

# FY-2023 4th quarter report

## ONEIDA COMPREHENSIVE HEALTH DIVISION

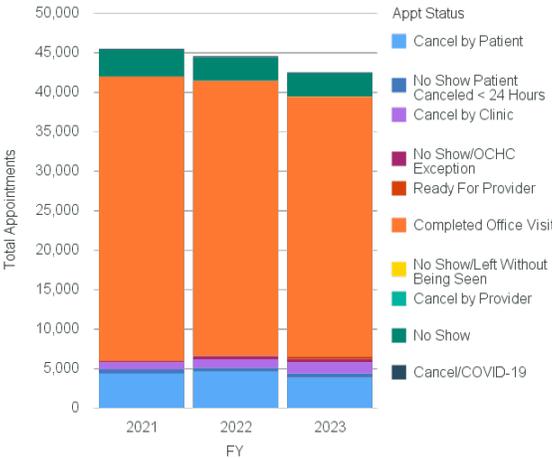
Our vision is to provide the highest quality, holistic health care to ensure the wellness of OUR Oneida Community. A health system positioned to respond to current and future health challenges while protecting and promoting the holistic health and well-being of our Oneida Community. Services are provided 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. (SD1)

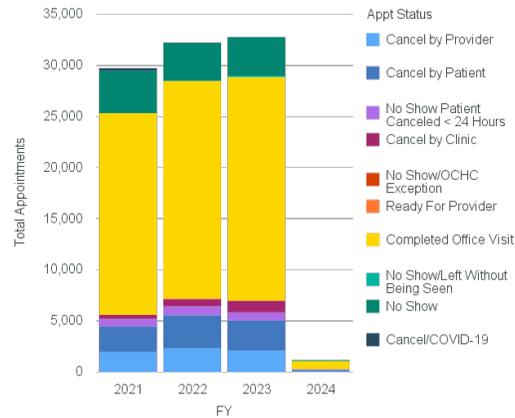
MEASUREMENT:

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



## Three Year No Show/Cancellation Summary

### Oneida Behavioral Health



#### 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. Ongoing meetings with Digital Technology Systems to identify where improvements can be made to capture data reports and No Show reports from the Athena as well as Compulink and Dentrix systems. This has identified other areas of concern with across Division definitions of No Show and where the data is pulled from within each system to assure data integrity. DTS has established temporary storage of data needed for the No Show reports to assure that we are accurately capturing the data correctly to compare and identify industry standards for access to care. The Quality Assurance Committee has begun working on assuring consistency with all Division SOPs for No Shows so we are using the same definitions and tracking No Show numbers consistently throughout the Division. B.: Obtain formal approval from the Oneida Business Committee to move the expansion project forward by 09/30/23. Updates on the progress of the Integrated Campus project continue to occur with our Executive Management Team on a monthly basis. Updates have been provided to the Division via Town Hall meetings and via quarterly reports. The Executive Management Team has prepared a Pre-GTC Powerpoint which has been submitted for future GTC meetings to begin the discussion for the GTC to see the initial project plan. Communication will begin with an introduction of the project to the General Manager's Town Hall meeting as well as a GM Community Meeting to begin to discuss the project. The plan to submit the formal CIP project has been prepared by the Planning team and the Project Manager C.: Review of Human Resources Department processes to create efficiencies where OCHD has control by 9/30/23. OCHD has not received formal HR processes but OCHD continues to work on internal process flows to identify gaps and areas for improvement to expedite our recruitment, retention and hiring processes within the parameters of what OCHD has control over.

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.

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Outcome/Goal # 2

**Advocating and influencing for sustainable financial planning (SD2)**

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. One area remains to be presented with recommendations to the EMT which is OBH. Job description changes for specific positions have been completed and are in process of being implemented with the assistance of HRD. The Operations Analyst position has been posted and filled. A final Budget Process has been completed and has been approved by the Executive Management Team for implementation Division wide. Training will begin for all directors/supervisors to prepare for the development of their FY 2025 budgets. In addition, the Budget Process is inclusive of the actual roll out with the passage of the FY 2024 budget.

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.

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## Outcome/Goal # 3

### **Engaging & developing an inclusive and empowered workforce (SD3)**

#### MEASUREMENT:



#### ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

A.: Updated the Oneida Comprehensive Health Division quarterly report template was completed by 9/30/23. B.: Development of an approved Oneida Comprehensive Health Division recognition policy in draft at the present time but is in the final review for submission for approvals. 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. Completion of a follow up survey to assess and compare to the baseline information to measure our progress toward addressing employee concerns.

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## Outcome/Goal # 4

### **Advancing customer focused experience (SD4)**

#### MEASUREMENT:



#### ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

We continue to work on the development of baseline customer satisfaction and a process to assess the patient's experience from the patient's perspective for all areas of the Health Division. Currently, the group has struggled to identify a consistent process and continues to rely on the information received from the Patient Engagement through Relatient however, this is limited in the data that is received. The Director of Nursing has been assigned to develop and bring back a tool for assessing the patient experience which will then be presented to all areas of the Division for review and assessment to determine its implementation. 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.



Oneida Comprehensive Health Division

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**Photos (optional):**



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