

Enhance our workforce- Engaging & Developing a Successful Workforce: 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 fourth quarter of FY 2022, our current employee count is at 340. 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 happy to announce that as of 10/10/2022, we have hired a shared position with HRD. The OCHD/HRD Generalist Position has been filled and the position will be dedicated specifically to OCHD. This will be a collaboration with HRD and will hopefully enhance our recruitment efforts to fill positions expeditiously. We remain 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 working on analyzing the results of the Burn out Survey-which is called Mind Garden. The results will be rolled out to OCHD staff within mid-October and we have instructed Directors/Supervisors to work with their departmental teams to develop goals and objectives for each of the specific areas identified within the survey results for their areas. We have asked all department supervisors to report back monthly to the Executive Management Team on their goals and objectives on how they plan to address each mitigation strategy within their areas. The Executive Management Team will then review the reports and can monitor for ongoing improvements as well as document the success for each individual area/department. The Engaging and Developing Team utilized aggregate data which was collected and put into categories with specific themes (i.e.: Communication, Leadership, Fairness, etc.) for each individual department. The data will be sent out with an initial report due to the Executive Management Team by November 1. We are making progress with interviews and hiring for providers. Three new Nurse practitioners have been hired with an offer to a Pediatrician which has just been accepted. We expect the Pediatrician to start after January 1, 2023. 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. The 8th OCHD Town Hall Teams meetings with all staff took place on September 14, 2022. Data and a PowerPoint of the Town Hall meetings is attached as supporting documentation. We had a total of 105 in attendance throughout the 3 sessions. The next meeting is tentatively scheduled for December 14, 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 has been working on updating our 3-Year 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 within OCHD 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 Accreditation Association for Ambulatory Health Care (AAAHC) re-accreditation survey was completed on 9/19 and 9/20. We should hear the results of the survey within 30-45 days. A successful survey will result in another 3-year accreditation for OCHD.

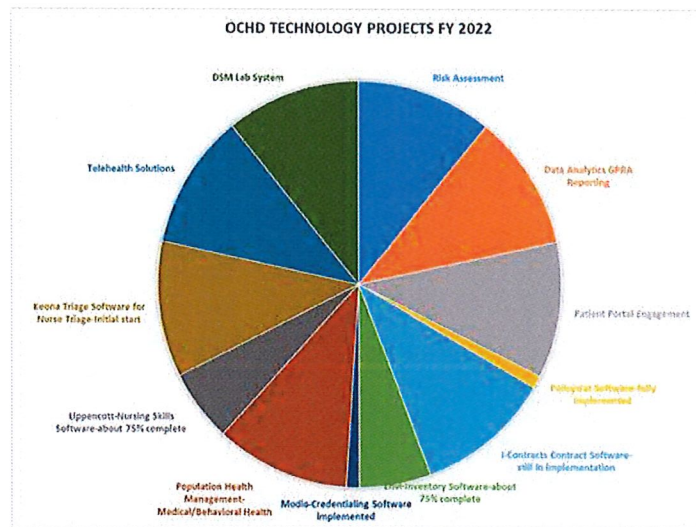
EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

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 teams continue to meet, and the development of the business plan is moving forward. Wipfli and 7 Generations have met with our Executive Management Team, our Self-Governance team, and our Planning team to review their preliminary findings after assessing our current data in preparation to present to the Business Committee to move forward with the project following the Capital Improvement Process (CIP). Our Project Manager, Dan Skenandore continues to work with the team on the integrated campus project as well as other small projects we have underway within the Health Division. This includes installation of the new Xray equipment which is now delayed until January due to availability of equipment delivery. 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 percentage of time for DTS technology projects for the Health Division.



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

The new lab system to replace DSM continues to move forward and is on schedule. In the process of upgrading the Radiology mammography machine from 2D to 3D imaging. Installation is delayed now to January due to product availability and delivery issues. Upgrading the Pharmacy Interactive Voice Response (IVR) process to a cloud-based service continues. 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. Health Promotion Disease Prevention (HPDP) has completed conversion from an Access database to Athena Practice Electronic Medical Record (EMR). Teledoc a telehealth application project, continues to move forward. Document Management has been put on hold at the present time. Provider Flow faxing solution is in the testing phase to determine workflow changes. This will replace Biscom which is end of life. WISHIN (WI State Health Information Network) work continues to provide interoperability with other health information between entities. 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. Modio the Credentialing Software Solution for Healthcare is now live. Working on implementation of Envi the Inventory Management Software solution for OCHD most areas are ready to go live. 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.

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. Efficiencies have been enhanced with the revision of workflows and Medical Triage Software is currently being reviewed to further 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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Photos (optional):



Oneida Comprehensive Health Division

September 14, 2022 Town Hall Survey Review

The Engaging & Developing a Successful Workforce Team

9/14/2022

Departments & Participant Count



ANNA JOHN
RESIDENTIAL CENTER
CARE COMMUNITY



BEHAVIORAL HEALTH



COMMUNITY HEALTH
CENTER



EMPLOYEE HEALTH
NURSING

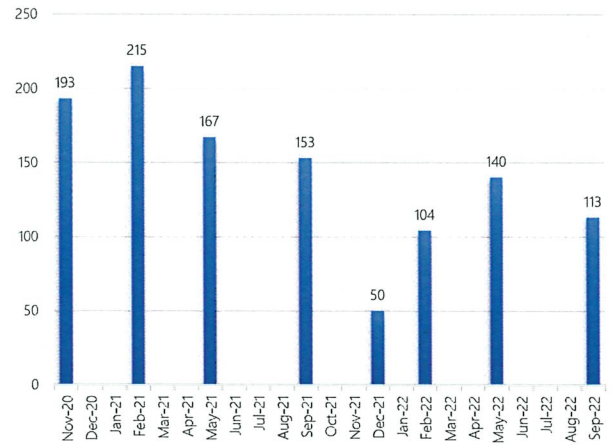


COMMUNITY HEALTH
SERVICES



ADMINISTRATION/
NON-CLINICAL
SERVICES

Participant Count



Q1. Which Meeting Did You Attend?

Results continue to suggest that multiple meeting times are needed to allow for flexibility in attendance.

The 10:00am meeting continues to be the most attended meeting

September 2022	
715	31
1000	50
1500	32
	113

Q2. Are there other meeting times you would suggest?

Scheduling & Time

I think you are doing good offering the 3 times you did today!

None, this timeframe is great!

Good as is.

Over lunch.

Q3. Please rate how helpful the Town Hall was in answering your questions and concerns.

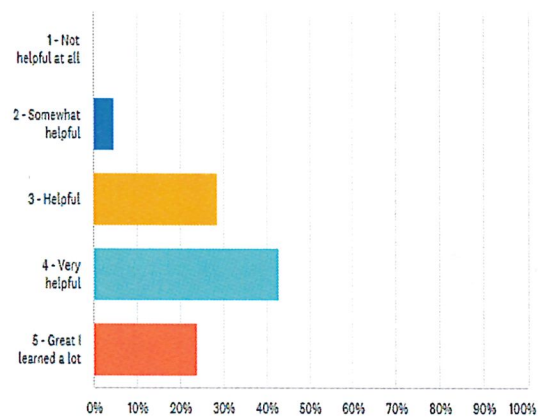
ANSWER CHOICES	RESPONSES	
▼ 1 - Not helpful at all	0.00%	0
▼ 2 - Somewhat helpful	4.76%	1
▼ 3 - Helpful	28.57%	6
▼ 4 - Very helpful	42.86%	9
▼ 5 - Great I learned a lot	23.81%	5
TOTAL		21

•67% respondents reported that the Town Hall was Very helpful to Greatly helpful.

•0% of the respondents reported the Town Hall Not helpful at all

Please rate how helpful the Town Hall meeting was in answering your questions and concerns.

Answered: 21 Skipped: 0



Q4. Please provide specific examples on what made the meeting helpful or not helpful?

Helpful

Hearing about the expansion, the budget info related to wages and answers to the questions also, provide some insight / clarification.

Helpful and/or positive response themes included:

- Hearing updates and information
- Provided clarification and connection
- Hearing updates

Results suggest that the meetings should continue

I like that you took questions ahead of time, so you had the time to have answers for those questions. Nothing like getting called out on the spot and you don't have the information readily available at the drop of a hat. It was nice to have answers right away instead of waiting until next meeting.

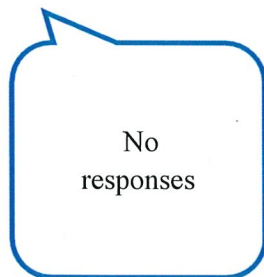
Appreciate the updates and hearing the questions from others; many times there are questions that I didn't think of, but the information is valuable.

I feel informed as to what is happening with the Health Division and the purpose of the different projects.

Q4. Please provide specific examples on what made the meeting helpful or not helpful?

Not helpful response themes included:

There were no responses to this part of the question.

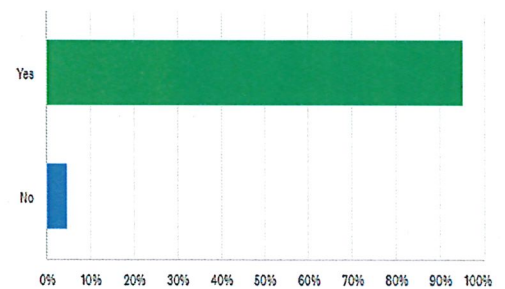


Q5 & Q6. Were your questions answered? Please share your questions if it was not answered.

ANSWER CHOICES	RESPONSES	
Yes (1)	95.24%	20
No (2)	4.76%	1
TOTAL		21

Were your questions answered?

Answered: 21 Skipped: 0



Questions not answered during the meeting

- Still wondering about the cost of living, but I also understand that is out of your control and will get us the information as you learn more.
- None, Thank you.
- What actions will take place regarding the Burnout survey? As a supervisor of a department with not enough staff and more responsibilities piling on me - How will I have time to create a plan?
- With the FY 23 budget not going before GTC until December, will any approved cost of living raise be retroactive to the beginning of the FY?
- None
- N/A

Q7. Please provide any additional feedback on ways we can improve future town hall meetings.

Survey themes included: Continue Q&A format

You are doing a great job!!! I like the meeting format....I feel like you get more people to attend and ask questions.

- Appreciate the effort and time to present these meetings!! Thank you!!!
- Keep them coming.

- Allow for anonymous submission of questions.
- Is there a confidential way to ask questions?

September 14, 2022 Town Hall Survey Responses

Are there other meeting times you would suggest?

Answered: 12 Skipped: 9

- No
- I think you are doing good offering the 3 times you did today!
- None
- N/A
- No
- Good as is.
- Not at this time.
- No
- Over lunch.
- None, this timeframe is great.
- No
- Not at this time. Thank you.

Please provide specific examples on what made the meeting helpful or not helpful.

Answered: 17 Skipped: 4

- I feel informed as to what is happening with the health center and the purpose of the different projects.
- I like that you took questions ahead of time, so you had the time to have answers for those questions. Nothing like getting called out on the spot and you don't have the information readily available at the drop of a hat. It was nice to have answers right away instead of waiting until the next meeting.
- It was nice to see the Power Point.
- Answering all the questions that were submitted.
- Very informative.
- Reminders for various events like the AAAHC and updates.
- Nothing that I can think of.
- Just the openness of the information.
- Addressing questions about a variety of topics.
- Follow up on the Burnout survey.
- Appreciate the updates and hearing the questions from others. Many times, there are questions that I didn't think of, but the information is valuable.
- Submitted questions were answered, however some were not answered very thoroughly.
- Hearing about the expansion, the budget information related to wages and answers to the questions also provide some insight/clarification.
- Lingering question about uniform allowance and exercise at work were answered.
- Clear and to the point.
- Great content on Burn out survey.
- Mind Garden and facility construction update.

Please share your question if it was not answered during the meeting.

Answered: 6 Skipped: 15

- Still wondering about the cost of living but, I also understand that is out of your control and will get us the information as you learn more.
- None, Thank you.
- What actions will take place regarding the Burnout survey? As a supervisor of a department with not enough staff and more responsibilities piling on me - How will I have time to create a plan?
- With the FY 23 budget not going before GTC until December, will any approved cost of living raise be retroactive to the beginning of the FY?
- None
- N/A

Please provide any additional feedback on ways we can improve future Town Hall meetings.

Answered: 12 Skipped: 9

- You are doing a great job!!! I like the meeting format....I feel like you get more people to attend and ask questions.
- I appreciate the fact that there are these meetings, I think it helps people to stay connected.
- Appreciate the effort and time to present these meetings!! Thank you!!!
- Keep them coming.
- Why did employees need to be approved to be let into the meeting? Allow employees to enter meeting without "approval".
- It was a great informative meeting.
- Allow for anonymous submission of questions.
- Is there a confidential way to ask questions?
- None
- None at this time.
- None at this time.
- None at this time. Thank you.