

# FY-2023 1st quarter report

## ONEIDA COMPREHENSIVE HEALTH DIVISION

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.

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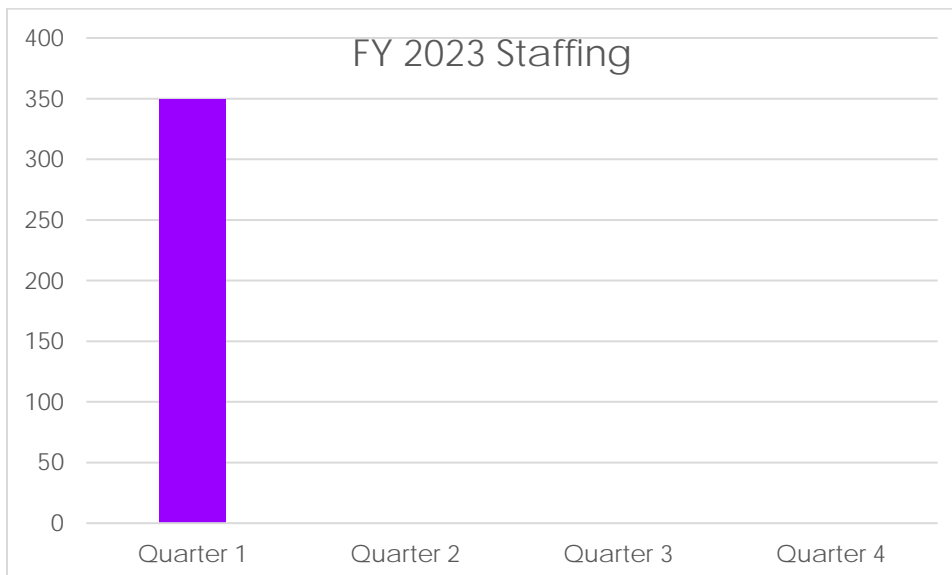
### Status report of Outcomes/Goals

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#### 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 first quarter of FY 2023, our current employee count is at 349. 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. We are meeting monthly with HRD to discuss difficult to fill positions and reviewing various options to attempt to attract qualified talent for the open positions. The OCHD/HRD Generalist Position has begun spending one day per week on site at the health center while completing her onboarding with HRD. This has been a collaboration with HRD and will hopefully enhance our recruitment efforts to fill positions expeditiously for the Health Division. 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 2023, however we are continuing to look at various methods to engage our workforce and support their mental health needs during the pandemic. The results of the Mind Garden survey have been rolled out to the Directors/Supervisors who have been working with their departmental teams to develop goals and objectives for each of the specific areas identified within the survey results for their areas. All department supervisors to report back as part of their quarterly reports to the Executive Management Team on their goals and objectives and the status of where they are addressing each of their identified mitigation strategies 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. We are making progress with interviews and hiring for providers. Three new Nurse practitioners have been hired and 2 Pediatricians are expected 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 Executive Management Team is in the final stages of their new strategic plan for the next 3 years which will be 2023 to 2025. The 9th OCHD Town Hall Teams meetings with all staff took place on December 14, 2022. The next meeting is tentatively scheduled for February 14, 2023. In addition, increased opportunities for student internships and clinical rotations for all health careers are being considered on a case-by-case basis. We are currently working on a Health Careers Fair to be held in April 2023 at the Oneida Nation Elementary School. The Comprehensive Health Division's Executive Management Team meets with the Human Resource Department on a quarterly basis and the HR Recruitment efforts meets monthly with OCHD.

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. Continuing to improve our Workforce enhancement will have a direct impact on increasing out Access to Care for the community.

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## 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:

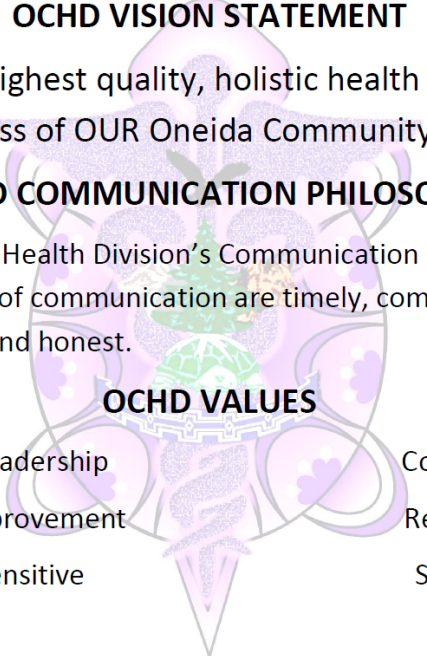
#### **OCHD VISION STATEMENT**

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:

The Executive Management Team continues to work on updating our 3-Year Strategic Plan for 2023-2025. 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. The completed Strategic Plan will be introduced to the OCHD Staff at our next Town Hall Meeting in February. 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) notified us on October 5, 2022 that we have received full accreditation through October 22, 2025.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

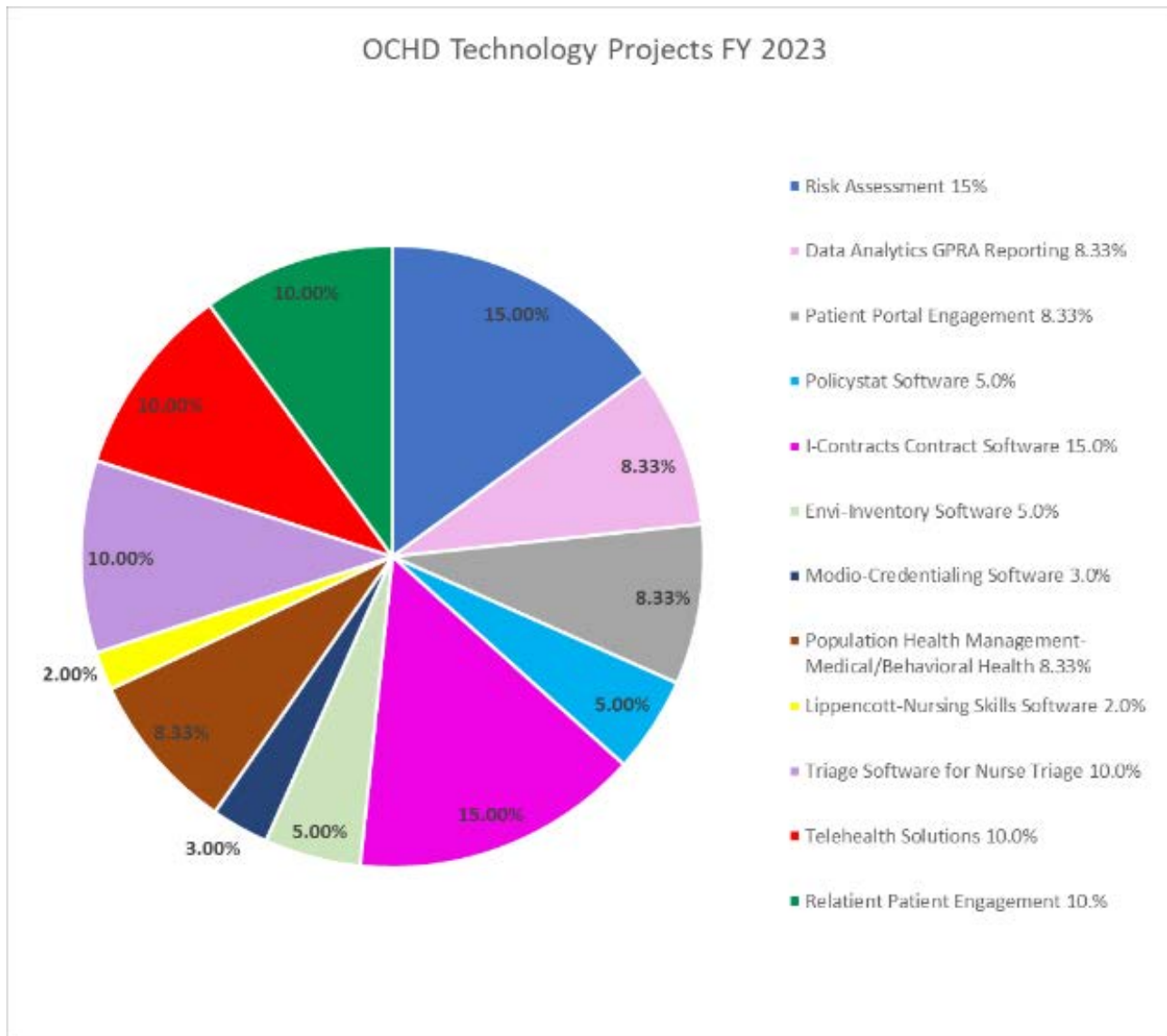
The OCHD Team will continue to utilize the OCHD Strategic Plan to prioritize their decision making. The OCHD team continues their work on the development of an integrated comprehensive health campus concept to expand services and the footprint of the existing Oneida Community Health Center. The teams 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 has been delayed until January due to availability of equipment delivery. We are also in the process of revamping our HVAC systems in 3 of the Medical Clinic offices to allow us to accommodate 3 people in each office in preparation for our new providers. This will help to enhance improving access to care.

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### 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 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. 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 continues to be 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 replacing the Encore System for Purchased/ Referred Care and the vendor has been selected, just finalizing the contract. 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