



HO-CHUNK NATION
DEPARTMENT OF HEALTH

SERVICE &
RESOURCE
GUIDE

As of MARCH 2024

People of the sacred voice



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(We Care)



Facility Locations

Clinic Services

Full services available at these locations

Ho-Chunk Health Care Center

N6520 Lumberjack Guy Road
Black River Falls, WI 54615
715-284-9851

House of Wellness

52845 White Eagle Road
Baraboo, WI 53913
608-355-1240

Health Offices

Limited services available at these locations

Three Rivers House

724 Main Street
La Crosse, WI 54601
608-784-4245

Siga Funmaker Community Center

W17634 Radke Road
Wittenberg, WI 54499
715-253-2897

Tomah Health Office

430 Julie Street, Suite 2
Tomah, WI 54660
608-372-5202

Nekoosa Health Office

1021 County Highway G
Nekoosa, WI 5547
715-886-5444

Teejop Hocira Health Office

4724 Tradewinds Parkway
Madison, WI 53718
608-277-9964



Visit us online at health.ho-chunk.com



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Service Population

Services are provided to enrolled members of the Ho-Chunk Nation and other federally recognized tribes, descendants of the Ho-Chunk Nation and other federally recognized tribes, and to Ho-Chunk Nation employees and their families.

The services listed in this booklet are available to all groups in the service population described above unless noted by the icon(s) below:



**Ho-Chunk
Enrolled**



**Other
Tribal**



**Ho-Chunk
Descendant**



**Ho-Chunk
Employees**
(tribal or non-tribal)

Note: Differences in program eligibility may be due to funding source



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YES! WE'RE
OPEN

Medical Services

Medical services provides dental, medical, optical and podiatry care to our patients. Our healthcare team of providers includes Pediatric and Family Practice Physicians, Family Nurse Practitioners, Physician Assistants, Dentists, Optometrists, visiting Podiatrist, and supportive staff. Telehealth and in-person appointments available.

Dental

- Hygiene exams and cleaning
- Oral cancer screenings
- Oral surgery
- Fluoride treatments
- Impressions or repairs for partials/dentures
- Nutrition counseling



Optical

- Routine eye exams
- Evaluation and treatment of minor eye infections
- Contact lens fitting
- Ordering of eyeglasses and contact lenses
- Adjustments/minor eyeglass repair
- Post-op and recheck visits



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Accredited by



ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.

Medical

- **Primary care:** Acute care of injury and illness, lab, radiology, and mammography
- **Medication-assisted treatment (MAT):** Includes medications and behavioral health support for substance use disorders
- **Smoking cessation:** Approaches include counseling, behavior therapy, medicines, and nicotine-containing products (gum, lozenges, nasal sprays, and more)
- **Preventative care:** for birth to end of life
- **Reproductive care:** Prenatal care, contraceptives, and all other matters relating to the reproductive system at all stages of life
- **Chronic diabetes management:** Team-based diabetes management for all ages and stages
- **Weight management:** Care that includes nutrition, exercise, and behavioral therapy approaches
- **Podiatry:** Care that deals with the diagnosis, treatment, and prevention of foot and leg disorders
- **Sports physicals & Well-child:** Including pre-participation physical evaluation for sports, healthy development and behavior, immunizations, and illness prevention
- **LGBT2Q+ care:** Comprehensive and sensitive care, including gender-affirming medical treatment



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Pharmacy

Pharmacy operations are located at the Ho-Chunk Health Care Center in Black River Falls, WI, and the House of Wellness Clinic in Baraboo, WI. Our locations provide pharmacy services to Native American/American Indian enrolled members of any Federally Recognized Tribe, non-Tribal HCN Employees, and any person presenting with a valid prescription. Telehealth and in-person appointments available.

Prescription Refill and Pick-Up

- In-person and prescription mail-out
- Prescriptions accessible through the RxLocal App and users refill medications, receive notifications, and send secure messages
- Med Sync Program or automatic prescription refill service to keep you from running out of medications



Patient Education/Treatment

- **Narcan training:** Training provided in a group setting or individually
- **Smoking cessation:** Education and medication prescribing



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- **Diabetes management:** Education and medication prescribing
- **Psychiatry services:** Medication-assisted treatment for addiction services, treatment for Hepatitis C and sexually transmitted infections (STIs), and HIV prevention
- **Reproductive health:** Including contraceptive prescriptions (pill, patch, ring, or shot), emergency contraceptives, and testing for pregnancy or STIs

Herbal Medicine

- **Herbal medicine garden:** Located at House of Wellness only, includes vegetables and herbal plants. Educational events hosted by Community Health, Health & Wellness Program

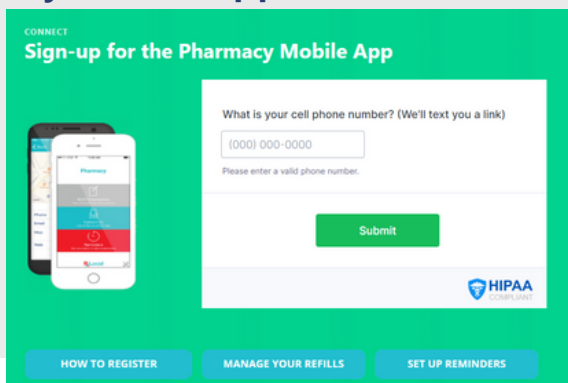


Sign up for the Pharmacy Mobile App:

Enter your number online at health.ho-chunk.com under:

Divisions > Pharmacy

Available 24/7, free, secure, and confidential!



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Environmental Health

Environmental Health works to identify environmental hazards in water, soil, and air sources. Other programs include injury prevention/emergency preparedness, food sanitation, vector control, construction projects, institutional environmental health, and assistance in Public Health Accreditation.

- **Water quality:** Includes community water sources and private well/septic; free water testing and assistance with emergency situations
 - Free well/septic construction (depends on available funding, and must be first well/septic at primary residence)
- **Air quality:** Environmental assessments for mold and radon; outdoor air assessments near tribal communities
- **Injury prevention:** Free car seats and bike helmets
- **Code compliance/health reporting:** Inspections for Ho-Chunk facilities including food, lodging, and childcare; investigation of environmental hazard complaints submitted by the community and resources for property members on regulation/law compliance.
- **Environmental clean-up:** Assessment and clean-up of sites with a potentially hazardous substance, pollutant, or contaminant; including abandoned homes, hazardous spill/storage, dump sites, and more



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- **Surface water monitoring:** Includes assessing ecosystem health, addressing environmental issues, and management
- **Wetlands delineation:** Review of Ho-Chunk properties to identify and monitor water-loving plants and other wetland characteristics' verification of wetlands and establishment of their boundaries to ensure compliance with state law
- **Solid waste/wastewater management:** Program works to reduce waste, transport, treat, and store it among all Ho-Chunk properties
- **Institutional environmental health:** Works with infection control to ensure the Department of Health maintains a safe environment for clients, including oversight of construction projects
- **Emergency preparedness:** Identifies needs and develops tools to assist the Ho-Chunk Nation in preparing for and responding to natural and man-made emergencies



Report an environmental hazard:

Submit a hazard online at health.ho-chunk.com under:

Divisions > Environmental Health > Report Environmental Hazard



Request a car seat:

Contact Lisa Herritz:
(715)-284- 9851 ext. 35022
Lisa.Herritz@ho-chunk.com

Well/septic information:

Contact Brock Burnstad:
(715)-284- 9851 ext. 35063
Brock.Burnstad@ho-chunk.com



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Public Health

The Division of Public Health provides disease prevention and monitoring, connecting community members to health resources, providing health education, assessing community needs, implementing health fairs, and Public Health Accreditation.

- **Maternal and child health:** Including 1-on-1 appointments, Partners in Parenting, Safe Sleep education, First Breath, and vaccines
- **Certified lactation counseling:** 1-on-1 assistance with breastfeeding to include latching, returning to work, and milk supply
- **HIV and STI prevention:** Including testing, education, and other resources for prevention
- **Communicable disease:** Management, education, and follow-up/reporting to protect the public from outbreaks
- **Suicide prevention:** Question, persuade, refer (QPR) suicide prevention training. Offered virtual or in person.
- **Women, infants, and children (WIC):** Intake into WIC program and health screenings for enrollment/ certification
- **Immunization reminders:** Phone calls, postcards, or other reminders to help you stay up-to-date on your vaccines
- **Disease investigation:** Direct community outreach for communicable disease mitigation



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Division of Public Health

Community Health Representative Program

- **Prevention programs:** Partners in Parenting and other monthly programs for community members on various prevention topics
- **Family Spirit:** A home visiting program for parents from pregnancy to three years post-partum; education includes prenatal care, infant care, child development, healthy living, and more
- **Resources and referrals:** Connecting community members to resources to meet their health needs and other prevention-based referrals; transportation to medical appointments
- **Car seats:** Car seat safety checks, education, and other support



Find health and community resources at our fairs, including program staff, educational resources, give aways, and more!



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Community Health

The Community Health division is comprised of Home Health, Health and Wellness, and the Food Distribution Program. We provide skilled nursing care to our elders and nutrition education to Ho-Chunk enrolled tribal members and other federally recognized tribal members. We are dedicated to promoting a healthy lifestyle while preserving Ho-Chunk traditions.

Home Health Nursing

- **General to skilled nursing care:** Diabetic food care, health screenings, and other nursing care; services offered throughout our seven health offices
- **CNA caregiver services:** Includes services for medical needs, activities of daily living, transportation to medical appointments, and respite services.



Food Distribution

- **Commodity foods:** Offers a variety of food to eligible participants that meet USDA eligibility guidelines; food is shared in seven different locations in Wisconsin and includes a variety of fresh fruits and vegetables, frozen meats, whole grains, and traditional foods



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Health and Wellness

- **Balancing Your Life:** Diabetes management topics include physical activity, nutrition, blood sugar monitoring, treating hypoglycemia, and other topics
- **Prevent T2 Diabetes Prevention Program:** A year of education and support to increase physical activity and promote weight loss; topics include nutrition and physical activity, stress management, coping with triggers, and getting support
- **Fitness sessions:** Group or 1-on-1 exercise sessions with our exercise physiologists; support includes workout facilitation and creation of unique fitness plans
- **Nutrition:** Personalized 1-on-1 nutrition sessions with our Nutritionist; support includes education, support, and creation of nutrition plans
- **Community Supported Agriculture (CSA):** Collaboration between Ho-Chunk Nation and local partners that bring fresh vegetables during summer months; must apply for the program and complete a farmer agreement
- **Fitness membership reimbursement:** Reimburses costs associated with fitness centers for up to six months; must be an approved fitness center and attend the center a certain number of times per month



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Quality Improvement

The Division of Quality Improvement supports internal Health Department efforts on quality improvement studies, infection prevention and safety, risk management, health data, employee training, workforce development, performance management, and additional programs to meet and maintain AAAHC and PHAB standards of care.

- **Infection control:** includes health care institutional infection control, risk assessments, education, and mitigation strategies
- **Employee health:** includes tracking, monitoring, and education for Health Department employee illnesses to ensure a healthy workforce
- **Epidemiology:** Includes primary and secondary data analysis for health outcomes, annual population health reports, health service research efforts
- **Quality improvement/compliance:** Includes internal guidance on creating a culture of continuous quality improvement, implementing PDSA cycles, and adherence to AAAHC and PHAB accreditation standards



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What is accreditation?

The purpose of accreditation is to improve the quality of practice and performance, develop leadership, and strengthen relationships essential to health services.

Accrediting Organizations:

- **AAHC-** The Accreditation Association for Ambulatory Health Care ensures the health department clinical performance is aligned with nationally recognized health care standards.
- **PHAB-** The Public Health Accreditation Board ensures the health department is aligned with best public health practices through nationally recognized, practice-focused, and evidence-based standards.

The QI Division also develops:

- Quality Improvement and Performance Management (QIPM) Plan
- Workforce Development Plan
- Client Satisfaction Reports
- Public/Environmental Health Profiles →
- Annual Health Department trainings



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Behavioral Health

The Division of Behavioral Health provides unique services that integrate Ho-Chunk cultural values and beliefs with current best practice models. Staff include: Dual Diagnosis Therapists, Advance Practice Social Workers, Licensed Clinical Social Workers, Licensed Professional Counselors, Certified Substance Abuse Counselors, Peer Support Specialists, Advance Practice Pharmacist, Family Nurse Practitioner and contractual Psychologist. Telehealth and in-person appointments available.

- **Assessment and referral:** Includes inpatient/outpatient treatment coordination, Empowering Women program, Vocational Rehabilitation for Native Americans (VRNA), domestic violence advocate, community education, Peer Support services
- **Counseling/ therapy services:** Includes group, individual, adults, adolescents, family, children (ages 5+), marriage, couples, parenting, telehealth, Medication-Assisted Treatment (MAT)
- **Psychiatric services:** Psychiatric referrals, medication evaluation and review, treatment planning and review.



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- **Psychological services:** Includes psychological evaluations
- **Hosto Pii Hocire:** Women's recovery house
- **Group and individual offerings:** Includes perinatal mental health, grief support, Mothers of Tradition, Get Your Loved One Sober, art therapy, Dialectical Behavioral Therapy (DBT), Eye Movement Desensitization and Reprocessing Therapy (EDMR), parent/child interaction therapy, Wellbriety 12 steps for women, Fatherhood is Sacred ® Motherhood is Sacred, Linking Generations® by Strengthening Relationships
- **Residential evaluation treatment/coordination of care:** Including coverage of outpatient costs for clients who need a higher level of care; when grant funding is available, Ho-Chunk descendants and other tribal members are eligible for services



There is hope.



Talk with us.



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Health Benefits

Our benefit coordinator advocates can assist members in finding alternate resources to pay for medical services, enroll them in available programs, and help maintain their eligibility. In-person and telephone appointments available.

- **Medicaid/Badgercare+** or other health insurances available through the marketplace: Assistance in finding available health insurances
- **Social Security:** Enrollment assistance
- **Social Security Disability Income:** Enrollment assistance
- **Well Women Program:** Provides preventive health screening services to women with little or no health insurance coverage, this includes things like mammogram screenings, Pap tests, and cervical cancer among others
- **Purchased/ Referred Care (Contract Health):** This program is considered a 'last resort' to pay for medical or dental services outside of our tribal healthcare facilities; it is not considered insurance or an entitlement plan.
- **Food Share:** Wisconsin's Supplemental Nutrition Assistance Program, or SNAP



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Finance

The Division of Finance, led by the Chief Financial Officer, includes accountants, grants managers, billers, and medical coders. These staff provide financial and accounting support to ensure the Department of Health continues to be a leading Tribal Health Enterprise, while ensuring fiscal responsibility.



Health Information Systems

The Division of Health Information Systems (HIS) supports the Health Department by bringing on new, state-of-the-art healthcare technology to provide the best care possible. HIS also provides network tracking & monitoring, electronic medical record systems management, data security, software & equipment maintenance, and technical support for staff.



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Other Local Services

Suicide and Crisis Lifeline Services

24/7, free, and confidential support for people in distress, prevention, and crisis resources for you and your loved ones. Available by phone call, text, or chat service



Dial 988

Text 988



**Chat online at
988lifeline.org**

211 Wisconsin

Connects you with a specialist to find nonprofit and government services in your area. Services including:

- Addiction
- Crisis
- Basic needs
- Children and families
- Elders and adults with disabilities
- Community resources



**Dial 211 or call
(800) 362-8255**

**Text your zip code
to 898-211**



**Visit online at
211.org**



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How are we doing?

You can submit feedback on how our services are meeting your health needs 24/7!



Suggestions



Compliments



Comments, including complaints

We ask specific questions about your experience about your client satisfaction surveys- these are shared 2x a year!

You can access our feedback form online at health.ho-chunk.com under:

Forms > Patient Feedback Form



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Traditional Medicine:

Waaʒi

(Breastfeeding)



DYK? Breastfeeding provides numerous benefits for mom and baby.

Breastmilk contains nutrients and antibodies to keep your baby healthy and help them develop a strong immune system to protect them against illnesses.

The Department of Health supports breastfeeding.

All of our health facilities are breastfeeding friendly! Ask a health staff member to show you our spaces where you can express your milk.

Waʒa higure kijiine
(care for yourself)

Have questions? Our Certified Lactation Counselors in Public Health & Community Health provide breastfeeding support with answers about latching, feeding difficulties, returning to work, low milk supply, storing breastmilk, and more!



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Plan Ahead!

Plan ahead for appointments and medication refills. The Department of Health is closed on the following days annually:

- **New Years Day**
- **Ho-Chunk Nation Founders Day**
- **Good Friday**
- **Easter**
- **Memorial Day**
- **Cpl. Mitchell Red Cloud Jr. Day**
- **Labor Day**
- **Indigenous People's Day**
- **Veteran's Day**
- **Thanksgiving Day**
- **Ho-Chunk Day**
- **Christmas Eve**
- **Christmas Day**



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MISSION STATEMENT

To promote a high quality of life with holistic health care to those we serve with an emphasis on the traditional Ho-Chunk way of life, and, to empower each individual and family to make informed decisions regarding their present and future health.

FACILITY HOURS

Visit us Monday-Friday

Clinic Services

8AM-4:30PM

Pharmacy Services

8AM-5PM

DHS 24-Hour Emergency Hotline: 608- 258-0099

If not available:

WEM 24/7 Duty Officer: 800-943-0003



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