



**OSAGE NATION  
HEALTH SYSTEM**

*A Culture of Caring*

# Osage Health Newsletter

LATEST HEALTH & WELLNESS NEWS, ACTIVITIES, AND HAPPENINGS

## INSIDE

### Project Updates

An exciting update of the status and review of all ongoing projects within SSAPT.

### ONHS Award Winners

Highlights of Employee Award Winners for Employee of the Month, Special Leadership Award, and "Unsung Hero" Award for April.

### Health & Wellness Topics

The very latest of a variety of Health & Wellness topics happening today.

**ADMINISTRATIVE BUILDING**



**ADOLESCENT PRT**



**TRANSITIONAL LIVING**



**MEN'S & WOMEN'S PRT**



## New Counseling Center Coming

By Mark Rogers, CEO

After a short year between groundbreaking in April 2023, the Osage Nation Counseling Center is on the cusp of a new chapter in servicing area clients and patients.

The above renderings illustrate the reality that is soon to unfold, which will be a quantum leap in substance abuse and other counseling services. Paid for with Tribal ARPA Funding, the \$20M campus is soon to be opened in the summer of 2024.

Furniture and final staffing schedules are being completed for the campus to be released to the Osage Nation's Secretary of Development, whose diligent and steadfast efforts brought this much needed campus into reality. Once the construction tasks are verified and signed off by the Tribal Development Office, the next phase will be transitioning and acceptance by the SSAPT Health Board, who will take ownership shortly, thereafter, beginning to service clients and patients from the new location.



(Left to Right: Julie Standing Bear, ONHS HR Director, Amy Dobbins, Title VI Director, and ONHS CEO Mark Rogers recognize 16 years of service by Mrs. Dobbins)



(Left to Right: ONHS CEO Mark Rogers John Leland, Family Support Coordinator, Kirk Shaw, ONHS Clinic Administrator. Mr. Leland is ONHS's April Special Leadership recipient.)



(Left to Right: ONHS CEO Mark Rogers, Charity Ware, Business Office, Kirk Shaw, ONHS Clinic Administrator. Ms. Ware is ONHS's April Unsung Hero Award recipient.)



(Left to Right: ONHS CEO Mark Rogers John Leland, Dana Lott, ONHS Prevention Program, Kirk Shaw, ONHS Clinic Administrator. Ms. Lott is ONHS April Employee of the Month.)

## Appreciating and Caring for our Elder Population

- By David James, Dir, Senior Services

Elders are the cornerstone of any vibrant and thriving society. In our modern society today, our senior citizens are sometimes forgotten and overlooked in our busy lives. Many Elders today suffer from loneliness due to a loss of a life-long spouse or children, and in some cases, both, leaving them lonely and without necessary caretaker support in their golden years. The two-year pandemic has only worsened those conditions for many. Some Elders also have seen their families move away great distances due to employment, marriage, or to provide care for other family members. Within Native American Tribes our Elders all play a vital role in perpetuating the oral and traditional history of the language, culture, religion, and traditions that when they become lost, they are gone forever.

World Elder Abuse Awareness Day will be observed on June 15th this year. The purpose of this is to join the international community to raise awareness and help end elder abuse here at home and across the world. Elder abuse takes many forms, such as financial, emotional, physical, and sexual harm, including intimate partner violence in later life. It often comes in the form of neglect, abandonment, or exploitation. It is estimated that approximately 1 in 10 elderly Americans are abused annually. However, many of those who are abused suffer in silence, and many cases are never reported or brought to light. In the past few years, while the pandemic isolated all of us to different extents, it especially exacerbated the isolation felt by too many older adults. All of us have a role to play in preventing elder abuse and ensuring that our Nation's seniors are able to age with dignity. With a majority of elder abuse victims being women, the current Administration remains focused particularly on improving support for all women and preventing and addressing gender-based violence that impacts older adults both domestically and abroad. Not just on World Elder Abuse Awareness Day but every day, let us all recommit to delivering for all older Americans, especially our Tribal Elders, the promise of a comfortable and peaceful life with dignity. We all need to reaffirm our commitment to a life free from the scourge of abuse and

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## Health System Award Winners

- By Kirk Shaw, COO/Clinic Administrator

Awards and Recognition of our workforce remains a critical component of stabilizing and retaining our biggest investments today in the Health System, our Human Capital.

The ONHS conducts an "At-Large" voting by all staff members each month via a Survey Monkey Survey emailed to all employees. Each voting tabulates the award winners in each category every month. The employee of the month honors, the top award presented each month culminates into twelve honorees competing for annual employee of the year honors, also voted on at large. The employee of the year comes with a plaque, cash bonus award, and recognition and representation as the top ONHS employee for the coming year. We are in our second year of our awards program and have to date issued nearly one hundred awards recognizing our esteemed and valued staff members.

## Why Are No-Show Appointments a Big Deal Anyway?



- By Mark Rogers, CEO

We are all so very busy getting on with life in the recovery phase of the pandemic today. With the fast pace of life and taking care of our families, we need to remember and be diligent on the important things we learned and valued during the pandemic – our health, and the health of our families, the Tribe, and our communities! Patients who fail to show up to scheduled appointments or cancel at the last minute - giving the Osage Nation Health System any opportunity to fill the appointment slot - are often referred to as “no-shows.” A no-show appointment results in loss of time and money for the health system and disrupts continuity of care for other patients. Patients who schedule clinic appointments, and fail to keep them, have a negative impact on other patients needing care, impacts health system negatively in productivity, and not failing to mention the obvious, leaves a medical professional ready to take care of you running idle.

The financial impact is not relieved by same-day appointments. The size of the problem varies nationally, but industry experts state “no-shows” negatively impact not only financially and from a resource management

perspective, but also negatively impact the patient experience and quality of life of the patient by not receiving routine medical screenings, preventative oral health exams and cleanings, as well as the other services which we experience “no-shows” for in the healthcare field today.

The American Medical Association policy says a doctor may charge for a missed appointment - or for failing to cancel 24 hours in advance in the private sector - if the patient is fully advised that such a charge will be made. Otherwise, it comes down to a notice to you, your justification for canceling, and if the doctor's office is serious about enforcing their no-show policy. Fortunately for our patients, we do not, and would not, and cannot, ever entertain charging patients for no-show appointments, as this is not an authorized charge we can charge as an I.H.S. ITU Tribal Health entity; however, it is bad for business and for any tribal health program, and although it may seem like a small thing, it has a huge cumulative negative impact upon us. If you can help us with this effort, we will commit to helping you, help us, make a better patient experience for you and your healthcare needs!

7 Ways We Try to Reduce Patient No-Shows to Serve You Better:

1. Make reminder calls.
2. Set up automatic reminders.
3. Keep and manage a wait list.
4. Don't wait to reschedule your no-shows.
5. Some patients need extra reminders.
6. Be proactive with your schedule.
7. Have a written policy that is enforced upon repeat offenders.

## Appreciating and Caring for our Elder Population (cont. from page 2)

neglect and join together in celebrating the essential role older adults play in each of our lives. Fortunately for our patients, we do not, and would not, and cannot, ever entertain charging patients for no-show appointments, as this is not an authorized charge we can charge as an I.H.S. ITU Tribal Health entity; however, it is bad for business and for any tribal health program, and although it may seem like a small thing, it has a huge cumulative negative impact upon us. If you can help us with this effort, we will commit to helping you, help us, make a better patient experience for you and your healthcare needs! 7 Ways We Try to Reduce Patient No-Shows to Serve You Better: 1. Make reminder calls. 2. Set up automatic reminders. 3. Keep and manage a wait list. 4. Don't wait to reschedule your no-shows. 5. Some patients need extra reminders. 6. Be proactive with your schedule. 7. Have a written policy that is enforced upon repeat offenders.

The 7 Different Types of Elder Abuse:

1. Neglect.
2. Physical Abuse.
3. Sexual Abuse.
4. Abandonment.
5. Emotional or Psychological Abuse.
6. Financial Abuse.
7. Self-Neglect.

When someone with power over an elderly person intentionally harms them or puts them at risk of harm, their actions - or lack of action - are considered elder abuse. Elder abuse isn't just one action or inaction; it can take many forms. All types of elder abuse can lead to devastating consequences, including physical and/or emotional harm and even death. Let's all work together to honor all of our Elders and work to protect the treasures of our past, present, and future!



## Reminders

- **Friday, May 31 & Monday June 3, Senior Services Rides to Osage Nation Voting Polls**
- **Monday-Tuesday, June 17 & 18, Day of Champions Sports Camp**



## IMPORTANT NUMBERS



**Whazhazhe Health Center  
918.287.9300**

**Title VI 539.212.2510  
Prevention 539.212.2521  
ONHS Security 539.212.2559**

**Family Violence Prevention (FVP)  
539.212.2506  
FVP 24/7 Crisis Hotline  
866.897.4747**

**24/7 Suicide Crisis Lifeline:  
918.381.0258**

**ONHS Counseling Center  
M-F 8a-4:30pm  
539.212.2499**