FY-2023 2nd 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.

Outcome/Goal # 1

Strengthening a comprehensive provision of care.

MEASUREMENT:
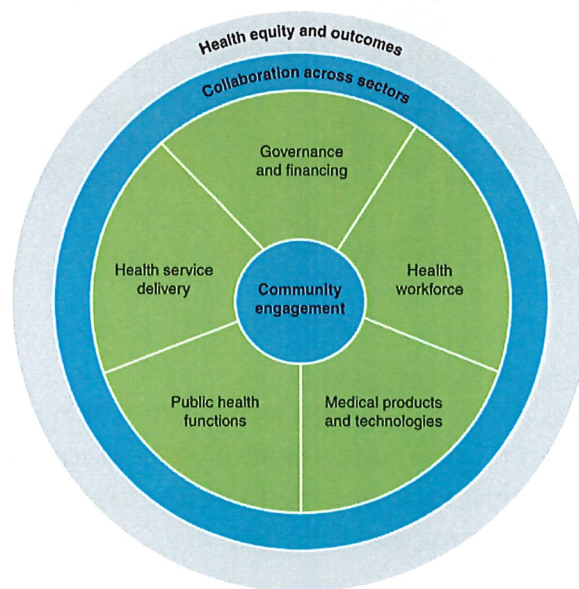
ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

To develop a process for routine review of OCHD access to care data at Executive Management Team meeting by 06/30/23. Working with Digital Technology Systems to identify where improvements can be made to capture data reports to identify industry

standards for access to care data within our present systems for the health division and to identify trends in our current access for all areas of the Division.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:
Addressing improvement in access to care will result in improved access to appointments and identify where improvements can be made within the appointment schedules.

Outcome/Goal # 2

Advocating and influencing for sustainable financial planning

MEASUREMENT: To Review the processes within the Business Operations areas (PAR, Billing, Medical Records, PRC, AJRCCC Finance, Business Operations) and areas with like processes (Behavioral Health, Optical, Dental, Physical Therapy) to determine improvements for efficiency.

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:
Finalize and review business process redesign with areas within business operations by the end of March 2023. Presentation to the Executive Management Team with recommendations for implementation approved to proceed. Job description changes for specific positions currently in process with HRD.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:
Improved efficiencies within the Business Operations Departments will result in cross training for various departments within the area and improved customer focus and increased efficiencies for the customers served.

Outcome/Goal # 3

Engaging & developing an inclusive and empowered workforce

<u>MEASUREMENT</u>:

<u>ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL</u>:

To incorporate new strategic directions from updated OCHD strategic plan, integrate mind garden burn out survey into quarterly reporting, and improve ability for departments to tell their story. Routine recognition of OCHD workforce will improve employee morale through the development and implementation of a Division wide Standard Operating Procedure.

<u>EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL</u>:

Implementation of the departmental Mind Garden Burn survey results to address the departmental goals and objectives developed by the departments to address employee concerns will result in improved employee morale resulting in happier more customer focused, more productive employees within the work force.

Outcome/Goal # 4

Advancing customer focused experience

MEASUREMENT:

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:
We are working to develop a baseline of customer satisfaction and a process to conduct secret patient walk throughs throughout the division to document the entire patient experience by 06/30/23.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:
The purpose of developing this process to seek customer feedback is to improve our processes by seeing them through the patients' perspective.

Contact Info

CONTACT: Debra Danforth RN, BSN Operations; Jay Kennard MD, Interim Medical Director

TITLE: OCHD Division Directors

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MAIN WEBSITE: https://oneida-nsn.gov/resources/health/

Photos (optional):

Debra Danforth RN, BSN, Division Director

Capt. Jay Kennard MD, Interim Medical Director

Oneida Comprehensive Health Division

Comprehensive Health

Ethnicity by BU

DIV	BU ▲	Employee Count	Ethnicity
AJNH	ACTIV	1	CAUCASIAN
	ADMIN	1	AMERICAN INDIAN/ALASKAN NATIVE
	ADMIN	4	CAUCASIAN
	DIETA	4	CAUCASIAN
	DIETA	7	AMERICAN INDIAN/ALASKAN NATIVE
	NURSE	2	ASIAN
	NURSE	28	CAUCASIAN
	NURSE	3	TWO OR MORE RACES
	NURSE	17	AMERICAN INDIAN/ALASKAN NATIVE
	NURSE	2	HISPANIC OR LATINO
	NURSE	1	AFRICAN AMERICAN
AJNH		**70**	
MEDIC	ADMIN	1	AMERICAN INDIAN/ALASKAN NATIVE
	BHLTH	4	TWO OR MORE RACES
	BHLTH	21	AMERICAN INDIAN/ALASKAN NATIVE
	BHLTH	2	ASIAN
	BHLTH	22	CAUCASIAN
	EEHLT	1	AMERICAN INDIAN/ALASKAN NATIVE
	EEHLT	6	CAUCASIAN
	NURSE	2	HISPANIC OR LATINO
	NURSE	1	ASIAN
	NURSE	18	CAUCASIAN
	NURSE	13	AMERICAN INDIAN/ALASKAN NATIVE
	PROVI	13	CAUCASIAN
MEDIC		**104**	
OPERA	ADMIN	1	HISPANIC OR LATINO
	ADMIN	5	AMERICAN INDIAN/ALASKAN NATIVE
	ADMIN	1	CAUCASIAN
	BILNG	4	AMERICAN INDIAN/ALASKAN NATIVE
	BILNG	3	CAUCASIAN
	BUSOP	10	AMERICAN INDIAN/ALASKAN NATIVE
	CMHLT	17	AMERICAN INDIAN/ALASKAN NATIVE
	CMHLT	1	HISPANIC OR LATINO
	CMHLT	24	CAUCASIAN
	DENTL	1	TWO OR MORE RACES
	DENTL	11	AMERICAN INDIAN/ALASKAN NATIVE
	DENTL	1	HISPANIC OR LATINO
	DENTL	1	AFRICAN AMERICAN
	DENTL	16	CAUCASIAN
	LAB	8	CAUCASIAN
	LAB	1	AMERICAN INDIAN/ALASKAN NATIVE
	LTCAS	2	CAUCASIAN
	MDREC	7	AMERICAN INDIAN/ALASKAN NATIVE
	MDREC	3	CAUCASIAN
	OPTIC	2	AMERICAN INDIAN/ALASKAN NATIVE
	OPTIC	15	CAUCASIAN
	PHRMC	16	CAUCASIAN
	PHRMC	13	AMERICAN INDIAN/ALASKAN NATIVE
	PRC	8	AMERICAN INDIAN/ALASKAN NATIVE

	PRC	2	CAUCASIAN
	PTRPY	3	AMERICAN INDIAN/ALASKAN NATIVE
	RDLGY	1	AMERICAN INDIAN/ALASKAN NATIVE
	RDLGY	4	CAUCASIAN
OPERA		**181**	
Summary		**355**	

ONEIDA

OCHC-Call In/Follow Up/NO-Adult

Resource	Appointment Type	Next 3rd Open
Eberhardy PA-C, Stephanie	Nurse Only-Eber-30	Mar 10, 2023 3:00:00 PM
	Follow Up-30	Mar 10, 2023 10:30:00 AM
	Call In-30	Mar 13, 2023 2:00:00 PM
Flood MD, Michael	Nurse Only-Flood	Mar 15, 2023 10:30:00 AM
	Follow Up-30	Mar 21, 2023 3:00:00 PM
	Call In-30	Mar 21, 2023 9:30:00 AM
Kennard MD, Jay K	Nurse Only-Kennard	May 1, 2023 10:30:00 AM
	Follow Up-30	Jun 19, 2023 11:00:00 AM
	Call In-30	Sep 6, 2023 1:30:00 PM
Sumnicht MD, Paul H	Nurse Only-Sumnicht	Mar 7, 2023 3:30:00 PM
	Follow Up-30	Mar 6, 2023 4:00:00 PM
	Call In-30	Mar 7, 2023 2:30:00 PM
Wells APNP FNP-BC, Ann M	Nurse Only-Wells-30	Mar 16, 2023 3:30:00 PM
	Follow Up-30	Mar 21, 2023 1:00:00 PM
	Call In-30	Mar 21, 2023 1:00:00 PM

OCHC-Call In/Follow Up/NO-Peds

Resource	Appointment Type	Next 3rd Open
Crabb APNP FNP-BC, Candice L	Nurse Only-Crabb	Mar 13, 2023 2:00:00 PM
	Follow Up-30	Mar 20, 2023 4:00:00 PM
	Call In-30	Mar 23, 2023 10:30:00 AM
Danby MD, David	Provider Nurse Only-Danby	Mar 8, 2023 3:30:00 PM
	Follow Up-30	Mar 10, 2023 4:00:00 PM
	Call In-30	Mar 7, 2023 10:00:00 AM

Resource	Appointment Type	Next 3rd Open
Kennard MD, Jay K	Nurse Only-Kennard	May 1, 2023 10:30:00 AM
	Follow Up-30	Jun 19, 2023 11:00:00 AM
	Call In-30	Sep 6, 2023 1:30:00 PM
Sumnicht MD, Paul H	Nurse Only-Sumnicht	Mar 7, 2023 3:30:00 PM
	Follow Up-30	Mar 6, 2023 4:00:00 PM
	Call In-30	Mar 7, 2023 2:30:00 PM
Wells APNP FNP-BC, Ann M	Nurse Only-Wells-30	Mar 16, 2023 3:30:00 PM
	Follow Up-30	Mar 21, 2023 1:00:00 PM
	Call In-30	Mar 21, 2023 1:00:00 PM

OCHC-Diabetes NP-Call In/Follow Up

Resource	Appointment Type	Next 3rd Open
Moureau APNP BC-ADM, Timothy A	Follow Up-DM	Mar 22, 2023 3:30:00 PM
	Call In-30	Mar 22, 2023 3:30:00 PM

OCHC-Diabetes NP-New Patient-60

Resource	Appointment Type	Next 3rd Open
Moureau APNP BC-ADM, Timothy A	New Patient-60	May 17, 2023 10:00:00 AM

OCHC-Diabetes RD-Call In/Follow Up/Med Adjustment

Resource	Appointment Type	Next 3rd Open
Schwantes RD CDE, Elizabeth	Med Adjustment	Apr 3, 2023 10:00:00 AM
	DM Education Follow Up	Apr 3, 2023 10:00:00 AM
	Call In-60	Apr 4, 2023 10:00:00 AM

OCHC-Diabetes RD-New Patient

Resource	Appointment Type	Next 3rd Open
Schwantes RD CDE, Elizabeth	New Patient-60	Apr 3, 2023 10:00:00 AM

OCHC-Diabetes RN-Call In/Follow Up/Med Adjustment

Resource	Appointment Type	Next 3rd Open
Colwitz RN CDE, Boni J	Med Adjustment	Mar 14, 2023 10:00:00 AM
	DM Education Follow Up	Mar 22, 2023 9:00:00 AM
	Call In-60	Mar 14, 2023 10:00:00 AM

OCHC-Diabetes RN-New Patient

Resource	Appointment Type	Next 3rd Open
Colwitz RN CDE, Boni J	New Patient-60	Mar 22, 2023 8:00:00 AM

OCHC-New Patient-Adult

Resource	Appointment Type	Next 3rd Open
Crabb APNP FNP-BC, Candice L	New Patient-30	Mar 17, 2023 7:30:00 AM
Danby MD, David	New Patient-60	Mar 14, 2023 2:30:00 PM
Eberhardy PA-C, Stephanie	New Patient-30	Mar 14, 2023 8:30:00 AM
Flood MD, Michael	New Patient-30	Mar 23, 2023 8:00:00 AM
Kennard MD, Jay K	New Patient-30	Jul 6, 2023 9:00:00 AM
Kreft APNP FNP-BC, Michele Ann	New Patient-30	Mar 15, 2023 10:30:00 AM
Sumnicht MD, Paul H	New Patient-30	Mar 13, 2023 2:00:00 PM
Wells APNP FNP-BC, Ann M	New Patient-30	Mar 29, 2023 9:30:00 AM

OCHC-Physical-Eberhardy

Resource	Appointment Type	Next 3rd Open
Eberhardy PA-C, Stephanie	Physical-60	May 15, 2023 9:00:00 AM

OCHC-Physical-Flood

Resource	Appointment Type	Next 3rd Open
Flood MD, Michael	Physical-30	Mar 21, 2023 9:00:00 AM

OCHC-Physical-Kennard

Resource	Appointment Type	Next 3rd Open
Kennard MD, Jay K	Physical-30	Aug 2, 2023 1:30:00 PM

OCHC-Physical-Sumnciht

Resource	Appointment Type	Next 3rd Open
Sumnicht MD, Paul H	Physical-30	Mar 13, 2023 2:00:00 PM

OCHC-Physical-Wells

Resource	Appointment Type	Next 3rd Open
Wells APNP FNP-BC, Ann M	Physical-60	May 10, 2023 8:30:00 AM

OCHC-WCE-Peds and FP

Resource	Appointment Type	Next 3rd Open
Crabb APNP FNP-BC, Candice L	Well Child Exam-30	Mar 17, 2023 7:30:00 AM
Danby MD, David	Well Child Exam-30	Mar 13, 2023 2:00:00 PM
Kennard MD, Jay K	Well Child Exam-30	May 22, 2023 9:30:00 AM
Kreft APNP FNP-BC, Michele Ann	Well Child Exam-30	Mar 9, 2023 3:00:00 PM
Sumnicht MD, Paul H	Well Child Exam-30	Mar 10, 2023 1:30:00 PM
Wells APNP FNP-BC, Ann M	Well Child Exam-30	Mar 21, 2023 1:00:00 PM

Three Year By Quarter No Show/Cancellation Summary
Behavioral Health Services

Appt Status
- Cancel by Patient
- No Show Patient Canceled < 24 Hours
- Cancel by Clinic
- No Show/OCHC Exception
- Ready For Provider
- Completed Office Visit
- No Show/Left Without Being Seen
- Cancel by Provider
- No Show
- Cancel/COVID-19

Y-axis: Total Appointments (0 to 35,000)
X-axis: FY (2021, 2022, 2023)
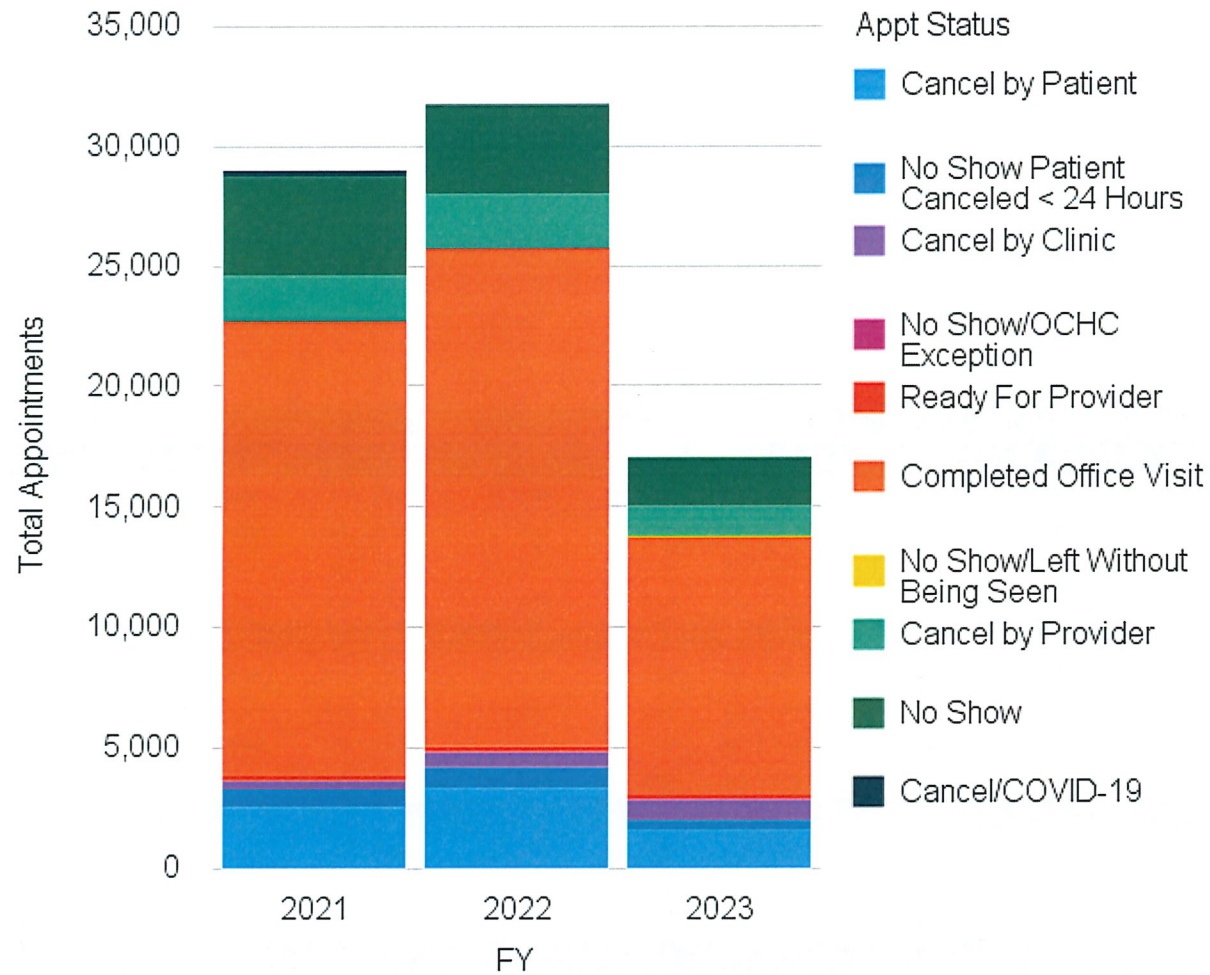
Three Year By Quarter No Show/Cancellation Summary

Behavioral Health Services

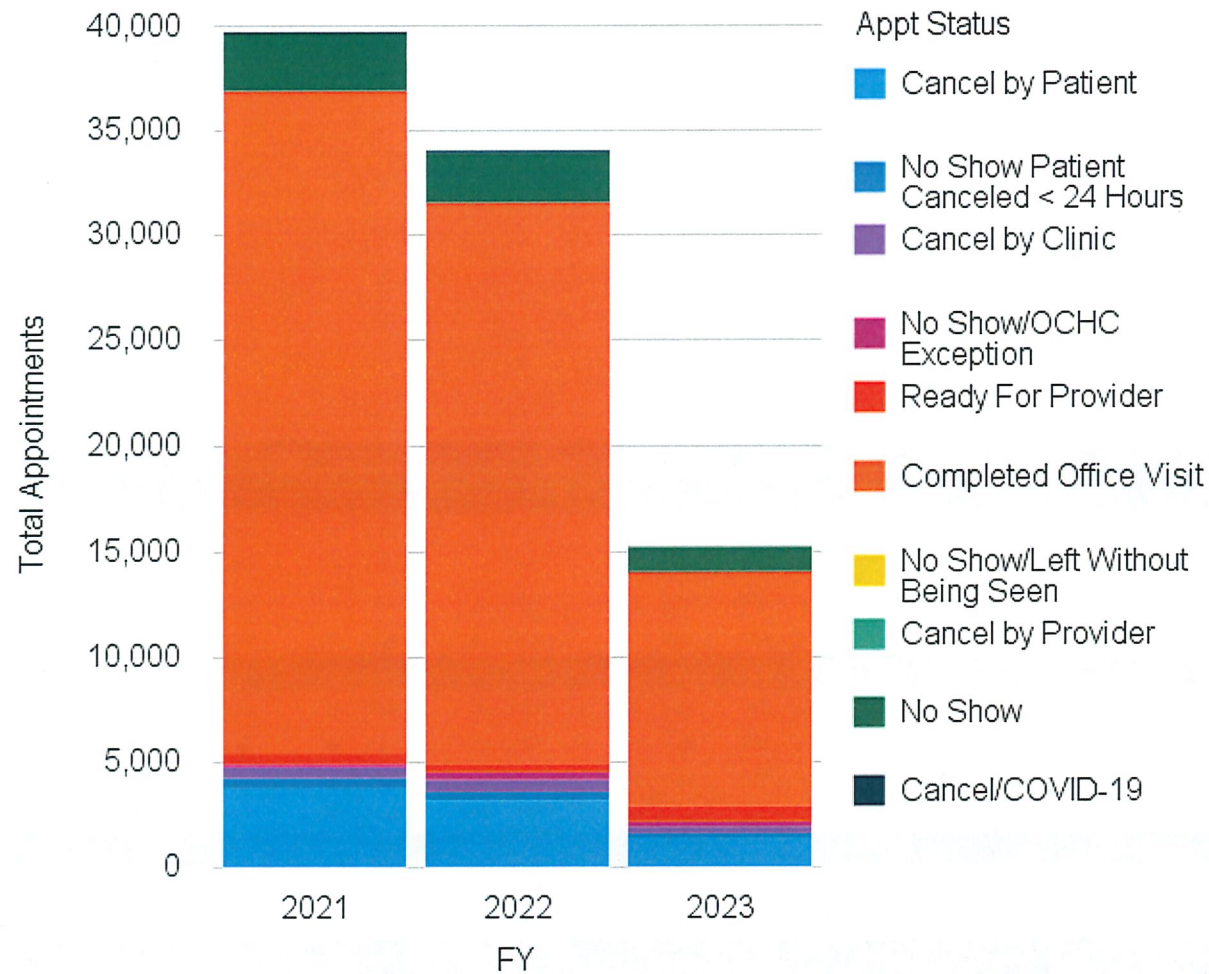| FY	FY QTR	No Show	%	No Show Patient Called < 24 Hrs	%	No Show / OCHC Exception	%	No Show LWBS	%	Cancel by Patient	%	Cancel by Provider	%	Cancel by Clinic	%	Cancel COVID-19	%	No Show Cancellation Total	Completed Office Visit	Total Appointments	Billed Visits	Total Clients
2023	Q1	833	11.4%	168	2.3%	2	0.0%	0	0.0%	708	9.6%	610	8.3%	488	6.7%	0	0.0%	2,807	4,530	7,337	4,068	1,652
	Q2	1,044	12.2%	203	2.4%	4	0.0%	89	1.0%	757	8.9%	524	6.1%	365	4.3%	0	0.0%	2,982	5,558	8,540	3,939	1,701
	Q3	148	12.9%	23	2.0%	0	0.0%	10	0.9%	119	10.4%	67	5.8%	11	1.0%	0	0.0%	378	771	1,149	372	665
2023 - Summary		**2,025**	**11.9%**	**394**	**2.3%**	**6**	**0.0%**	**99**	**0.6%**	**1,584**	**9.3%**	**1,201**	**7.1%**	**864**	**5.1%**	**0**	**0.0%**	**6,167**	**10,859**	**17,026**	**8,379**	**2,190**
2022	Q1	900	12.1%	210	2.8%	0	0.0%	0	0.0%	863	11.6%	435	5.8%	139	1.9%	16	0.2%	2,563	4,875	7,438	4,745	1,641
	Q2	891	10.9%	206	2.5%	1	0.0%	0	0.0%	883	10.8%	674	8.2%	129	1.6%	19	0.2%	2,802	5,383	8,185	5,210	1,698
	Q3	938	11.7%	209	2.6%	0	0.0%	0	0.0%	776	9.7%	548	6.8%	247	3.1%	7	0.1%	2,725	5,299	8,024	5,035	1,686
	Q4	973	12.0%	239	3.0%	2	0.0%	0	0.0%	778	9.6%	619	7.6%	140	1.7%	0	0.0%	2,749	5,349	8,098	5,086	1,696
2022 - Summary		**3,702**	**11.7%**	**864**	**2.7%**	**3**	**0.0%**	**0**	**0.0%**	**3,300**	**10.4%**	**2,276**	**7.2%**	**655**	**2.1%**	**42**	**0.1%**	**10,839**	**20,906**	**31,745**	**20,076**	**2,765**
2021	Q1	1,075	15.6%	220	3.2%	2	0.0%	0	0.0%	527	7.7%	409	6.0%	87	1.3%	103	1.5%	2,421	4,449	6,870	4,421	1,404
	Q2	921	12.5%	157	2.1%	1	0.0%	0	0.0%	635	8.6%	470	6.4%	63	0.9%	75	1.0%	2,321	5,055	7,376	5,047	1,453
	Q3	1,105	14.4%	210	2.7%	0	0.0%	0	0.0%	676	8.8%	413	5.4%	63	0.8%	51	0.7%	2,518	5,167	7,685	5,161	1,514
	Q4	1,055	14.9%	160	2.3%	0	0.0%	0	0.0%	679	9.6%	606	8.6%	142	2.0%	21	0.3%	2,663	4,401	7,064	4,350	1,548
2021 - Summary		**4,156**	**14.3%**	**747**	**2.6%**	**3**	**0.0%**	**0**	**0.0%**	**2,517**	**8.7%**	**1,898**	**6.5%**	**355**	**1.2%**	**250**	**0.9%**	**9,923**	**19,072**	**28,995**	**18,979**	**2,491**
Overall - Summary		**9,883**	**12.7%**	**2,005**	**2.6%**	**12**	**0.0%**	**99**	**0.1%**	**7,401**	**9.5%**	**5,375**	**6.9%**	**1,874**	**2.4%**	**292**	**0.4%**	**26,929**	**50,837**	**77,766**	**47,434**	**4,077**

Three Year By Quarter No Show/Cancellation Summary
Oneida Health Center Medical Clinic

ONEIDA

Appt Status

- Cancel by Patient
- No Show Patient Canceled < 24 Hours
- Cancel by Clinic
- No Show/OCHC Exception
- Ready For Provider
- Completed Office Visit
- No Show/Left Without Being Seen
- Cancel by Provider
- No Show
- Cancel/COVID-19

Total Appointments (y-axis: 0 to 40,000)

FY: 2021, 2022, 2023

FY	FY QTR	No Show	%	No Show Patient Called < 24 Hrs	%	No Show / OCHC Exception	%	No Show LWBS	%	Cancel by Patient	%	Cancel by Provider	%	Cancel by Clinic	%	Cancel COVID-19	%	No Show Cancellation Total	Completed Office Visit	Total Appointments	Billed Visits	Total Clients
2023	Q2	670	9.4%	87	1.2%	114	1.6%	8	0.1%	621	8.7%	226	3.2%	245	3.4%	13	0.2%	1,644	5,505	7,149	5,539	3,748
	Q1	703	8.7%	105	1.3%	123	1.5%	0	0.0%	739	9.1%	236	2.9%	92	1.1%	28	0.3%	1,667	6,415	8,082	6,476	4,341
2023 - Summary		1,373	9.0%	192	1.3%	237	1.6%	8	0.1%	1,360	8.9%	462	3.0%	337	2.2%	41	0.3%	3,311	11,920	15,231	12,015	5,816
2022	Q4	732	9.4%	123	1.6%	100	1.3%	0	0.0%	707	9.1%	275	3.5%	119	1.5%	26	0.3%	1,707	6,097	7,804	6,169	4,208
	Q3	598	8.0%	97	1.3%	73	1.0%	0	0.0%	735	9.9%	216	2.9%	266	3.6%	11	0.1%	1,707	5,736	7,443	5,813	4,035
	Q2	696	8.6%	88	1.1%	85	1.0%	0	0.0%	806	9.9%	305	3.7%	89	1.1%	34	0.4%	1,713	6,425	8,138	6,517	4,426
	Q1	672	6.3%	94	0.9%	90	0.8%	0	0.0%	901	8.5%	223	2.1%	116	1.1%	45	0.4%	1,828	8,795	10,623	8,881	5,510
2022 - Summary		2,698	7.9%	402	1.2%	348	1.0%	0	0.0%	3,149	9.3%	1,019	3.0%	590	1.7%	116	0.3%	6,955	27,053	34,008	27,380	8,815
2021	Q4	759	8.2%	122	1.3%	82	0.9%	0	0.0%	906	9.7%	236	2.5%	112	1.2%	8	0.1%	1,907	7,389	9,296	7,473	4,853
	Q3	716	7.1%	117	1.2%	39	0.4%	0	0.0%	1,079	10.7%	246	2.4%	107	1.1%	6	0.1%	2,025	8,045	10,070	8,099	5,286
	Q2	667	5.5%	116	1.0%	7	0.1%	0	0.0%	1,043	8.6%	203	1.7%	180	1.5%	28	0.2%	2,034	10,078	12,112	10,140	5,905
	Q1	692	8.4%	112	1.4%	9	0.1%	0	0.0%	713	8.7%	159	1.9%	139	1.7%	57	0.7%	1,713	6,514	8,227	6,564	4,459
2021 - Summary		2,834	7.1%	467	1.2%	137	0.3%	0	0.0%	3,741	9.4%	844	2.1%	538	1.4%	99	0.2%	7,679	32,026	39,705	32,276	9,997
Overall - Summary		6,905	7.8%	1,061	1.2%	722	0.8%	8	0.0%	8,250	9.3%	2,325	2.6%	1,465	1.6%	256	0.3%	17,945	70,999	88,944	71,671	12,180