



# ONEIDA

Comprehensive Health Division  
2024 Annual Report

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# INTRODUCTION

**Yaw^ko (thank you) for taking the time to learn more about Oneida Comprehensive Health Division's (OCHD) efforts on behalf of the community during 2024. There are nearly 380 employees in our division who are committed to improving the health and wellbeing of the Oneida Nation.**

Reflecting on the past year, I am proud to share how the OCHD team has continued to strengthen our commitment to you, our patients, families and community members, by enhancing services, improving health outcomes and embracing cultural traditions in care. At OCHD, your well-being remains our highest priority.

The past year was one of significant growth and meaningful connection. During 2024 across all of our departments, OCHD staff and providers completed 267,975 patient interactions. Our leadership and staff have worked tirelessly to improve access to care and to maintain the highest level of quality healthcare. Here's a summary:

- Hired 13 new providers across multiple departments
- Improved the Patient Portal experience for the Medical and Behavioral Health Departments
- Improved patient feedback process
- Conducted a study to determine which type of substance use treatment facility would best align with our community's needs
- Completed a rigorous review process to maintain Public Health Accreditation
- Gathered together to support Tyler, a young Oneida, in his search for a bone marrow donor
- Earned Home Health Accreditation
- Updated the medical clinic laboratory
- Renovated the medical clinic Radiology Department
- Conducted many public health events to promote safety and improved health in our community
- Introduced new communication channels to better share these updates with our community
- Introduced a team-based model of care in our medical department

This annual report builds upon the efforts shared above, offering a closer look at the initiatives, projects and milestones that defined this year. We intentionally work to align our efforts with our division's vision, mission and values in addition to the core principles of Nation Building. We are incredibly grateful for the support we've received from members of the Oneida Nation that has enabled us to excel in the provision of the highest quality health care.

As you read through this report, we invite you to celebrate these achievements with us. Together, we will continue to prioritize health, honor our cultural heritage and build a stronger, healthier community.

Yaw^ko & Swawehtisliyohak  
(Thank you and Have a good day),

– **Debra Danforth**  
Division Director



# OUR STORY

**Vision:** A progressive sustainable health system that promotes tsi?niyukwalihot^ (Our Ways).

**Mission:** We provide the highest quality, holistic health care to ensure the wellness for OUR Oneida Community.

## Values:



**Responsive Leadership**



**Safety**



**Communication**



**Culturally Sensitive**



**Respect**



**Trust is the foundation**

# WHO WE CARE FOR

Our personal, community-centered approach is at the heart of all we do. We proudly serve Oneida Nation members, Oneida descendants, members of federally recognized Tribes and Oneida Nation employees. Every program and service we provide is guided by Oneida values and created to support the families, elders, youth and individuals who bring vibrancy to our community. Whether through health initiatives or family support, we're here to uplift all generations of the Oneida Nation with the respect and care they deserve.



## Quotes from Oneida WIC Families

“Everyone is friendly, supportive, and non-judgmental. I really feel heard, like they are listening and value what I say.”

– *An Oneida community member*

“All of the women in my WIC office have truly blessed mine and my family’s life. They have been a great asset in my journey into and through motherhood.”

– *An Oneida community member*

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## Quotes from Oneida Medical Patients

“All of the staff I worked with were amazing. I have never felt more comfortable and welcomed in a medical setting.”

– *An Oneida community member*

“From walking in, security, check in, medical staff, and everyone at the pharmacy was friendly and helpful, thank you.”

– *An Oneida community member*

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## Quote from Oneida Lab Patient

“Corrine and Carrie B from labs were very friendly. Both ladies were incredibly friendly, comforting, supportive and displayed great teamwork. Thank you so much for making drawing my blood a fun experience!”

– *An Oneida community member*

## Quote from Oneida Patient

“I am very grateful for having the facility and great people near me and helping me.”

– *An Oneida community member*

# SERVICES

## Anna John Resident Centered Care Community (AJRCCC)

AJRCCC Provides 24-hour skilled nursing care for long-term and rehabilitating patients. In addition to nursing care, they offer inpatient and outpatient physical, occupational and speech therapy. They also offer pharmacy, laboratory, dietary, entertainment and self-care services.

## Behavioral Health

Behavioral Health provides culturally inspired services related to overall wellness, mental health, substance use, suicide prevention and more. Behavioral Health staff are welcoming, understanding and respectful of every patient's situation in life.

## Community Health Services

Community Health Services is focused on disease prevention and health promotion through five main areas: case management, long-term care case management, health promotion and disease prevention, population-based programming, and WIC and nutrition services. Our team members help you navigate chronic disease, home health care, Alzheimer/dementia needs, diabetes prevention, wellness programs and stroke prevention. We also provide school nursing, prenatal care programs, immunization clinics, car seat education clinics, nutrition counseling, breast feeding support and more.

## Dental

We provide comprehensive dental care for patients including exams, x-rays, cleanings, fillings, root canals, crowns, dentures, orthodontics and extractions, with an emphasis on preventive care and patient education.

## Medical

We use a team-based model of care and provide a variety of medical services including internal medicine, family practice, pediatrics, podiatry, diabetes care, obstetrics and gynecology, x-ray and laboratory, with a holistic, culturally-inspired approach to care.

## Optical

We provide full-service eye care, including routine exams, diabetic and glaucoma screening and a wide range of affordable eyewear options with tribal benefits. We also offer walk-in appointments every Thursday morning as an added convenience for our patients.

## Pharmacy

Our full team of pharmacists, technicians and staff assist patients with prescription filling, including medications prescribed by OCHD providers or external physicians, with an option for Purchased Referred Care for eligible patients.

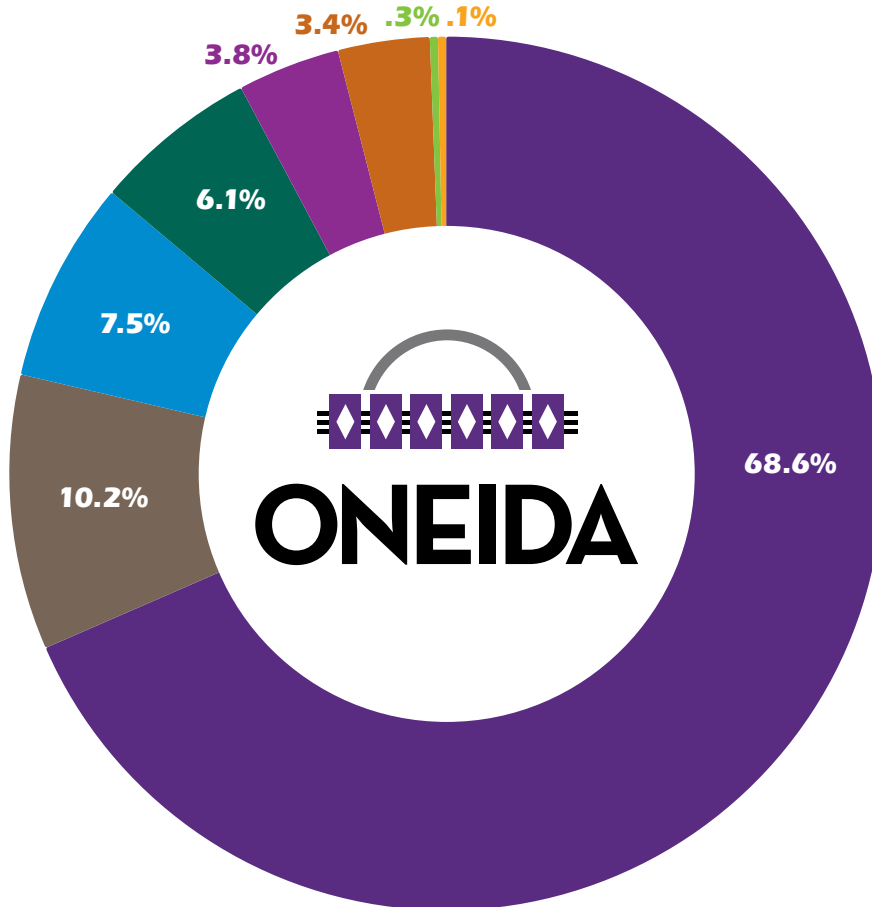
## Therapy

Located in the Anna John Resident Centered Care Community, we offer physical, occupational and speech therapy on an inpatient and outpatient basis.



# PATIENTS CARED FOR

## Number of Encounters for Each Department



**Anna John Resident Centered Care Community**

**231 Encounters (.1%)**

**Health Promotion Disease Prevention**

**709 Encounters (.3%)**

**Optical**

**9,094 Encounters (3.4%)**

**Dental**

**10,107 Encounters (3.8%)**

**Lab**

**16,380 Encounters (6.1%)**

**Behavioral Health**

**20,200 Encounters (7.5%)**

**Medical**

**27,334 Encounters (10.2%)**

**Pharmacy**

**183,920 Encounters (68.6%)**



# ACCOMPLISHMENTS

## New Providers

OCHD is excited to welcome these new professionals to its team. These additions help ensure that the Oneida community has access to top-tier healthcare services across various specialties.



## Improved Patient Portal



The goal of our improved patient portal is to make it easier for patients to access their medical information and their healthcare team.

## Public Health Accreditation

The Oneida Nation recently achieved a major milestone by successfully maintaining its accreditation status through the Public Health Accreditation



Board (PHAB) for another five years. This prestigious certification demonstrates the Nation's commitment to meeting the highest public health standards and ensures the Oneida community benefits from enhanced health services.

## Medication Assisted Treatment (MAT) Pilot Program

In October, our division launched an MAT Pilot Program, providing additional assistance for individuals with opioid and alcohol use disorders. This program is helping to address substance use challenges by offering compassionate, evidence-based care and prompt access to recovery services.

## Oneida for Tyler

During 2024, we had the honor of meeting Tyler and assisting him in his search for a life-saving bone marrow donor. Tyler's story, though cut short, was an inspiring story of love and the importance of community. We thank everyone who showed up for Tyler and helped spread the word. Our lives are richer for having known him.





# ACCOMPLISHMENTS

## Home Health Accreditation

Oneida Home Health Services has earned accreditation from the Accreditation Commission for Health Care (ACHC), a testament to the team's exceptional care and commitment to quality patient outcomes. Achieving this accreditation means OCHD is recognized for meeting high standards in patient safety, quality and regulatory compliance.



## Public Health Events

Throughout the year, our public health teams have put on many events to promote a safer, healthier community.



## Communication Channels

We know just how important good communication is, but we also know that sometimes, we just don't have the time to keep up with everything. That's why we incorporate several ways for you to keep up with the latest when and how it works for you. Here's a list of ways that you can keep up to date: our website, the OCHD Facebook page, the patient portal, flyers posted in the health center, information shared by Kalihwisaks, community meetings, this annual report and our new quarterly newsletter.

## Team-Based Care

During 2024, we implemented a team-based care model in our medical department that focuses on putting patients at the center of coordinated care. By forming teams of providers, the model enhances patient access, privacy, communication and outcomes. This approach is designed to ensure a more personalized, efficient healthcare experience for individuals and the community.



## Quarterly Community Meetings

During 2024, OCHD hosted quarterly Community Meetings in order to share division updates and gather community input. By engaging with the community regularly, OCHD is working to ensure that its services remain aligned with the evolving needs of the Oneida Nation.

## Booster Club Boosts Morale

Throughout the year, OCHD's Booster Club hosted several internal events aimed at boosting employee morale and strengthening our workplace culture. Events included an employee picnic, a Halloween Food Challenge, a Holiday Decorating Contest and Ice Cream Day.



## Power of Positivity App

During 2024, we launched an internal initiative designed to recognize and celebrate the contributions of staff members, the Power of Positivity app. This app encourages coworkers to nominate one another for their exceptional work and positive impact within the organization. The initiative has already generated enthusiasm, fostering a sense of community, mutual respect and appreciation among OCHD staff.

# COMMUNITY EVENTS

## Kunhi Yo “I’m Healthy” Conference

Over 300 Oneida community members gathered for the annual Kunhi Yo “I’m Healthy” conference, a powerful event in honor of International Overdose Awareness Day. With performances, speakers and valuable harm reduction resources like NARCAN and fentanyl test strips, the conference served as a platform for healing and awareness.



## Better Together Welcome Back Diabetes Event

OCHD hosted nearly 600 community members during the Better Together Welcome Back Diabetes Event in August, celebrating community efforts in managing and preventing diabetes. The event featured educational booths, delicious food and an inspiring presentation by special guest Waylon Pahona, Jr.



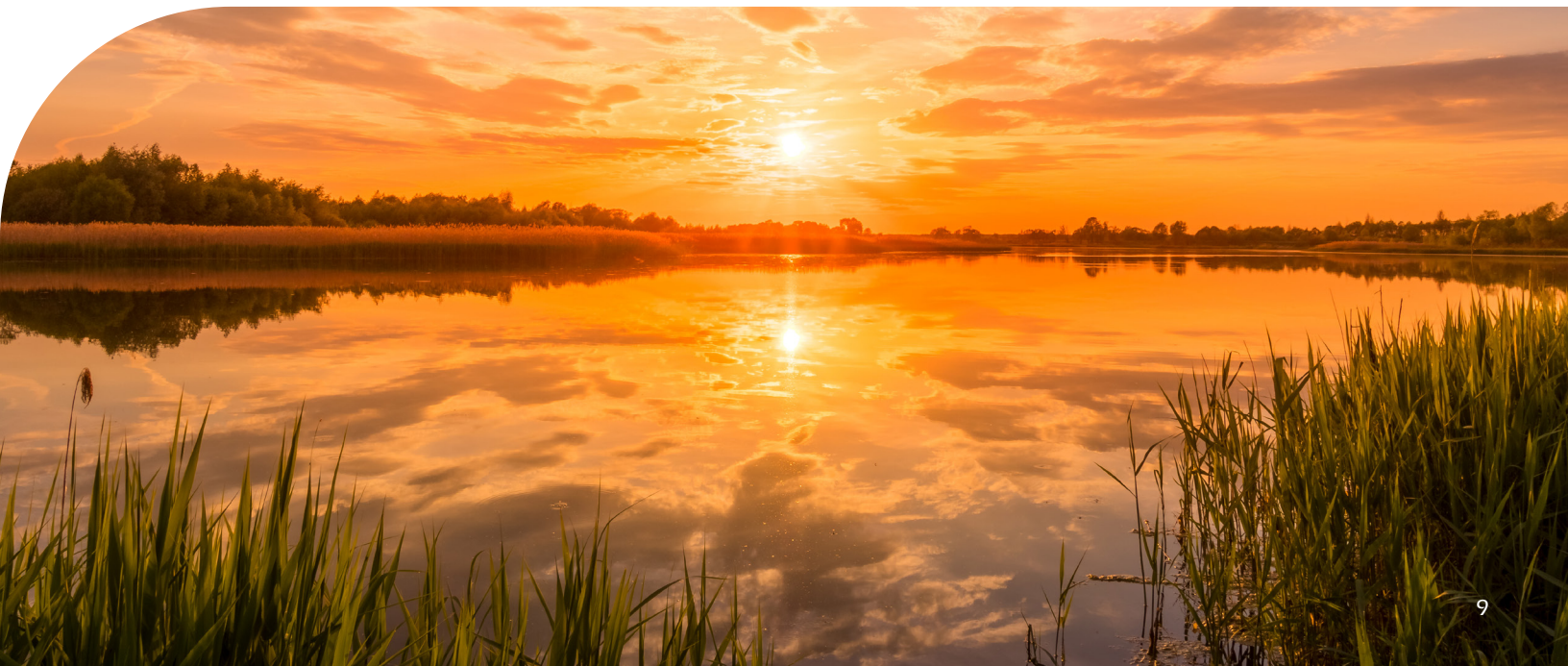
# LOOKING AHEAD

As we look to the future, we're inspired by the resilience and unity of our people. Our plans during 2025 include strengthening a comprehensive provision of care, advocating and influencing for sustainable financial planning, engaging and developing an inclusive and empowered workforce and advancing a customer-focused experience.

A significant milestone on our horizon is our reaccreditation, scheduled to take place during the Fall of 2025. Accreditation is a reflection of our commitment to exceptional care and support for our community. It's important to add that the Oneida Nation was only the second Tribal health department in the United States to receive accreditation.

During 2025, we will also be implementing Social Determinants of Health (SDOH) screenings as part of our physical exams. These screenings will be held in the deepest confidence and will help identify social factors that influence health outcomes, such as access to nutritious food, safe housing, transportation, education and financial stability. With these screenings, we aim to gain a deeper understanding of factors that influence our community's overall health and well-being.

Together, we're building a foundation for a healthier, stronger community. We thank you for taking the time to get to know us better and for your continued support of the work we do.





# ONEIDA

[oneida-nsn.gov/resources/health/about](http://oneida-nsn.gov/resources/health/about)  
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