

FY2026 Recommendations to the Board of Directors From CREOKS's Consumer Advisory Work Group

Recommendations for Medical Operations

- Explore changing company policy so that each client who sees a doctor receives an **after-visit summary**, ensuring that they are fully aware of their medication changes.
- Consider updating the software that doctors use for prescribing (Rcopia) and that nurses use to chart (GoHealth Solutions!) into one system. The current two systems do not communicate with each other.
- Broaden the scope of CREOKS' hiring practices via alternate recruitment agencies to reduce temporary/contracted medical staff.

Miscellaneous Recommendations

- Put information about our Community Work Incentives Coordinator (CWIC) services on CREOKS Social Media pages and/or add an FAQs list on the CREOKS website.
- Enhance support for spiritual wellness of clients, e.g. voluntary group for spiritual pursuits, possibly being client led and conducted.

- **Include culturally sensitive language in the Consumer Handbook**, such as:

"CREOKS respects the cultural and spiritual practices of our Native consumers. If smudging is part of your healing practice, it may be allowed in the facility if the location permits. Please speak with staff so arrangements can be made in accordance with building safety and policy. We encourage all individuals to practice the traditions that support their wellness and recovery."

- Train New Hires in Customer Service basics
- Train existing staff in phone etiquette and communicating caseload changes
- Make clinic lobbies more welcoming by playing music

Carried over from FY25

- **CREOKS should help to improve the lines of communication from Support Staff to clients.**
 - Create a policy on staff communicating appointment cancellations to clients. Including method, timeliness, and reasoning.
 - Invest in the retention of Case Managers. Turnover negatively impacts clients.
- **CREOKS should offer their own transportation options for outpatient appointments.**
 - Talk to SoonerCare about limitations on rides for Mental Health appointments and problems with Uber contract.
 - Consider purchasing company vehicles for outpatient transportation services.
- **CREOKS should apply to become a provider of The Program for All-Inclusive Care for the Elderly (PACE).**
 - One of the AWG members is on the Board with Cherokee Elder Care (PACE provider in Tahlequah) and has valuable insights.