

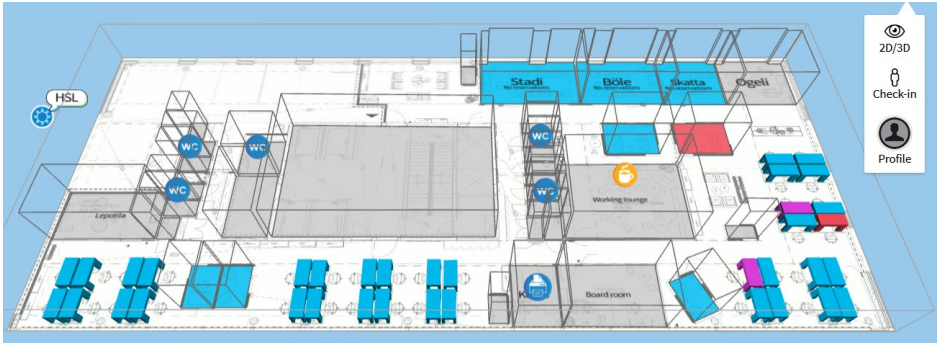
FY-2024 2nd quarter report

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 Outcome/Goal # 1

MEASUREMENT: Strengthening a Comprehensive Provision of Care SD1 (Strategic Direction 1)



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Oneida Community Health Center identified a space optimization/utilization plan 'Space 1++' to allow improved integration of Teams Based Care (TBC). TBC is a patient-centered team-based approach with a group of united providers that work collaboratively with patients and caregivers. Space 1++ allows for the future addition of three providers and an associated team. The improved utilization of exam rooms will allow for the addition of two providers and an associated team on Tuesday/Wednesday/Thursday for potential extended hours schedule. The OCHD (Oneida Comprehensive Health Division) Diabetes Team is fully staffed and integrated in TBC. Key additions of a Nurse Practitioner, Certified Diabetes Educator, and Registered Nurse rounded out the team. This will allow increased offerings of service to the OCHD patient population. The Anna John Resident Centered Care Community

received Care Compare Five-Star Rating of Nursing Homes in February 2024 from the Centers for Medicare & Medicaid Services. Nursing homes with 5-star ratings are considered to be much above quality.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

The OCHD community may expect continued transition to TBC at the Oneida Community Health Center. The next Quarterly Community Meeting on April 24, 2024, by the Medical Director Karen Lane, DO, FAAP will provide an overview of TBC. In addition, OCHC (Oneida Community Health Center) workflows will pivot to enhance TBC and increase patient access to Triage nursing staff. Identification of space optimization/utilization will allow for improved community offerings of hours of operation.

Outcome/Goal # 2

MEASUREMENT: Advocating and Influencing for Sustainable Financial Planning SD2 (Strategic Direction 2)

abc2 News Watch Live Weather Sports Bucks on WBAY Health Small Towns 2 Your Health Safety Desk

Oneida Nation, UW-Madison asks for participants to study strokes in Native American community

Published: Mar. 21, 2024 at 6:22 PM CDT

NEW AT 6:00

ONEIDA NATION AND UW-HEALTH STUDY THE RISK OF STROKE IN NATIVE AMERICANS

6:05 33°

WEATHER GREEN BAY 33° NOW SUNNY 30° 7PM CLOUDY 28° 10PM CLOUDY

SHAWANO; BROWN; KEWAUNEE | WINTER WEATHER ADVISORY

ADVERTISEMENT

51 FOR THE FIRST 6 MONTHS

Local journalism helps us make the most of every day.

Subscribe Now

Green Bay Press Gazette.

Oneida Nation, UW-Madison asks for participants to study strokes in Native American community

ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

OCHD business administration is utilizing the developed Budget Process. This Budget Process continues to guide the evaluation of information received from the Business Process Redesign. Continued application of the Business Process Redesign led to adjusted processes with the goal of increased efficiency. OCHD continues partnering with a marketing firm to

enhance Oneida Nation membership, OCHD patient population, and greater northeast Wisconsin community communication. This initiative directly led to an increase of recognition of OCHD staff as content experts in multiple media formats such as online articles, newspapers, and news interviews. In addition, OCHD employee and provider additions are publicized in numerous local publications. Staff at the Director level anecdotally noted an increase of applicants for current positions. Due to the marketing initiative, OCHD identified and introduced potential providers to the recruitment process.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Continued communication to the Oneida Nation membership, OCHD patient population, and greater northeast Wisconsin community. Continued improvement of OCHD internal process flows and efficiencies. OCHD to continued improved and enhanced long-term budget planning.

Outcome/Goal # 3

MEASUREMENT: Engaging & Developing an Inclusive and Empowered Workforce Strategic Direction 3 (SD3)

Rewards & Recognition Policy



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

OCHD Sayo?ta?hsllyo'- "Good Work" Employee Recognition

OCHD developed a policy to recognize employees in OCHD for going above and beyond their job descriptions, achieving certain goals, or reaching certain targets within their departments. The policy is currently pending Oneida Nation Human Resources Department approval for enactment.

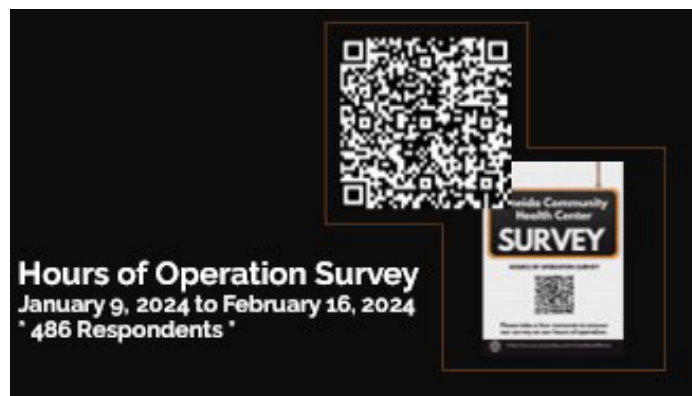
OCHD in the process of developing an internal 'Leadership Program' to engage, develop, and empower an existing inclusive workforce. Pilot study of 'Leadership Program' identified to prepare and develop current employees for future OCHD leadership opportunities and improve OCHD culture.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Implementation of employee recognition policy and leadership program will enhance and improve employee morale. This will allow a focus on customer-focused employees to produce more productive employees in the work force. Measurements for progress toward this goal through repeat Mind Garden Burnout Survey.

Outcome/Goal # 4

MEASUREMENT: Advancing Customer Focused Experience Strategic Direction 4 (SD4)



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

The 'Hours of Operation Survey' was developed to identify the community's perceptions of operating hours at the various OCHD programs. The survey was developed by the Oneida Self-Governance Office with input from OCHD. The survey was available from January 9, 2024, to February 16, 2024, and generated 486 respondents. The confidence interval of 95% with the margin of error +/- 4.4%. The most common services utilized in the past year are the medical area (86%) and Pharmacy (83%). The majority of respondents (81%) are very or somewhat satisfied with the current operating hours. The majority of respondents (78%) support Oneida Community Health Center returning to pre-pandemic hours of 7 am to 6 pm.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

The community may expect data driven development and progressive introduction of OCHC Phase 2 Pre-Pandemic hours of 7 am to 6 pm. The progressive introduction of OCHC Phase 2 Pre-Pandemic hours will depend on Radiology and Laboratory remodel timelines along with coordination of appropriate staffing levels.

Contact Info

CONTACT: Debra Danforth RN, BSN
TITLE: OCHD Division Director
E-MAIL: ddanfort@oneidanation.org



CONTACT: Karen Lane, DO, FAAP
TITLE: OCHD Medical Director
E-MAIL: klane@oneidanation.org



PHONE NUMBER: 920.869.2711
MAIN WEBSITE: <https://oneida-nsn.gov/resources/health>