

FY-2025 4th Quarter Report

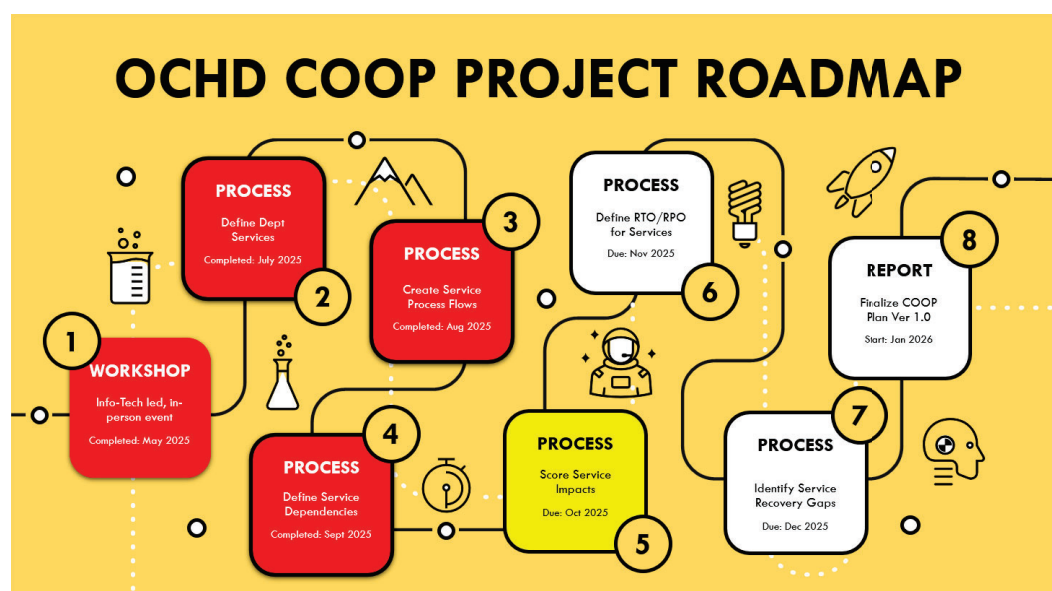
ONEIDA COMPREHENSIVE HEALTH DIVISION (OCHD)

Status report of Outcomes/Goals

Outcome/Goal # 1

Strengthening a Comprehensive Provision of Care – Strategic Direction 1

MEASUREMENT:



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Continuity of Operations Plan (COOP): Representatives from each division department are now engaged in planning and focusing on critical services, dependencies, and recovery workflows. An emphasis is placed on the importance of prioritizing services and conducting regular testing and assessments. Currently in step 5 of 9 'Score Service Impacts.'

Addition of **Gabby James, PA** to the Family Practice team. James, PA graduated from the University of Wisconsin-Madison program. The Division has a partnership with the Native American Center for Health Professions (NACHP) program and James, PA completed a rotation at Oneida Community Health Center. This collaboration is an avenue of recruitment. Behavioral Health additions of **Andrea Hanamann, PC-TL** – Psychotherapist and **Christine Garstka, PsyD** – Clinical Psychologist.

Accreditation Association for Ambulatory Health Care completed site visit over a 2-day period September 23-24, 2025, with Dr. Dennis Schultz – Chair and Jennifer Johnson-Joefield

RN, OCHCC, CPHQ. Accreditation reflects our organization's dedication to high-quality patient health care. As an accredited facility, we become part of an elite force of over 6000+ organizations throughout the country, including Guam and Puerto Rico that prioritize quality for patients and staff. Accreditation is a distinguishing accomplishment that enables us to promote and assure the provision of quality care within the community we serve. Our official results are pending. The surveyors were highly impressed with the organization and processes. Wrap-up session identified organization is above and beyond with numerous departments and credentials. Division anticipates potentially 3 minor corrections. Staff proactively completed these anticipated corrections.

The AAAHC Certificate of Accreditation demonstrates an organization's commitment to providing safe, high-quality services to its patients—every day of the 1,095-day accreditation cycle (3-year cycle). AAAHC Accreditation is recognized by third-party payors, medical professional associations, liability insurance companies, state and federal agencies, and the public.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Continuity of Operations Plan: Continue development following the 'OCHD COOP Project Roadmap' with goal of step 7 in FY26-1st quarter.

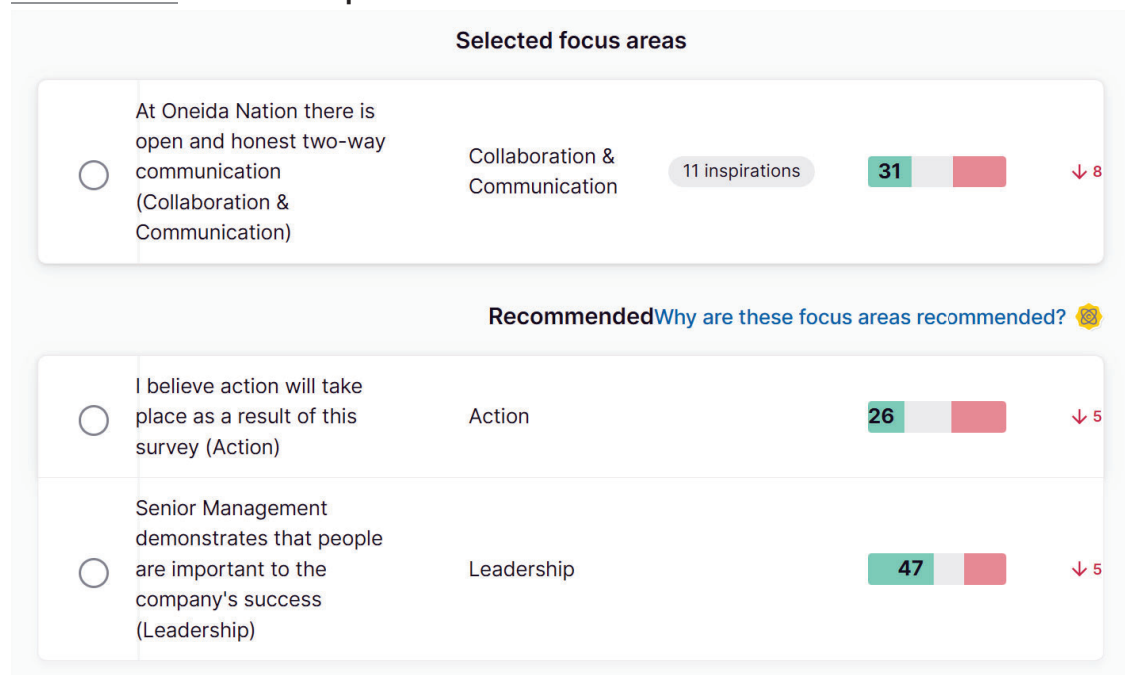
Expected addition of additional **Physician Assistant** Family Practice/Urgent Care **and an Internal Medicine Physician** with anticipated start date of December 2025 to the Medical Clinic. Expect addition of **Doctor of Optometry** to the Optical Clinic that is an Oneida Nation member and Oneida Higher Education graduate. Addition of two **Psychotherapists** representing an increased Indigenous representation in Mental Health staffing with one being an Oneida Nation member and Higher Education graduate. Continued goal to post and recruit key positions of: **Assistant Medical Director, Assistant Dental Director, Assistant Behavioral Health Director, Director of Rehabilitation Services.**

Accreditation Association of Ambulatory Health Care (AAAHC) visit discussed consultative comments. The Division is currently reviewing recommendations from AAAHC.

Outcome/Goal # 2

Engaging & Developing an Inclusive and Empowered Workforce – Strategic Direction 3

MEASUREMENT: Culture Amp Focus Areas



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Culture Amp: Division and department leadership participated in the Culture Amp Masterclass 'Turning Feedback into Action' on August 28, 2025 and 'Generating Ideas for Action & Beyond' on September 26, 2025.

Team Leadership Training: Continued leadership and team training for Division departments and staff in collaboration with Universal Consulting Solutions and Tracy Cordova.

HRD Intern Program Pilot: Successful collaboration of Human Resources Department, Higher Education, and Comprehensive Health for the summer HRD Intern program. This targeted pilot program allowed four Oneida Nation members and Higher Education students to apply knowledge from their degree-seeking programs of Exercise Science, Doctor of Pharmacy, Nursing, and Marketing/Business Administration.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Education Team: Program development to expand educational and work study placements to the high school students for upper classman. Currently, this is designated with our current standard operating procedure. Anticipate minimal modification to target desired age ranges. Potential for offering career exploration and opportunities in areas of Division need.

Culture Amp Report: Development of one to two department level 'recommended inspirations' as suggested initiatives. Culture Amp identified through results and utilization of platform. Areas with the most potential for positive change as two-way communication, people important to company's success, and action as result of survey.

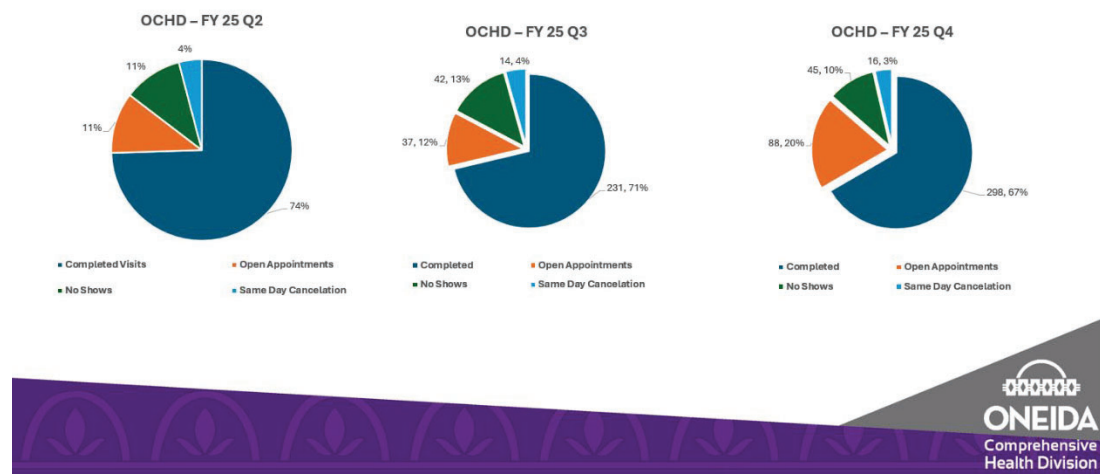
Outcome/Goal # 3

Advancing Customer Focused Experience – Strategic Direction 4

MEASUREMENT:

Monday Extended Hours Data (7:00 - 8:00 am, 4:30 - 6:00 pm) – Quarter 4, 2025

Aggregate Data- Q4 (Addition of OBH)



ACCOMPLISHMENTS RELATED TO THE OUTCOME/GOAL:

Gender Affirming Care work team completed Gender Affirming Care Training on July 28, 2025 with presenter Nicole Kurth of the University of Wisconsin – Green Bay Pride Center along with community panel to share experiences with Oneida Comprehensive Health Division. Nursing Medical staff completed training with presenter Dr. Cory Carline 'Gender Affirming Care 101: Honoring Identify, Resisting Harm.' Social Determinants of Health and Division demographic surveys more inclusive for population data. Purchase Referred Care approved two referrals for gender affirming care services.

Wound Clinic work group identified current utilization and financial impacts of wound care services for the past 3-years. Current Division resources identified with multiple Wound Care Certified (WCC) nurses at Anna John Resident Centered Care Community. The Division has multiple disciplines that may contribute to a comprehensive wound care team.

Clinical Pharmacist Betsy Hoida, PharmD started on July 13, 2025. This position plays a key role in managing chronic diseases, optimizing medication therapy, and improving patient outcomes. Collaborate with healthcare teams to adjust treatments, educate patients, and ensure safe effective medication use. This will enhance care quality and support preventative health efforts. She is a member of the Diabetes Team and currently working with Nurse Practitioner assisting in medication management.

Extended Hours: Offered for three quarters of service starting January 2025. Division continues to analyze quarterly data to assess utilization of Monday extended hours.

EXPECTATIONS/FUTURE PLANS REGARDING THE OUTCOME/GOAL:

Gender Affirming Care expanded phase 1 work group to phase 2 to increase representation to include front line employees. Continued development of division wide foundational training. Continued identification of gender affirming care resources in northeast Wisconsin. Anticipate meeting with community member to enhance understanding of current pathways for gender affirming care and needs assessment within the Division.

Wound Care: Evaluate state-of-the-art rural wound care program and draft proposal for a multi-department wound care services. Establish community need and Include cost-benefit estimates, potential staffing, resources, location, services offered. Include data-based goals and potential workflows across departments including home health, AJRCC, and medical clinic. Assess technology availability including telehealth and virtual consultation service available at University of Wisconsin-Madison. Develop and propose a projected timeline.

Clinical Pharmacist: Increase participation in direct patient care, medication management projects, and expansion to other providers.

Extended Hours: Goals for less than 10% of appointments offered during extended hours to be 'open' in the Medical Clinic, Optical Clinic, and Dental Clinic. Goal 15% of Monday Pharmacy transactions occur during extended hours operations.

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Kunhi-Yo "I'm Healthy" Conference, Oneida Hotel – August 29, 2025. 377 registrations



Safety Town, Clifford Webster Recreation Center, August 4th – 8th, 2025, 54 participants