



Cherokee Nation Tribal Council Health Committee Report

Claremore Indian Hospital

Month/Year of the report: May 2017

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Accomplishments:

- **Staffing:** Active announcements out for Chief of Family Medicine, Chief of Surgery, Chief of Adult Medicine Clinic and staff Surgeon. Interviewed staff Surgeon.
- **Visits:** Outpatient visits for May up 2.34% over the same period the previous year.
- **Revenues:** Revenues for FY2017 increased 16.3% over the same period the previous year.

Future Plans / New Initiatives:

- New Services:
 - Orthopedic patients still being sent to Dr. Wheeler's Group in OKC. Still waiting review by Hillcrest Legal Department.
 - Remodel work for Surgery Clinic and Women's Health progressing. ER remodel has been sent to Dallas for construction planning, review and bids.

Workload:

Actual numbers/month

Outpatient visits up	2.3%	25,033
Dental visits down	23.2%	520
Admissions up	40.0%	98
Newborns up	50.0%	30
New charts		341
Reactivated Charts		383

These statistics are compared to FY2016 statistics for the same time period. (May)
Occupancy rate for May 2017: 23.0%

Third Party Collections:

May collections

Medicare:	\$	642,666.26
Medicaid:		518,955.60
Private Insurance:		919,305.15
V.A.		<u>43,030.77</u>

\$ 2,123,957.78

Year-to-date collections for FY 2017: \$ 17,098,354.38

Amount billed for May 2017: \$ 4.1 million

Collections are up compared to FY2016 collections for same time period. \$ 2,403,885.88

Percentage of account receivables pending for claims > 120+ days: 6%

PRC Activities:

May cases

Funded:	346 cases:	\$ 1,377,195.00
Denials:	283 cases:	\$ 458,213.00
Deferred:	348 cases:	\$ 447,703.00
CIH clinics:	25 cases	

Files to Committee 1002

Cherokee Nation Tribal Council Health Committee report

Report By

Connie Davis, MSN, RN

Executive Director Health Services

June 2017

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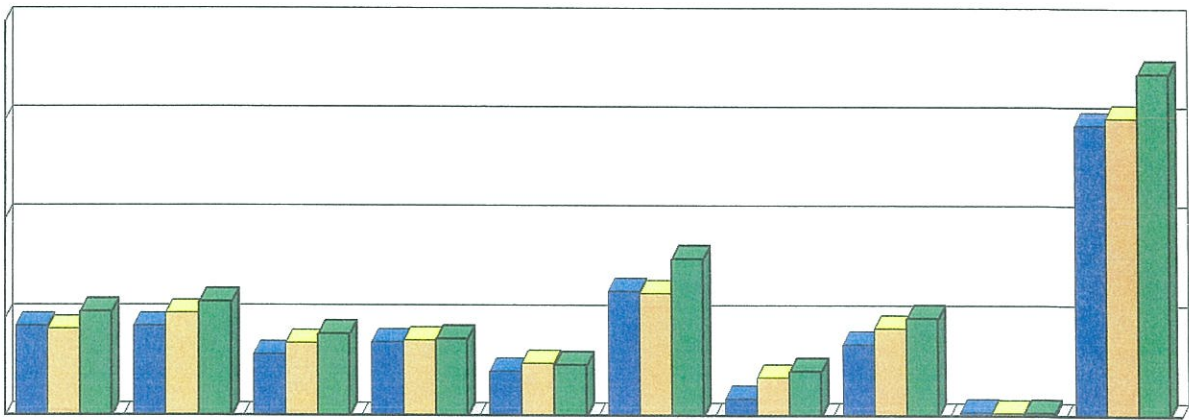
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AMBULATORY CARE VISITS by Health Centers, May 2015- 2017

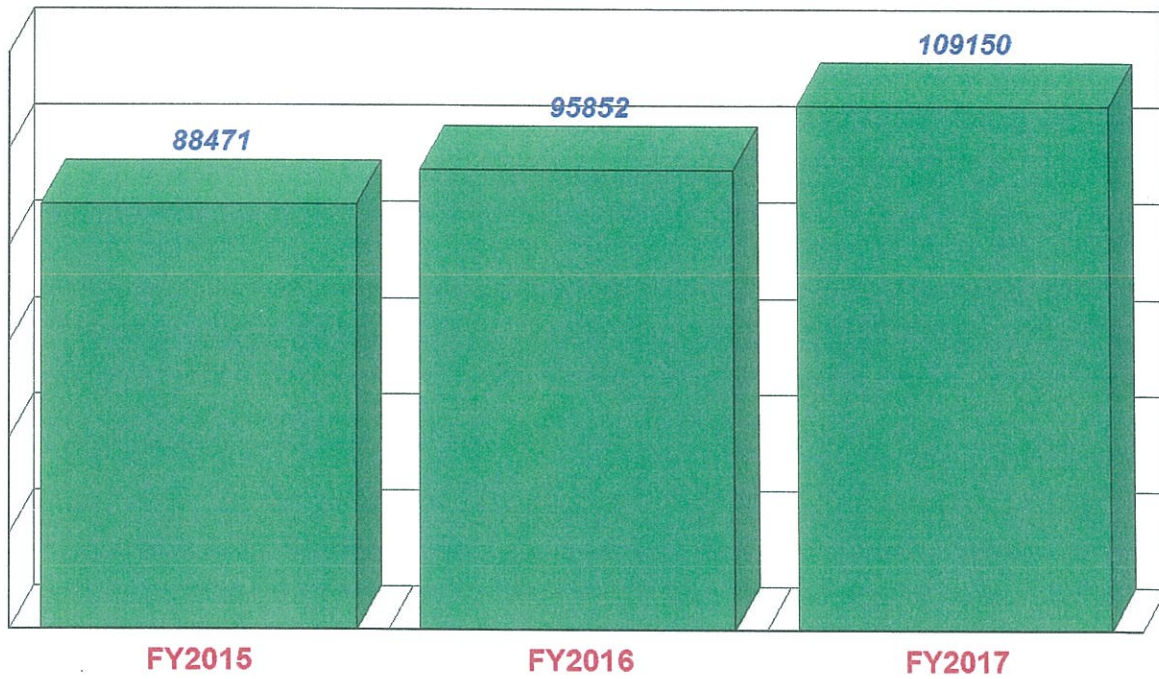


	WPM	RBS	AMO	JAY	NOW	MUSK	OCHELATA	VINITA	GADUGI	HASTINGS
■ FY2015 A	9167	9147	6337	7511	4524	12767	1796	7286	413	29523
■ FY2016 A	8809	10472	7422	7725	5390	12522	3973	8935	397	30207
■ FY2017 A	10630	11579	8317	7858	5161	16016	4555	9999	308	34727

■ This report is based on ambulatory care visits by one or more of the following disciplines: physician, advanced practice provider (i.e., PA/APRN), dentist, pharmacist, optometrist, podiatry, and behavioral health



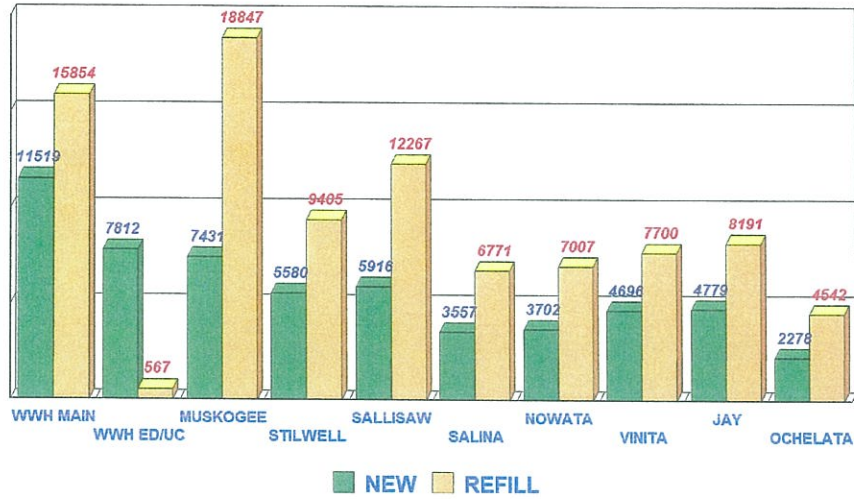
TOTAL AMBULATORY PATIENTS VISITS May 2015-2017



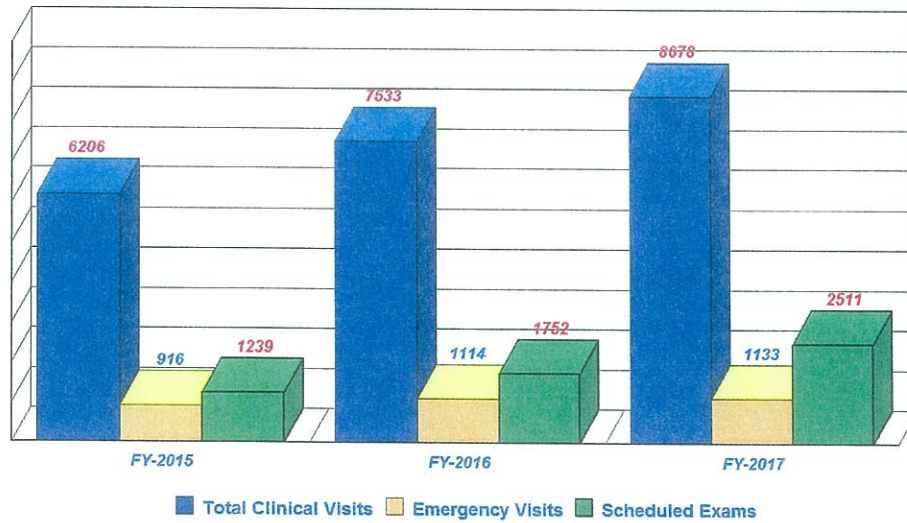
■ This report is based on ambulatory care visits from Health Centers and CN-Hastings Hospital



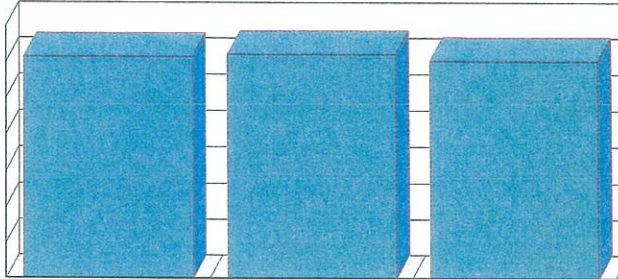
RX BY SITE MAY 2017



Dental Services Trend May 2015- 2017

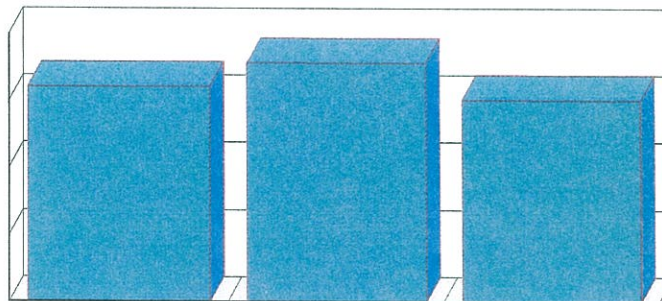


**Emergency/Urgent care Trend at
CN WW Hastings Hospital May 2015- 2017**



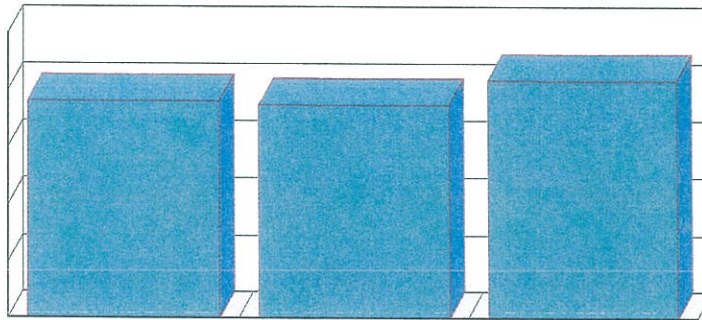
	FY-2015	FY-2016	FY-2017
■ ED/Urgent Care	6130	6199	6025

**Rate trend for Patients Left without being Seen
CN WW Hastings Hospital May 2015- 2017**



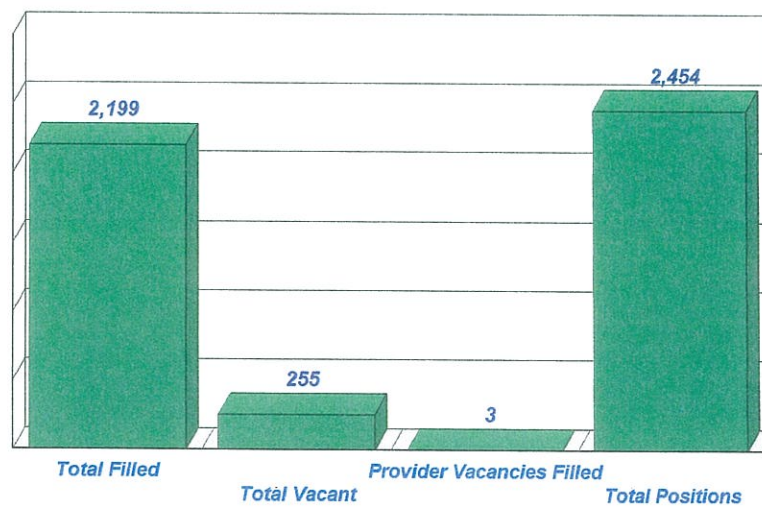
	FY-2015	FY-2016	FY-2017
■ Left without Being Seen Rate	3%	4%	3%

Surgical Procedures Performed at CN WW Hastings Hospital May 2015- 2017



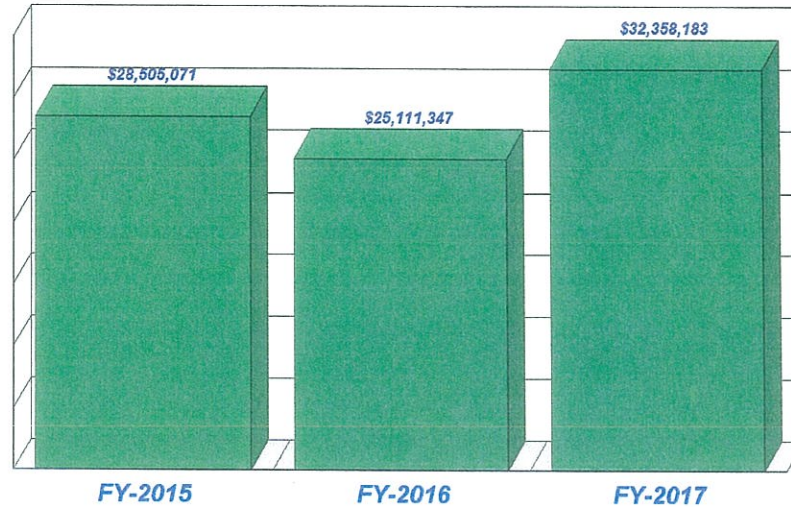
	FY-2015	FY-2016	FY-2017
■ Surgical Procedures performed	381	374	417

Staffing Trend May 2017

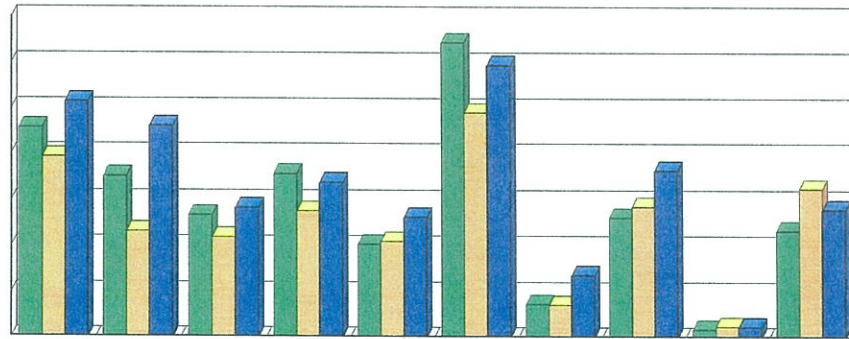




Total Third Party Revenue Comparison (Health Centers/Dental services only) OCTOBER -Thru April (FY2015-FY 2017)



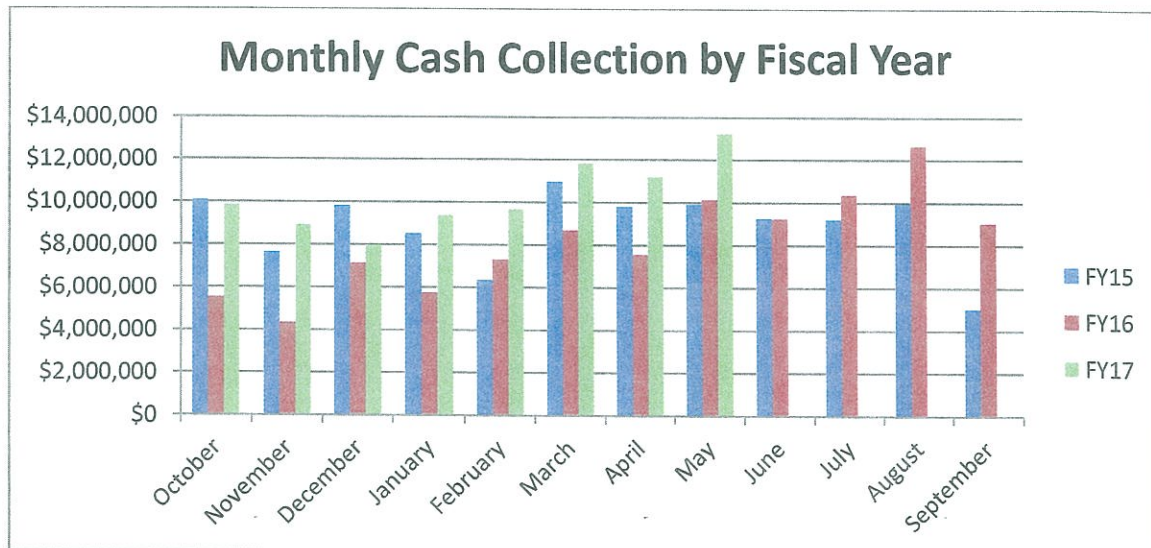
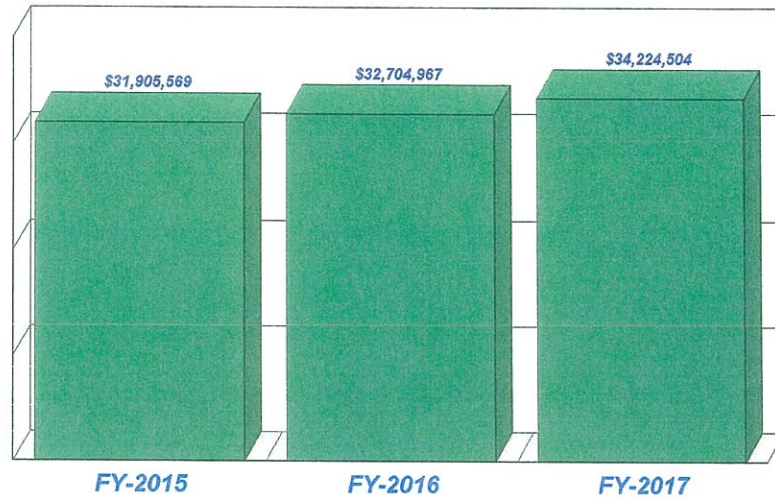
Third Party Revenue by Health Centers OCT 2016-ThruApril 2017



	Stillwell	Sallisaw	Jay	Salina	Nowata	Muskogee	Ochelata	Vinita	Ga Du Gi	Dental
FY-2015	\$4,557,375	\$3,500,452	\$2,654,865	\$3,550,727	\$2,028,883	\$6,420,464	\$713,134	\$2,601,530	\$161,736	\$2,315,905
FY-2016	\$3,906,782	\$2,304,392	\$2,163,095	\$2,741,502	\$2,082,259	\$4,881,375	\$703,611	\$2,843,186	\$235,318	\$3,229,827
FY-2017	\$5,121,545	\$4,588,889	\$2,810,436	\$3,365,169	\$2,606,568	\$5,923,194	\$1,346,845	\$3,610,406	\$207,135	\$2,777,996



Third Party Revenue Comparison CN WW Hastings Hospital OCT-APRIL FY2015-2017



2017 Affordable Care Act Enrollment Report			
	Educated	Applications	Enrollment
CNWWH Hospital	55	9	9
WP Mankiller HC	16	3	2
Three Rivers HC	134	2	1
Vinita HC	332	21	21
Redbird Smith HC	294	83	27
AMO HC	0	0	0
Sam Hider HC	25	4	2
Will Rogers HC	6	2	0
CN Behavioral Health	8	0	0
Cooweescoowee HC	0	0	0
Claremore IHS	17	10	9
Health Administration	2	2	1
February TOTALS	889	136	72

CHS Report as of May 31, 2017

CAN	Description	HASTINGS			STILWELL			SALLISAW			JAY		
		Paid	Open	Total	Paid	Open	Total	Paid	Open	Total	Paid	Open	Total
J60RW01	HASTINGS 01	69,345.01	140,195.00	209,540.01	0.00			0.00			0.00		
J60RW02	MERP	113,448.44	58,724.14	172,172.58	18,388.11	11,775.88	30,163.99	45,198.20	24,711.95	69,910.15	14,588.84	4,111.00	18,700.84
J60RW03	INPATIENT	2,687,738.84	1,355,273.16	4,043,012.00	171,727.87	137,900.00	309,627.87	339,915.29	219,708.00	559,623.29	54,350.69	7,500.00	61,850.69
J60RW04	OUTPATIENT	2,729,708.41	3,555,885.02	6,285,593.43	501,742.05	1,146,793.58	1,648,535.63	602,777.70	854,287.00	1,457,064.70	438,872.07	545,311.00	984,183.07
J60RW05	SUBSTANCE ABUSE	221,703.02	49,620.00	271,323.02	10,645.00		10,645.00	40,875.00	6,600.00	47,475.00	5,415.00		5,415.00
J60RW06	BEHAVIORAL HEALTH	171,934.72	102,151.00	274,085.72			0.00	16,199.00	7,650.00	23,849.00			0.00
J60RW08	DENTAL	65,116.37	42,080.00	107,196.37	20.00	2,050.00	2,070.00			0.00	4,200.00	1,071.00	5,271.00
J60RW19	DIABETIC SHOES		5,177.00	5,177.00		1,081.00	1,081.00		1,955.00	1,955.00		403.00	403.00
J60RW41	5% INPATIENT	214,554.68	32,343.00	246,897.68	12,954.43	2,500.00	15,454.43	2,220.81	9,150.00	11,370.81	0.00	7,302.00	7,302.00
J60RW43	5% OUTPATIENT	28,520.41	22,380.00	50,900.41			251.07		13.40	25.00		750.00	750.00
J60RW45	5% DENTAL	138,593.20	41,500.00	179,093.20	167,221.38	33,410.00	190,631.38	161,993.56	26,200.00	188,193.56	80,095.76	22,435.00	102,530.76
J60RW50	5% VISION	251,547.44	95,026.55	346,573.99	95,205.45	16,023.42	111,228.87	103,895.65	19,273.00	122,934.65	47,930.14	4,234.00	52,164.14
TOTALS		6,699,213.52	5,551,366.87	12,241,580.39	968,008.36	1,351,695.88	2,319,704.24	1,312,948.61	1,169,563.95	2,482,512.56	645,453.50	593,117.00	1,238,570.50

CAN	Description	SALINA			NOWATA			MUSKOGEE			VINITA		
		Paid	Open	Total	Paid	Open	Total	Paid	Open	Total	Paid	Open	Total
J60RW01	HASTINGS 01			0.00			0.00			0.00			0.00
J60RW02	MERP	73,299.59	4,864.00	78,163.59	24,416.14	3,532.00	27,948.14	3,272.75	4,320.00	7,592.75	40,894.69	24,243.00	65,243.69
J60RW03	INPATIENT	139.21	1,200.00	1,339.21	796.46	7,950.00	8,746.46	17,334.58	16,005.00	33,339.58			0.00
J60RW04	OUTPATIENT	658,211.73	992,733.00	1,650,944.73	477,467.24	368,554.00	846,021.24	776,164.67	901,457.00	1,677,621.67	587,051.78	574,524.00	1,161,575.78
J60RW05	SUBSTANCE ABUSE	10,605.00	9,220.00	19,825.00	36,440.00	11,155.25	47,595.25	16,465.00		16,465.00	21,290.00	3,800.00	25,090.00
J60RW06	BEHAVIORAL HEALTH	25,025.00	11,370.00	36,395.00	6,050.00	8,012.00	14,062.00			0.00	2,145.00	4,550.00	6,695.00
J60RW08	DENTAL	510.00	50.00	560.00		20.00	20.00	16,740.00	5,020.00	21,760.00	2,325.00	70.00	2,395.00
J60RW19	DIABETIC SHOES		1,999.00	1,999.00		1,144.00	1,144.00		2,557.00	2,557.00		822.00	822.00
J60RW41	5% INPATIENT	37,857.68	3,150.00	41,007.68	66,811.15	30,738.00	97,549.15	27,041.17	19,406.00	46,447.17	42,147.19	21,610.00	63,757.19
J60RW43	5% OUTPATIENT	1,007.64	27,720.00	28,727.64	7,241.52	850.00	7,791.52	455.63	3,650.00	4,105.63	5,300.07	4,531.00	9,831.07
J60RW45	5% DENTAL	98,563.20	32,100.00	130,663.20			0.00	67,703.35	36,245.00	103,948.35	123,084.38	44,727.00	167,791.38
J60RW50	5% VISION	52,574.59	10,233.00	62,807.59	90,948.15	7,130.00	98,078.15	63,417.60	10,423.00	73,840.60	169,089.47	15,501.00	184,590.47
TOTALS		946,093.64	1,094,639.00	2,040,732.64	710,190.67	438,775.25	1,148,965.92	909,600.75	999,089.00	1,907,689.75	994,007.58	694,384.00	1,688,391.58

CAN	Description	CLAREMORE			OCHELATA			TOTAL		
		Paid	Open	Total	Paid	Open	Total	Paid	Open	Total
J60RW01	HASTINGS 01			0.00			0.00	69,345.01	140,195.00	209,540.01
J60RW02	MERP	17,254.32	2,678.00	19,932.32	11,105.71	638.00	11,743.71	361,967.79	139,603.97	501,571.76
J60RW03	INPATIENT	1,316.00	4,450.00	5,766.00	3,986.40		3,986.40	3,277,302.34	1,749,990.16	5,027,292.50
J60RW04	OUTPATIENT	685,668.61	900,025.00	1,585,693.61	355,999.53	313,905.00	669,904.53	7,813,683.79	10,153,481.60	17,967,145.39
J60RW05	SUBSTANCE ABUSE	40,765.00	16,485.00	57,250.00	10,010.00	5,490.00	15,500.00	414,313.02	102,380.25	516,693.27
J60RW06	BEHAVIORAL HEALTH	7,150.00	5,200.00	12,350.00	5,450.00		5,450.00	233,953.72	138,933.00	372,886.72
J60RW08	DENTAL			0.00	70.00	1,570.00	1,640.00	89,601.37	51,911.00	141,512.37
J60RW19	DIABETIC SHOES		2,999.00	2,999.00		322.00	322.00		19,459.00	19,459.00
J60RW41	5% INPATIENT	19,698.27	3,488.00	23,186.27	4,356.72	1,500.00	5,856.72	427,642.08	191,193.00	608,835.08
J60RW43	5% OUTPATIENT	2,138.33	5,437.00	7,575.33	815.51		815.51	45,593.58	65,193.00	110,786.58
J60RW45	5% DENTAL			0.00	43,724.40	16,052.00	59,776.40	856,971.23	252,669.00	1,109,640.23
J60RW50	5% VISION			0.00	67,298.64	10,379.00	77,677.64	874,671.50	188,240.97	1,062,912.47
TOTALS		773,390.53	940,763.00	1,714,153.53	502,816.91	349,956.00	852,772.91	14,465,025.43	13,183,249.95	27,648,275.38

	TOTAL				Projected Annual Expens	Projected Bal At Year End
	Budget	Paid	Open	Balance		
COMPACT	28,219,616.00	11,483,866.23	12,234,510.76	4,501,239.01	35,577,565.48	(7,357,949.48)
SUB ABUSE	260,000.00	414,313.02	102,380.25	(256,693.27)	775,039.91	(515,039.91)
DIABETIC SHOES	350,000.00	0.00	19,459.00	330,541.00	29,188.50	320,811.50
5% DIVIDEND	6,500,000.00	2,566,846.18	826,899.94	3,106,253.88	5,090,619.18	1,409,380.82
Totals	35,329,616.00	14,465,025.43	13,183,249.95	7,681,340.62	41,472,413.07	(6,142,797.07)

Top Diagnosis by Clinic

Sam Hider HC	#	Total Visits
Essential (primary) hypertension	480	4105
Type 2 diabetes mellitus without complications	322	
Encounter for screening for malignant neoplasm of colon	181	
Type 2 diabetes mellitus with unspecified complications	147	

Ochelata HC	#	Total Visits
Essential (primary) hypertension	279	1831
Type 2 diabetes mellitus without complications	205	
Hyperlipidemia, unspecified	153	
Encounter for screening, unspecified	148	

Ga Du Gi HC	#	Total Visits
Acute maxillary sinusitis	56	290
Acute maxillary sinusitis, unspecified	55	
Allergic rhinitis due to pollen	50	
Allergic rhinitis, unspecified	20	

Three Rivers HC	#	Total Visits
Essential (primary) hypertension	600	5824
Type 2 diabetes mellitus without complications	379	
Encounter for routine child health examination without abnormal findings	293	
Hyperlipidemia, unspecified	270	

A MO HC	#	Total Visits
Type 2 diabetes mellitus without complications	422	3527
Encounter for screening, unspecified	383	
Essential (primary) hypertension	358	
Vitamin D deficiency, unspecified	187	

Redbird HC	#	Total Visits
Essential (primary) hypertension	545	4106
Type 2 diabetes mellitus without complications	381	
Type 2 diabetes mellitus with hyperglycemia	253	
Encounter for immunization	147	

Wilma P Mankiller HC	#	Total Visits
Essential (primary) hypertension	695	4514
Type 2 diabetes mellitus without complications	423	
Other specified diabetes mellitus without complications	259	
Hyperlipidemia, unspecified	258	

Vanita HC	#	Total Visits
Type 2 diabetes mellitus without complications	398	4105
Essential (primary) hypertension	351	
Generalized anxiety disorder	178	
Low back pain	171	

Will Rogers HC	#	Total Visits
Essential (primary) hypertension	301	
		1859
Type 2 diabetes mellitus without complications	274	
Hyperlipidemia, unspecified	198	
Encounter for screening for human immunodeficiency virus [HIV]	118	

WW Hastings HC	#	Total Visits
Essential (primary) hypertension	133	
Type 2 diabetes mellitus without complications	5	
Encounter for supervision of normal pregnancy, unspecified, unspecified trimester	807	11968
Hyperlipidemia, unspecified	602	
	508	

Summary Highlights for the month of May, 2017

AMO Health Center (AHC): 19 new patients; OBI Blood Drive; Dr. Gray received the Executive Director's Award at Our Docs Rock for Outstanding Physician Leader of Cherokee Nation Health Services.

Cooweescoowee Health Center (CHC): 141 new patients/re-activated charts; Public Health Nurses (PHNs) visited Skiatook Senior Center and performed blood pressure checks, set up a first aid station at Caney Valley Elementary for the track and field day, taught a hand washing class to after school SLAM program students, performed blood pressure checks and handed out information about tick borne illnesses and summer safety at the CN Tribal Photo ID Community Event at CHC, they attended the Dewey Card event for seniors and performed blood pressure checks, handed out information on tick borne illnesses, summer safety, Hep C and healthy ageing awareness.

Vinita Health Center (VHC): 102 new charts; for osteopathic medical practice; Staff raised \$160 for the Special Olympians who were traveling to Stillwater for State Games; PHNs attended the Senior Day Fair in Craig County and provided checks for Blood Pressure and Pulse Rating.

Wilma P. Mankiller Health Center (WPMHC): 51 new/reactivated charts; Staff performed athletic physicals at Stilwell High School.

CN-WW Hastings Hospital- May, 2017

Announcements

We celebrated Hospital Week 2017 with activities focusing on appreciation of our physicians and staff with a construction theme. Our staff raised \$1,300 in cash and over 120 pounds of food as part of our annual food drive during Hospital Week. We hosted an employee picnic, a health fair, and the night shift was served dinner via food trucks on Tuesday and Thursday night so that both rotations were served. We had several giveaways for staff including a Roomba robotic vacuum, power drill, gift cards, and a toolbox. We also hosted a Years of Service award for physicians and staff in conjunction with a proclamation for both Hospital Week and Nurses Week.

In recognition of our emergency medical service (EMS) professionals during National EMS Week, we provided snacks and drinks for ambulance crews in the Emergency Department (ED), conducted giveaways of Leatherman Raptors in the ED for ambulance personnel each day of the week, and provided a lunch for our CNEMS crews with awards given to

several of our EMTs, Communications Officers, and Paramedics. Of note, one of our Communications Officers, Dillon Robertson, was recognized with a Stork Pin for an assisted delivery over the phone.

Achievements

Carter Dexter, a Food Service Worker at Hastings, has completed the ServSafe Food Protection Manager Certification after an examination accredited by the American National Standards Institute (ANSI)-Conference for Food Protection.

Brooke Bell, a Team Lead for MedSurg, recently earned her Bachelors of Science in Nursing (BSN) and this is in addition to already earning a Master's in Public Health.

Patient Access

The Emergency Department and Urgent Care provided care to 6,025 patients during May 2017 with a Left Without Being Seen (LWOBS) rate of 2.6%, once again below our goal of 3%.

- Surgical Services performed 417 surgical procedures during May 2017.
- Cardiopulmonary performed 55 In-Lab Sleep Studies and 25 Home Sleep Tests during May.
- Patient Transport transported 207 patients during May 2017.

Dental Services: Clinical visits include Exams, Emergency Exams, Return Visits for Treatment, Diabetic Screenings, and Headstart Screenings: 8,678 clients served. Scheduled Dental Examinations for routine care: 2,511 clients were served. Emergency Exams- These are unscheduled walk in patients 1,133 clients served.

Emergency Medical Services— the program transported 465 clients; of those 333 were emergency transports. In addition 720 participants were trained at our facility.

Public Health Nursing— provided 418 home visits, 75 post-partum checkups. In addition 354 patients were transported.

Breast & Cervical Cancer Early Detection Program- The program served 311 Indian/Cherokee women (Clinical Breast Exam, Mammograms, Ultrasound, Pap smear, HPV testing, Colposcopy with or without biopsy, Colposcopy w/ ECC and ECC, and Cytopathology) at the cost of \$16,674. Education/outreach was offered at Colcord Senior Citizens (22 participants), Muskogee Women's Organization (20 participants), Three Rivers Health Center (18), Country Gardens Senior Community in Muskogee (50).

JBC— Served 26 clients; of those 19 were males and 07 were females. Staff provided Sidney Kimble provided outreach services at the Cherokee Nation Children's Mental Awareness Day and also provided outreach services at the 24th Annual Children's Behavioral Health Conference sponsored by ODMHSAS in Norman, Oklahoma

Dietary Services— 847 clients were provided dietary counseling services. The services include Classes for DSME Classes; DM Classes; Lipids; Weight Mgmt Classes; Employee Activity Committee Activities; DM Ancillary Clinic, Chronic Pain Program, Cooking Class, Employee Wellness Classes; Healthy Native Program Classes; Prenatal, New OB Enrollment. MNT Classes: 125 -number of participants in the classes. Worksite or Community Classes/Presentations: 15 (# of participants).

Staffing Report— Total positions: 2,454; of these 2,199 (89.6%) are filled, 255 (10.3%) are vacant.

Diabetes Program Report— 118 patients attended the Diabetes Self-Management Education classes in May 2017 Attended meeting with Medical Director, Clinical Administrator, and DM Program staff to discuss workload issues regarding DM Registry maintenance.

Health facilities — Health facilities completed 64% of Preventative Maintenance Projects open during the month. Health Property completed 11 of 12 project open during the month. Program had a total of 155 call-in work orders, with 135

being completed. Developed an Infection Control Risk Assessment for Three Rivers Health Center, and the Redbird Smith Health Center. Supplied Health building information to Sky Site (ARC) a project CN and CNB are in to digitize all drawings and O&M manuals. Formed committee and scored proposals on boiler maintenance at all Health Centers. Ordered "Cherokee interpreter available" signs for Health Centers. Attended several sessions on roads, easements, utilities issues for Tahlequah Outpatient project. Health Facilities maintains a fleet of **150 GSA vehicles** and 15 tribal.

Community Health Promotion- The program works directly with Cherokee communities, youths, and schools within the CN Jurisdiction to support healthy lifestyles and sponsors risk prevention. The program offered Smoking Cessation classes at various locations.

Community Recreation Center

Total Members: 12,502

Revenue: \$4,180.00

Total Visits: 8,501

Total Group Fitness: 4,560

Total Child Watch: 905

Youth Risk Behavior Survey – We are currently distributing surveys and collecting data.

Public Health Accreditation- Cherokee Nation Public Health won the National Indian Health Board Innovation Award for 2017. Sr. Director of Public Health Lisa Pivec has been invited to be the keynote speaker for the annual NIHB Public Health Conference in Anchorage, Alaska, in June.

We are continuing to work under new standards (version 1.5) in preparing for re-accreditation. We are working on preparing documentation for Emergency Management, Strategic Plan, Workforce Development, Tribal Health Assessment, Tribal Health Improvement Plan and the Quality Improvement Plan.

Sequoyah County PHEs Mary Owl and Lacey Wallace- PHE's offering smoking cessation classes, RSHC held Women's Health Fair, offering before-work morning work outs at the clinic for employees, Gary Lattimore Scholarship Run in Roland, OK, Webber Falls running/walking group continues meeting, offering 30 minute short-but-intense cardio work outs and full body work outs (Mondays and Wednesdays), offering RSHC Boot camp classes, distributed leftover starter plants among Brushy, Belfonte, worked with square-dance farms setting up Aquaponics, conducted Diabetes Prevention Program classes, Healthy Native Program, Roland school visit to discuss indoor systems during the summer, delivered the rest of cafeteria supplies ordered through PICH, held Roland and Vian elementary county track meets, RSHC gardens have yielded 5 oz. of cilantro, spinach, 1 lb spring salad mix, 2 lbs. of red radishes, 2.5 oz. of cilantro and 2 oz. of dill and ½ oz. chervil.

Cherokee County – PHE Hillary Mead and Sonya Davidson – PHE's are continuing to hold Step 2It walking/ running group sessions, began Little Steps Big Gains walking group to be held at the One Fire field at Cherokee Nation Complex, developed final design for Cherokee Holiday Run T-shirt, planning stages for the Red Fern Half Marathon, Open Streets Tahlequah will be hosted 6/10/17 from 10-2pm and seems to generate interest, working with 10 communities to gather info on Year 3 projects, continues to facilitate Healthy Native Diabetes Prevention classes, met with City of Tahlequah and set up smoking cessation classes for city employees.

Adair County – PHEs Charlie Stilwell and Teresa Eagle- PHE's did BMIs at Little Kansas Elementary school, prepared for the Run for the Berries at the Strawberry Festival, conducted one on one tobacco cessation counseling session, met with Tracy Roberts at Stilwell Hardware to discuss remaining budget for 3rd PICH year, met Rocky Mountain teachers and students to construct raised beds, visited with Rocky Mountain and Cherokee Children's Mission to determine what materials were needed.

Delaware/Ottawa Counties –PHEs Trisha Nichols and Cindy Tuder-PHEs assisted with BMI's at Little Kansas Elementary, hosted Healthy Native DPP classes, assisted with YRBS at Catoosa High School, escorted students to Kansas

High School to sing in Cherokee for school cultural day, working with the local Chamber of Commerce in planning Jay 5K, assisted with the Isaiah Sapp Memorial Run at Kenwood, planning for the Kids Camp at SHHC, attended Chef's Planning Meeting held at OSU Extension in Jay, placed raised garden bed at Cleora School, Colcord Schools received the Food Warming Unit, leading the Kickin' Asphalt training in preparation for the Red Fern Half Marathon.

Mayes and Rogers Counties— PHEs Tony Ballou and Ronnie Neal - PHE's provided 1-on-1 cessation counseling to 4 patients at AMO, helped with Run of the Berries, worked as a cultural presenter at Wickliffe K-8th grade school, presented cultural game of stickball at Osage K-8 grade school, assisted with Wickliffe's Conference Track Meet on 9th with over 350 students participating, working on opening markets for Mayes and Rogers Farmers Market, conducted BMI's at Kansas Elementary and Stilwell Elementary, continued healthy Native classes at AMO, helped coordinate 5th annual community health fair at Go Ye village, facilitated YRBS at Catoosa High School.

Muskogee County – PHE Jason Shelor and Stephanie Buckskin- PHE's assisted with Muskogee Farmers Market, part of the Farm to Fork event with area merchants, provided Veggie Bucks to families, Braggs schools started garden project, PHE is meeting with Warner schools about farm to school efforts and a raised garden bed, SWAT and Healthy Living teams wrapped up, met with faculty and staff at Warner to assess current policy and practices supporting tobacco-free efforts, continuing to provide support to the Cherokee Nation WIC program, helped finalize Kay Lane Wellness Run, teaching boot camp at TRHC, Running/Walking 101 completed, teaching Healthy Native Program.

Washington/Craig/Nowata Counties – PHE Amy DeVore – PHE's met with OK State Department of Health about possibility of helping start at Boys and Girls club in Vinita/Craig county, organic raised beds built at Vinita HS, items ordered for BMI's and School Health Grant for Bluejacket School, did BMI's at Little Kansas, helping plan Kid's camps, conducted YRBS at Catoosa HS, elected as a committee oversight chair for the OK Strategic Tribal Alliance for Health, attended opening day of the Vinita FFA Farmers Market, attended the weekly garden meeting in Nowata.

Contract Health Services— During the month of May 2017, CHS program processed 7,483 referrals of those 7,209(96.3%) were approved at the cost of \$ 3,158,392.

Behavioral Health Services— A range of behavioral health Services were provided to 2,177 across 2,918 visits to Behavioral Health in May 2017. The services provided ranged from psychiatric services to rigorous psychological assessments to parent-child interaction therapy and include animal-assisted, individual, group, and marriage and family therapy.

OFFICE OF PROFESSIONAL RECRUITMENT, RETENTION, AND CREDENTIALING

May-June 2017

*Approved to start: Processed & at/completed contract stage. Highlighted in yellow are Cherokee Citizens. Submitted by S.Wickliffe

New Professionals:

- Cass Cherry, DO (WWH-EM) PRN, state date 6/25
- Tonya Cottman, APRN (WWH-Primary Care), start date 7/10
- Physical Therapist (WWH), start date 7/9
- Stephn Drywater, MD (EM WWH)- start date 7/16
- Janelle Johnson, DO (Stilwell)- start date 8/6

Pending candidates (LOC & pending processing/approval)

- DO (WWH-UC)
- Dental Hygienist (Jay)
- APRN (Stilwell)
- APRN (Stilwell)
- APRN (WWH-PC)

- DMD (Vinita) (Other Indian)
- MD (Muskogee) PRN
- Physical Therapist (Muskogee)

Recruiting for the following Vacancies (does not include vacancies where a candidate has been selected and is process):

Clinic Vacancies:

- Physicians: 8 (vacancies at all clinics, except Vinita & Stilwell)
- New referrals for Salina and Ochelata
- Mid-levels: 2 in Jay
- Dental: 1 in Vinita

WWH Vacancies:

- Physicians: 1 R/FT in UC, 1 R/FT in EM, 1 R/FT in PC
- PRN Physicians: 9 in UC (due to annual turnover of residents) & 1 in EM
- Surgery: 1 R/FT
- CN Midwife: 1
- APRN: 1 R/FT in UC, 1 R/FT in PC & 1 PRN for UC

Behavioral Health:

- Tahlequah: 1 APRN R/FT

Pharmacy:

- Refill Center: 1 R/FT

Vacancy Rates (excludes PRNs):

- Clinic Providers: 13.2%
- WWH Providers: 8.2%
- Total Providers: 10.7%

Total Health Professionals: 9.5% (including PRNs)

Turnover:

- Annual Turnover for Providers (Physicians & Mid-levels) is 8.4%
- Annual Turnover to date, Total CNHS Health Professional is 7.2%

Note: Does not include PRN (less than 100hr annually)

Recruitment Activity

- Additional staff assigned to recruit for Jay
- Staff held recruitment both at the United States Public Health Symposium, Chattanooga TN in June
- Held annual residents barbeque in June
- Scheduling Resident Programs visits, UAMS scheduled for July 2017 with Dr. Stallcup
- Recruitment to begin using Doximity; new talent source



Cherokee Nation Health Services Group

Dental Health Services

Patient Satisfaction Survey

A patient satisfaction survey was initiated in December of 2016 and continued till February 2017 in all the dental clinics. The purpose of the survey was to give the clinics and leadership feedback on several aspects of customer service and patient care.

The six question survey was designed to measure the total dental experience, from the time the patient checks in at the front desk until the treatment is complete and the patient is dismissed and to take as little time as possible to ensure not to disrupt the normal patient flow for the providers.

A comments and suggestion section was designed to allow the patients to express anything further they wanted us to know. Those results are also entered on to the spreadsheets.

A total of 3802 surveys were completed. All questions were scored by the patient from Strongly Disagree = 1 to Strongly Agree = 5.

The process for this survey was to give the patient a blank survey at the end of their appointment and encourage them to anonymously participate by answering the questions and dropping the survey in a locked box at the exit of each clinic. The surveys were then collected and brought to an administrative officer in the Chief Operating Office at W.W. Hastings Hospital. These results were not seen by my office or any clinic until all the information was collected and entered on to a spreadsheet. This process was developed to ensure all results were tabulated accurately.

The survey results were overall very positive. These results confirm the overall positive impact the changes enacted within the dental clinics by the staff has had on the perception the patients are experiencing.

R. Stephen Jones
Sr. Dental Director
Cherokee Nation Health Services



Cherokee Nation Health Services Group

Dental Health Services

Dental Patient Visit Feedback

The purpose of today's visit was (circle one):

ER/Walk-in Diabetic Screening Scheduled with Dentist Scheduled with Hygienist

Please consider the following statements and indicate if you agree or disagree:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
My wait time was reasonable	1	2	3	4	5
The front desk staff was friendly and helpful	1	2	3	4	5
My dental assistant was attentive and professional	1	2	3	4	5
My provider was knowledgeable and provided high quality care	1	2	3	4	5
My provider cares about my health and took the time to answer my questions	1	2	3	4	5
I would recommend this clinic to a friend	1	2	3	4	5

Comments or Suggestions:

We appreciate your suggestions! Thank you for taking the time to let us know how well we are meeting your needs as a patient.

Question 1 "My wait time was reasonable"

This question was designed to let us know how we were meeting our patient's expectations as to their wait time for their appointment. Are we getting the appointed patients seated in a reasonable amount of time? Are the walk-in patients being seen within a reasonable time? All from the perspective of the patient, not what the clinic would consider a reasonable time.

Question 2 "The front desk staff was friendly and helpful"

This question was designed to see how we were doing with first impressions and initial customer service. Are we explaining and helping with paperwork and forms?

Question 3 "My dental assistant was attentive and professional"

This question was designed to see how the patient was treated by the staff once they leave the waiting area and are taken to the dental chair prior to and during the dental visit.

Question 4 "My provider was knowledgeable and provided high quality care"

This question was to measure the level of care the patient received as well as if the expectations the patient had were met by the Dentist or the Hygienist.

Question 5 "My provider cares about my health and took time to answer my questions"

This question was designed to let us know if the patient feels that we are really meeting their needs, not only clinically, but that we genuinely care about them as a patient. The busier the clinics get it is important that the patient doesn't feel rushed or like a number.

Question 6 "I would recommend this clinic to a friend"

This question was designed to let us know about the overall experience. If a patient is willing to recommend us to a family member or a friend that is the best compliment we can have as a program.

Dental Patient Satisfaction Survey

Survey results overall

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Average Score
My wait time was resonable	2915	694	99	23	49	4.69
The front desk staff was friendly and helpful	3152	549	55	9	43	4.77
My dental assistant was attentive and professional	2703	341	21	2	43	4.82
My provider was knowledgeable and provided high quality care	3346	358	21	4	43	4.85
My provider cares about my health and took the time to answer my questions	3343	356	32	2	41	4.84
I would recommend this clinic to a friend	3374	350	33	3	41	4.85
Percentage	82.6%	11.6%	1.1%	0.2%	1.1%	97%

Some questions were left blank resulting in different totals for each category.

Dental Patient Satisfaction Survey

Clinic Name: W.W. Hastings Hospital - Tahlequah

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Average Score
My wait time was resonable	584	138	22	6	6	4.70
The front desk staff was friendly and helpful	615	122	15	1	5	4.77
My dental assistant was attentive and professional	688	58	3	1	5	4.88
My provider was knowledgeable and provided high quality care	649	70	3	0	5	4.87
My provider cares about my health and took the time to answer my questions	682	65	4	0	5	4.88
I would recommend this clinic to a friend	688	58	6	1	5	4.88
Percentage	85.77%	11.22%	1.16%	0.20%	0.68%	99%

Some questions were left unanswered, resulting in only 99% of questions completed.

Comments

- * Great service and friendly makes me not feel nervous about dental work.
- * Great!
- * Wonderful helpful staff.
- * Very good staff.
- * Everyone was great and what I would expect care to be.
- * Everyone has been great.
- * Very good.
- * The ladies were excellent, very professional.
- * Great Job today!
- * Had a very good visit! No problems
- * I've always been very pleased with my treatment. Keep up the good work! I really liked it when 7 am appointments were possible, but 8 am is okay.
- * I appreciate the care available to me. I also appreciate their clinic personel.
- * I always have a wonderful experience.
- * They did a great job.
- * Very friendly staff and atmosphere!
- * PCM cortney did a great job and very helpful on letting me know what was going on and very friendly.
- * It was a pleasant experience. Not much of a wait time at all.
- * Helpful with tips to keep improving and kind with a couple issues that still need to do a little better.
- * Great friendly and informative. Thanks.
- * Thank you for service and my good health
- * Good Job! Thanks.
- * The hygenist (Gayla) is awsome and you know she cares.
- * Thanks.
- * Good Job.

Dental Patient Satisfaction Survey

- * Staff is great! Could not be better! Kids love it here.
- * Excellent clinic and personnel, thank you!
- * The dental clinic personnel are very helpful and professional.
- * Very good.
- * Very nice and friendly.
- * Great work! You guys are the best.
- * Great work! Thank You!
- * All around delightful
- * Pam was very friendly and it was my pleasure for her to take care of me.
- * Profesional - Conversationalist
- * Wonderful visit.
- * Great visit.
- * Thank you so much - very professional.
- * Dr. P is great.
- * Everyone was kind and helpgul. I am thankful for their care. I am fearful of the dentist but they lessoned my anxiety. Thank you for the amazing care!
- * The best care.
- * We were very impressed with the whole staff. It was our first visit and we were very satisfied.
- * Best dental app ever!
- * Speedy service
- * Everyone has extremely nice and helpful. I really appreciated that.
- * Nice staff
- * My visit was handled with absolute professionalism. Each staff member was amazing. Front desk was poliet and very kind. I appreciate all involved.
- * Best dental visit yet.
- * Gayla was great! Best I've ever had
- * Good Job.
- * We love Dr.P 2nd everyone at Hastings Dental clinic! Thanks for all the hard work you do!
- * Very professional, Job well done.
- * Every one professional and nice.
- * Treated very nicely and professionally.
- * Good job today
- * Dr. Bean and Kendra were extremely friendly.
- * Removal of two wisdom teeth was fast and painless.
- * Friendly and professional.
- * Awsome Job!
- * The Dental Department as a whole, is outstanding. Awsome job by all involved.
- * Everyone was very nice, friendlt, and very attentive. I really enjoyed the time here. Dr. Bean was very friendly and made me feel he was taken care of me and very professional. I really liked Pam. They both answered my questions.
- * Thank you for taking time to explain the plan for my little guy.
- * Really nice
- * We love it here!
- * I was very well taken care of.
- * All great
- * Wonderful experience front desk to check in with.
- * It's really cold in the waiting room.

Dental Patient Satisfaction Survey

- * I was very anxious about today's appt however Gayla put me at ease and was wonderful at cleaning and educating me.
- * Very professional and very helpful!
- * Dr.P is awesome. My daughter loves her.
- * Great care. Courtney is awesome.
- * Thanks! Love Courtney.
- * Dr.P and Jennifer did wonders with their patient. He was a tough case.
- * Good job.
- * They are wonderful. Thank you.
- * Very nice
- * Excellent
- * We love all the staff very friendly and my 8 yr old daughter really likes Dr.P
- * Everyone was friendly. That was a good visit.
- * Great!
- * Everyone was very professional and did a great job. Thank you
- * Dental staff is great!
- * Everyone was great!
- * I was very pleased. Good job.
- * Great visit. Thank you.
- * Good job! Thanks
- * Had a great experience. I'm usually anxious when visiting dental but the staff was very welcoming and put me at ease.
- * Both were great with my daughter.
- * I was very pleased with my apt. My care was excellent.
- * The hygienist is very good. I like having Courtney as mine! Good job Courtney!
- * Excellent
- * Awesome.
- * Keep up the great work.
- * Could not be more satisfied with the staff! Excellent care and I appreciate the care so much!
- * Made both kids very comfortable!
- * They were wonderful and friendly.
- * Everyone was really helpful and friendly
- * They were friendly and courteous
- * Everyone was great!
- * Great Dental Program.
- * Great job.
- * Since the drug head Dental assistant supervisor is gone and if Dr.Looney and Dr.Jones was gone the dental clinic would be a much better place. Patient care was good. Dental assistant and hygienist are awesome.
- * Always great service and very professional.
- * Efficient, helpful, and painless experience.
- * Sue and Dr. Looney were amazing and patient. Greatly appreciated!
- * Worked well with my almost 2 year old. It was great.
- * Dr. P and her assistant are very informational, caring, and great in dealing with children. I totally trust them with all my daughters dental needs.
- * Everyone is friendly and efficient, and knowledgeable
- * Great job always.

Dental Patient Satisfaction Survey

- * Great job and very attentive and nice.
- * Everyone was very helpful.
- * Great service today.
- * The visit was great! Very happy with everything.
- * Pam and Gayla are awesome!
- * Great customer service.
- * Great visit in and out. Cleaning done very well.
- * Very professional
- * Awesome service.
- * Dr. P and her assistant were amazing.
- * Outstanding care. Thank you.
- * Great team, they are excellent.
- * Great job!!
- * Everyone I encountered was very friendly and helpful.
- * Very helpful with Do's and Don't's
- * We love Jenny and Dr.P
- * Dr.Reilly, Macy, Pam, and Gayla are wonderful people and very friendly. I recommend a raise!
- * Wonderful!
- * Dental staff is always very friendly
- * Everything was great.
- * Was very kind and friendly with conversation while in chair very good.
- * I appreciate the care I have here given here at the dental clinic.
- * Both ladies were great!
- * I felt like the hygenisit really cared about my care.
- * Lindsey was great. Courtney was great.
- * Thanks for everything!
- * Courtney was very professional!
- * Courtney was great! Dr.French was very through! Pleased with my expereince.
- * Didn't wait long. Real friendly.
- * Was able to come in later. Before appointment (worked in)
- * Everyone was very friendly and helpful!
- * They were great!
- * Very good care!
- * love my dentist
- * great all around service and knowledgable. A pleasant expereience.
- * I have always been treated wonderfully here. Excellent staff!
- * I appreciate all that you guys did for my son. God bless you!
- * Good, thank you!
- * I believe today was an excellent service provided. Great day.
- * Always a great expereince!
- * Loved how very explanitory Courtney was. Very professional.
- * They were very nice
- * very friendly and professional. Great visit!
- * Provider was very friendly and made sure I understood procedures she was doing. I wouldn't suggest anything different!
- * From 1 to 10 give a 10
- * Everything went well!!

Dental Patient Satisfaction Survey

- * Always a pleasant experience!
- * Good job!
- * They were extremely helpful with all my questions. Very pleasant staff!
- * You all did an excellent job! Thank you for the care you show.
- * Thank you for your care.
- * Pamela and Courtney did an excellent job on helping me maintain my health and was very patient with me.
- * Dr. French and Pam awesome!
- * Great service!
- * Staff friendly and professional.
- * Everyone was professional and very pleasant. My appointment was at 9:00 a.m., they were very prompt.
- * Was a good visit and reports good.
- * No dental assistant. Great job! Courtney was professional and kind.
- * Staff and care was excellent. Wish all clinics were like this.

Dental Patient Satisfaction Survey

Clinic Name: Where They Heal - Vinita

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Average Score
My wait time was resonable	124	25	0	0	3	4.76
The front desk staff was friendly and helpful	125	21	2	1	3	4.74
My dental assistant was attentive and professional	143	6	0	0	3	4.88
My provider was knowledgeable and provided high quality care	142	7	0	1	2	4.88
My provider cares about my health and took the time to answer my questions	141	8	0	1	2	4.88
I would recommend this clinic to a friend	140	8	0	0	3	4.87
Percentage	89%	8%	0%	0%	2%	100%

Comments

Thank you!

Thank you!

Thank you!

Very profesional and good!

Best office I've ever attended in all my 25 years of dental visits!

Wonderful care! Thank you.

Great service!

Keep up the great work! Thanks!

Very personalble and attentive!

Good job.

Terrific and thank you!

Great expereince as always! Thank you.

Was waiting on my top denture thank you and have a very merry christmas.

Wait time a little long, but I was a walk-in so this was understandable.

Thank you!

This place is Amazing!

Very nice people.

I am here because of a referral from my sister and brother very professional and the doctor and staff takes time to explain procedures.

Ashley T was great!

As I am not good at the dentist usually, I have had nothing but excellent experience here at Vinita.

Dr. Phillips is fantastic and the staff is very friendly and calming.

I have always had a great care here. Love my hygenist Jennifer C.

Very friendly.

Enjoy having my teeth cleaned nice and curtious people.

Love the dentist here.

Wish more people were as nice as you all are.

This was my first time to this clinic and I was very pleased with the outcome.

Dental Patient Satisfaction Survey

The staff - and the people are so good and nice!

Fantastic

Thanks for all you do!

Very professional

We are very thankful for the staff they are amazing.

Very attentive and helpful, friendly and courteous

Everyone was sweet, kind, and attentive! Appreciate the excellent care.

I couldn't ask for better service!

Great job to Dr. Henry and assistant.

I will come back if I have to. I thank my provider and assistant for their kindness.

Very nice people. Also love how clean it is here. Thank you.

My care here has been very good.

Great and friendly service! Thank you.

Really kind and friendly environment, would recommend to anyone.

Very pleasant experience.

Dental Patient Satisfaction Survey

Clinic Name: Wilma P. Mankiller - Stilwell

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Average Score
My wait time was resonable	475	105	24	2	7	4.69
The front desk staff was friendly and helpful	522	79	3	0	8	4.81
My dental assistant was attentive and professional	555	46	3	0	8	4.86
My provider was knowledgeable and provided high quality care	553	48	4	0	8	4.86
My provider cares about my health and took the time to answer my questions	552	47	6	0	8	4.85
I would recommend this clinic to a friend	548	49	8	0	8	4.84
Percentage	87%	10%	1%	0%	1%	100%

Comments

Enjoybale experience
 someone to turn the heat on a little more
 No wait and quick attention
 They were all very good and friendly
 very nice and friendly people! :)
 Awesome dentist
 Excellent care. Very caring people. God bless you
 Dental is awesome! Keep up the good work
 Great experience, could not ask for anything better!!
 you guys are awesome!
 Thank you
 Nice folks
 A lot better than last time
 Couldn't ask for better people, awesome!
 Excellent, like the new way of doing cleaning and exam at same appointment. And getting next appointment so I don't have to call again
 Excellent!!
 Very nice and worked with me
 Great Job. Very friendly staff
 Charise was great
 Why does a patient need to check in at front desk - then again at dental office>
 This new step for a disabled person to walk from one end of the clinic to the other, I do not feel is necessary, and shoul dhave been considered before
 I love this dental clinic! Best staff from the beginning to end!!!
 Very thankful! Merry Christmas
 Everything was great
 Dr. Beard and her staff are the greatest! I wouldn't want another dental team. They're awesome.
 Great staff and service!

Dental Patient Satisfaction Survey

Great care by Amanda! Give her a raise.

Great job!

Everyone is nice and helpful. It was a nice change.

Nice and enjoyable and very knowledgeable and informative. Would recommended this team to anybody. Thanks for the excellent care.

Amanda is kind, skillful, and is much appreciated.

Dr.Reece is always the best and so is his staff.

Thank you for being very professional and friendly. Great experience.

Awsome job at Stilwell

Was very pleased - everything was explained to me and I was at ease. Thank you.

Great care here at WPM Clinic.

By far my best visit yet. Great with me. I am very satisfied.

You are awesome.

I love this place - I always paid for Dental and it was never as good as here. Good job!

They were very friendly and so is Dr. Reese.

Penny and Brianna were very nice and helpful. Penny always does a great job taking care of my teeth and communicating with me.

Very enjoyable

Lisa and Dr. Beard were the best and so good to me.

Great!

Good experience!

Great visit!

Everything was good. I love going to the Dentist office here.

Great experience!

I love to come here. Always so friendly.

Wonderful team!

Love my visits here!

I really appreciate this entire staff. Thank you all very much.

Always good to me.

Thank you, you guys are so nice!

Though I wish I could get sooner appointments, I'm very satisfied with the staff! Love the clinic.

They are the best!

Excellent service

Very good treatment

Love the ladies in this place! They always make me feel like family.

Love you guys and gals - I will keep coming back and keep up the good work.

Brandy at the front desk is always super friendly and Amanda does a great job!

Loves Anderson! Very happy he's back!

Very good - nice people

Felt cared for and concerned

Best visit yet - I like Dr.Anderson! Cherokee was hreat too!

Always friendly and gentle.

Very professional

Everyone in the dental clinic is awesome!!

Best Dentist! Best dental assistant!

Love Dr. Reece

Commendable professionalism!

Dental Patient Satisfaction Survey

Everyone was very friendly and put me at ease right away

Great dental staff!

#1 good job

Thankful for staff and facility

Great job and very friendly

Everyone is wonderful. Always enjoy seeing them.

Place is warmer this time.

Dental Patient Satisfaction Survey

Clinic Name: Red Bird Smith - Sallisaw

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Average Score
My wait time was resonable	263	27	3	0	2	4.9
The front desk staff was friendly and helpful	270	26	4	0	2	4.9
My dental assistant was attentive and professional	285	14	1	0	2	4.9
My provider was knowledgeable and provided high quality care	282	15	0	1	3	4.9
My provider cares about my health and took the time to answer my questions	270	16	1	0	2	4.9
I would recommend this clinic to a friend	284	15	1	0	2	4.9
Percentage	91%	6%	1%	0%	1%	99%
<i>Some questions were left blank, resulting in only 99% of questions completed.</i>						

Comments

Thank you
 This was a wonderful visit and a positive experience for my child! Thank you! :)
 Very friendly and professional and made you feel comfortable and at ease! :)
 Be less rough
 very helpful and understanding about my anxiety
 I would recommend this facility to anyone. Great, friendly staff and nice facility
 They were both great! :)
 Bobbie and Tiff are the best. Give them a raise.
 Very professional
 Very good
 I had a root canal and I honestly never felt a thing. Dr. Faram is amazing!
 Great staff!
 Excellent, fast, friendly
 They did awesome
 Did a very good job
 I love this dental clinic. It is top notch!
 Very good care, thank you!
 all staff members are very friendly and helpful in all matters
 Good Job
 Very nice people
 Thank you Bobbie
 Dr. Hubler is great
 Excellent!
 Great job!
 Great
 They took me timely and fixed my tooth. Thank you!
 Great!

Dental Patient Satisfaction Survey

Very much improved from when I came here as a child. Wado

Everything was real good

Care is great!

Front desk wasn't unfriendly, but it was awkward. I stood there for a few minutes before I
was greeted

My son had a very good experience. Thank you!

Absolutely love the clinic. Thanks so much for everything!!

Excellent!

They are wonderful, could not ask for any better

Great!

Great!!

Thanks for the dental care

Dr. C. Beaver is an excellent dentist. Today aid was really better than last time.

Great!

Thnk you, again.

Wonderful

Thank you! So much!

Awsome.

Very speedy

Went out of their way to help with difficult child. Really appreciate it.

Thank you for the service and the care, it is much appreciated!

Excellent service!

Love staff and Dr. Hubla!

They were wonderful as always!

Very good job!

I appreciate the pace and professionalism from each dental assistant today.

Staff are all great here.

Very good job, enjoyed my visit.

Dental Patient Satisfaction Survey

Clinic Name: Sam Hider - Jay

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Average Score
My wait time was resonable	87	39	14	2	0	4.49
The front desk staff was friendly and helpful	87	48	7	0	0	4.56
My dental assistant was attentive and professional	110	30	2	0	0	4.76
My provider was knowledgeable and provided high quality care	110	30	0	2	0	4.75
My provider cares about my health and took the time to answer my questions	108	32	2	0	0	4.75
I would recommend this clinic to a friend	106	36	2	0	0	4.72
Percentage	71%	25%	3%	0%	0%	100%

Comments

Thank you for the good care and friendly service
 Great and Friendly Staff. Excellent
 Very attentive staff and service. Thank you!
 Fastest experience I've had at this clinic.
 The dentist and associates were very professional and compassionate. I am pleased.
 Great experience. Thank you!
 Like the radio station.
 Thanks!
 Thank you for the good care and friendly service
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 Like the radio station.

Dental Patient Satisfaction Survey

Clinic Name: AMO - Salina

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Average Score
My wait time was resonable	237	67	10	1	2	4.69
The front desk staff was friendly and helpful	244	67	3	1	2	4.74
My dental assistant was attentive and professional	278	37	0	0	2	4.86
My provider was knowledgeable and provided high quality care	276	39	0	0	2	4.85
My provider cares about my health and took the time to answer my questions	272	42	1	0	2	4.84
I would recommend this clinic to a friend	274	41	0	0	2	4.85
Percentage	83%	15%	1%	0%	1%	100%

Comments

Awesome
 These people are amazing. 5 Stars
 The Dr was great, but the girls were awesome
 Very good staff and care!
 They were very prompt and friendly
 They even make a dental visit enjoyable!
 I was referred to this clinic by many satisfied clients that use this dental clinic
 Take care of your people and dentists. They do wonderful work
 all Cherokee Nation Clinics need to have a better scheduling system
 Wonderful experience! Great Staff!
 Great Job!
 Good Job
 Always enjoy my visit! Love staff and dentist!
 Excellent!
 Thank you!
 Awesome people
 The doctor and the entire staff is wonderful. Very Very pleased and satisfied
 You guys did an awesome job! :)
 Very comfortable surroundings and pleasant staff. Thank you
 Good
 Very good! Dr. very patient and nice
 Great job! Thank you
 Everybody needs a raise!
 Walkins should go in order
 Great Job!
 Thank you
 Love everyone here they are nice and caring.
 Great dentist! Always makes sure I feel good during visits.

Dental Patient Satisfaction Survey

Didn't feel no pain when they pulled my tooth. Very good.

I have been very pleased with the care I have got here.

Very easy appointment. Thank you!

They were the very best.

Appreciate everyone here. Thanks.

Have always had great experiences.

Was very satisfied with my appointment today.

Very friendly was a great visit.

Great service

Awsome job

Friendly staff

Very good.

Very good

Great job

Great help.

Dental Patient Satisfaction Survey

Clinic Name: Cooweescoowee - Ochelata

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Average Score
My wait time was resonable	357	71	11	5	7	4.70
The front desk staff was friendly and helpful	404	42	4	0	5	4.85
My dental assistant was attentive and professional	424	22	0	0	5	4.91
My provider was knowledgeable and provided high quality care	418	25	3	0	5	4.89
My provider cares about my health and took the time to answer my questions	413	30	2	1	5	4.87
I would recommend this clinic to a friend	423	21	2	1	4	4.90
Percentage	90%	8%	1%	0%	1%	100%

Comments

Painless!
 Physician didn't ask why.
 They are all wonderful here.
 Very informative and friendly staff. Appreciate you very much.
 Love you guys!
 Wonderful dentist visit! It couldn't have went any better. Thank you!
 We were very happy with this appointment. Thank you!
 We were pleased by the entire visit it all went well. Thank you!
 Thanks!
 Thanks guys for my smile back.
 Good job
 I have a good connection with each and everyone here.
 Love you guys!
 Outstanding job!
 Great staff and enjoyable visit.
 Greatly appreciate the sweet care. I was very nervous and everything turned out great.
 Great service - no problems.
 Baili Rocks!
 Appreciate all of you so much.
 Very professional!!
 Bailey was super sweet and very friendly!
 Very good service.
 Fantastic Job! Thank you
 As much as I enjoyed this dental appointment - with these professionals I would do it again!
 I believe that this clinic is great! But if we can spend 25 million dollars for a casino then we can afford to hire another dental assistant and dentist. Overworked and underpaid. Great care!
 Thank you so much for allowing walk-ins. I appreciate it a lot. Fantastic staff!
 Very good all the way around.

Dental Patient Satisfaction Survey

Great staff

I felt good with visit. Thank you.

Thank you all very nice and very calming.

Overall very pleasant experience.

You all are great.

I appreciate this service.

Great treatment.

Baili was awesome!

Great job - all employees and Doctor. Thanks!

I wish I knew of dental services through the Cherokee Nation sooner, I have no doubt my teeth would never have gotten in such bad shape if I had started coming here ages ago!

Thanks for everything.

I love this office!

Awsome exoerience. Thank you.

Very respectful and clean.

Thank you for your help. Sorry I was so complicated.

Love this group! Veryy efficient and knowledgable

Baylee is awesome!

Very friendly, did the job with seemly very good knowledge. Good times with staff.

They all work well together what a great team,

Alisha is great!

Appt set at 8 am but not take back until 8:10 am. If I have to be her 15 minutes early for check in someone should be here to receive me at appt time.

Positive and excellent experience. Teeth feel great, everyone was friendly and attentive.

Very excellent care, visit not very long!

Love this place!

Great service. State of the art equipment. Staff very knowledgable and friendly.

I really appreciate the staff to take walk-ins!

Everyone is friendly and professional

Excellent service ad friendly staff enjoyed my visit.

They couldn't help me.

Loved them, they were great!

Has very friendly employees

Baili smith is the best

I feel comfortable coming here

Staff is exceptional. Thank you!

Great team here

Very satisfied

Great friendly staff!

Dr. was very nice.

good care here

Everytime I come here I have enjoyable time.

Great girls!

Great experience

Staff was really friendly and informative.

Awsome and professional staff

I am thankful to have this benefit

Dental Patient Satisfaction Survey

Great job everyone

For a walk-in I appreciate what you did for me

I appreciate this dental clinic.

Baili was the best!

Very helpful

Great service and very friendly. I appreciate that.

Fast and professional.

Keep up the good work.

Best experience with filling my front tooth to date.

Very friendly and great with my children!

Thanks for your good service!

Everyone is always polite and helpful. This place is the best clinic in OK.

Best in Cherokee Nation.

Amazing experience! Staff went above and beyond. Can't say enough wonderful things about this clinic!

So quick and efficient and most of all friendly. Thanks!

Great facility. Staff are great. Dentist is best I've had. Very appreciative.

Erica is fantastic!

great job team.

Awsome visit!

Very happy

Great

Compassionate care. Thank you!

I would recommend this facility just as it was recommended to me.

Great visit. Thank you.

Loved this dentist.

Very well done! Very little pain.

Dental Patient Satisfaction Survey

Clinic Name: Sam Hider - Muskogee

Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Average Score
My wait time was resonable	788	222	31	7	22	4.63
The front desk staff was friendly and helpful	885	144	17	6	18	4.75
My dental assistant was attentive and professional	908	128	12	1	18	4.79
My provider was knowledgeable and provided high quality care	916	124	11	0	18	4.80
My provider cares about my health and took the time to answer my questions	905	116	16	0	18	4.79
I would recommend this clinic to a friend	911	122	14	1	20	4.78
Percentage	83%	13%	2%	0%	2%	100%

Comments

- * Very nice!
- * Dental employees are so nice! I am very impressed :)
- * Good job on all
- * very nice, understanding
- * Very friendly
- * My hygienist that saw me today was extremely helpful. She answered all of my questions and most importantly, she was very careful not to hurt my teeth. During the cleaning, I was given good advice about how to care for my sensitive teeth. I would like to continue seeing her in the future. Thank you. P.S. I appologize that I do not remember her name, because it was the first time she has ever worked on my teeth. I wrote down my information so that maybe you could look up who it was. I give her 5 stars!
- * My hygienist Nikki?? Was amazing!!
- * Very nice and positive staff. When I walked to the desk, all front staf was holding a conversation but as soon as I stood in front of the desk, each one of them turned back to their computers and ignored me. It took a few minutes before someone was able to help me check in for my appointment.
- * The hygienist was great!
- * Nikki is extremely gentle and kind
- * Merry Christmas!
- * Arrival time 15 minutes early
- * Heather Harris RDH was very nice! :)
- * Great
- * Yes! Love Heather, love Dr. Henry! Definitely!
- * Thx!
- * Always cheerful and helpful. Always answers my questions, good music.
- * Loved how well the care was with my kids! Very impressed and pleased
- * Great! Thanks :)
- * A+++

Dental Patient Satisfaction Survey

- * Great Staff
- * very frustrating to phone in for an appointment
- * The dental assistant was very nice
- * I don't think anything should change. It's wonderful
- * Excellent
- * Thanks!!
- * Awesome!
- * Thanks guys
- * Love Dr. Holland and staff! Greatly appreciate his services!
- * no suggestions - Thank you and Happy Holidays! Have a Merry Christmas
- * Very pleasant group of physicians
- * the staff here is great. My care has been some of the best I have ever had. I appreciate all you have done for me.
- * Very pleased with my care
- * Janice was very kind as usual when checking me in, Nikki was awesome. Very sweet and helpful. She does a great job.
- * Great service
- * Heather Harris is the best hygienist I have had. Very professional and very sweet!
- * Great Service!! Class facility
- * too much drama. Workers are worried about other workers and some staff are walking around acting as if they are better than patients. Would recommend only if in DIRE need. Most staff is genuinely helpful and pleasant.
- * Great job!
- * My dentist and assistant were fantastic. No pain at all and they were very attentive.
- * Michele is the best ever!!! My dental assistant
- * checking in down stairs is a pain. Liked it better checking in at dental clinic. The wait checking in at the front door stairs was a waste.
- * always a pleasant experience even though it is the dentist. :)
- * Dr. Holland is awesome
- * Always friendly and helpful. Hi-tech equipment
- * They were great! Thank you
- * Good service
- * low level music is especially pleasant
- * wait time was almost immediate
- * provider was fast and painless
- * Thank you for being so kind and considerate, job well done.
- * since my first visit, the staff was super nice and friendly. I live in Inola and I have quite a drive every visit, but that doesn't bother me at all because the dental assistant and the dentist is so very kind and great at their job! They make sure I always know what is going on and they are very concerned about my well being while I'm in the chair! They are a very clean, sanitized, nice, wonderful group and facility! Definitely recommendable!
- * Quick, no pain
- * great job
- * Came in, was in a meeting. Other than that, good service
- * All good
- * need 90 days on med, not 30 days

Dental Patient Satisfaction Survey

- * Everyone here is very nice. Keep hiring good people
- * Hygienist very personable!
- * I was treated very well. Everything was great
- * I received very good care and Dr. Likes is a very caring person
- * Thanks for taking care of me and my kids
- * Thank you, pleased
- * I was with a walker because of my health. Your change in policy to check in was explained to me. I was required to check in downstairs. I guess anything to make your job easier
- * Very pleased with my care
- * I have never been treated better
- * This is the best dental service I have ever had! No doubt about it!
- * We love, love how friendly and professional everyone was! Dr. Zigo!
- * GREAT!
- * Very pleased with service from TRHC
- * very friendly and helpful staff
- * A+++
- * I drive all the way from Claremore just because I love this staff so much!
- * Awsome staff. Thank you.
- * You guys were all awesome!
- * This was honestly my best visit to a dentist I can remember. Everyone was very friendly as well as professional. This was also by far the most pain free visit I have had anywhere. Thank you!
- * My visit was fantastic!
- * Need to provide snack room with a vending machine so if here for a long time can get something to eat or drink. Also coat hangers or racks and neck pillows for those with neck and back problems.
- * Great visit!
- * Good job all around.
- * Dr. Henry is wonderful!
- * Need a heater
- * Very good service.
- * I love this group. Best station in the hospital.
- * Janice is extremely nice, helpful always pleasant.
- * I have always been extremely pleased with my care at this location. Thank you!
- * Great friendly staff
- * Waited 20 minutes passed appointment time.
- * I loved my dentisit, I had an hour and a half procedure done and he was so kind the whole time and kept asking me if I was ok and if I was in pain. He was amazing! Dr.Zigo is awesome!
- * The dentist and assistant was very kind and friendly and they made sure I was comfortable. They did a good job.
- * Janice was very professional at the desk. Sandra was and is always a bright, shiny face as an assistant.
- * Always get treated good here by everyone. Very good service.
- * Would be nice to have a clock that could be seen from the waiting area.
- * Thanks for the great service.
- * The dentist was friendly and professional and the hygienist was friendly and professional. The dental assistant in training needs to introduce herself and work on being more professional.
- * Great!

Dental Patient Satisfaction Survey

- * Heather is great. She takes time and very personable.
- * Six years ago my gums bled and eating was painful. Thanks to the peridontistis procedure and my dedicated hygienist my mouth is great. Thanks!
- * There are dead bugs in the light fixtures.
- * Wonderful from the time I walked in the door until the time I left!
- * Excellent service and care
- * Your blood pressure machine does not work well for me since I have high blood pressure.
- * Great people and service
- * Great experience - thank you!
- * Very great service.
- * Lovely visit.
- * Amber is an excellent hygienist
- * I thank you all for all you do for me
- * Perfect as always.
- * I was instructed to arrive 30 min. early for my cleaning. I checked in at 2:39, appt at 3. It is 3:20 and I am still waiting...
- * Heather was great!
- * Great service.
- * Absolutely love dealing w/ heather Harris and Dr. Simms!
- * Enjoyable time. Very friendly and polite. Encouraging every time I have an appointment. Keep up a good work!
- * Nikki was great! This visit was very pleasant- the one I've had.
- * Very great first child visit. The ladies up front were very helpful and the girls in the back were the best. Dr. Simms Rocks!
- * Everyone was awesome!
- * Exceptional dental care by Dr. Williford and her assistant. Blanch and the other caring staff at the front desk were great. I appreciate the dental care so much!
- * I love this dental clinic. The dentist is always friendly and is very concerned over my teeth. Everyone is nice and friendly and knowledgeable.
- * Great service!
- * Always a pleasure coming to this dental clinic.
- * Doctor was quick and considerate. Assistant was pleasant and personable.
- * The Dentist was super good did not feel a thing!! Very polite
- * Everyone was very nice and they took great care of me.
- * I sat with agonizing pain for 2 and a half hours. A simple shot of novacaine would make the wait time a breeze. Instead it was unbearable.
- * Thanks for the kind and gentle exam.
- * Thanks, Heather
- * Heather is great!
- * Great job!
- * Awesome people here
- * Keep up the good work
- * This is a great place
- * Nikki and Dr. Simms are the best! I never dread my visit as long as I am seeing them. Thanks for the great dental service.
- * Nice Job

Dental Patient Satisfaction Survey

- * Every appointment has been great!
- * Thanks to all scheduling and assistance going above and beyond to make sure I can keep getting in with my very difficult work and schedule.
- * I have recommended this clinic to everyone in my family. I live in Claremore and drive by two clinics to this one. Thank you! We would like one of the T.V. to play the weather station.
- * I love you guys! Dr. Andrews is the best!
- * Best dentist appointment I've ever been to. Very comfortable and helpful.
- * Much better than a lot of dentists in private practice - Have never had a bad experience at 3 rivers - thanks for doing such a great job.
- * Thank you so much! Look forward to seeing you soon!
- * They were very nice and helpful
- * We do enjoy our visit. Everyone is extremely professional.
- * Very helpful and great staff
- * Doing a great job!
- * Everyone in this department has always been very nice and very helpful. I have never waited very long, usually right on time. I'm so thankful I can come here. Thank you for great service.
- * Best dental clinic I've ever been to.
- * Don't waste time checking in downstairs!
- * TV is broken.
- * Great service.
- * Great staff!
- * Super friendly.
- * Very nice and charming. Had a pleasant visit.
- * I really love Cassie and Dr. Likes.
- * Great visit
- * Dr. Sims is a class act! Others should follow her ethics. Dr. Sims the most gentle caring dentist that I've ever been too. She takes the extra minute to make our smile.
- * Thank you!
- * So grateful for this clinic!
- * Nice friendly
- * Very professional
- * Need a place to hang your hat at.
- * Cindy and Dr. Andrew's were awesome.
- * Two ladies in front desk are just so friendly, nice, and awesome!
- * My first experience here and it was great!
- * I always receive excellent care here. I'm so thankful for Three Rivers Health dental.
- * The staff is always amazing!
- * Very good. Thank you.
- * Excellent staff.
- * I enjoyed my visit to the Dentist to get my teeth cleaned. Everyone was very helpful and professional. Thank you!
- * Nikki is great.
- * Thank you for your help and expertise. May God bless you as you care for others here.
- * Had a wonderful visit with all staff today. Thank you.
- * Very well done!
- * Love all the staff here! Very lovely and friendly people always a good visit.

Dental Patient Satisfaction Survey

* No one at the front desk acknowledged me at first when I stood at the desk. I stood in front of a blonde lady who was working on a computer. She never looked up at me. Finally I moved over to the dark haired lady who spoke to me. There is no sign in sheet at the desk like there usually is - so I didn't know who I suppose to speak to. Hygienist was excellent and very friendly.

* Please do not interrupt Hygienist during the performance of her job.

* Awesome

* Even with 3 shots you got a great score!

* Love this place. All considerate and professional.

* Wait time at registration was bad!

* I was worried when I got here. But, it was a good experience

* Everyone is always wonderful. I have recommended and will still recommend.

* First time I've been here and everyone made me feel comfortable and answered any questions I had.

* Great staff and Dentist.

* Awsome visit. Awsome job.

* Awsome job.

* Blessings to you and your clinic.

* I am very appreciative of my care at this dental clinic.

* It was great!

* You have always been great. I am proud and blessed to have your service.

* Good service! Great and professional.

* Everyone from front desk to the dental people are great everytime.

* Diabetic screen here was no help to get an appointment. A working person can't hardly get an appointment here.

* Great service!

* Have recommended this clinic to several people.

* Michile was amazing!

* Very good.

* Checking in downstairs took quite awhile