

Annual Plan 2024

Healthcare by Winnebago



One Tribal Organization

One shared purpose

Mission

Create and sustain a healthy
community.

Vision

Lead the nation in health for
Indigenous peoples.



Sustain Health

Initiatives being maintained throughout the coming year.



Outcome #1

Obtained Centers for Medicare & Medicaid Services Certification.



Outcome #2

Developed a WCHS mission, vision, and values.



Outcome #3

Created a high performing Revenue Cycle.



Outcome #4

Developed a unified operations plan that centered on an Integrated Care Model with Development of the third division Advanced Primary Care.



Outcome #5

Established a Quality Assurance & Performance Improvement Program & Process.



Outcome #6

Evaluated and selected an electronic health record system, Meditech Expanse.



Outcome #7

Implemented an Integrated Strategic Financial Process.

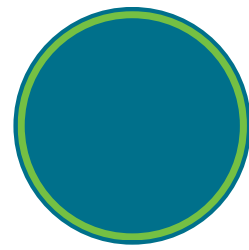
Create Health

WCHS initiatives being developed throughout the coming year.



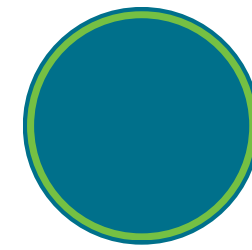
Goal #1

Transition to an independent IT infrastructure and network that can support our operations.



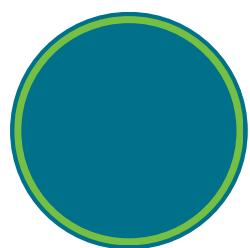
Goal #2

Establish advance primary care to complete phase 1 of an integrated care model.



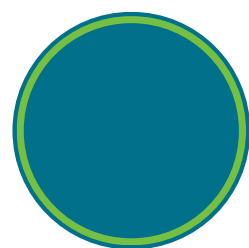
Goal #3

Gain ownership of main campus facilities and land. Then, develop a master facilities plan.



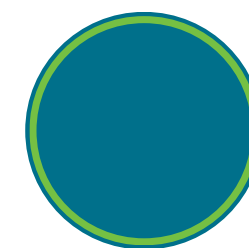
Goal #4

Obtain Public Health Accreditation.



Goal #5

Implement an electronic health record system, Meditech Expanse.



Goal #6

Launch unified brand standards and web strategy.

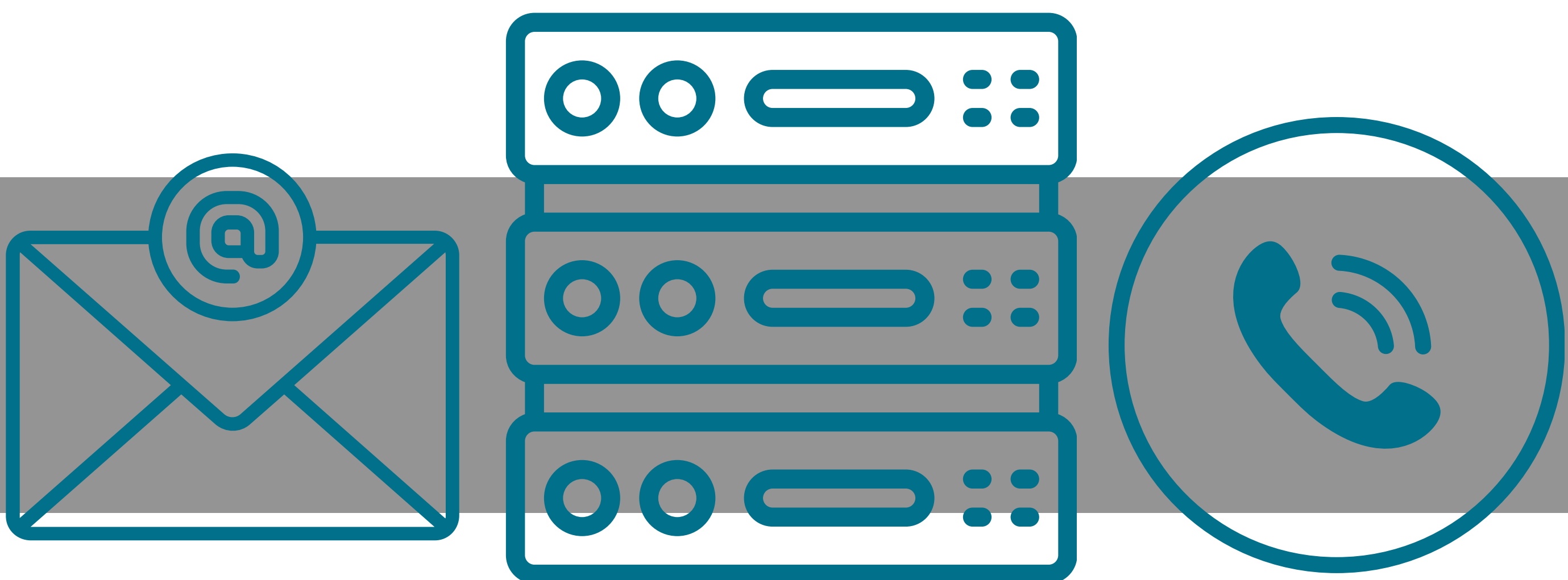
Goal #1

Transitioning Networks

Creating the WCHS Network

Transition to an independent IT network and infrastructure that can support our operations is the next step in exercising our right to self-determination. From assumption, many processes, platforms, and functions have been ineffective due to the challenges of operating within the confines of the IHS IT Network. Managing our network will promote stable IT operations and allow us autonomy for growth and improvement. Additionally, establishing one domain will:

- Improve communications throughout our organization by allowing us to consolidate into a single domain. The consolidated single domain for our email, instant messenger, calendar, and file storage tools will improve our ability to more rapidly collaborate and communicate internally and externally for the benefit of those we serve.
- Reduce Costs
- Provide streamlined exchange of data and information to internal and external sources.
- Advance our customer service by allowing us to upgrade our phone system. The new modernized phone system will ensure that calls are easily transferred within our organization to better seek an active response while reducing downtime and workarounds.

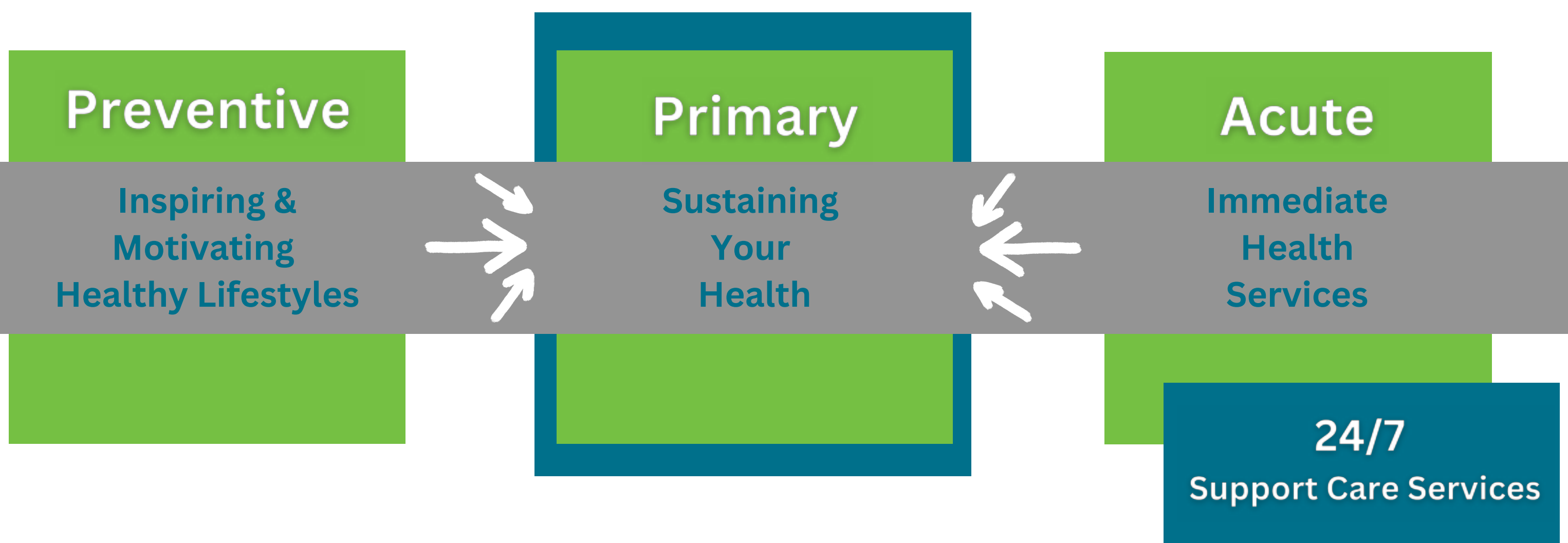


Goal #2: Advanced Primary Care

Phase #1 of Integrated Care Model Rollout

Empowering our relatives to take an even more informed and active role in their health, our Advanced Primary Care model will provide the care and resources they need at every stage of their health journey. Comprehensive, person-centered, relationship-based, primary care is unique in that it is designed to partner with everyone throughout their lives. You are seen as a whole person including physical, mental, spiritual, social, and cultural aspects. Without access to primary care, minor health problems are more likely to spiral into chronic disease, care management becomes difficult and uncoordinated, and emergencies increase.

An Advanced Primary Care (APC) function is at the heart of every effective health system. Coordinating with acute, preventive, and other services APC partners with individual patients to help them identify concerns, counsel together, create a plan, and help to carry out that plan. With a prepared and proactive primary care team available each patient plan is unique and has the support needed for success.



Goal #3

Ownership & Master Plan

Journey to Self Governance

Owning our facilities is the next step in exercising our right to self-governance. Since the beginning of WCHS our facilities and maintenance have been coordinated with the Indian Health Service, owner of the facility. Owning our main campus will provide greater flexibility to manage, secure, troubleshoot, and confidence to invest in our physical capabilities.

While we are assuming ownership of the building, we will start Master Facility Planning with the strategic lens of a unified health system that serves patients through the continuum of care, including Advanced Primary Care. Our significant investments in facility design and expansion, technology, and constant process improvement will leverage staff efforts to make our shared vision a reality.



Goal #4: Public Health Accreditation

Transparency and Trust In Our Community.

The Winnebago Public Health Department has been a part of the Winnebago Community for over 30 years helping our community make smart preventive health lifestyle choices. We have applied to the Public Health Accreditation Board seeking their accreditation. By seeking PHAB national accreditation our Public Health Department will qualify as meeting the highest standards across all 10 essential public health services. By seeking this accreditation credential our Public Health Department will qualified as meeting the standards and measures that are a trusted solution that meets nationwide standards of preventive care. Preventive care is a proactive solution that works to elevate community population health on a macro scale. WCHS's preventive arm works tirelessly to keep our community members of all ages educated, healthy, and safe, and help us make smart preventive health lifestyle choices.



Goal #5: Meditech Expanse

Electronic Health Record (EHR)

The goal of transitioning to an upgraded electronic health record system, called Meditech Expanse, is to improve our operations which will result in better patient experiences and outcomes. MEDITECH Expanse is a full-scale, web-based EHR that will help meet WCHS's patient safety, quality, integration, and financial goals by connecting care across every setting – from the doctor's office to the emergency department, behavioral health, rehabilitation, inpatient, and care within a patient's home. This updated EHR will:

- Increase productivity and satisfaction.
- Improve quality and efficiency through clinical workflow improvements.
- Optimize revenue generation and promote financial stability.
- Manage patient data and health populations across care settings.
- Allow for enhanced departmental collaboration resulting in better patient outcomes.
- Upgrade patient tracking and medical history to provide transitions between healthcare providers.
- Improve patient scheduling and ensure consistency across the board.
- Allow patients access to their own charts and health history via a Patient Portal.

MEDITECH
EXPANSE



Browser Based
Platform



Designed by Clinicians
for Clinicians



Drag, drop, and swipe -
anytime, anywhere

Goal #6: Unified Brand & Website

Patient access and experience to WCHS

With the goal of taking our mission, vision, and values public and defining how WCHS should be conveyed through visuals and language, WCHS will establish and launch both unified brand standards and unified website experience. From the explanation of logo usage, colors, language, and grammar rules, to applications and organization-wide templates, the “brand book” will serve as a backbone of WCHS’s brand. It will give guidelines that when adhered to, will build consistency in how WCHS is perceived publicly.

Moving forward, our brand and website will visually convey the no-wrong-door approach to patient care that patients find at WCHS.





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