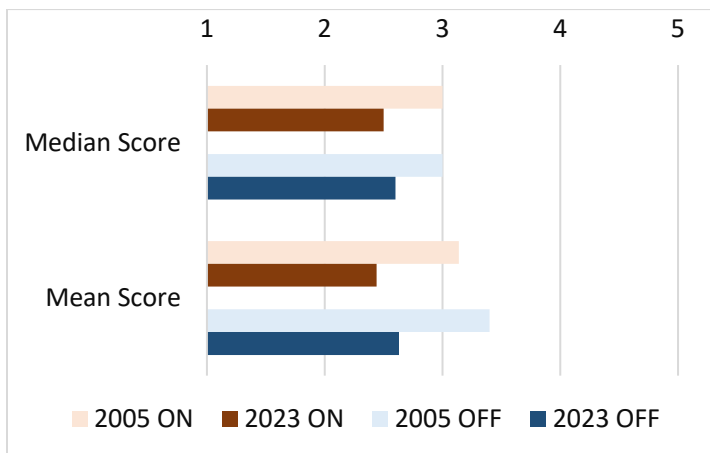


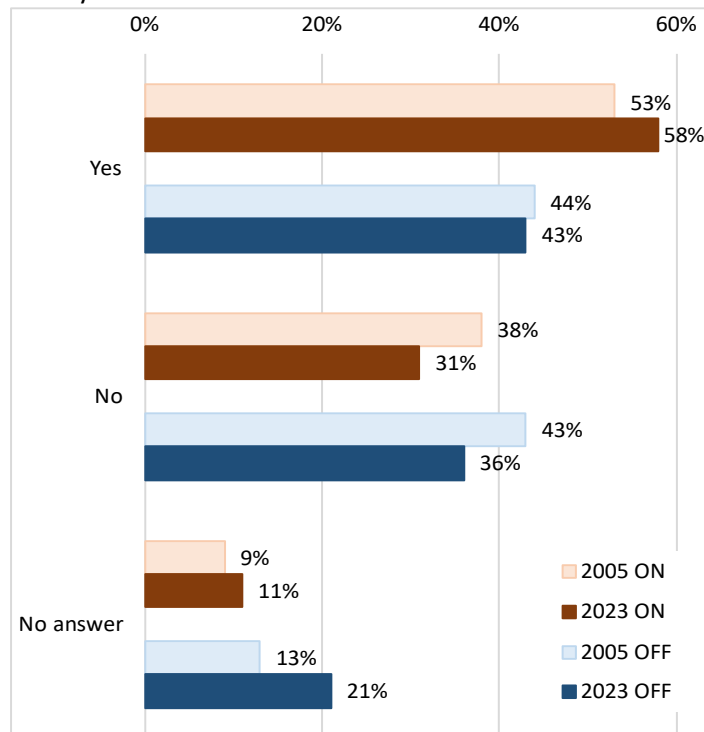
Health

There were three questions on the survey related to health. The responses are summarized below:

Q39: On a scale of one to five, with one being excellent and five being poor, how do you rate the quality of health care services provided on the Menominee Reservation?



Q40: Do the health care services that are currently available meet your needs?



Q41: Briefly describe the additional healthcare services you would like to see made available.

Comments: ON RESERVATION

Hours of Operation and Location/s

- 24/7; MTC should be open 7 days a week (2). Provide 24/7 x-ray, walk-in, and emergency care.
- Extended clinic hours to serve tribal members and the community such as hours 7:00 am before work and until 6:00 pm and Saturday hours, like other profit-making clinics.
- More care after 8-4:30. Weekend clinic and expanded care such as emergency needs (2).
- More available times for services outside of 8-4:30. need a walk-in clinic after hours. more focused areas or hospital-type programming.
- Stop closing on holidays.
- Would love to see the clinic open for more hours to accommodate people that have real jobs so we can be seen. I'm not with the same-day appointment c**p, and they need more workers if needed to help with this issue!
- Additional facilities or urgent care in communities besides Keshena, including a center in Neopit and South Branch.
- Hospital.
- More rooms to take in patients that call the same day.

Specialists and Services

- State-certified treatment center!!!
A hospital would be great, also a nursing home, need to stop sending people to places far away from the rez. when we should hire doctors and nurses and C.N.A. after they get their degrees.
- Comprehensive planning.
- A wide range of health professionals, so members don't have to travel off the reservation to the areas of expertise.
- Being able to be seen for my eye checkups, and dental. My kids always have priority and if I can't get in, then I don't. I work a real job where I can only use granted PTO days to get care for myself and my children, and our clinic doesn't cater to my type. It's reliable only for people that work for the tribe that can take off when they want/Flex Time.
- You can never get in to see them when needed.
Medical is always a referral out to other places off the reservation. CTH funds be used for everyone other than friends and family of
- Just more health care providers. You can get an appointment when you want. And not having to take the day off work in hopes you can get in.

Q41: Health Care Services Comments: ON RESERVATION (continued):

Specialists and Services (continued)

AODA

- AODA.
- Clinic for addiction.
- Drug treatment aftercare.
- Faster addiction services availability.
- drug rehabilitation
- More drug/alcohol services are needed.
- Opioid addiction, pain management.
- Recovery or aftercare for people coming home from treatment.

Audiology

- Audiology (5).

Behavioral Health

- Behavioral Health.

Chiropractor

- Chiropractor (4).

Dental

- Access to braces for those in need.
- Access to dental services
- Dental (11)
- Child dental care.
- Dental care is terrible to get in for an appointment due to a lack of dentists.
- Dentist professionals - need more and they need some Customer Service training. Technology service because it can be difficult at times to have to travel 1-2 hours just for a 15-minute appointment.
- Expanded dental so tribal members don't need to travel for services.
- id has a cavity; he can't get to the dentist until June.
- Hire more dentists and maintain clinic funding for clinic services.

Dermatology

- Have a dermatologist (3) on staff.

Elder Care

- Elderly care services (4), in smaller vans
- More elderly home care (4)
- Medicine for Elders.

Heart

- Heart specialist (2).

Holistic and Alternative Care

- Massage, holistic methods.
- Jim Besaw needs more massagers, his patients are in extremely high demand. Many people suffer from osteo-pain, back pain, shoulder pain, hip pain, etc.
- More acupuncture (2)
- Healthy living and preventative care.

Specialists and Services (continued)

Holistic and Alternative Care (continued)

- Healthy food choices are explained in depth by the nutrition department. Traditional Indian herbs and medicines.
- More massage therapists as this therapy is good for those who do not like to take prescription pain relievers. There is only one massage therapist and appointments are hard to get.
- More natural base, love acupuncture & massages.
- Nutrition that focuses on whole food and plant-based foods.
- Herbal supplements, bio freeze, vitamins.
- Traditional or holistic medication would be nice.

General and Miscellaneous Services

- More of everything we already have. We are growing in population but only have a couple of experts in each area of health. We need more experts so faster help is received.
- More preventive care (4) and treatment for certain diseases and/ or disorders
- Being able to do a breast exam at our clinic, and the necessary equipment.
- Asthma/allergy
- Go to providers out of town to receive diabetes care.
- Mobile diabetes unit (2). No primitive make-shift exams in a cold garage, especially for the elderly.
- Home visits, tests, and shots.
- Labor and delivery, emergency room.
- More doctors are needed.
- More help for community members to get to their appointments at no cost to them.
- Women's health as we age. Mammograms.
- Physical therapy.
- Specialists of all types, at least one that comes a few times a month or what's needed.
- Sports medicine.
- Therapy swimming.

Mental Health Services

- Mental health treatment centers (10).
- More access to mental health services.

Vision/Optical Services

- Access to vision services (7).
- Proactive diabetes program.
- Eye appointments are hard to get into also.
- Expanded optical.
- Optical - glasses are too expensive here. Help our people with glasses.

Q41: Health Care Services Comments: ON RESERVATION (continued)**Operating Procedures**

- Ability to schedule appointments.
- Being able to get family and myself seen by a provider when need to be.
- Better referral system to help our people.
- Better transportation.
- The clinic does an excellent job providing services, but I wish the doctors would do better. Sometimes I feel like they don't care they just push us through not diagnosing people correctly.
- Free as the treaty states.
- Hard to get into the clinic, it's hard to get in to just see the doctor for an appointment.
A lot of the appointments that are being taken care of by opioid management, when those individuals need intensive care not just UA, and be given out more pills which are not getting them off addiction meds, they become addicted to the meds given out. I feel the tribe needs a Traditionally Intensive treatment that covers the generational trauma the addiction sufferers are trying to numb themselves from.
- Make health care available to tribal members that live off the reservation.
- I don't really like the call-in method that our tribe follows, I hear too many people complaining that they can never get a call within the first hour! I too have experienced this.
- I have insurance but there are families who need more assistance.
- I know it takes time to pay submitted bills but one of mine has been sent to collections because it takes so long to pay it.
- I'm constantly being referred out to be helped.
- Increased assistance for advanced/quality mental health services.
- Lack of leadership, therefore, lack of staffing.
- More appointment slots are available.
- More central care
- MTC needs a better call-in system to schedule appointments. Specifically in the Behavior Health Department.
- Not likely to be provided but currently use several specialists and need a major medical facility.
- To be able to make apt when needed. More care for elders
- Too many people are referred out for care. A lot of people suffer from diabetes. If we had some specialists so we didn't have to go to Green Bay or Appleton. A dialysis center would be a great idea.
- The current medical appointment system needs improvement when calling to get an appointment.

Opportunities for Improvement

- When tribal members go off the Reservation for health care, they say, everyone at MTC is on all the same types of medicines. What a SHAME
- Pay tribal members past due expenses in Health Care. Do everything to take care of the elderly first.
- Stop thinking everyone is an addict or abusing prescription medication, some need it such as myself. I live with chronic pain, and I shouldn't have to because of the people who abuse medication.
- They have the services available, but I find myself looking elsewhere for more one-on-one specialized services. It seems that what we have here is only basic services. In the past, I have gone outside our facility for nutritionist services, specialized physical therapy, Lasik, and after-work-hours pharmacy services.
- Transportation for appointments out of town for people who don't have a vehicle.
- We have high-quality medical and dental care available, it's just very difficult to get in. We need to look at other ways of booking appointments and being seen, instead of calling the clinic a dozen times at 8 am only to be told all appointment slots are filled. Also, more efficient ways to check-in.

Positive Feedback

- I am very happy and grateful for the healthcare that is available on the reservation.
- I think the Clinic is the most professionally represented place as a patient there. I am not sure what health care services could be available as I have not had many serious health care issues.
- It's good.
- Keep status, this has been a service that is working for our community and our members.
- None, we have OUR own clinic!!
- Ok as is.
- They're available (and mostly free compared to off-rez), you just need to find the time to access them.

General Comments

- Senior living facility and elder apartments.
- My son is depressed and suicidal, he gets one therapy treatment a week and meds that make him throw up. It's hard to navigate the system.

Q41: Health Care Services Comments OFF RESERVATION:**Hours of Operation and Locations**

- Area sites around the reservation and maybe off the reservation.
- Enrolled Menominee should be able to receive medical services (contract health) no matter where they reside in Wisconsin. Not just if they reside on the Reservation.
- Healthcare for enrolled members that live off the reservation to include Marathon County.
- I haven't used your healthcare services, I don't have a car to get there, and I live off the rez.
- I live hours away from the rez so maybe more help to those who live off the rez or maybe more access to knowledge of what help we can get being off the rez.
- I travel to Appleton to see my infectious disease doctor for my HIV. I would like to be able to see a doctor for that closer to home.
- Like to see better services for someone living in Green Bay, WI.
- More hours of operation, especially on weekends.
- More services for off-reservation tribal members (6)
- Not sure, but many Shawano providers do not provide compassionate or appropriate care for natives.
- Services for members living off the reservation, especially for seniors.
- The ability for enrolled tribal members to be eligible to make use of other reservation programs/services.
- To everybody on and off the reservation.

General Comments

- Give me a gym card.
- I do not go to the clinic. I do not utilize the services because of the lack of confidentiality there. I would rather pay medical bills than go to the clinic.
- I think if you created services that prevented the need for better health care, it wouldn't matter. Healthier food choices, educate youth on nutrition and health, gym facility. Your dental services are lacking, they try but they are not the same standard as off the rez.
- I would like to see more surgical options available.
- Improvement of current services and availability to utilize if you live off the reservation.
- Make a pool inside the face center? Also, people who are enrolled and live off-reservation can get past med bills paid for? But members on the reservation can? Unfair
- More adequate needs other than sub-par doctors and going to Shawano.
- See a doctor when you need to.
- Start doing the research and stop listening to Dr. Slagle. CDC has changed their story so much, and now I do not even trust the doctors.

Positive Feedback

- I feel that what is offered is appropriate. When specialists are needed, we are referred to the appropriate place.
- I love all that the clinic has to offer. I wish I lived closer to take advantage of what the clinic has to offer.
- People don't realize how lucky we are to have the tribal clinic and all that it offers in one place.

Specialized Services**AODA**

- Add an addiction clinic on the reservation so that people will be more willing to try and get clean from drugs instead of going off the reservation away from family.
- Boys' & girls' treatment; group home with behavior, alcohol, and drug issues.
- More AODA prevention.
- In-patient treatment for alcohol and drugs

Chiropractic

- Chiropractors (2).
- Chiropractor assistance.

Dental

- Dental services (2).
- Dental for the elderly.
- Dentists, dental hygienists.
- I'd like to see more dental chairs available.
- Need better Dental, more access to appointments (2)
- Need more dentists.
- No waiting forever to see a dentist. No waiting line around the corner. Health care for OFF RESERVATION MEMBERS
- Orthodontic treatments like braces.
- Orthodontics for children
- Orthodontics, chiropractic
- Don't do anything extra for dental if need major work.

Holistic and Alternative Care

- Acupuncture - have been on the waiting list for 6 months, gynecology.
- Better access to acupuncture,
- Dietary and self-care.
- Dietary.
- Holistic healing. Herbs, Oils, healthy foods
- More traditional ways of healing
- More Holistic/therapeutic (chiropractic, massage, therapies). Booked months out, hard to get in.
- Massage, reiki, holistic care

Mental Health

- Additional mental health care professionals. Trainers for fitness center; exercise classes for seniors (Silver Sneakers.)
- Covid-19 has created a need for mental healthcare.
- More mental health services.
- Mental health (2) Mental health and substance abuse

Q41: Health Care Services Comments OFF RESERVATION (continued):

Specialized Services (continued)

Mental Health (continued)

- More therapists should be added to the staff in the mental health department.
- Not familiar with mental health services provided but mental health seems to be a struggle on the reservation.
- Mental health services could possibly be better.

Vision/Optical Services

- Optometry.

General and Miscellaneous Services

- Too much of a struggle trying to get into departments.
- Back and foot doctors.
- Bring back the hearing to the clinic.
- More physical therapy (2); a sober lifestyle.
- Dental, vision, health, mental health, and AODA all need overhauls and should be made completely free for the members and made available 24/7 both on and off the reservation.
- Diagnosis availability; like MRI and CT scans.
- Elderly availability.
- Hearing and hearing aid programs.
- More exercise establishment.
- More health care provided by doctors or NPs.
- More therapists allow for shorter wait times between appointments. More Native therapists.
- Rehabilitation services.
- Specialists on staff so we don't have to travel so far.
- Urgent Care Center (2), physical therapy, more mental health assistance.

Operating Procedures

- More advanced technology instead of outsourcing
- More appointment availability. Takes weeks to schedule an appointment, then weeks for it to come. ever get anything in the same week.
- Need more quality providers and more availability of services (2). Trouble getting appointments in a timely manner.
- The referral system needs work.
- The doctors are great, but the administration is terrible. Scheduling and getting into the clinic are a nightmare. The administration does not allow scheduling out well-child visits months in advance, future needed clinic visits, even if

the doctor tells me to come in again in 3 months, I can't schedule right away. It's completely dumb.

Opportunities for Improvement

- A hospital with ER dept, so people don't have to go to Shawano.
- Being able to get an appointment when you need one.
- Adequate primary care.
- All tribal members should have access to paid healthcare services outside of the Tribe.
- All services. Seems like the Tribal clinic is underfunded.
- Better care.
- Better dental, better clinic.
- Better doctors.
- Better quality medications, more doctors, fewer nurse practitioners.
- Better scheduling at the clinic don't like the system they have now.
- Disability access to businesses.
- Healthcare professionals need to be paid more. I see a lot of our providers going away from the reservation for higher-paid jobs.
- Hospital.
- IHS has and is failing our community. I know people that have been improperly diagnosed and treated for something that turned out to be far worse than they thought. People are being turned away from seeking help for their alcohol and drug dependence because they feel that they cannot help them anymore.
- Too much being referred out, I would much prefer to deal with my regular provider.
- Tribal hospital and more specialists. Create upfront pricing to be able to be a destination for procedures in NE WI and all of WI. A model already exists with the Surgery Center of Oklahoma.
- When you go to the Indian clinic first thing, they ask do you have insurance, if you don't have any, they put you on the back burner.
- Would like a doctor that isn't about pushing pharmaceuticals and takes the time to figure out what is wrong with my back.