

# Annual Plan 2023

Healthcare for Winnebago 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

Purchased an electronic health record system, Meditech Expanse.

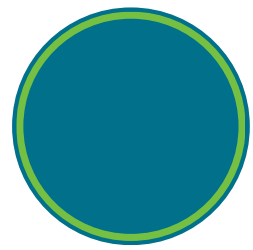


## Outcome #7

Implemented an Integrated Strategic Financial Process.

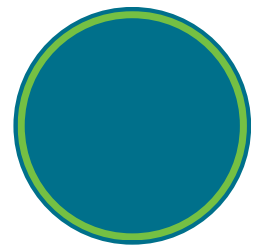
# Create Health

WCHS initiatives being developed throughout the coming year.



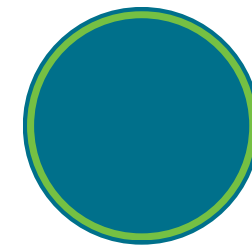
## Goal #1

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



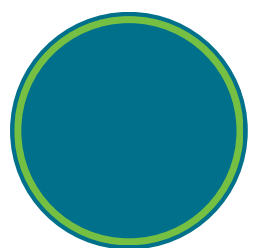
## Goal #2

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



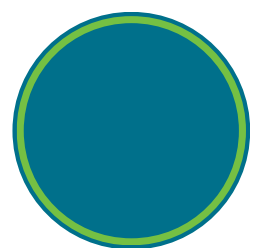
## Goal #3

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



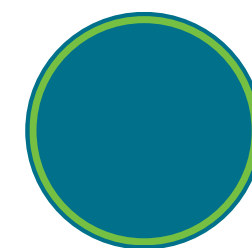
## Goal #4

Launch unified  
brand standards  
and web  
strategy.



## Goal #5

Implement an  
electronic health  
record system,  
Meditech  
Expanse.



## Goal #6

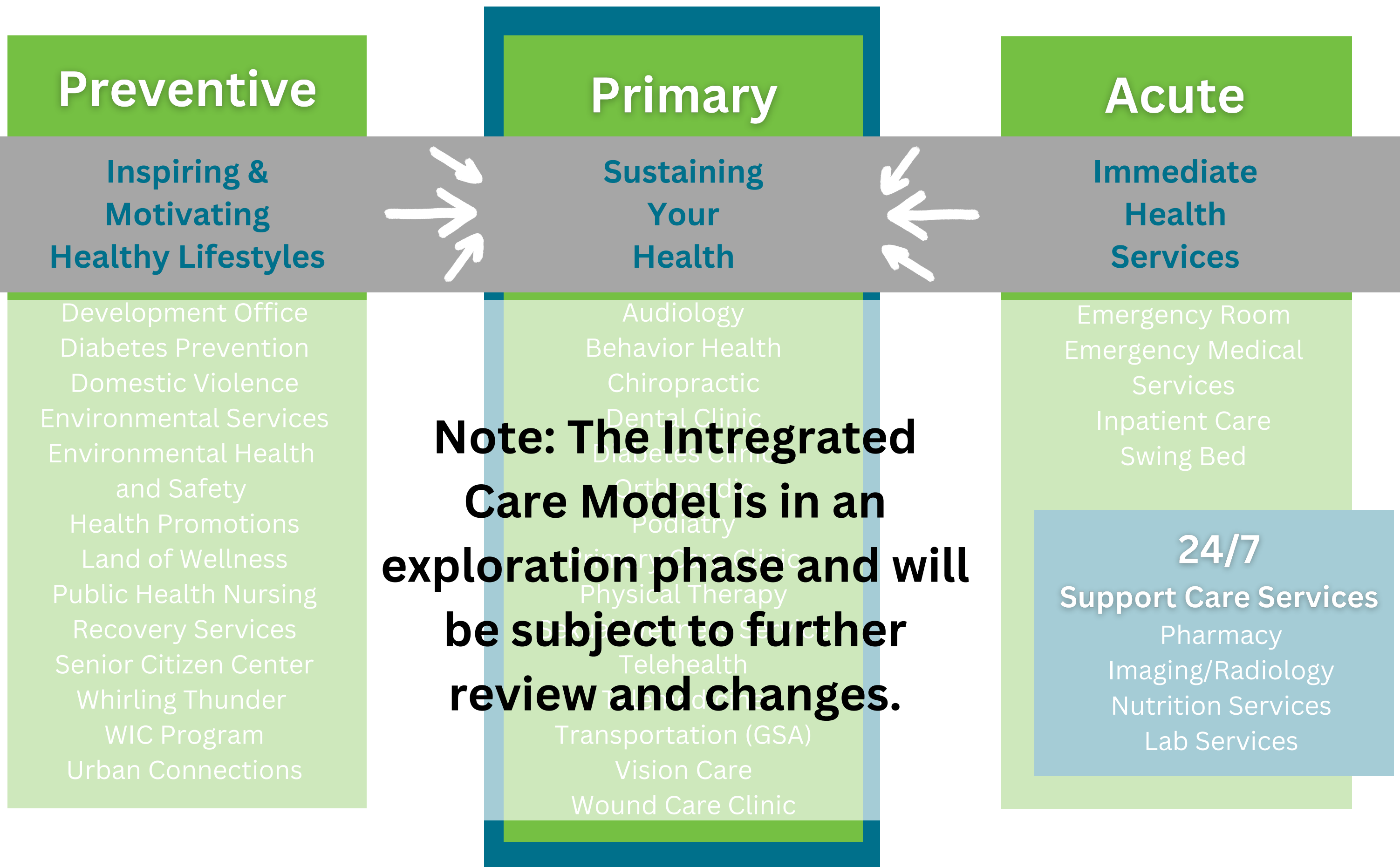
Obtain Public  
Health  
Accreditation.

# Goal #1: Advanced Primary Care

## Phase #1 of Integrated Care Model Rollout

With the goal of empowering our patients to take an active role in their health, WCHS's integrated Care Model will enable us to provide the community we serve with the care and resources they need at every stage of their health journey. Amid the traditional hospital acute services and the traditional Public Health preventive services comes a critical WCHS arm - Advanced Primary Care. More than your traditional family clinic, this third division will encompass all regular sustaining health nonemergent support and recovery medical services.

In this division, patients will be viewed as whole patients with their primary care physician helping to be their “care team quarterback” helping each patient understand, navigate, and carry out the plays. The goal of elevating this third category is to ensure the patient centered experience and expertise found at each and every door to WCHS.

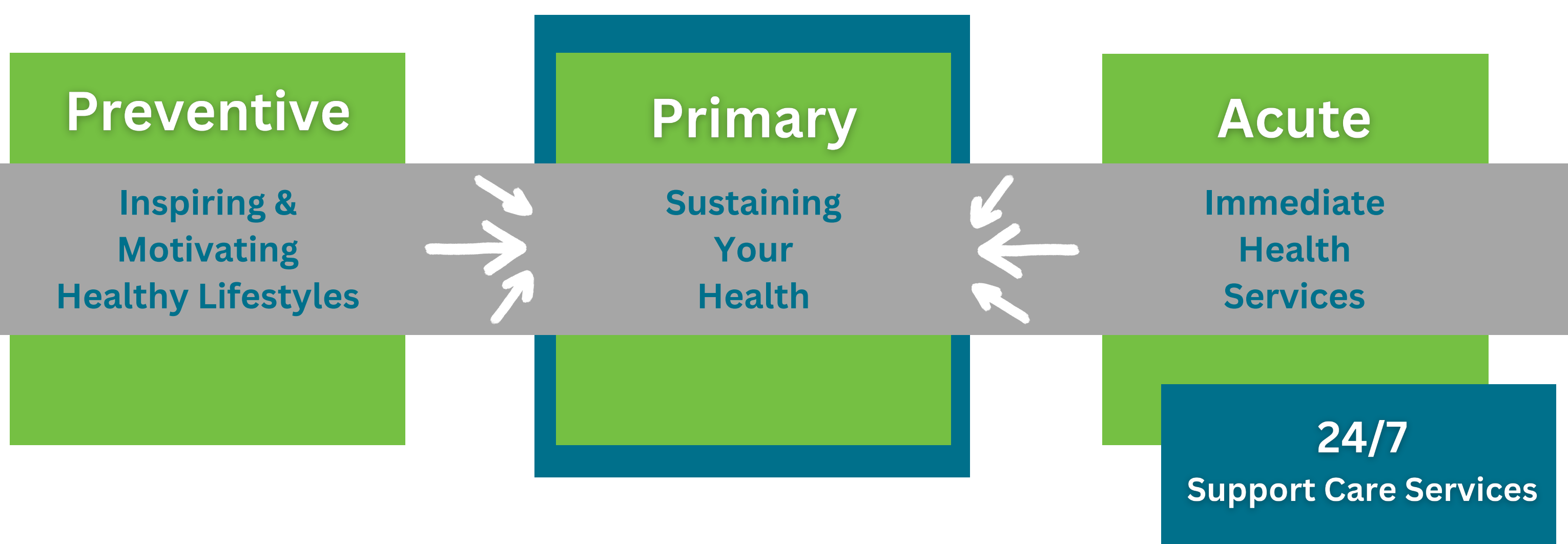


# Goal #1: Advanced Primary Care

## Phase #1 of Integrated Care Model Rollout

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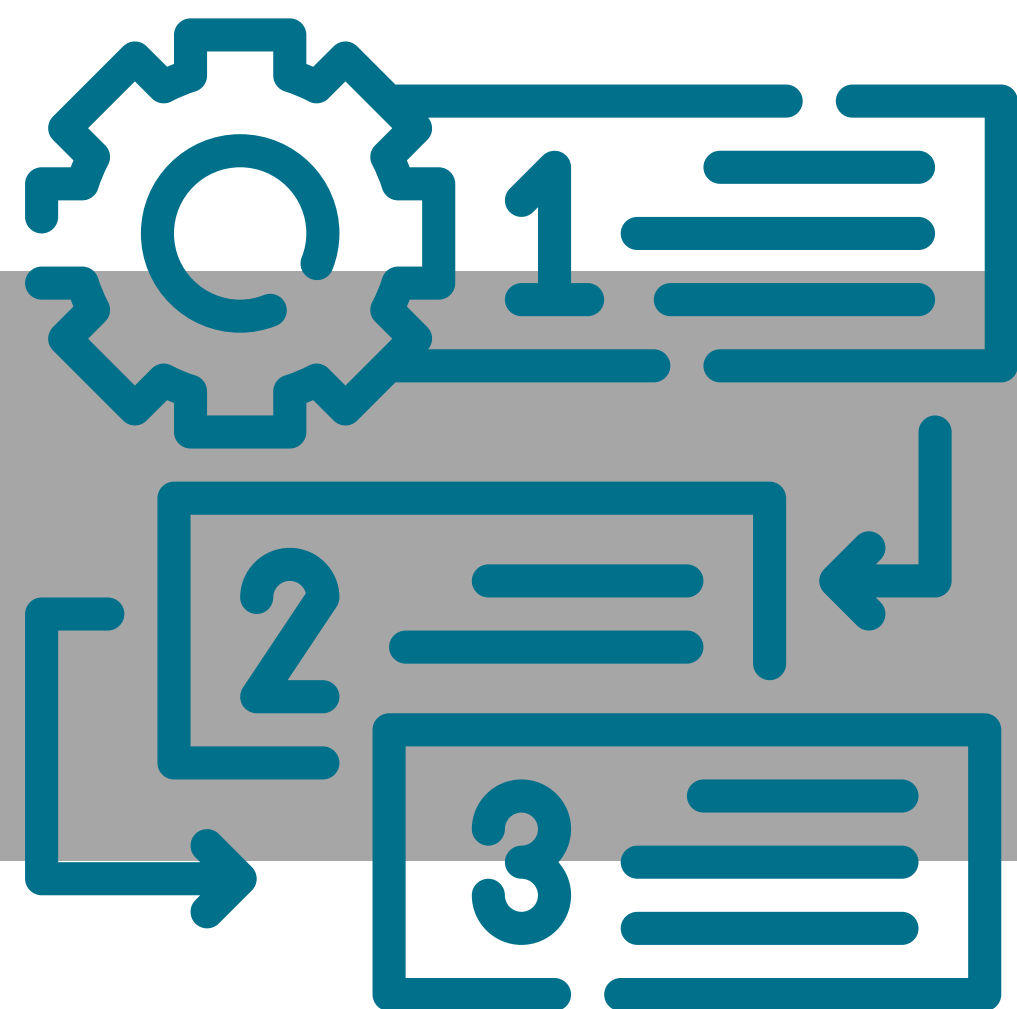


# Goal #2 Ownership & Master Plan

## Journey to Self Governance

The goal of owning our facilities is the next step in exercising our right to self-determination from Indian Health Services. Since the beginning of WCHS, our facilities and maintenance processes through the Indian Health Services, have been limiting to our strategic vision. Owning our main campus facilities will allow us to have the flexibility to manage, secure, troubleshoot, and invest in our physical capabilities.

Once completed, we will work to research and develop a Master Facilities Plan to serve as a strategic plan that establishes a framework for the development of capital improvements in relation to our long-term goals, vision, and growth of the organization's buildings and infrastructure. The plan will be flexible enough to accommodate changes and responsive to the needs of the organization.



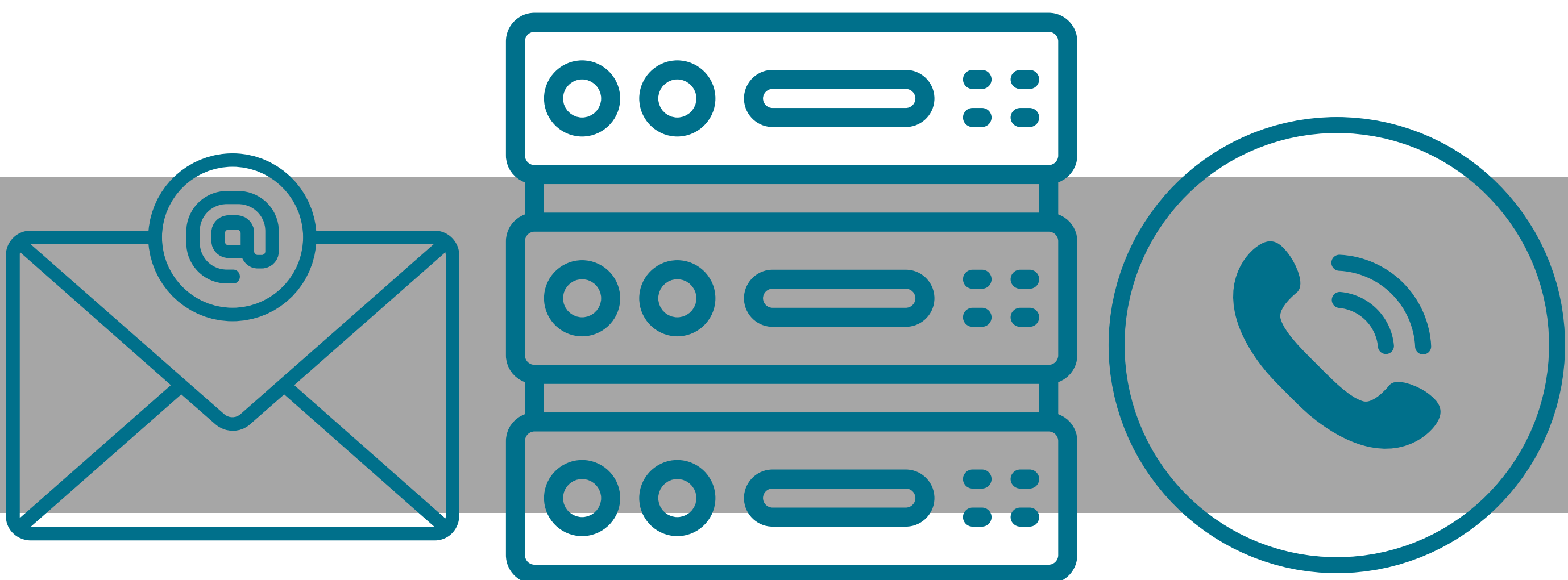
## Goal #3

# Transitioning Networks

## Creating the WCHS Network

The goal of transitioning to our own network is the next step in exercising our right to self-determination from Indian Health Services. From assumption, many of our administrative and healthcare processes, platforms, and functions have been expensive and often ineffective due to the compatibility, limitations, and compliance of the IHS network. Owning and hosting our network will not only ensure the secure, reliable, and accessible support of our operations but will allow us to have the flexibility to troubleshoot and grow. Additionally, establishing one domain will:

- Improve communications throughout our entire organization both internally and externally.
- Cut down on surcharges from IHS while enabling us the freedom to control and solve problems more efficiently and independently moving forward.
- Provide us with a secure means of managing, controlling, and collaborating inside and outside our organization.
- Advance our customer service by allowing us to upgrade our phone system for the entire organization so that calls to be easily transferred within our organization and streamlining responses during high volume periods to ring through entire teams seeking an active response.



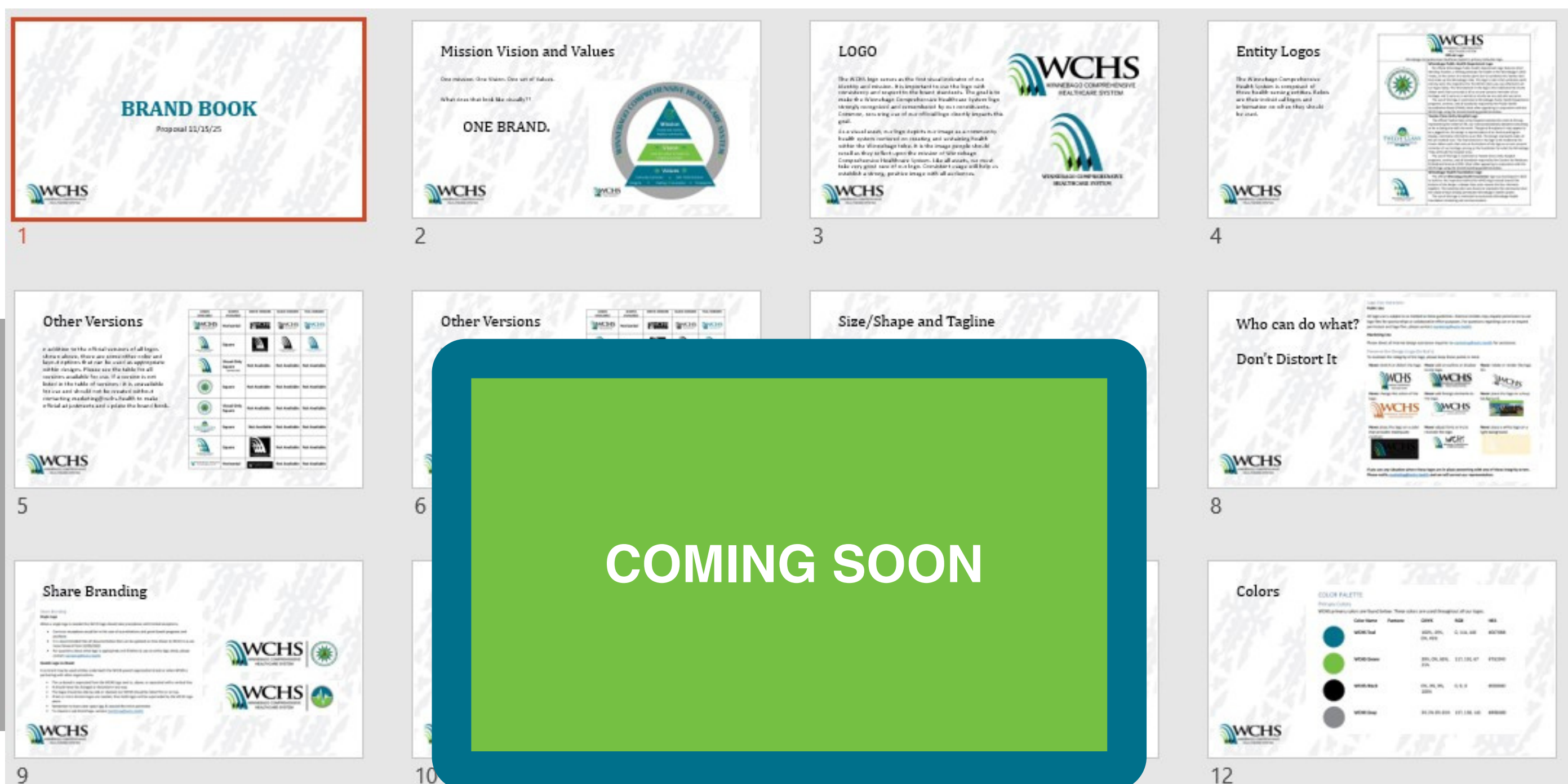


# Goal #4: Unified Brand & Website

## Patient access and experience to WCHS

With the goal of take 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 publically.

When WCHS is inconsistent we are prioritizing our individual and departmental goals, convenience, initiatives, or credit over the organizational goals and ultimately the patient experience. Moving forward, our brand and website will visually convey the no-wrong-door approach to patient care that patients will find at WCHS.



# 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 better patient 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, acute, behavioral health, rehabilitation, inpatient, and care within a patient's home. This updated EHR will:

- Increase physician and nurse productivity and satisfaction
- Improve quality and efficiency through clinical sophistication
- Ensure financial stability and maximize performance
- Manage patient data and health populations across care settings
- Allow for cross-departmental collaborations which results in better patient outcomes
- Improve patient tracking and medical history to provide transitions between physicians over time.
- Improve patient scheduling and ensure consistency across the board.
- Allow patients access to their own files and results via a Patient Portal.

MEDITECH  
EXPANSE



Browser Based Platform



Designed by Clinicians  
for Clinicians



Drag, drop, and swipe -  
anytime, anywhere

# Goal #6: 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 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.





[www.wchs.health](http://www.wchs.health)

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