

10 October 2022

Memorandum For All Osage and Tribal Patients in our Serviced Communities

From: Osage Nation Health Services CEO

Subject: 2022 ONHS Community Needs Assessment (CNA)

It is indeed an honor - and a privilege - to service you and your family here at the Osage Nation's Health Services! As we embark on an historic journey together into the future with consolidated services, new programs, new staff, and new facilities, we want to ensure we are moving forward with your voices heard! This is where it is – and we need your input!

We ask that you take a moment to view and complete the Community Needs Assessment (CNA) in order for us to capture the things you want to see happen in our services, prioritize them, seek grants where and if necessary to capture or augment these needs, and apply adjustments to our strategic planning and resource allocation processes periodically. This is to ensure the needs of the Osage Patients, and our other Native Americans Patients who use our services, are being properly acknowledged, and respected - as a vital team partner is this process to improve the patient care experience in all of our services we provide!

A new day is dawning here in our programs and our services, including our customer service programs. “OSAGE” is **OUR** customer service “duty and obligation” to the Tribe and to our Patients! Osage is our key to remembering why we are here: **O** - Observant the patient's needs; **S** – Say or extent a greeting to the patient; **A** – Acknowledge the patient; **G** - Gratitude for using our services; **E** – Encourage the patient to return again! These internal and external customer service “axioms” are vital to achieve service excellence. We are eager for you to participate in this vital survey with us in shaping our future together!

Please contact me should you have questions or require additional information regarding this CNA. Together, we can build the future we all want and desire in achieving the best programs, while servicing the best people, in Indian Country today. Thank you for your support and assistance!

Sincerely,



Mark E. Rogers, MAL, CHC, FACHE, FACMPE  
Chief Executive Officer (CEO)  
Osage Nation Health Services

