

Oneida Comprehensive Health Division Community Meeting Medical Clinic Updates

May, 8th, 2024



ONEIDA

Welcome

- **Introduction of Community Meeting Staff**
- **Bathroom Locations**
- **Meal**
- **Format – Facebook Live / Owl Technology / Q&A**

Vision: A Progressive Sustainable Health System That Promotes Tsi?niyukwalihot^ (Our Ways)

Mission: We Provide the Highest Quality Care to Ensure Wellness for OUR Oneida Community

Values:

Responsive Leadership

Communication

Trust is the Foundation

Safety

Culturally Sensitive

Respect

A good mind. A good heart. A strong fire.



Announcements

- **Dennis Reckelberg, PharmD – Pharmacy, Director**
- **Jeff Pagel, PharmD – Pharmacy, Pharmacist**
- **Maria Boeck, RDN, CD, CDES – Diabetic Clinic, Diabetic Educator**
- **Paige Dworak, MPH – Public Health, Epidemiologist**
- **Anna Duqaine – Dental Clinic, Dental Assistant**

Announcements

- **Brianna Hill – Pharmacy, Patient Accounts Representative**
- **Linda Smith, LPN – Medical Clinic, Licensed Practical Nurse**
- **Sherry Miller, LPN – Medical Clinic, Licensed Practical Nurse**
- **Jeanette Dicks – Dental Clinic, Patient Accounts Representative**
- **Susan Webster – Dental Clinic, Patient Accounts Representative**

Announcements

- **Lisa Ninham – Medical Clinic, Patient Accounts Representative**
- **Megan Gwidt, RN – Medical Clinic, Registered Nurse**
- **Ashley Wriedt – Pharmacy, Certified Pharmacy Tech**
- **Wayne Williams – Pharmacy, Clerk**
- **Kaylee Schuyler – Pharmacy, Clerk**

Announcements

- **Myranda Mommaerts – Pharmacy, Certified Pharmacy Tech**
- **Crystal Moore – Medical Records, Coder - Trainer**
- **Helga Meyer, MSW, APSW, SAC-IT - Beh Health, Psychotherapist**
- **Melissa Detrie, LPC-IT, SAC - Beh Health, Psychotherapist**
- **Savannah Muench, LPC, SAC - Beh Health, Psychotherapist**

Thank You for Your Service!

- **Yvonne Vanbeek – Medical Coder**
- **Char Kizor, BSN, RN, NCSN – HeadStart, Nurse Consultant**
- **Greg Kivi, RPh – Pharmacy, Registered Pharmacist**
- **Jay Kennard, MD – Medical, Family Physician**



Dennis Reckleberg, PharmD



Karen Lane, DO, FAAP

Pharmacy Updates

Dennis Reckelberg, PharmD – Pharmacy Director

- **Upscale Current Staff**
- **Improved Access Medical Information**
- **Curbside Pick-Up Project**

The image features a central white box with the Ozempic logo and text. The logo 'OZEMPIC' is in red and orange, with 'semaglutide injection' in grey below it. To the left is a single blue Ozempic pen. To the right are two white Ozempic pens with green caps. The background is a teal-to-blue gradient.

OZEMPIC[®]
semaglutide injection

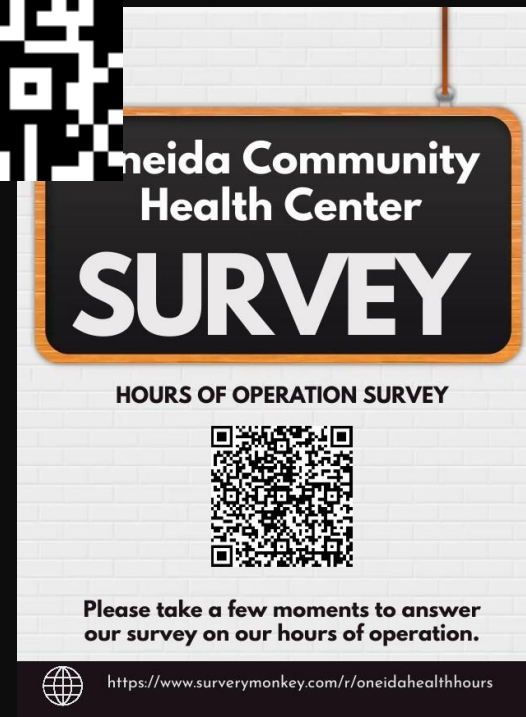
National Medication Shortage

The Trulicity logo consists of a green circle with a white dot inside, surrounded by two concentric green arcs.

trulicity[™]

The ONEIDA logo features a stylized grey arch above a row of five purple diamonds, each with a white dot in the center.

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Hours of Operation Survey
January 9, 2024 to February 16, 2024
*** 486 Respondents ***

Hours of Operation Survey

➤ OCHD Patient Hours of Operation Survey

➤ Goal: Identify Community's Perception

➤ Operating Hours for Oneida Health Programs

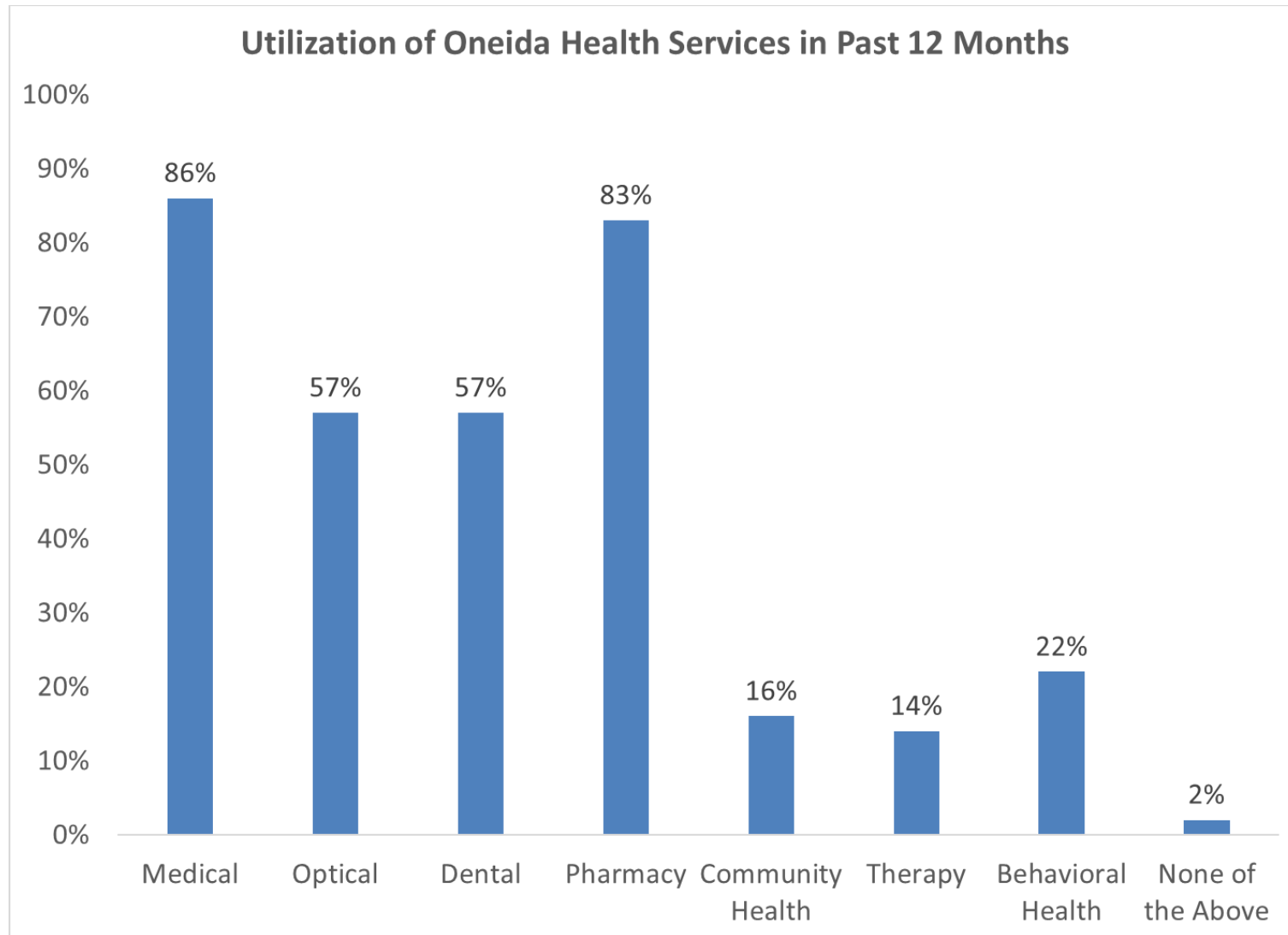
➤ Developed by Oneida Self-Governance Office

➤ Input from OCHD.



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Health Services Utilized



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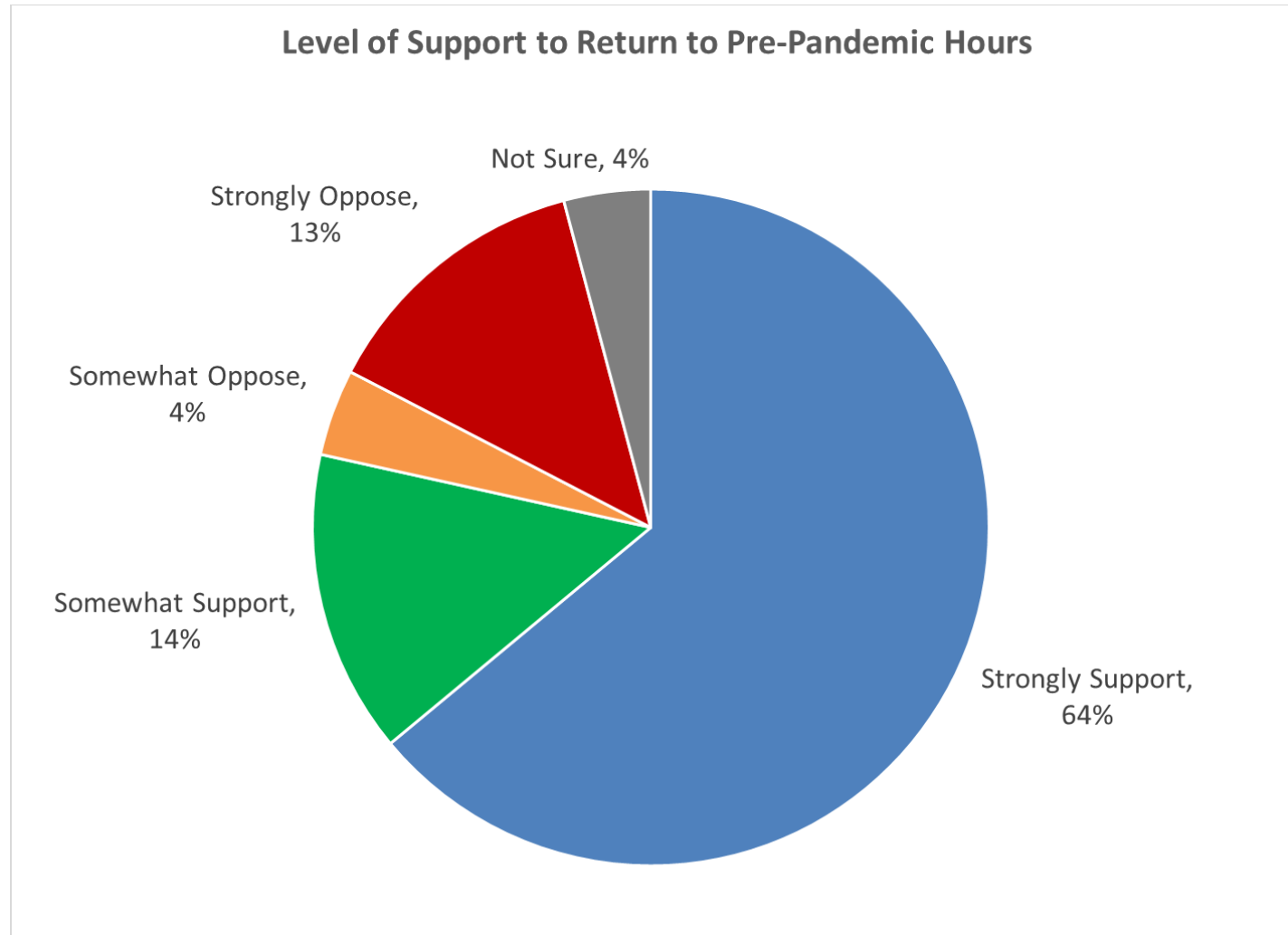
Hours of Operation Survey Results

- Majority of Respondents (78%) Support Oneida Health
 - Return to Pre-Pandemic Hours of 7:00 a.m. to 6:00 p.m.
- 17% Respondents Opposed
- 4% Not Sure



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Hours of Operation Survey Results



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Phase 1 Completed

- **January 2, 2024**
- **7:30 a.m. to 5:00 p.m**
- **In-Person Medical Appointments**
 - **4:00 p.m.**
 - **4:15 p.m.**

Phase 2 Pre-Pandemic Hours

- **Supported by Hours of Operation Survey Results**
- **Clinic Hours: 7:00 a.m. to 6:00 p.m.**
- **In-Person Medical Appointments Offered:**
 - **4:00 p.m. & 4:15 p.m.**
 - **Developing Later Appointments**



Continued Recruitment of Providers

Family Practice

Internal Medicine

Nurse Practitioners

Specialty Areas



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Oneida Community Health Center - Space

Optimization & Utilization

Goal: Addition of 3 Provider Teams

**Long-Term: Addition of Tu/Wed/Th
Extended Hours Providers x 2**



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Team-Based Care

National Academy of Medicine:

“The Provision of Health Services to Individuals, Families, and/or Their Communities by at Least Two Health Providers”

Work Collaboratively with Patient and Caregivers

Accomplish Shared Goals within and Across Settings

Team-Based Care Goals

Achieve Coordinated and High-Quality Care

Smaller Manageable Patient Caseload

**Improved Protection of Patient Health Information
Decreased Access of Information**

Patient Benefits TBC

Improved Patient Privacy

Improved Patient Outcomes

Improved Chronic Disease Management

Improved Access to Care

Objectives of TBC

Meet Our Community Primary Care Needs

Meet Your Individual Primary Care Needs

Patients Are Full Participants in Care

'Starting 5'

Registered Nurse – Care Coordinator

Two Support Staff

- **Certified Medical Assistant**
- **Licensed Practical Nurse**
- **Medical Tech**

Two Providers – One Primary & One Alternate

- **Medical Doctors**
- **Physician Assistants**
- **Nurse Practitioners**

Diabetes

Back row: Left to right

- Katie Hirth, RN, Program Supervisor
- Betty Schwantes, RD, Diabetic Educator
- Amy Jorgenson, LPN
- Boni Colwitz, RN, Diabetic Educator
- Cheyenne Denning, RN, Care Coordinator
- Melissa Singer, LPN

Front Row Left to right

- Lauren Cornette, APNP
- Tim Moureau, APNP



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Podiatry



Left to right

- **Jill Lyons LPN**
- **Dr Paul Abler**

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Pediatrics



Left to right

- **Maureen Gammons LPN**
- **Dr Karen Lane, Medical Director**
- **Cindy John RN**

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Family Practice

Left to right

- Annie Wells NP
- Melissa Monfils LPN
- Kelly Jorgenson RN
- Michelle Kimps CMA
- Stephanie Eberhardy PA-C



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Family Practice



Left to right

- **Courtney Tourtillott LPN**
- **Candice Crabb NP**
- **Alice Majeski RN**
- **Kari Pecho NP**
- **Alicia Lemerande LPN**

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Family Practice

Left to right

- **Gayle Kowalkowski LPN**
- **Crystal Peters NP**
- **Veronica Del Bosque LPN**
- **Jessy Anderson RN**
- **Seth Moore NP**



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Family Practice



Left to right

- **Lane Bozeman CMA**
- **Michele Kreft NP**
- **Kenzi Skenandore RN**
- **Katie Farley NP**
- **Sherry Miller LPN**

Internal Medicine

Left to right

- Staci Hickey, CMA
- Dr. Michael Flood
- Nic Milhiser, RN



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Integrated Campus Project General Tribal Council Meeting June 10th, 2024



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Project Description

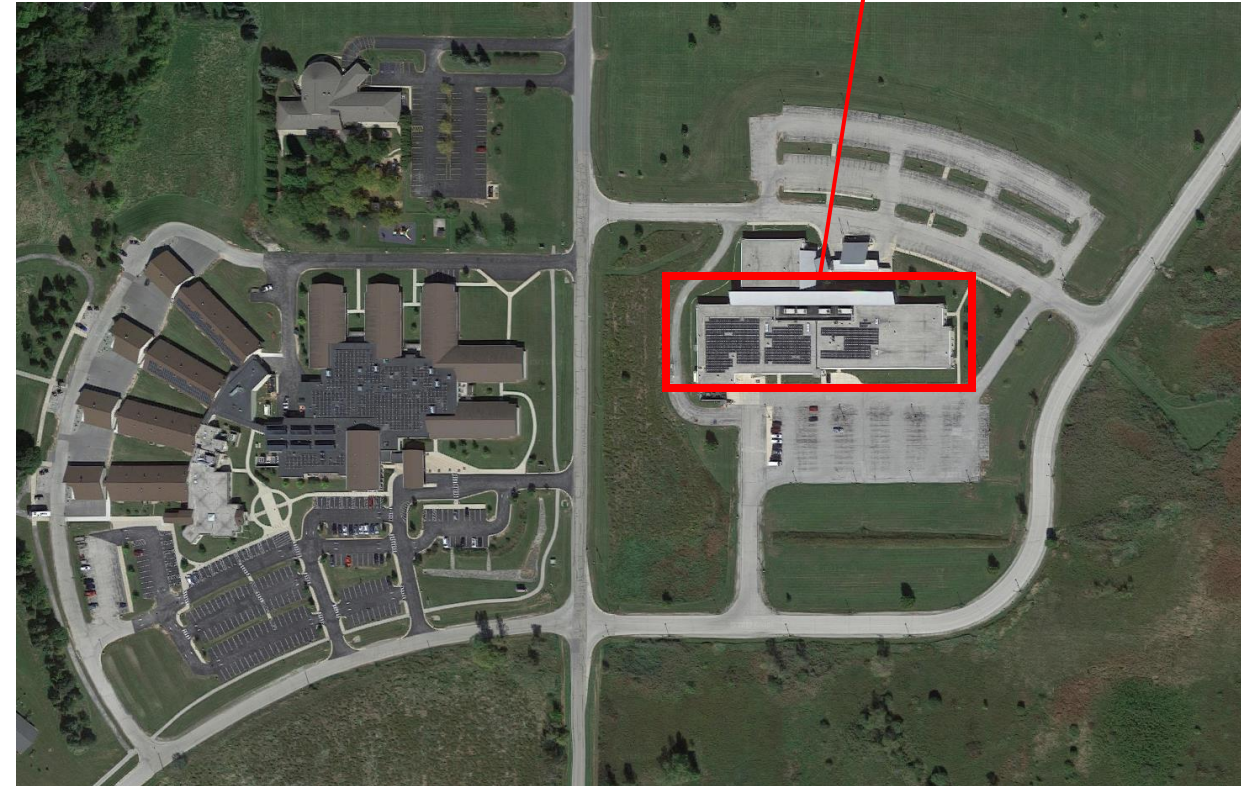
GOAL: Create Integrated Comprehensive Health Campus:

- Oneida Community Health Center (OCHC)
- Employee Health Nursing (EHN)
- Health Promotions Disease Prevention (HPDP)
- Oneida Behavioral Health Services (OBH)

Proposed Location

Current OCHC Campus

- 525 Airport Drive, Oneida, WI 54155



Existing OCHC Facility

HWY 172

S. Overland Rd

Minoka Hill Rd

FUTURE
TRANSITIONAL RESIDENTIAL
DETOX TREATMENT FACILITY
22,000 SF

FACILITY
RESERVED
SPACE
PTO
3,000 SF
ADMIN
3,000 SF

MEDICAL CLINIC
10,000 SF

BEHAVIORAL
HEALTH
21,000 SF

PHARMACY
6,000 SF
LAB
3,700 SF
PUBLIC
TY
1,000 SF
PHYSICIAN
OFFICE
3,000 SF

SAFETY ROOM
6,000 SF

DENTAL
7,700 SF

CCRP
1,000 SF
CCRP
1,000 SF
PUBLIC
TY
1,000 SF

PATIENT
SERIES
6,000 SF
XRD
3,000 SF
MEDICATION
COUNSELING
1,000 SF

OPTICAL
6,000 SF

COMMUNITY
HEALTH
6,700 SF

PHARM
1,000 SF
EMPLOYEE
HEALTH
SERVICES
6,000 SF



Existing OCHC Facility



Project Description

Proposed Building Expansion:

- 148,500 square feet
- Includes 51,000 square feet Second Story
- “White Box” for Future Growth

Existing Facility

- 44,000 square feet interiorrenovations



Existing OCHC Facility

The NEW My Health Oneida Patient Portal

Aaron R. Badeau
Business Systems Analyst



The screenshot shows the Oneida Comprehensive Health Division Patient Portal login page. At the top left is the logo for Oneida Comprehensive Health Division, featuring a stylized tree and the text "Oneida Comprehensive Health Division". At the top right, it says "Oneida Nation - Oneida Comprehensive Health Division". The main content area is divided into two columns. The left column contains a "Portal Login" form with fields for "User ID (Email)" (containing "TestEmail@ABC123.com") and "Password" (masked with dots). Below the fields is an orange "Sign In" button and a blue link for "Forgot your password?". Below the login form is a blue link for "Don't have portal access? Sign-Up". At the bottom of the left column, there is contact information for the Oneida Community Health Center My Health Oneida Helpdesk, including the phone number (920) 869-6123 and the email address myhealthhelp@oneidanation.org. The right column contains a welcome message: "Welcome to Oneida Comprehensive Health Division. We provide the highest quality, holistic healthcare to ensure the wellness of OUR Oneida Community. Our practice strives to provide you with the best tools available when managing your health records and communicating with your doctor." Below this are two red emergency instructions: "If you are experiencing a medical emergency, please dial 911 or your local emergency number for immediate assistance." and "If you are experiencing a mental health emergency, please dial 988 for immediate assistance." A red box highlights the contact information at the bottom of the left column, with a red line pointing to a larger red box on the right that contains the text: "Note the contact info for any questions/issues that users may have."

What Can You Expect?

Initial Roll-Out

- **Medical Center & Behavioral Health Integration**
- **Update Profile & Demographic Information**
- **View Test Results Online**
- **View/Sign/Return Documents from Health Providers**
- **Ability to Check-In for Appointments**
- **Complete Intake Forms, HIPAA Notices & More**
- **Appointment Reminders Via Email and Secure Message**

What Can You Expect?

Future Phases

- **Mobile App (iOS & Android)**
- **Expanded Patient/Provider Message Capabilities**
- **Appointment Requests Via Website/App**
- **Appointment Reminders Via Text/Phone Call**
- **Patient Surveys**
- **Remote Patient Monitoring: Vitals/Medical Data for Remote Care**
- **Expand Patient Portal Division-Wide**

LIVE - Tuesday, May 7th

➤ **Patients with Appointment in Past Two (2) Years:**

- Receive Email Invitation

➤ **No Portal Invitation:**

- Call [\(920\) 869-6123](tel:9208696123) and Leave Message:

- Full name
- Date of Birth
- Phone Number

➤ **Or At Next In-Person Visit:**

- Confirm Personal Email Address with Patient Registration
- Update in OCHD Systems



Yaw^ko

Questions, Request for Information, Comments:

Oneida Comprehensive Health Division - Administration

ohc_admin@oneidanation.org

920.869.2711, ext. 0