Construction site of the expansion of the Ho-Chunk Health Care Center in Black River

Move of Tomah Health Office

Construction site of the Nekoosa Health Office Building

2015 Bemidji Area Indian Health Service Award for Excellence

After 30 years of service to the Ho-Chunk Nation as a Registered Sanitarian and the Director of Environmental Services Carol Rollins retired. She will be missed.
Greetings from the Executive Director of Health

Hinikara gi wii!  All Tribal members!

The Department of Health employees are 190 employees strong and work diligently to provide good medical and community health services to the members of the Ho-Chunk Nation, its employees and other Native American people residing in our 16 county service area.  We assist tribal members who reside outside of the 16 county service area as well.

This was the year when we worked to gain another three years of Accreditation for our Health Clinics.  The work was performed from June through the end of December, 2015.  We worked with a consultant who did an evaluation of our clinic operations and guided staff through the necessary accreditation standards.  Medical providers and staff assisted in correcting any deficiencies that were identified.  Clinics, the Ho-Chunk Health Care Center at Black River Falls, Wisconsin, and the House of Wellness at Baraboo, Wisconsin received their certificates from the Accreditation Association for Ambulatory Health Care, Inc. (AAAHC) in February, 2016.  This is the third time our Clinics have received this certification.  This accreditation process “…promotes safe, high-quality patient care, and measurement of performance in organizations that provide health care services…” (AAAHC).

Two other projects we have initiated are the building of a satellite Health Office located in Nekoosa, Wisconsin.  This office will be staffed by a Community Health Nurse, Community Health Representative, Exercise Physiologist, and Behavioral Health employees.  The Tomah Health staff has relocated to the City of Tomah in a newly remodeled office space.  The Ho-Chunk Health Care Center is expanding to accommodate increased Pharmacy operations.  The expansion allows administration staff to be centrally located and the clinic to provide medical services space.

The Behavioral Health Division provides for Alcohol and Drug Abuse education, prevention and arranges for treatment services for the illnesses of Alcohol and other Drug Abuse.

The Community Health Division is comprised of Community Health Representatives, Nurses, Nutrition, Health and Wellness Program Staff, and the USDA Commodity Foods employees.

Environmental Health provides valuable services such as home sanitary well and septic services, wastewater treatment management, Food Sanitation, vector control, air pollution, surface water monitoring, solid waste, injury prevention, preparedness, health and safety inspections, and renewable energy.

The Finance Division manages all grant and contract funds, budgets, and in accordance with myriad requirements from Tribal, Federal, State and other resources.  Patient Registration and Contract Health Services are also under the supervision of the Finance Division.

Health Information Systems manages all our internet, electronic health record systems for the clinics, pharmacy, Community Health and Behavioral Health.

Medical Services provide clinical services such as medical, optical, dental, and ancillary services such as Podiatry, Oncology, and Endodontics.

The Pharmacy Division has tribal and retail pharmacies at the Ho-Chunk Health Care Center and at the House of Wellness.
Quality Improvement Division enhances safety, efficiency and effectiveness of health care processes by evaluating performance of services delivered to our clientele through qualitative and quantitative methods, resulting in lower business costs and increased quality of care.

The Health Department regretfully saw Carol Rollins, Environmental Health Director; resign after 29 years of service to the Ho-Chunk Nation. She has accomplished much for tribal membership to provide safe water, sanitation and many other services that benefit the Ho-Chunk Nation.

All efforts are being made by the Health Department staff to assist our tribal membership and other clients to build a strong mind, body and spirit. All Health Division Reports are contained in the pages following this greeting.

Respectfully,

Ona M. Garvin
Executive Director of Health
July, 2016

Virginia DeFord
Clinic Office Manager is assistant to the Executive Director of Health.
Quality Improvement Division Annual Report

Since the creation of the Quality Improvement Division, the Department of Health continually strives toward achieving a higher standard of quality care by measuring the performance of all health programs. Quality Improvements purpose is to enhance the safety, efficiency and effectiveness of all health care processes by continuously evaluating the performance of services delivered to our patients through qualitative and quantitative methods, ultimately resulting in lower business costs and increased quality of care. Quality Improvement identifies areas of deficiency, creates plans for improvement, and monitors those plans through completion. Plan-Do-Study-Act, the PDSA Model, is the credo of the program. We plan projects that will address areas of needed improvement; we do the project as a research study; we study the results of the program to see if the improvement did take place. We then act to adopt, adapt, or abandon our strategy to ensure improvement.

Both the Ho-Chunk Healthcare Center in Black River Falls and the House of Wellness in Baraboo, have achieved a full three-year accreditation by the Accreditation Association for Ambulatory Health Centers (AAAHC) in February 2016. Accreditation ensures we are meeting a gold standard of quality care and demonstrates our ongoing commitment to improving health care services. The Quality Improvement Division’s main purpose is to maintain accreditation standards in our ambulatory facilities.

This past year, the Quality Improvement Division has also been assisting with achieving public health accreditation through the Public Health Accreditation Board (PHAB). The purpose of this accreditation is to improve the quality of practice and performance; develop leadership and strengthen relationships essential to public health services as a framework. The Department of Health has made tremendous progress toward public health accreditation this year by starting a Quality Improvement and Performance Management Plan that encompasses both clinical and public health quality measures, a Workforce Development Plan to increase human capital in our public health workforce, and further developing our Strategic Plan to meet our public health accreditation goals. The Department of Health wishes to officially send a letter of intent to PHAB by year end 2016.

Accomplishments in 2016:

- Successfully coordinated the re-accreditation of the House of Wellness clinic and the Ho-Chunk Health Care Center for another three year term by the Accreditation Association for Ambulatory Health Care (AAAHC).
- Disseminated revised annual HIPAA training test for all Health Department staff.
- Conducted annual patient satisfaction surveys to study patient responses to services provided by our clinics and found that our satisfaction rate has once again improved.
- Created a database to house patient complaints and Department of Health incident reports.
- Contracted with a physician recruitment firm to emphasize and strengthen our recruitment for a full time family medicine physician at the Ho-Chunk Health Care Center.
- Signed a new Dentist to come aboard the Ho-Chunk Health Care Center Dental Program.
- Created an official Infection Control Program and formally appointed an Infection Preventionist for the Department of Health.
- Held the annual strategic planning meeting for all division directors and supervisors.

Goals in 2017:

- Continue to review Patient Complaints to ensure patient health care satisfaction.
- Conduct annual patient satisfaction surveys and distribute results with Health staff.
- Continue to verify licensing credentials and background checks as necessary.
- Complete the Quality Improvement and Performance Management Plan for the entire Department of Health.
- Sign employment agreements with at least two more Family Medicine physicians for the Ho-Chunk Health Care Center.
- Increase awareness and promote our Dental Program.
- Reduce no-show rates for the entire Department of Health.
- Teach the methodology for selection of quality improvement projects.
- Create a Department wide culture of quality improvement.
- Expand the Quality Improvement Division to include a full-time Accreditation Coordinator and a full-time Human Resource Specialist.
- Complete the Workforce Development Plan for our public health workforce.
- Apply and successfully receive accreditation from the Public Health Accreditation Board.
- Continue to deliver cultural sensitivity trainings to neighboring health care systems (Black River Memorial, Gundersen Health Systems) to increase cultural education and awareness.

**Quality Improvement Division Staff**

Dashell Thunder  
Quality Improvement Director  
Ritchie Brown  
QI Compliance Officer  
Andrea Mattison  
QI Compliance Officer

Respectfully submitted by Dashell Thunder, QI Director
Health Information Systems Annual Report

Accomplishments (I):

1. Server Room Remodel Completed
2. Server Virtualization Completed
3. Demarcation added to server room
4. Software Upgrades (EDR, Plexus, PioneerRX)
5. New HOW-HHCC Ethernet circuit link
6. Server Backup Solution
7. Digital Radiology connection to Gundersen Lutheran complete
8. New network Sub-netting completed
9. Program and Database built for electronic storage and tracking of Safety Data Sheets
10. Prescription Drug Monitoring Program participation, reporting, and grant completed
11. Patient Portal installed for NextGen
12. ICD-10 implementation complete
13. Medicare Billing parameters established, tested, implemented for both previous billing requirements and new PPS billing
14. E-Rx configured and completed

Problems/Corrective Actions (II):

1. Coordination of IT services and infrastructure – assumption/move of IT support and infrastructure to HIS (Health Department)

Goal/Strategies for Next Fiscal Year (III):

1. Nextgen template changes and building of complete custom templates
2. Reorganize Nextgen lab orders and improve workflow
3. Custom build and separate AODA and mental health templates
4. Convert Community Health (CHNs/CHR) from RPMS to Nextgen
5. Implement WISHIN and protocols for continuity of patient care
6. Explore logistics of electronic chronic disease monitoring for at risk patients
7. Complete Citrix environment (hardware/software) for the Health Department
8. Purchase in-house Cisco Telepresence system
9. Purchase in-house Microsoft Exchange server(s)
10. Upgrade Microsoft Office package for all Health Department computers
11. Upgrade Virtual Server Storage capacity

Alternative Funding Sources (IV): None
Photographs (V): See below

Brady TwoBears
HIS Director
Respectfully submitted by Brady TwoBears, HIS Director
Medical Services Division Annual Report  
Ho-Chunk Health Care Center and House of Wellness

Medical Services Division provides medical, dental, optical, and podiatry care to our patients. Our healthcare team of providers include: Internist, Pediatrician, and Family Practice Doctor, Family Nurse Practitioners, Physician Assistant, visiting Podiatrist, visiting Oncologist, Dentists, visiting Endodontists, Optometrists and supportive staff. All of our healthcare providers within the Department of Health are committed to providing excellence in care and service.

The following services are performed by the healthcare team:

<table>
<thead>
<tr>
<th>HOW Dental Services Provided:</th>
<th>HHCC Dental Services Provided:</th>
<th>Medical Clinic Services Provided:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine Exams &amp; Cleanings</td>
<td>Routine Exams and Cleanings</td>
<td>Acute Care for Injury and Illness</td>
</tr>
<tr>
<td>Scaling &amp; Root Planing</td>
<td>Scaling &amp; Root Planing</td>
<td>Immunizations</td>
</tr>
<tr>
<td>Periodontal Maintenance</td>
<td>Periodontal Maintenance</td>
<td>Diabetes Wellness Clinics</td>
</tr>
<tr>
<td>Periodontal Surgery</td>
<td>Periodontal surgery</td>
<td>Reproductive Health/Prenatal Care</td>
</tr>
<tr>
<td>Laser Periodontal Therapy</td>
<td>Oral Cancer Screening</td>
<td>Adolescent Health/Well Child Care</td>
</tr>
<tr>
<td>Dental Fillings &amp; Sealants</td>
<td>Laser Periodontal therapy</td>
<td>Sports/Physical Exams for All Ages</td>
</tr>
<tr>
<td>Oral Surgery</td>
<td>Dental Fillings and Sealants</td>
<td>Smoking Cessation</td>
</tr>
<tr>
<td>Fluoride Treatments</td>
<td>Fluoride Treatments</td>
<td>Weight Management</td>
</tr>
<tr>
<td>Root Canal Therapy</td>
<td></td>
<td>Laboratory/Radiology Services</td>
</tr>
<tr>
<td>Teeth Whitening (limited basis)</td>
<td></td>
<td>Podiatry Services</td>
</tr>
<tr>
<td>Oral Cancer Screening</td>
<td></td>
<td>CDL Examinations (HHCC only)</td>
</tr>
<tr>
<td>Mouth &amp; Night Guard in clinic fabrication</td>
<td></td>
<td>Mammography Services (HHCC only)</td>
</tr>
<tr>
<td>Crown &amp; Bridges</td>
<td></td>
<td>Optical Services Provided:</td>
</tr>
<tr>
<td>Dentures &amp; Partials</td>
<td></td>
<td>Routine Eye Exams</td>
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<tr>
<td>Oral Health Education/Instruction</td>
<td></td>
<td>Adjustments &amp; Minor Eyeglass</td>
</tr>
<tr>
<td>Nutrition Counseling for Oral Health</td>
<td></td>
<td>Repair</td>
</tr>
<tr>
<td>Outreach at General Council, HeadStart Centers, Journal of Hope, and TAU, School-based Restorative clinic-Wisconsin DHS grant.</td>
<td></td>
<td>Evaluation &amp; Treatment of Minor Eye Infections</td>
</tr>
<tr>
<td>HHCC Dental Services Provided:</td>
<td>Medical Services Director</td>
<td></td>
</tr>
</tbody>
</table>

**Accomplishments for FY 2016 for HHCC and HOW clinics:**

- Obtained recertification by the Accreditation by the Accreditation Association of Ambulatory Healthcare Centers (AAAHC) for both clinics that sustained until 2019.
- Continuously worked to improve cultural awareness training for staff and clinical students.
- Staff from HHCC and HOW clinics continued to collaborate at various health fairs and conferences and cultural events.
- Trained medical clinic staff on the use of nasal naloxone (nasal narcan) that will be available on the crash carts in each clinic along with supplemental guides.
- Implemented the use of digital x-ray equipment at both clinics that streamlined radiology services in both clinics.
- Expanded the *Reach Out and Read* program in both clinics.
- Expanded collaborative Integrated Patient Care team concept in both clinics to combat prescription drug abuse and improve continuum of health care for our patients.
Accomplishments for FY 2016 for the Ho-Chunk Health Care Center (HHCC):
- Participated in the Native American Health Careers Camp.
- Devise a quality monitor on the Triage process to improve the medical clinic workflow.

Future Goals for the HHCC:
- Hire at least one Family Practice Physician for the clinic.
- Start the use of telemedicine for specialty appointments (Oncology).
- Expand the Endodontics service hours at the clinic.
- Focus on clinical quality measure to improve performance outcomes to fight heart disease and strokes.

Accomplishments for FY 2016 for the House of Wellness (HOW):
- Obtained a School Based Dental Restorative Program grant to work with children in schools who are in dire need of oral health care.
- Sustained a healthy initiative by obtaining passage of a “Public Health” policy for the Ho-Chunk Nation.
Future Goals for the HOW:
- Provide an additional dental specialty service (simple orthodontics).
- Implement the School Based Restorative dental services in at least one local elementary school.
- Continue leadership in the “Healthy is a Ho-Chunk Tradition” collaborative committee.

Future Goals for the HHCC and HOW clinics:
- Continue to evaluate methods to decrease no-show rates for all services.
- Continue to establish and advance relationships with schools to provide clinical experiences for students.
- Intensify the quality monitors led by providers through-out both clinics to further improve the quality of care for our patients.
- Evaluate the possible expansion of services to include chiropractic services.
- Re-establish mammography services for our patients.

Medical Services Staff
Ho-Chunk Health Care Center

Rebecca Shawley
Clinic Office Mngr.

Sue Christopherson
Nurse Practitioner

Chris Sequin
Nurse Practitioner

Bethany Schilling
Nurse Practitioner

Holly Rodenberg
Nurse Educator

Peggy Woychik
Radiology Technician

Charmaine Brandt
Med Lab Supervisor

Joe Sanders
Cert Lab Technician

Alissa Ginkowski
Clinic Nurse

Thomsa Chavez
Clinic Nurse
Dr. Thomas Zirkel
Podiatrist

Kiana Beaudin
Physician Assistant

Tracey McReath
Registered Nurse

Elizabeth Anderson
Cert Med Assistant

Annie Wostal-Bender
X-Ray Technologist

Jennifer Luce
Dental Hygienist

Carol Whipp
Cert Med Assist.

Carol Koch
Med Lab Technician

Misty Newkirk
Dental Assist. II

Amy Clark
Dental Assist. II

Dr. Laurie Haun
Optometrist

Owenita WhiteEagle
Optometry Technician

Brittany Niemeyer
Clinic Nurse Supvr.

Respectfully submitted by Joan Greendeer-Lee, Medical Services Director
Health Finance Division Annual Report

Functions:

- Billing and collecting revenue for the Department of Health direct services and operations.
- Monitoring the overall expenses and revenue for the Department of Health.
- Filing statistical and financial reports with the Centers of Medicare and Medicaid Services.
- Managing third party payer contracts with Medicare, Wisconsin Medical Assistance and commercial insurance companies throughout the United States.
- Organizing and disbursing Indian Health Service appropriations to Department of Health programs.
- Overseeing all Department of Health’s State of Wisconsin and Federal grants to ensure compliance with grantee rules, regulations, reporting and audits.
- Managing the Net Profit Distribution allocated from the Ho-Chunk Nation to all Health Departments as approved by the Legislature.

Cost Reports:

- The Department of Health has completed and filed Medicare cost reports thru 2015. Medicare cost reports are up to date and the Department of Health is actively billing and getting paid from the Medicare program.
- The Department of Health has completed and filed Medicaid cost reports thru 2015. Medicaid cost reports are up to date and the Department of Health is actively billing and getting paid from the State of Wisconsin Medicaid program.

Goals:

- Become self-sustainable through the generation and collection of third party revenues as to no longer rely on the Net Profit Distribution allocation.
- Obtain Tribal Self Governance Status as a Department of Health through The Centers for Medicare and Medicaid Services as to better promote, create and maintain Ho-Chunk tribal health programs.
- Create a deficiency free financial audit environment.
- Encourage and create an environment that allows for any tribal member that wants health insurance to obtain individual health insurance.
Health Finance Division Staff

Wally Apland
Finance Director

Kimberly Nelson
Jr. Accountant

Casey Osborn
Accountant

Penny Ybarra
Jr. Accountant

Natalie Bird
At-Large Health Coord.

Emmalee Decorah
Cashier

Penny Salzman
Biller/Med Coder

Cassie Schober
Biller/Med Coder

Jessie Mann
Accts/Rec Clerk

Louise Voss
Grantswriter/Health Ed.

Cherisse Cherwenka
Accts/Rec Clerk

Liz Lund, Mngr.
Provider Network

Joyce Rockman
Benefit Specialist Supvr.

Sandra Lanier
Benefit Specialist

Deb Vanthournout
Biller/Med Coder (HOW)

Cynthia Tack
Benefit Specialist (HOW)

Janna Mallory
Cashier (HOW)

Respectfully submitted by Wally Apland, Finance Director
Pharmacy Department Annual Report

Department Description:
The Ho-Chunk Nation (HCN) Pharmacy Department consists of pharmacy operations located at the Health Care Center in Black River Falls, WI and the House of Wellness in Baraboo, WI. Each location provides pharmacy services to distinct patient populations, which include Native American/American Indian enrolled members of any Federally Recognized Tribe as well as non-Tribal HCN Employees and any person presenting with a valid prescription. Each pharmacy operation has two pharmacies within the pharmacy operation area, one State retail pharmacy and one Federal Indian Health Service pharmacy. This innovative and complex pharmacy model creates a special opportunity for revenue generation and enhanced clinical pharmacy services to all of the patients served and provide the highest level of health care.

Pharmacy Services:
- All pharmacists possess a Doctor of Pharmacy (Pharm. D.) degree and are trained to offer highly clinical pharmacy services.
- All technicians possess a Certified Pharmacy Technician certificate, some having an associates or bachelor’s degree, & assist the pharmacists with clinical pharmacy services.
- One Board Certified Psychiatric Pharmacist Prescriber to provide specialized psychiatric pharmacy coordination of care and psychotropic medication therapy management.
- Patient specific counseling tailored to provide education about medical conditions and medication therapy.
- Pharmacist coordination with medical providers to assist each patient with medical concerns.
- Mail out services across the country.
- Non-Tribal member Prescription Co-Payment Incentive: Zero (0) co-pay for all generic medications, $10 co-payment for 30 day and $20 for 90 supply of brand medications.

Future Goals and Development:
- Continue to develop and implement marketing initiatives to increase pharmacy utilization and revenue generation for the Ho-Chunk Nation.
- Implement a mandatory chronic medication mail order program for HCN employees that will significantly increase revenue return to the Ho-Chunk Nation by approximately $2 million annually.
- Increase pharmacy contracting with Medicare Part D, Private, and Affordable Care Act pharmacy insurance plans to increase revenue. Pharmacy Division is working closely with the HCN Department of Justice to develop resolutions and processes to allow for contractual advances with pharmacy insurance plans.

Annual Accomplishments:
- Developed clinical pharmacy services such as pain management, psychiatric pharmacy, diabetes management, and medication therapy management, and an antibiotic stewardship program through specialized pharmacist training and credentialing and Indian Health Service Improving Patient Care Model.
- Maintained 100% pharmacist and technician staffing, creating a stable and proficient pharmacy department team to best serve our patients.
- House of Wellness Pharmacy program mentored 4 University of Wisconsin APPE students.
- Increased utilization of the Tribal Pharmacies by non-Tribal employees and enrolled members as well as Tribal members.
- Clinical Pharmacists increased participation on the medical team to provide the highest level patient care to Tribal Members and employees by participating in clinic visits with the providers and staffing case management meetings.
- Clinical Pharmacist staff being part of the Integrated Case Management monthly meetings assisting with patient-centered care plans and improving the quality of health care provided to our consumers.
- Ho-Chunk Nation Pharmacy successfully entered a Memorandum of Understanding to submit controlled substances prescription data to the Wisconsin State Prescription Drug Monitoring Program for the purposes of patient safety.
- Health Care Center Pharmacy Manager organized and presented at the Ho-Chunk Nation Prescription Drug Monitoring Grant Community Education Conference.
Accomplished last year’s goal of implementation of a new pharmacy management software system to improve pharmacy services and medication safety.

- Implemented a medication safety program that tracks pharmacy errors in a database and allows for identification of areas for improvement of processes or training needs.
- Changed our mail out system vendor that greatly reduced costs and allows for more prescription mailing accuracy and efficiency.

**Total Prescriptions Dispensed and Revenue Generation:**

**Total Prescriptions Dispensed:**

- F.Y. 2009- 34,836
- F.Y. 2010- 36,391
- F.Y. 2011- 55,738
- F.Y. 2012- 59,513
- F.Y. 2013- 61,693
- F.Y. 2014- 65,882
- F.Y. 2015- 66,367
- F.Y. 2016- 66,833

**Total Revenue Generated:**

- F.Y. 2009- $2.34 Million
- F.Y. 2010- $2.10 Million
- F.Y. 2011- $3.34 Million
- F.Y. 2012- $4.61 Million
- F.Y. 2013- $ 3.64 Million
- F.Y. 2014- $ 5.03 Million
- F.Y. 2015- $ 5.79 Million
- F.Y. 2016- $ 6.18 Million

![Total Number of Prescriptions Dispensed](chart1.png)

![Total Revenue Generation](chart2.png)
Pharmacy Division Staff

CDR Ted L. Hall, PharmD, BCPP
Pharmacy Director/Chief Pharmacist

Amber Hanna
Pharmacy Supervisor/HOW

James “Gabe” Buel
Pharmacy Supervisor/HHCC

Tony Litke
Pharmacist

Hussian Harun
Pharmacist

Laurie Dionne, CPHT

Neile Decorah, CPhT

Laurie Ammerman, CPhT

Holly Dale, CPhT II

Lisa Wollin
Pharmacy Tech

Sara Sugden
Pharmacy Tech

Gracie Spika
Pharmacy Tech

Heather Marks, CPhT II

Respectfully submitted by Ted Hall, Pharmacy Director
**Medical Records/Patient Registration Report**  
**Ho-Chunk Health Care Center**

**Patient Registration**  
Patient information is updated and entered on a daily basis, as well as insurance information checked and updated daily. We continue to serve our patients as efficiently as possible. Reminder calls are made for patients with appointments daily. Reminder letters sent out weekly.

Time Period July 1, 2015 thru June 30, 2016 for the Ho-Chunk Health Care Center (HHCC)

- 17,614 Appointments were scheduled
- 12,555 Appointments were kept (71%)
- 1,924 Appointments were Cancelled (11%)
- 3,135 Appointments were No Shows (18%)

(Information from the “Statistical Analysis of Appointments”. These statistics include appointments for Clinic Providers, Optical and Dental Providers, Lab, Radiology, Mammography, Nurse Educator and Clinic Nurses)

**Medical Records**  
We are continually sending out records as requested by our patients and other medical facilities for continuity of care and obtaining records from other medical facilities for use by our Providers at the Ho-Chunk Health Care Center. We are continually checking patient data to assure that it is up to date and accurate. We always strive to offer our patients the best services and care.

Time Period July 1, 2015 thru June 30, 2016 for the Ho-Chunk Health Care Center

- 15,034 documents were scanned and posted into patients charts in Next Gen.
- 668 referrals were made from HHCC to outside medical facilities
- 830 sent out records requests for patients
- 382 received/sent requested medical records from/to other medical facilities

(Information from the ICS Report “Filed Documents”)

**Medical Records/Patient Registration staff**

Laura Cherwenka  
Patient Registration

Kayla Cleveland  
Patient Registration

Barb Fankhauser  
Med Rec/Pt Reg. Supvr.

Sue Bjerke  
Medical Records

Tiffany Younghunder  
Patient Registration

Rebecca Pidgeon, Supvr.  
Med Rec/Pt Reg. (HOW)

Glen Decora  
Med/Rec Clerk (HOW)

Nicole Cotto  
Patient Registration (HOW)

Heather Beal  
Patient Registration (HOW)

Respectfully Submitted by Barbara Fankhauser, Med Rec/Pt. Reg Supervisor
Contract Health Services Annual Report

Funded by the Indian Health Service (IHS) the Contract Health Services (CHS) Program is for medical/dental care provided away from the Ho-Chunk Health Care Center (HHCC), House of Wellness (HOW), or other tribal health care facility. Medical/dental care provided at HHCC, HOW, or other tribal health care facility is called Direct Care. CHS is neither an entitlement program nor insurance plan and is to be considered the payer of last resort.

We had seen several positive changes this past year. CHS continues to participate at the Annual General Council Meeting. Where the CHS staff meets and greets our tribal members and Lynette Bird, CHS Administrator is on-hand to answer any questions or concerns regarding the CHS Program. On a bi-monthly schedule, Sarah Decorah, CHS Patient Registration Manager provides Community Outreach to the Branch Offices located in the Contract Health Services Delivery Area (CHSDA).

Due to our Community Outreach commitment and listening to our tribal members concerns, CHS has been able to include most of the services requested. Some of these services include Audiology, Cardiology, Ophthalmology, Oral Surgery and Rehabilitation Services. We have also received an increase of requests for Durable Medical Equipment (DME). Unfortunately, IHS has this as a low priority level; therefore, the Managed Care Committee and/or the CHS Administrator, takes into consideration the medical necessity and the availability of IHS funds.

Each of the CHS and Benefit Specialist Staff should be commended on working with the tribal members on obtaining health insurance through the Marketplace also known as the Affordable Care Act (ACA), or other alternate resources. Due to our collaboration, 93.84% of the CHS clientele now have health insurance.

As a reminder, CHS recipients who have health insurance are required to stay within their Preferred Provider Organization (PPO) also known as Network. For those individuals who have Marketplace or ACA coverage, you must first utilize the HHCC, HOW, or other tribal health care facility and be referred to a Provider or Specialist within your Network. By not remaining in your PPO or Network, you may be financially responsible for the medical costs incurred by going outside your PPO or Network.

Since, May of 2012, CHS has had a Managed Care Committee (MCC). The MCC meets weekly to review CHS Referrals for services not offered at our Clinics. Our committee includes the Director of Pharmacy, Director of Community Health, Physician Assistant-Certified, Registered Nurse, and the Contract Health Services Administrator (CHSA) or her designee.

At a minimum the MCC will consider the following: CHS eligibility; services must not be available at HHCC, HOW, or other IHS facility; service must be within our Medical Priority; and funds available. Since, July 1, 2015, 328 referrals were reviewed by the MCC. Some referrals may include more than one service or several appointments. Minutes are recorded and the report distributed to the nursing staff, Providers, and MCC Members. In accordance with the Health Insurance Portability and Accountability Act (HIPAA), all patient referrals discussed at the MCC meeting are kept confidential.

One of the requirements for the CHS Program is to call-in your appointments prior to your visit. To include, but not limited to, MCC approved referrals or having Primary Insurance coverage. This will eliminate denying the services for payment and readressing those denials for payment if the IHS funds are available at the end of the fiscal year. The calls have increased tremendously and we extend our gratitude.

CHS eligible individual: An enrolled Ho-Chunk Tribal Member residing within the Ho-Chunk Nation (HCN) CHSDA; spouse of an enrolled Ho-Chunk Member and is enrolled with a Federally Recognized Tribe; or, enrolled member of a Federally Recognized Tribe residing within the HCN CHSDA.

Contract Health Service Delivery Area (CHSDA): The 16-county geographic areas where CHS is provided by the Ho-Chunk Nation as defined by Indian Health Services. This includes the counties of Adams, Clark, Columbia, Crawford, Dane, Eau Claire, Jackson, Juneau, La Crosse, Marathon, Monroe, Sauk, Shawano, Wood, and Vernon in the State of Wisconsin and Houston County in Minnesota. For tribal members residing outside of the CHSDA, they are eligible for Direct Care at any IHS or tribal health clinic, and may apply to the At-Large Health Management (ALHM) Program. ALHM is funded by the Ho-Chunk Nation, is for low income families, and is considered as payer of last resort. Alternate resources must be applied to, prior to qualifying for the ALHM Program.

Gratitude of thanks goes out to Christie Becker, CHS Billing Manager. The financial report listed below is due to Christie’s hard work and dedication to the CHS Program. We’re fortunate to have such talent.
### OBJECT CODE SUMMARY

<table>
<thead>
<tr>
<th>OBJECT CODE SUMMARY</th>
<th>#DOCS</th>
<th>OBJ CODE</th>
<th>W/L UNITS</th>
<th>TOTAL PAID</th>
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<tbody>
<tr>
<td>Patient &amp; Escort Travel</td>
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<td>21.85</td>
<td>451</td>
<td>20,485.92</td>
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<tr>
<td>Prescriptions</td>
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<td>26.11</td>
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<tr>
<td>Laboratory</td>
<td>21</td>
<td>25.2A</td>
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### PAYMENT SUMMARY

<table>
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Total Paid To Vendors: 1,836,630.85

Total # Patients: 271

Total # Vendors: 141

### Contract Health Service Program Staff

- Christie Becker
  - Pt. Reg/Billing Mngr.
- Lynette Bird
  - CHS Administrator
- Cari Fay
  - Asst. Administrator
- Sarah Decorah
  - Pt. Reg/Billing Mngr.

Respectfully submitted by Lynette Bird, CHS Administrator
Brief Description of Behavioral Health

The Division of Behavioral Health (DBH) offer alcohol/drug and mental health outpatient services to Ho-Chunk Nation (HCN) tribal members and other federally recognized tribes in the following offices: Black River Falls, Tomah, LaCrosse, Wittenberg, Nekoosa and Baraboo. All DBH offices are dual licensed with Wisconsin for DHS 75 – Community Substance Abuse Services and DHS 35 – Outpatient Mental Health. DBH provides the standards required in the delivery of Behavioral Health services and brings a uniqueness that integrates Ho-Chunk cultural values and beliefs with current best practice models.

I. Accomplishments:

- Urban Rural Women’s Grant (URWG) - Established case coordination meetings to provide plans & objectives to participants with the Vocational Rehabilitation for Native Americans Program out of Great Lakes Inter-tribal Council; and First Nations Community Financial to provide training for women in everyday practical and financial skills, such as hygiene and housekeeping duties. Provided Nutrition classes on a quarterly basis to assist participants on easy meal plans and cooking. The Clan Mothers presented to URWG program participants on the cultural aspects of female roles in the Ho-Chunk family system. Throughout the year Behavioral Health provided community education events and the URWG program assisted with these events and URWG participants were involved. Provided CPR classes with certificates of completion and certificates were awarded to 3 URWG graduates whom completed their goals and successful in their recovery efforts. The URWG program assisted in implementing the programs Wellbriety Program thru the White Bison which is The Medicine Wheel and the 12 Steps to Recovery; Motherhood/Fatherhood program; and Parents Matter training. There were referrals in 2015 which were high risk pregnancies in which the mother was using opiates. We worked with the women to assist as much as possible with the assistance of HCN Medical, Pharmacy, and Nursing programs. Those referrals took high priority in the URWG program as well as Behavioral Health (BH).

- Behavioral Health has moved to NextGen – Electronic Health Record (EHR) to eliminate our paper charting. Staff has had individual and group training on the Behavioral Health Module to keep up with the upgrades that have been changed and staff seems to pick up very fast on the changes occurring. When we started the billing process we had BH staff that produced double encounters which caused difficulties with the billing division. They were over 977 encounters missing information the beginning of 2014 and now we have less than 80 encounters that are missing information. Behavioral Health staff has greatly improved their understanding and efficiency in learning the changes in the electronic health record.

- We currently have a very strong integrative team approach at the House of Wellness and at the Ho-Chunk Health Care Center. All Medical, Pharmacy, Community Health, and Behavioral Health staff meet on a monthly basis to discuss difficult cases to improve the welfare of the tribal member.

- We assisted the American Legion Post on the New Year’s Eve Sobriety Pow-Wow this year. It was a great turnout and behavioral health staff volunteered to help out with this event.

- Behavioral Health sponsored several prevention events this year April Awareness Color Run/Walk at Winnebago Park in Tomah. We had about 225 tribal members that participated for the event. BH had been involved with setting up a table for events within the Health Department such as the Diabetes Conf., Employee Health Day, Domestic Abuse Conference, Family Wellness Conference, and General Council.

- Behavioral Health provides evidenced based practices and practice based approaches for counseling. We continue to provide the following groups Fatherhood/Motherhood is Sacred, Red Road to Wellbriety, Seven Challenges, Cognitive Behavioral, Moral Reconation Therapy, Compliance, Women’s and Men’s groups. The Healing to Wellness and Family Wellness Court have groups for participants that are referred by the Tribal Courts.

- We currently have a psychiatrist that is contracted to provide medication management. It seems that he is kept very busy during the time he has with Behavioral Health.

- Behavioral Health along with Pharmacy has developed a Vivitrol Program for tribal members addicted to alcohol/methamphetamines/heroin/cocaine. There seems to be interest but unfortunately they have to be court ordered in order to take the medication to help them stay clean and sober.
• Behavioral Health has been involved with the planning of the Kijire Nagu Healing Center and the area that has been selected for the facility will be in Tomah.

• Behavioral Health has been involved with development of the Tribal Action Plan. The TAP that is established will coordinate available resources and programs in an effort to combat alcohol and substance abuse among its members. With this knowledge, the agencies have developed a TAP workgroup to establish the operating framework and guidelines of the Tribal Action Plan (TAP). Several departments under the Nation have been involved to complete the TAP such as: Social Services, Education, Legislative Representatives, Health, and Clan Mothers.

• The following is the number of tribal members that requested funding for inpatient treatment:

<table>
<thead>
<tr>
<th>District</th>
<th>1</th>
<th>2</th>
<th>3</th>
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<tr>
<td># of females</td>
<td>8</td>
<td>8</td>
<td>1</td>
<td>0</td>
<td>0</td>
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<tr>
<td># of males</td>
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<td>5</td>
<td>4</td>
<td>0</td>
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<td>20</td>
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• The following is the number of tribal members that were seen in each of our outpatient programs:

<table>
<thead>
<tr>
<th>Behavioral Health Office</th>
<th>Males</th>
<th>Females</th>
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<td>Black River Falls</td>
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<td>382</td>
</tr>
<tr>
<td>Baraboo</td>
<td>126</td>
<td>186</td>
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<tr>
<td>Nekoosa</td>
<td>88</td>
<td>57</td>
</tr>
<tr>
<td>Tomah</td>
<td>10</td>
<td>20</td>
</tr>
<tr>
<td>Wittenberg</td>
<td>5</td>
<td>30</td>
</tr>
<tr>
<td>La Crosse</td>
<td>10</td>
<td>7</td>
</tr>
</tbody>
</table>

II. Problems and corrective actions taken:

• Some staff had difficulties with the Electronic Health Record (Next Gen) but we were able to work closely with Health Information Systems (HIS) to provide training and provided individual assistance for staff that needed closer work.

• Behavioral Health had the vacant position as Behavioral Health Program Manager and in May of 2016 we finally had an individual fill the position. Now staffs are being clinically supervised as needed.

• Funding available through grants that can assist Behavioral Health is addressing the needs in the community such as Suicide Prevention, current drug trends and providing community education to the communities. We have applied for grants but need to hire someone who can write these grants that we can be able to address BH needs for tribal members.

III. Goals and strategies for the next fiscal year:

• Continue working on the Tribal Action Plan with the other programs under the Nation. This will help with applying for federal grants once the TAP is in place.

• Apply for grant funding that is related to Behavioral Health. Apply for state and Indian Health Services for grants that are posted.

• Complete the policies and procedures for Behavioral Health to provide Intoxicated Driver Assessments at each of the six outpatient offices. This can be also a 3rd party billing resource for Behavioral Health.

IV. Alternative funding sources and partnerships:

• Continue to have working relationships and partnerships with the Department of Corrections; Jackson Co. for Kids, Seven Challenges, and Fatherhood/Motherhood is Sacred organization.
Respectfully Submitted by Terry Greendeer, Behavioral Health Director
Division of Environmental Health Annual Report

Overall Goal: The goal of the Division of Environmental Health (DEH) is to identify and alleviate any environmental hazards that may harm the health of the Ho-Chunk Tribal Members. The Ho-Chunk Nation Division of Environmental Health is a comprehensive program which works to identify environmental hazards which affect the health of tribal members and the general public served by Ho-Chunk Nation Enterprises. Programs and initiatives are directed toward assessing environmental conditions, remediating existing hazards, and preventing environmental problems.

Key Tasks

The following environmental areas are addressed by the program: Water Quality, Solid Waste Management, Wastewater Management, Food Sanitation, Vector Control, Air Pollution, Institutional Environmental Health, Code Compliance in Facilities, Community Injury Prevention, Underground Storage Tanks, Environmental Assessment, Emergency Preparedness, Surface Water Monitoring, Wetlands Delineation, and Construction Projects.

Highlights for 2015-2016

- Water and sewer services were installed in the Wazee Subdivision located west of Sandpilow. The project began in November of 2014 and will be completed in September of 2015. An Indian Community Block Grant and NPD funding was used to install sewer and water system.

- A 6,000 sq/ft expansion is underway at the Ho-Chunk Health Care Center in Black River Falls. The expansion will allow Pharmacy to triple in size which will create a larger revenue base and also allow for future program growth. In addition to the expansion the patient registration area will be getting a new look and some programs will be relocated within the clinic. The expansion began in May of 2016 and will be completed in two phases. Phase 1 will be complete in November of 2016 and Phase 2 will be completed in January of 2017.

- A new Nekoosa Health Office is being built in the Cex Haci community. The 4,000 sq/ft building will provide a permanent home for the Community Health Nurse, the Community Health Representative, a Dietitian, the Exercise Physiologist, Behavior Health Services, and will serve as a hub for Home Health Care Workers. The building will also be equipped with an exercise room and medical exam room.

- Each year surveys are conducted on ninety-two facilities to assure that they are meeting recognized standards. Other departments rely on these surveys to meet the requirements of their funding agencies or the gaming compacts. In addition, 39 environmental assessments were completed to address mold, radon, and human health hazards.

- During the last year accomplishments made towards Public Health Accreditation. This includes the securing of two grants to support activities, completion of a workforce development plan, development of informational dash boards to share with the governing bodies, update of the community health improvement plan, multiple pieces of documentation required for submission have been collected, and a contract has been secured to complete work on a performance management plan and quality improvement plan. Training was provided to Community Health

Ho-Chunk Health Care Center Expansion Construction          Nekoosa Health Office Construction
and Environmental Health on public health accreditation and the fundamental services of public health. The public health accreditation committee plans to submit an application before the end of 2016.

- Water Quality monitoring was completed on 15 tribal streams in 2015. Monitoring included chemical sampling, fish surveys, macroinvertebrate sampling and habitat assessments.
- A Water Quality Assessment Report was drafted for tribal waters sampled in 2014-2015.
- EPA Clean Water Act Section 106 annual base program funding was increased $15,000 following conversations between the DEH Aquatic Biologist and EPA program staff.
- Wetlands were delineated, classified and mapped for incorporation into the Geographic Information System (GIS) on 13 trust parcels.
- Invasive plant treatments continued on 900 acres of tribal land in Shawano and Clark Counties using BIA grant funding. Invasive plant management work was also initiated on 240 acres of the former Badger Army Ammunition Plant using BIA Invasive Wildlife Program funding.
- A waterway crossing was repaired at the Wo gis na pi property in 2015 using BIA Circle of Flight grant funding. Native prairie grass and forbs were restored on 7.5 acres of the Wo gis na pi property to improve wildlife habitat and water quality.
- The Aquatic Biologist provided environmental education programs to tribal and non-tribal youth and adults on multiple occasions in 2015 including the annual Earth Day Event, Natural Resources Foundation/Sauk Prairie Conservation Alliance field trips to former Badger Ordinance Plant, Ho-Chunk Summer Enrichment Program field day and the Goja howaita hi education program. A minimum of four education programs targeting approximately 100 tribal youth are planned for FY16 already.

- Environmental reviews were completed for (10) BIA Road Program improvement projects, (6) Indian Health Service residential project and (5) facility related development projects.
- The DEH assisted in the construction of well, water treatment equipment, and septic systems for the Wittenberg and Mauston Community Centers this year.
The DEH currently manages $1,818,777 in grant funding. In addition, we are managing $1.7 million in capital project funding, $842,000 to manage the seven wastewater treatment plants, $700,072 for Clean Water Fund Loan repayment and $258,620 in NPD Operational Funding.

The Injury Prevention Program has initiated its “Just Drive” campaign to address distracted driving. The “Just Drive” campaign has used Bronson Koenig and has been very well received. Unfortunately, distracted driving rates on Ho-Chunk roadways continue to climb and are now at 21% in 2016 which is an increase from the 2015 numbers at 18.5%.

Ho-Chunk Nation Distracted Driving Rates continue to rise in 2016.

Carol Rollins has retired from the Division of Environmental Health as of July 1, 2016. Carol has worked in Environmental Health for nearly 30 years and has developed it into the comprehensive program that it is today. Rob Voss has been selected to fill the role of Director of Environmental Health. Rob has been with the Nation for over 15 years as a Sanitarian in the Division of Environmental Health.

What’s in the Future?
The Division of Environmental Health will be working on the following initiatives in the next year:

- The new Little Blackhawk Subdivision has been approved and funds have been appropriated to install community water and sewer services for the 22 lots.
- The expansion of the Ho-Chunk Healthcare Center will be completed in the next fiscal year.
- Construct two permanent air monitoring stations to address the Frac Sand mining air quality issues.
- Continue to work toward Public Health Accreditation.
- Continue to work on the Sustainable Energy Task Force to construct a renewable energy facility.
Division of Environmental Health Staff

Pam Larson
Registered Sanitarian

Scott McManners
Sanitary Facilities Coord.

Randy Poelma
Aquatic Biologist

Kevin Gunderson
Environmental Specialist

Matt Malimanek
Quality Air Specialist

Candice Green
MV Injury Prevention Coord.

Sheryl Nichols
Maintenance Supvr.

Ron Shawley
Maintenance Wkr. II

Rick Johnston
Maintenance Wkr. II

Tamara Relyea
Maintenance Wkr. II

Todd Cloud
Maintenance Wkr. II (HOW)

Tanjia Newman
Maintenance Wkr. II (HOW)

Rebecca Krause
Maintenance Wkr. II

Respectfully submitted by Rob Voss, Environmental Health Director
Community Health Programs

Jess Thill
Director of Community Health

Autumn White
Community Health Office Mgr.
Health and Wellness Program Annual Report

The mission of the Ho-Chunk Health and Wellness Division is to promote a healthy lifestyle among the Ho-Chunk People. Health promotion activities will be performed through an interdependent partnership between the Ho-Chunk Nation Department of Health and Ho-Chunk communities. The partnerships will facilitate Nation-wide efforts to raise the level of wellness among Ho-Chunk tribal members. The purpose of the team is to develop, implement and evaluate a comprehensive health promotion program targeted toward educating, energizing, and empowering communities.

HIGHLIGHTS AND ACTIVITIES:

**Diabetes Basics Classes**
- 7 classes to learn the basics of diabetes management.
- 220 Participants have completed all seven classes.
- Black River Falls, Wittenberg, Tomah, Baraboo, Nekoosa, Madison and Lacrosse
- 50% of program participants showed improvement in A1C.
- Of all the program participants with pre and post knowledge tests, 94% showed improvement.

“Hiixgaxgakjawi- Let’s Move”

- 645 participants took part in the Let’s Move Campaign.

- 66% reported that they felt better physically.
- 55% reported that they felt better mentally.
- 38% reported that they experienced weight loss or maintained their current weight.

**Pathways Classes**:
- 77% of program participants met their physical activity goal.
- 14% of program participants met their 7% or more weight loss goal, this number is expected to increase as not all participants have had a full six months to complete their goals.

**Diabetes Awareness Walk – November 2015**
- 137 Community members participated to raise diabetes awareness.

**Annual Canoe Trip – June 2015**
- Kickapoo River
- 77 Participants
- Three hour canoe trip, lunch and education.

**Annual Journey of Hope Conference**
- In November 2015 the Health and Wellness Team offered the Annual Journey of Hope Conference to raise awareness and provide diabetes education to those in attendance. This conference was held in Wausau WI.
- 163 Participants 36 Workers

**Diabetes Learning Circles/Breakfasts and Health Clinics**
- The Health and Wellness Division hosted 4 Diabetes Learning Circles/Breakfasts each month. Areas reached were Dells, BRF and Nekoosa. Education is provided at each session ranging from dental hygiene to organic gardening.

**Exercise Classes:** ***Since April of 2015 we have offered over 1100 fitness classes!!**
• Classes offered offsite

Continued Participation in the Minutes in Motion program sponsored by Gunderson Lutheran
• 48 members participated in the program

Collaboration with Jackson County
• “Jackson in Action” collaboration developed in 2012 continues.
• “Harvest of the Month” collaboration with the Ho-Chunk Nation Nutrition Program.
• The 3rd Annual “Pace and Pedal” was held on May 30, 2016, with 28 HCN participants.
• The Health and Wellness Program and the HCN HHCUDA collaborated with the UW Extension to develop two Organic Community Gardens in Black River Falls. One is located at the TAU, the other is in Sandpillow.
• The Snow Shoe Race was well received by 48 participants.

Collaboration with the Stockbridge Munsee Clinic
• Continued collaboration with the Stockbridge Munsee Community

Pallet Garden Program
• 90 pallet gardens were distributed or set up for community member elders in Black River Falls, La Crosse, Tomah, Nekoosa, Wittenberg and Madison.
• Additional plants and trees were provided to the Nekoosa community gardens.
• Two new community gardens were set up in Black River Falls, perennial plants and trees were provided to the HCN Youth Services Division.
• 142 Tribal members and their families are participating in the Community Supported Agriculture Program, receiving fresh fruits and vegetables weekly or bi-weekly.

Fitness Membership Program
• The Health and Wellness Division offers fitness memberships to tribal members and their families to increase activity levels.
• Members may apply for a 6 month fitness membership at a fitness facility of their choosing.
• 571 Fitness Membership Holders to date!

Goals for FY2016-2017
• Continue hosting the annual Canoe trip and offering family events.
• Continue our Journey of Hope Conference
• Complete CDC Recognized Program Accreditation
• Work towards providing webinars and tele-conferencing for our Diabetes and Fitness Classes so we can reach more tribal members living nationally and internationally.

Short Term Goals
• By January 2017 have 600 memberships in the fitness program.
• By January 2017 increase the number of dental, vision and foot exams in program participants.
• By November 2016 increase the number of Pathway to Wellness Program participants achieving a 7% weight loss goal.

Long Term Goals
• Combine the Fitness Membership Program with the Community Supported Agriculture Program
• Work alongside Ho-Chunk Nation Youth Service Division to develop a standard curriculum and health/diabetes prevention schedule to Ho-Chunk Nation Youth.
Nutrition Program Annual Report

Program Description and Services:
The Ho-Chunk Nation (HCN) Nutrition Program is dedicated to serving HCN Tribal members, employees and their families by providing nutrition education at community events, diabetes classes, health fairs, and conferences and offering one-on-one Medical Nutrition Therapy (MNT) for a variety of medical conditions such as diabetes, heart disease, and obesity.

Accomplishments:
- Provided community outreach and nutrition education at Tomah, Black River Falls, and Dells Organic Community Gardens, Nutrition Cooking Classes & Demos, General Council, Diabetes Wellness Conference, Pallet Gardens, Pedal & Pace, HCN Health Fairs, Partners in Parenting, HOW & Nekoosa Youth Gardens, TAU Gardens, TOB Harvest of the Month, DM Canoe Event, Jackson In Action, Jackson Co. Health Fair, etc.
- In an effort to combat obesity, prevent chronic disease and health related complications the division provided community outreach on a variety of nutrition education services such as: handouts, displays, booths, presentations, and cooking demos/classes — serving 594 more contacts than were served the previous year.
- Provided monthly nutrition education in all areas at WIC Clinics, Head Starts, Youth Services, Tribal Aging Units (TAU), Food Distribution Tailgates, TOB, HC-Gaming, Branch Offices, and Community Gardens.

<table>
<thead>
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<th>Group</th>
<th>WIC</th>
<th>Head Start</th>
<th>Youth</th>
<th>Food Dist</th>
<th>Adults</th>
<th>Elders</th>
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<th>Age 5-17</th>
<th>Age 18-59</th>
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<td>472</td>
<td>477</td>
<td>2776</td>
<td>256</td>
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</tbody>
</table>

- Facilitated, and provided diabetes-related nutrition education at Diabetes BASICS classes, Pathways to Wellness classes, Munch & Motivate cooking classes, Breakfasts, Learning Circles, Wellness Clinics, Awareness Walk, and Wellness Conference; to also include preparation and selection of healthy recipes, meals, and snacks.

<table>
<thead>
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<th>HHCC/HOW/FIELD</th>
<th>Direct Contacts</th>
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<tbody>
<tr>
<td>Diabetes Classes/Breakfasts/Events/Conference</td>
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- Continued community outreach by coordinating with Health and Wellness Team, Youth Services, TAU, and HHCDHA by expanding community gardens, offering cooking classes/demos/presentations on gardening, Community Supported Agriculture (CSAs), Farmers Markets, providing cooking demos using commodity ingredients at Food Distribution, and submitting bi-monthly nutrition articles for publication in the Hocak Worak, Youth, Elder, and Branch Office newsletters.

Additional Services Provided:

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<tr>
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<tr>
<td>Women, Infant &amp; Children Clinics</td>
<td>445</td>
</tr>
<tr>
<td>Referrals Received</td>
<td>191</td>
</tr>
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</table>
Partnerships/Networking/Memberships:

Future Goals and Development:
- MNT has been proven to be effective at decreasing complications associated with chronic and obesity-related diseases, such as diabetes. As a result, from January 1 - December 31, 2016, the Nutrition Program will seek to maintain, and/or increase, MNT referrals to HCN Registered Dietitian Nutritionists (RDNs).
- January 1, 2016 - December 31, 2016, the Nutrition Supervisor will provide monthly reports to the Community Health (CH) Director which will include the number of referrals received by RDNs for MNT.
- In 2016, keep Nutrition Program content on Dept of Health webpage and calendar of events current and timely.
- October 1, 2015 - September 30, 2016, monthly SNAP-Ed lessons will be provided to participants at HCN Head Start, WIC, Youth Services, Food Distribution, Elders, etc. with the intent to promote healthy dietary and lifestyle choices.
- From January 1, 2016 - December 31, 2016, the WIC Well Child Check-Up Referral policy will continue to be implemented. RDNs will advise WIC participants when they are due/past due for a Well Child Check-Up.
- January 1, 2016 - December 31, 2016, will maintain, or increase, RDNs revenue as compared to 2015 revenue baseline.
- February 1, 2016 - November 1, 2016, the Nutrition Program will support community gardening projects to improve access to and encourage use of locally grown produce.

Staff of Nutrition Program

Jessica Jennings
Nutritionist

Denise Dodson
Nutrition Supervisor

Kathy Braaten
Nutritionist

Heather Jerzak
Nutritionist

Respectfully submitted by Denise Dodson, Nutrition Director
Food Distribution Program Annual Report

Program Description:
The Food Distribution Program of the Ho-Chunk Nation continues to provide USDA commodity foods to eligible participants meeting lowered income guidelines and are federally recognized Native Americans or elderly persons residing on, or near, Indian reservation lands.

The Food Distribution Program provides families with a food package and offers up to 75 food items in canned, dried, or fresh produce items consisting of fruit, vegetable, dairy, pasta, poultry, beef, cereal and flour.

The Food Distribution Program’s main office is in Black River Falls where program services are available daily at the main office/warehouse or on Wednesday’s during regularly scheduled distribution sites referred to as “tailgate”. The tailgate services are offered in the communities of Wisconsin Dells, Wittenberg, Tomah, and Nekoosa.

The Food Distribution Program has a total of 5 employees: 1 Supervisor, 1 Secretary, and 3 Warehousemen. All employees are very knowledgeable and skilled in their respective responsibilities and tasks. The staff are trained and certified annually in CPR(Cardio Pulmonary Resuscitation), Forklift Operation, AIS(Automated Inventory System), Civil Rights, OSHA(Occupational Safety & Health Administration) Safety, HIPAA(Health Insurance Portability and Accountability Act), and are CDL(Commercial Driver’s License) qualified.

Future Goals:
- The Food Distribution Program will continue to offer quality service to our communities and families in the 5 service areas.
- Small building improvements; installing/upgrading parking for Food Distribution staff, and signage for elder, handicap, and participants.
- Request for Urban waiver expansion to include cities in all Ho-Chunk service areas of Western and Central Wisconsin with the approval of USDA in conjunction with the Ho-Chunk Nation.

Accomplishments:
- July 1, 2015 – June 30, 2016 – 5,130 certifications 3,542 households and 8,788 participants.
- The Food Distribution Program issued 19,119 cases/587,467 pounds totaling $549,694.34.

<table>
<thead>
<tr>
<th>Areas:</th>
<th>Area I</th>
<th>Area II</th>
<th>Area III</th>
<th>Area IV</th>
<th>Area V</th>
<th>Total Served</th>
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</thead>
<tbody>
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<td>Adams</td>
<td>Marathon</td>
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<td></td>
<td>Portage</td>
<td>Monroe</td>
<td>Juneau</td>
<td>Shawano</td>
<td>Eau</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Trempealeau</td>
<td>Sauk</td>
<td>Columbia</td>
<td>Claire</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Vernon</td>
<td></td>
<td></td>
<td>Jackson</td>
<td></td>
</tr>
<tr>
<td>Families Served</td>
<td>336</td>
<td>480</td>
<td>813</td>
<td>314</td>
<td>1604</td>
<td></td>
</tr>
</tbody>
</table>
Staff of the Food Distribution Program

Andrew Rave
Supervisor

Susan Wilcox
Secretary

Robin Flick
Warehouseman

Sage Funmaker
Warehouseperson

Gabriel Casey
Warehouseman

Respectfully submitted by Andrew Rave, Supervisor
The Community Health Nursing (CHN) Program promotes and preserves the health of the Ho-Chunk population by combining skills and knowledge relevant to both nursing and public health. The practice is comprehensive and general; not limited to a particular age or disease related group. Nursing services are divided between care for the individual, care for the particular community, and care for the population.

Goals of the Program: To provide health education and care for all Ho-Chunk and other Native Americans who reside within the contract service areas. Home visits will be made in each area by the CHN according to priority in need. Group screening and education will be conducted as arranged by the Community Health Nurse or by referral. Public Health Services will be provided as indicated by community need.

ALL LOCATIONS:

CHN over the last fiscal year has provided the following services:
- 2,702 Home Visit and 42,767 total patient contacts

Caregivers over the last fiscal year have provided the following services:
- 5,183 transports for medical services
- 11,454 home visits (cleaning, medication reminders, meal prep, etc.)

Contract Services for In Home Care:
Contracted Services have allowed for over 66,000 hours of after-hours services to our tribal elders in need of care in the home after hours.
- 38 contracts placed (82% of Contract Service Providers are HCN Tribal Members)
- 38 elders served from contracts
- 23 continue to be active

Managed Care Organizations (MCO):
- Contracts with Managed Care Organizations in CHSDA to receive reimbursement for services rendered. Reimbursement Revenue received: $20,946.56.
- Personal Care Agency application approved.
CHN over the last fiscal year has provided the following services:
- 661 Home visits and 14,849 total patient contacts
- 343 unduplicated elders received home care

Caregivers over the last fiscal year have provided the following services:
- 1,668 transports for medical services
- 4,340 home visits (cleaning, medication reminders, meal prep, etc.)

Megan, RN, BSN:
- Trainings and Certifications: Foot and Nail Care Education, Certified Lactation Counselor, PALS.
- Provided screenings at Community Health Fairs, Contract Health Committee, integrated team meetings, and WIC.

Open CHN Position and 2 CNA positions.

Tribal Enrollment BRF Area

<table>
<thead>
<tr>
<th>Area</th>
<th>Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eau Claire</td>
<td>127</td>
</tr>
<tr>
<td>Clark (half)</td>
<td>35</td>
</tr>
<tr>
<td>Jackson</td>
<td>1256</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1418</strong></td>
</tr>
</tbody>
</table>

Total CHSDA Service: 34% of 4215
CHN over the last fiscal year has provided the following services:

- 764 Home visits and 15,103 total patient contacts
- 383 unduplicated elders received home care

Caregiver over the last fiscal year has provided the following services:

- 1,439 transports for medical services
- 3,282 home visits (cleaning, medication reminders, meal prep, etc.)

Accomplishments:

- **Kandi, RN, CHN:**
  - Trainings: Wisconsin Public Health Nursing Conference, Geriatric Symposium, Native Nurses Summit, Supervisory Training
  - Preceptor for UW-Madison and Edgewood Nursing Students
  - Covered short staffing in BRF

- **Lisa, RN, BSN, CHN:**
  - Training: Assessing and Managing Suicide Risk, Wound Care Summit, Supervisory Training
  - Preceptor for UW-Madison and Edgewood Nursing Students
  - Covered short staffing in BRF

- **Allie, RN, BSN, CLC, CPS, CHN:**
  - MCH Block grant co-ordination: HCN local coalition, HCN Breastfeeding Coalition
  - Training: WALC Breastfeeding Conference, Life Savers Conference, PNCC Regional Meetings, Youth Mental Health First Aid, Keeping Kids Alive Summit.
  - Preceptor for UW-Madison and Edgewood Nursing Students
  - Certification: maintained Certified Lactation Counselor and Child Passenger Safety Seat Technician, First Breath and My Baby and Me trained
  - Partners In Parenting classes monthly at House of Wellness
  - Covered short staffing in BRF

- **Jessica RN, BSN, CLC, CHN Supervisor (HOW/Nekoosa/Tomah):**
  - Member of: HCN Task Force for Drug Free Communities, Wisconsin Statewide HIV Action Plan Group: advisory board to Wisconsin Department of Health
  - Co-Coordinator HCN HIV Prevention Program/Grant and SafeLink Needle Exchange
  - Certification: maintained Certified Lactation Counselor, First Breath and My Baby and Me trained
  - Training: Safe, Healthy Strong Conference, Transgender Awareness & LGTBQ , Quarterly HIV Tribal Meetings, Youth Mental Health First Aid
  - Covered staffing at HOW.
CHN over the last fiscal year has provided the following services:

- 398 Home visits and 5,104 total patient contacts
- 207 unduplicated elders received home care

Caregiver over the last fiscal year has provided the following services:

- 439 transports for medical services
- 915 home visits (cleaning, medication reminders, meal prep, etc.)

Accomplishments:

- Lindsey, RN, BSN, CLC:
  - Member of HCN Breastfeeding Coalition, Monroe County Child Death Review (partial year), Monroe County Mental Health Workgroup
  - Certifications: Certificated Lactation Counselor
  - Training: Certified Lactation Counselor, Foot and Nail Care, Supervisory Training
  - Preceptor: Viterbo University Nursing Students

Tribal Enrollment Tomah Area:

<table>
<thead>
<tr>
<th>Tribe</th>
<th>Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monroe</td>
<td>394</td>
</tr>
<tr>
<td>Juneau</td>
<td>131</td>
</tr>
<tr>
<td>Total</td>
<td>525</td>
</tr>
</tbody>
</table>

Total CHSDA Service: 12% of 4215
CHN over the last fiscal year has provided the following services:

► 450 Home visits and 2,490 total patient contacts
► 232 unduplicated elders received home care

Caregiver over the last fiscal year has provided the following services:

► 883 transports for medical services
► 2,349 home visits (cleaning, medication reminders, meal prep, etc.)

Accomplishments:

Pam, RN, CLC, CPS, CHN:

➢ Co-Coordinator HCN HIV Prevention Program/Grant, CPR Instructor, CPS Technician
➢ Training: Safe, Healthy Strong Conference, Quarterly HIV Tribal Coordinator, WALC Breastfeeding Conference, Addiction, Supervisory Training.

Tribal Enrollment Nekoosa Area:

Marathon (half)  55
Clark (half)  35
Adams (half)  21
Wood  345
Total  456
Total CHSDA: 11% of 4215
CHN over the last fiscal year has provided the following services:
- 224 Home visits and 4,205 total patient contacts
- 141 unduplicated elders received home care

Caregiver over the last fiscal year has provided the following services:
- 248 transports for medical services
- 404 home visits (cleaning, medication reminders, meal prep, etc.)

Accomplishments:
Shawn, RN, BSN, CLC, CHN Supervisor (BRF/La Crosse/Wittenberg):
- MCH Block grant co-ordination; HCN local coalition, HCN Breastfeeding Coalition
- Training: USBC Annual Conference as Tribal Rep, Statewide Quality Improvement conference, FEMA: Isolation and Quarantine in Rural Communities, WALC Breastfeeding Conference, PNCC Regional Meetings
- Certification: maintained Certified Lactation Counselor, First Breath and My Baby and Me trained
- Preceptor for Viterbo and Winona State Nursing Students
- Partners In Parenting classes monthly at House of Wellness

Megan M, RN, BSN, CLC, CHN:
- Certifications: Certified Lactation Counselor
- Preceptor: Viterbo University Nursing Students
- Covered short staffing in BRF

Tribal Enrollment LaCrosse Area:
<table>
<thead>
<tr>
<th>Tribe</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>LaCrosse</td>
<td>288</td>
</tr>
<tr>
<td>Vernon</td>
<td>22</td>
</tr>
<tr>
<td>Crawford</td>
<td>4</td>
</tr>
<tr>
<td>Houston, MN.</td>
<td>15</td>
</tr>
</tbody>
</table>
Total        | 329    |
CHN over the last fiscal year has provided the following services:
♦ 205 Home visits and 1,016 total patient contacts
♦ 110 unduplicated elders received home care

Caregiver over the last fiscal year has provided the following services:
♦ 506 transports for medical services
♦ 164 home visits (cleaning, medication reminders, meal prep, etc.)

Accomplishments:
Ronelle, RN, BSN, CHN:
♦ New Hire June 2016
♦ Training: Supervisory Training

Respectfully Submitted by: Jessica Tyler and Shawn Meyer, Community Health Nursing Supervisors
Community Health Representative (CHR) Program Annual Report

Brief Program Description:
The Community Health Representative (CHR) program is a community-based outreach program that provides health promotion and disease prevention services throughout 16 counties of the Contract Health Service Delivery Area (CHSDA) of the Ho-Chunk Nation. The CHR Program addresses health care needs utilizing community-based, well-trained, medically-guided health care workers. This program is funded by Indian Health Service (IHS) monies.

Accomplishments for FY-2016:
► Updated CHR Strategic Plan with new information on goals & objectives for:
  • The "Hope Basket" Cancer packet to use during home visits and educational presentation which is given to newly diagnosed cancer patients with information specific to their diagnosis and personal care items. This was completed August 31, 2015.
  • Information and data was gathered on colon/rectal and mammography’s to establish a baseline of rate of screenings for these two health issues and this was completed December 31, 2015.
  • Completed community outreach through home visits, distributing brochures, facts sheets, and health education group discussion in effort to reduce the number of adolescents who have not completed the HPV immunization 3 part series for ages 11-13 years old. A report ran by HIS showed 301 kids had not completed the 3 part HPV series.
  • To decrease the number of No-Show WIC participant’s appointments a WIC questionnaire was developed. The staff of the 3 WIC clinic sites did home visits to all “No Show” WIC participants and had participant complete questionnaire. A total of 55 home visits were done to complete this project on March 31, 2016.
  • Gathered information on dialysis units within a 50 mile radius of Black River Falls/HHCC for documentation needed for Public Health Accreditation efforts; Domain 7 Access to Care: Promote strategies to improve access to health care services. Working with GIS, maps were developed with the CHSDA indicated on a Wisconsin map indicating the locations of health facilities with dialysis units and this was this was completed March 31, 2016.

<table>
<thead>
<tr>
<th># of Services/Contacts by Age and Gender:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ages</td>
</tr>
<tr>
<td>Year</td>
</tr>
<tr>
<td>FY-16</td>
</tr>
</tbody>
</table>

Total Numbers of Contacts and Services
FY 16 = 17,944
The CHR Program submitted for a $20,000 grant through the Wisconsin Comprehensive Cancer Control Program. The grant is to fund local projects that support Priority 9-Increase Access to Quality Cancer Care. We were notified June 1, 2016 that we will be awarded the amount of $1,500. This part of the grant is to increase conversations between cancer patient's families and providers about treatment options and goals of care. The Ho-Chunk Health Department will work with the American Cancer Society (ACS) to provide staff training to improve communication between tribal members and providers. The goal of the training is to provide the skills to staff (both Community Health & Clinical) on how to have conversations with patients in setting goals of care. These skills in-turn will empower patients to take a more active role in their healthcare goals and will also develop better communication within the workforce.

The Ho-Chunk Nation hosted the 2016 Share the Care Cancer Conference scheduled for May 16-18, 2016. It was a great success as 207 people attended the 2 day conference and 114 people attended the Night of Remembrance event.

Received Diabetic Foot screening training provided by Clinic Nurse Educator so CHRs can offer foot checks during home visits.

Completed Sixty (60) CHR Basic Training online training modules.

Completed both HIPAA and BBP annual training.

Completed annual Tuberculosis testing and risk assessment.

Joined the Jackson County/Black River Memorial Hospital Fall Prevention Coalition.

Participated in webinar online trainings such as Diabetes, WIC, CPS, Cancer, Smoking, HPV, Alzheimer’s, Injury Prevention, Elder Abuse, Bedbugs, and etc.

CHR Supervisor was awarded 2015 Area Director’s Award of Excellence for “24 years of dedicated service as the Community Health Representative Supervisor and as leader in Public Health for the Ho-Chunk Nation” by the Bemidji Area Indian Health Service.

**Goals and Strategies for next year:**

- Continue to update CHR Strategic Plan and this will be on-going.
- Continue to be a member of the Share the Care Cancer Conference Planning Committee for the 2017 conference.
- Complete Year 1 (July 1, 2016 to December 31, 2016) of the Wisconsin Comprehensive Cancer Control Program (WCCCP) Implementation Grant.
- Submit application for Year 2 of the WCCCP Implementation grants for Cancer.
- Continue to work with Public Health Accreditation Committee toward application submission.
- Continue to be a member of the HCN Department Health Accreditation Board representing Community Health.
- Implement electronic health records (NextGen) for the CHR Program for data entry documentation and accountability.
Stalking presentation to the 6th graders by Linda Goodwin, Nekoosa CHR

CHR Staff

Linda DeLay
BRF/CHR

Ruth Puent
CHR Supervisor

Renee Bradford
HOW/CHR

Linda Goodwin
Nekoosa CHR

Larry Walker
Wittenberg CHR

Diane Cayer
Tomah CHR

Betty Blackdeer
BRF/CHR

Terri BlueBird
LaCrosse CHR

Respectfully submitted by Ruth Puent, CHR Supervisor