

FY-2023 3rd 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:

A: To develop a process for routine review of OCHD access to care data at Executive Management Team meeting by 09/30/23. 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. B.: Obtain formal approval from the Oneida Business Committee to move the expansion project forward by 09/30/23. OCHD is meeting with our project team to finalize the Capital Improvement Project package to submit to the Oneida Business Committee by 7/30/23. C.: Review of Human Resources Department processes to create efficiencies where OCHD has control by 9/30/23.

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. The need to move this project forward is to meet the growing health and wellness needs of the Oneida Community, more building space is needed to provide a comprehensive provision of care. Timely recruitment of staff to fill vacancies within OCHD will support a comprehensive provision of care.

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:

Business Process Redesign for all areas within business operations was completed and presented to the Executive Management Team with recommendations for implementation approved to proceed. Job description changes for specific positions have been completed and are in process of being implemented with the assistance of 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. Budget Process Improvement for OCHD will incorporate the Strategic Plan and will begin with the development of the FY 2025 budget process.

Outcome/Goal # 3

Engaging & developing an inclusive and empowered workforce

MEASUREMENT:



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

A.: Updated the Oneida Comprehensive Health Division quarterly report template by 9/30/23. B.: Development of an approved Oneida Comprehensive Health Division recognition policy by 9/30/23. 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.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

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 assess the patient's experience from the patient's perspective for all areas of the Health Division conduct secret patient walk throughs throughout the division to document the entire patient experience by 10/01/23. The group determined that a secret patient walk thru survey was not the process that the group wanted to focus our attention on. Research was conducted on existing examples of secret patient walk thru activities within health care to make this determination. The group determined that a separate survey process and tool would be developed and presented back to the group and then to our Executive Management Team for review and approval.

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

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Debra Danforth RN, BSN, Division Director



Capt. Jay Kennard MD, Interim Medical Director



Oneida Comprehensive Health Division



Three Year By Quarter No Show/Cancellation Summary

Oneida Health Center Medical Clinic





Three Year By Quarter No Show/Cancellation Summary

Oneida Health Center Medical Clinic

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	Q3	638	9.4%	102	1.5%	45	0.7%	3	0.0%	549	8.1%	155	2.3%	108	1.6%	7	0.1%	1,407	5,392	6,799	5,423	3,514
	Q2	669	9.3%	88	1.2%	113	1.6%	8	0.1%	625	8.7%	226	3.2%	249	3.5%	13	0.2%	1,652	5,512	7,164	5,581	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		2,010	9.1%	295	1.3%	281	1.3%	11	0.0%	1,913	8.7%	617	2.8%	449	2.0%	48	0.2%	4,726	17,319	22,045	17,480	6,633
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		7,542	7.9%	1,164	1.2%	766	0.8%	11	0.0%	8,803	9.2%	2,480	2.6%	1,577	1.6%	263	0.3%	19,360	76,398	95,758	77,136	12,323



Three Year By Quarter No Show/Cancellation Summary

Behavioral Health Services





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	836	11.4%	168	2.3%	2	0.0%	0	0.0%	709	9.7%	610	8.3%	488	6.6%	0	0.0%	2,811	4,530	7,341	4,131	1,652
	Q2	1,048	12.0%	203	2.3%	4	0.0%	90	1.0%	846	9.7%	527	6.1%	366	4.2%	0	0.0%	3,080	5,618	8,698	4,918	1,703
	Q3	1,076	13.4%	204	2.5%	1	0.0%	50	0.6%	735	9.2%	486	6.1%	116	1.4%	0	0.0%	2,667	5,341	8,008	3,086	1,632
	Q4	142	13.6%	31	3.0%	0	0.0%	9	0.9%	113	10.8%	66	6.3%	15	1.4%	0	0.0%	376	671	1,047	141	636
2023 - Summary		3,102	12.4%	606	2.4%	7	0.0%	149	0.6%	2,403	9.6%	1,689	6.7%	985	3.9%	0	0.0%	8,934	16,160	25,094	12,276	2,473
2022	Q1	901	12.1%	210	2.8%	0	0.0%	0	0.0%	867	11.7%	435	5.8%	139	1.9%	16	0.2%	2,568	4,873	7,441	4,748	1,641
	Q2	891	10.9%	206	2.5%	1	0.0%	0	0.0%	887	10.8%	674	8.2%	129	1.6%	19	0.2%	2,806	5,378	8,184	5,207	1,698
	Q3	937	11.7%	209	2.6%	0	0.0%	0	0.0%	773	9.6%	548	6.8%	247	3.1%	7	0.1%	2,721	5,299	8,020	5,038	1,686
	Q4	974	12.0%	239	3.0%	2	0.0%	0	0.0%	778	9.6%	619	7.6%	140	1.7%	0	0.0%	2,750	5,349	8,099	5,089	1,696
2022 - Summary		3,703	11.7%	864	2.7%	3	0.0%	0	0.0%	3,305	10.4%	2,276	7.2%	655	2.1%	42	0.1%	10,845	20,899	31,744	20,082	2,765
2021	Q1	1,075	15.6%	220	3.2%	2	0.0%	0	0.0%	533	7.8%	422	6.1%	92	1.3%	103	1.5%	2,445	4,427	6,872	4,422	1,404
	Q2	921	12.5%	157	2.1%	1	0.0%	0	0.0%	638	8.6%	484	6.6%	64	0.9%	75	1.0%	2,339	5,043	7,382	5,048	1,453
	Q3	1,105	14.4%	210	2.7%	0	0.0%	0	0.0%	678	8.8%	423	5.5%	63	0.8%	51	0.7%	2,530	5,159	7,689	5,163	1,515
	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%	2,528	8.7%	1,935	6.7%	361	1.2%	250	0.9%	9,977	19,030	29,007	18,983	2,491
Overall - Summary		10,961	12.8%	2,217	2.6%	13	0.0%	149	0.2%	8,236	9.6%	5,900	6.9%	2,001	2.3%	292	0.3%	29,756	56,089	85,845	51,341	4,250

Comprehensive Health

Ethnicity by BU

DIV	BU 	Employee Count	Ethnicity	Indian Preference
AJNH	ACTIV	1	CAUCASIAN	NON NOT ENROLLED IN FED
	ADMIN	1	AMERICAN INDIAN/ALASKAN NATIVE	ONEIDA NATION ENROLLED
	ADMIN	4	CAUCASIAN	NON NOT ENROLLED IN FED
	DIETA	1	HISPANIC OR LATINO	NON NOT ENROLLED IN FED
	DIETA	5	AMERICAN INDIAN/ALASKAN NATIVE	ONEIDA NATION ENROLLED
	DIETA	4	CAUCASIAN	NON NOT ENROLLED IN FED
	DIETA	2	AMERICAN INDIAN/ALASKAN NATIVE	OTHER NATIVE AMERICAN DESCENT
	NURSE	2	ASIAN	NON NOT ENROLLED IN FED
	NURSE	2	HISPANIC OR LATINO	NON NOT ENROLLED IN FED
	NURSE	10	AMERICAN INDIAN/ALASKAN NATIVE	ONEIDA NATION ENROLLED
	NURSE	1	AFRICAN AMERICAN	NON NOT ENROLLED IN FED
	NURSE	28	CAUCASIAN	NON NOT ENROLLED IN FED
	NURSE	1	AMERICAN INDIAN/ALASKAN NATIVE	1ST GENERATION ONEIDA DESCENT
	NURSE	1	TWO OR MORE RACES	1ST GENERATION ONEIDA DESCENT
	NURSE	4	AMERICAN INDIAN/ALASKAN NATIVE	OTHER NATIVE AMERICAN DESCENT
	NURSE	1	AMERICAN INDIAN/ALASKAN NATIVE	NON NOT ENROLLED IN FED
	NURSE	2	TWO OR MORE RACES	NON NOT ENROLLED IN FED
AJNH		70		
MEDIC	ADMIN	1	AMERICAN INDIAN/ALASKAN NATIVE	ONEIDA NATION ENROLLED
	BHLTH	2	ASIAN	NON NOT ENROLLED IN FED
	BHLTH	1	HISPANIC OR LATINO	NON NOT ENROLLED IN FED
	BHLTH	16	AMERICAN INDIAN/ALASKAN NATIVE	ONEIDA NATION ENROLLED
	BHLTH	24	CAUCASIAN	NON NOT ENROLLED IN FED
	BHLTH	1	TWO OR MORE RACES	1ST GENERATION ONEIDA DESCENT
	BHLTH	5	AMERICAN INDIAN/ALASKAN NATIVE	OTHER NATIVE AMERICAN DESCENT
	BHLTH	3	TWO OR MORE RACES	NON NOT ENROLLED IN FED
	EEHLT	5	CAUCASIAN	NON NOT ENROLLED IN FED
	EEHLT	1	AMERICAN INDIAN/ALASKAN NATIVE	OTHER NATIVE AMERICAN DESCENT
	NURSE	19	CAUCASIAN	NON NOT ENROLLED IN FED
	NURSE	1	AMERICAN INDIAN/ALASKAN NATIVE	OTHER NATIVE AMERICAN DESCENT
	NURSE	2	AMERICAN INDIAN/ALASKAN NATIVE	NON NOT ENROLLED IN FED
	NURSE	1	ASIAN	NON NOT ENROLLED IN FED
	NURSE	10	AMERICAN INDIAN/ALASKAN NATIVE	ONEIDA NATION ENROLLED
	NURSE	2	HISPANIC OR LATINO	NON NOT ENROLLED IN FED
	PROVI	12	CAUCASIAN	NON NOT ENROLLED IN FED
MEDIC		106		
OPERA	ADMIN	1	HISPANIC OR LATINO	NON NOT ENROLLED IN FED
	ADMIN	5	AMERICAN INDIAN/ALASKAN NATIVE	ONEIDA NATION ENROLLED
	ADMIN	1	CAUCASIAN	NON NOT ENROLLED IN FED
	BILNG	2	AMERICAN INDIAN/ALASKAN NATIVE	OTHER NATIVE AMERICAN DESCENT
	BILNG	2	AMERICAN INDIAN/ALASKAN NATIVE	ONEIDA NATION ENROLLED
	BILNG	3	CAUCASIAN	NON NOT ENROLLED IN FED
	BUSOP	11	AMERICAN INDIAN/ALASKAN NATIVE	ONEIDA NATION ENROLLED
	BUSOP	1	AMERICAN INDIAN/ALASKAN NATIVE	OTHER NATIVE AMERICAN DESCENT
	CMHLT	1	AMERICAN INDIAN/ALASKAN NATIVE	OTHER NATIVE AMERICAN DESCENT
	CMHLT	1	HISPANIC OR LATINO	NON NOT ENROLLED IN FED
	CMHLT	14	AMERICAN INDIAN/ALASKAN NATIVE	ONEIDA NATION ENROLLED
	CMHLT	24	CAUCASIAN	NON NOT ENROLLED IN FED
	CMHLT	1	AMERICAN INDIAN/ALASKAN NATIVE	1ST GENERATION ONEIDA DESCENT

DENTL	6	AMERICAN INDIAN/ALASKAN NATIVE	ONEIDA NATION ENROLLED
DENTL	1	HISPANIC OR LATINO	NON NOT ENROLLED IN FED
DENTL	1	CAUCASIAN	1ST GENERATION ONEIDA DESCENT
DENTL	1	AFRICAN AMERICAN	NON NOT ENROLLED IN FED
DENTL	15	CAUCASIAN	NON NOT ENROLLED IN FED
DENTL	5	AMERICAN INDIAN/ALASKAN NATIVE	OTHER NATIVE AMERICAN DESCENT
DENTL	1	TWO OR MORE RACES	NON NOT ENROLLED IN FED
LAB	8	CAUCASIAN	NON NOT ENROLLED IN FED
LAB	1	AMERICAN INDIAN/ALASKAN NATIVE	OTHER NATIVE AMERICAN DESCENT
LTCAS	2	CAUCASIAN	NON NOT ENROLLED IN FED
MDREC	1	CAUCASIAN	ONEIDA NATION ENROLLED
MDREC	5	AMERICAN INDIAN/ALASKAN NATIVE	ONEIDA NATION ENROLLED
MDREC	2	CAUCASIAN	NON NOT ENROLLED IN FED
OPTIC	2	AMERICAN INDIAN/ALASKAN NATIVE	ONEIDA NATION ENROLLED
OPTIC	13	CAUCASIAN	NON NOT ENROLLED IN FED
PHRMC	1	ASIAN	NON NOT ENROLLED IN FED
PHRMC	11	AMERICAN INDIAN/ALASKAN NATIVE	ONEIDA NATION ENROLLED
PHRMC	17	CAUCASIAN	NON NOT ENROLLED IN FED
PHRMC	1	AMERICAN INDIAN/ALASKAN NATIVE	1ST GENERATION ONEIDA DESCENT
PHRMC	1	AMERICAN INDIAN/ALASKAN NATIVE	OTHER NATIVE AMERICAN DESCENT
PRC	2	CAUCASIAN	NON NOT ENROLLED IN FED
PRC	3	AMERICAN INDIAN/ALASKAN NATIVE	OTHER NATIVE AMERICAN DESCENT
PRC	1	TWO OR MORE RACES	ONEIDA NATION ENROLLED
PRC	5	AMERICAN INDIAN/ALASKAN NATIVE	ONEIDA NATION ENROLLED
PTRPY	5	AMERICAN INDIAN/ALASKAN NATIVE	ONEIDA NATION ENROLLED
RDLGY	1	AMERICAN INDIAN/ALASKAN NATIVE	ONEIDA NATION ENROLLED
RDLGY	4	CAUCASIAN	NON NOT ENROLLED IN FED

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Jul 1, 2023

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