



HEALTH & WELLNESS NEWS

Health & Wellness Center closures

- Thursday, Dec. 19 — Closing at 11 a.m.
- Tuesday, Dec. 24 — Closing at noon
- Wednesday, Dec. 25 — Christmas
- Tuesday, Dec. 31 — Closing at noon
- Wednesday, Jan. 1, 2020 — New Year's Day

Be sure to request your prescriptions early to cover closure days.

Survey results

Greetings Tilixam,

The Grand Ronde Health & Wellness Center is happy to announce the results of the annual 2018 Patient Satisfaction Survey. The survey was conducted beginning in June and ended in October with 300 surveys completed. We want to thank each of you for your feedback as this will help us provide better services for you and your loved ones.

We initiated a committee to construct the survey, using the Consumer Assessment of Healthcare Providers and Systems survey as our base model. The overall average satisfaction rating of the clinic out of 300 responses was 80 percent with more than 70 percent of the responses remarking that they were happy with the clinic. We also were able to calculate that the patient satisfaction with overall access to care through the clinic was 80 percent with more than 70 percent of the responses stating that they were pleased with their access to current services.

Each of the departments was represented in the survey as patients were able to select the services that they were utilizing that day with the results mainly being Medical and Pharmacy services. We also included within the survey four narrative questions that allowed patients to comment on the types of services that they would like to see added, expanded or improved, and also included the opportunity to give feedback about our current providers.

Overall we received more than 300 comments and presented these to our Quality Improvement Committee. Each department was tasked with the goal of finding different ways in which they could improve their areas of specialty and provide better services to our patients based on what our patients requested or commented on. Each of the departments have provided the following action plan items:

➤ Pharmacy: Wait time improvement was the most commented on issue from our patients. Our pharmacy heard our patients' concerns and in efforts to improve this they have vetted a new tracking company and have recently implemented a pager system to give patients a worry-free option when picking up their prescriptions.

➤ Medical: Patients primarily requested in this area a reduction in the time it took to book appointments and also requested medication-assisted treatment options, as well as pediatric services. In response to all three of these needs, the Medical Department has met each of these challenges by reducing the appointment time slots to make room for additional appointments, introducing a medication-assisted treatment program, and has also brought on a Tribal member pediatrician.

➤ Quality: The goal of quality was to decrease the amount of patient complaints and we have by 40 percent from 2018-19 through each of the departments taking an active stance in strategizing how to resolve patient concerns. Quality also achieved reaccreditation for the clinic through the Accreditation Association for Ambulatory Health Care. Quality also has made valiant strides at communicating with patients better through the access, usage and education of our Patient Portal system. Patients had commented on the clinic maintaining the longevity of our medical providers within the clinic and we are happy to report that all of our medical providers have remained within the clinic for two years.

➤ Lab/X-ray: Patients commented on wanting to have radiology services fully functioning again and this has been accomplished through creating a new contract in 2018. Since then we have been able to provide radiology services and have reduced the amount of external referrals for these services. We also have provided an opportunity for an on-call radiology technician position to open so that our patients will be able to receive services consistently.

➤ Community Health: Our patients requested more services focused on maternal/child health services as well as home visits and we've been able to increase those services significantly by bringing on additional staff, taking on new grants and providing more family-focused events.

➤ Dental: Patients requested that we have more pediatric dental services provided at the clinic and we've been able to assist with that through bringing on additional techniques and materials focused on pediatric care, thus reducing the need for as many external pediatric referrals.

➤ Behavioral Health: Our patients requested quite a few services to be expanded and added in this department, and as a result we have helped this through improving and expanding services in child and adolescent therapy, psychiatry, as well as gambling services. This is being accomplished through our current building expansion as well as hiring several new team members. The department also achieved recertification through the state of Oregon for the Behavioral Health Alcohol & Drug Treatment Program.

In the end, there were 15 different Tribes represented in this survey and we are happy to know that we serve such amazing patients. We thank you for your feedback and ask that you would continue to provide us with it as we conduct future surveys. Your feedback makes it possible for us to provide better services for you and your loved ones.

hayu-masi (much thanks)
Grand Ronde Health & Wellness Center

Are you prepared for the Holidays?

Pharmacy Holiday Hours!!!

- ~~Monday 11/11/2019 Closed All Day~~
- ~~Friday 11/22/2019 Closed All Day~~
- ~~Wednesday 11/27/2019 (Open 8:30am-12pm) Closed 1-5pm~~
- ~~Thursday 11/28/2019 Closed All Day~~
- ~~Friday 11/29/2019 Closed All Day~~
- Monday 12/9/2019 Closed All Day
- Thursday 12/19/2019 (Open 8:30am-11am) Closed 11-5pm
- Tuesday 12/24/2019 (Open 8:30am-12pm) Closed 1-5pm
- Wednesday 12/25/2019 Closed All Day
- Tuesday 12/31/2019 (Open 8:30am-12pm) Closed 1-5pm

Free Holiday Pictures!!!

Friday, Dec. 6, 2019 1-2:30 p.m. at the Clinic

**Come have your picture with The Grinch and/or Olaf
Polaroid pictures so you can take them with you!!!**

Friday, Dec. 13, 2019 1-2:30 p.m. at the Clinic

Pictures with Rudolph and/or The Elf

Friday, Dec. 20th, 2019 1-3 p.m. at the Clinic

Pictures with all the characters and Santa!!!

Call 503-879-2078 for questions

