



# TribalNet Newsletter



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## Win-River Resort Casino— *A Bad Economy Bittersweet*



Win-River Rendering

The Win-River Resort Casino isn't letting a wavering U.S. economy stand in the way of its \$90 million expansion project scheduled to be completed in August of 2010. The intended tourist destination is set to include an expanded gaming floor capable of supporting 2000 Ethernet connected slot machines, a new 100+ room hotel with a luxu-

rious spa, an event center, parking structure, additional restaurants, and more. This site, along with several other Native American owned casinos, is remaining successful and optimistic about the future of the gaming industry. Despite other properties reporting a decline in revenue, some organizations are rising to the occasion by determining and investing in cost-saving measures through technology. Chris DeCamp, IT Director of the Win-River Resort Casino, thinks that there is no better time for his team to shine than now. **"In a struggling economy, this is the opportunity for IT to show what we can do," Chris commented. "When our executives want more done for less, IT can make it happen. When they want to decrease operational investment, they can look to IT for solutions that can fulfill that goal. This is a chance for us to confirm our value to the organization."** (cont. p. 2)

## Oneida Nation- *Kicks Off EMR Project*



Representatives from the Oneida Nation in Wisconsin are proud to be consistently recognized as leaders among tribal nations across the U.S. Continuous support, vision from their leadership, and

substantial investments in new technology are essential to providing quality healthcare. They've set their technology standards high for the tribe as a whole and within the health division are ready to kick-off a multi-year technology project they hope will put them at par with the best quality ambulatory healthcare delivery in the nation. Kelly Skenandore, H.I.S. Specialist, commented, **"The focus of this project is on improving the quality of health care that we provide through the use of Electronic Medical Records (EMR). Like many other tribes, this initiative has been on our minds for many years now and we're very excited to finally have this project become a reality."** The Oneida Nation has been down a long road to get to where they are today. A defining moment in their history was when they opened their first hospital in 1898. In 1997, almost a century later, they reached another milestone year when they moved to a self-governance compact with Indian Health Service (I.H.S.)

Now responsible for providing health care services to all eligible Native Americans, the Oneida Comprehensive Health Division has grown into a 67,000 square foot facility that provides all major ambulatory and ancillary medical services. It also provides Optical, Pharmacy, Dental Services, Employee Health Services, Long Term Care and a range of Behavioral Health Services. With 16,000 plus members for the Oneida Nation itself, the tribe as a whole has a multitude of programs and services to support. That demand has never caused them to lose focus on the importance of developing the Oneida Comprehensive Health Division. The EMR project is their next step to continuing that development. In this issue we had the opportunity to talk with the EMR project (cont. on p. 4)

## Mohegan Tribe— *A Team Approach*



The team oriented approach that the Mohegan Tribe IS team embraces may be best explained by comments from the Mohegan Tribal government officers themselves. **"As we are all well aware, technology is now at the core of our workplace. The Mohegan Tribe's IS team has delivered the kind of solid, knowledgeable and friendly response that allows for us to operate our business in the most effective and efficient ways. The team's leadership has made life and work for the Mohegan Tribal government and by extension the members of the Mohegan Tribe, more productive and successful."** In the last year, CIO of the Mohegan Tribe, Chuck Scharnagle and his staff of 15 have shown determination and excellent leadership skills that warrant this type of comment from their tribal leaders. In this article, we delve into the details of their team approach, their priority technology initiatives, and their growth into becoming such a successful tribal organization.

All government programs and divisions, excluding tribally-owned businesses, fall under the direction of the Mohegan Tribe IS division. Their team has an Applications division and a Technical division that are both led by CIO, Chuck Scharnagle. They're blessed to have two project managers within their department, both playing an integral role in managing the 50+ projects the IS department has completed within the last 12 months. "Some of these projects were low lying fruit that simply needed to be finished," commented Chuck. "However several were large scale priority projects that have made a significant impact on the tribe and our capabilities for the future." (cont. on p. 3)

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## Win-River Resort Casino (cont.)

(cont. from p. 1) With Win-River's expansion in the works, Chris with his visionary perspective and his team of eight fit right into the equation for success. Some of the solutions that are helping them to achieve their goal of utilizing technology for cost savings also assist them to "go green." Although the driving motivation is cost savings, the fact that they are doing their part to have less impact on the environment is a plus. "Green initiatives and economic savings go hand in hand," Chris stated. Various applications such as *Microsoft SharePoint* and *Microsoft Dynamics* are helping them move to a paperless environment. "Just by utilizing SharePoint, the amount of paper alone that we save is tremendous," Chris said. "The installation of our new ERP solution is going to help us to manage data more efficiently and hopefully again eliminate the paper waste that costs us an immense amount of money. We are also evaluating other solutions for virtual tickets and other document imaging solutions to follow suit with our goal to have a paperless environment." They have recently installed *IBM* blade servers, continue to focus more on virtualization, and are also using various IP solutions in areas such as surveillance. All of these are part of cost-saving measures and an energy-savings initiative as well.

Investing in technology as a cost-saving measure doesn't always produce a new system or new piece of hardware. Sometimes it comes in a form for which it is a little harder to create an ROI: education. Within the last year and under Chris's leadership as IT Director, there has been an added focus on developing his team through training and certification programs. Win-River's council is extremely supportive in investing in their key personnel. *"There is no substitution for continued training and education," Chris stated. "My first goal coming into this position was to increase our training budget. It makes our staff more productive, energizes our department, and helps us to move ahead with the industry as a whole. We're TribalNet members and regular conference attendees for that reason. It feels like we are finally coming together as an industry and making some great accomplishments."*



For 2009, Chris and his team will have an added focus on Win-River's expansion project mentioned earlier. Chris commented, "We are at a point where technology is getting ready to significantly change for gaming. Our existing floor was designed for the technology that was made 15 years ago. If we're going to adapt and accept the new technology available, we have to make important changes to our existing gaming floor." Since this is truly an expansion and not new construction, Chris and his team are up for an expense and a challenge similar to what other gaming properties are facing. So, what advice can this successful IT leader offer to others in the industry? "Frame everything in a business mindset, not a technology mindset. You need to portray the project to your leaders and peers from a functionality standpoint, not from a backend standpoint. Getting the buy-in from the business units by educating them on the need for it is an essential step in getting the approval for this type of large-scale project. Having a good record implementing technology to drive revenue doesn't hurt either."

As an IT leader, you know it's a necessity, but it's up to you to share the WHY and get the buy-in from everyone else in order to make it a reality. The future of the gaming infrastructure at Native American casinos lies in the hands of the IT leader. Are you prepared to lead your casino into the future of gaming?

Chris welcomes your questions and comments and can be reached via email at: [chrisd@win-river.com](mailto:chrisd@win-river.com)

### Technology Core:

- Network and Telecom- *Cisco*
- Data Storage- *EMC*
- Document Management- *Microsoft SharePoint*
- Surveillance- *Pelco*
- Accounting/Payroll/HR/Purchasing- *Microsoft Dynamics*
- Slot Accounting- *Aristocrat*
- Player Tracking- *TechResults*
- POS- *Agilysys- formerly Infogenesis*
- Kiosks- *Cummins-Allison*



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## Mohegan Tribe (cont.)



Mohegan Tribe IS Team

*(cont. from p. 1)* A priority installation they considered to be critical in starting the cascade of projects in 2008 was the SAN installation. Chuck commented, "With two big installs on the horizon; **Microsoft SharePoint** for document management and **Numara Track-It** for help-desk, the SAN installation was essential for us. It gave us the ability to prevent data redundancy, improve application performance and prepare for future growth within our systems and the tribe." All three installations were driven by the desire to offer higher levels of efficiencies and customer service for the tribe.

"The new help-desk software really changed the way we do business in our department," Chuck said. In July of 2008, the IS team surveyed the 350+ employees of the Mohegan Tribe to determine if their efforts had paid off. When asked, "Does the IS organization deliver effective, reliable, and efficient services?" 97% of the responses were yes. Having this type of response not only validates their efforts, but from a leadership perspective, helps them to demonstrate to their tribal leaders that they are worth the substantial investment IS department's require. *"The challenge can be proving your value, the solution to that challenge is having results,"* Chuck commented. *"When we are delivering results, issues become minimized. As a leader I continue to be a marketer of the value of technology. We find ways to do more with less, which is a considerable value in a weaker economy. As long as we continue to meet and exceed the needs of the business, our leaders will listen to the needs of IT. It all goes hand in hand. I feel that my role as the CIO is to make sure we strike that balance."*

Chuck's leadership style has a strong focus on a team-oriented approach paired with attention to providing a high level of customer service. He pulls from his experience working in the Fortune 500 arena at companies such as Black and Decker, Fruit of the Loom, and more when considering what his priorities are as a CIO. Chuck introduced the lunch-and-learn program at the tribe which has helped not only the end user for training purposes but also his staff. His help-desk staff is able to improve and develop their interpersonal and communication skills through a rotation leading this program. These "how-to" sessions provide training for the end user on various topics every month. In turn the help-desk staff develops skills outside of the typical "technician" role. Along with building relationships between the customer and the IS department, Chuck believes it's important to bring together his own department and team. They recently returned from a team building retreat where they enjoyed the day at a local ropes course. "This outing gave everyone a chance to work together, solve problems, and have interaction with one another on a different, but parallel level, to a typical day at the office," remarked Chuck. "The response we had was great and we're considering making this an annual event." With the support of the council, Chuck is able to continually bring his team together and also invest in them through a consistent push for training and certifications.

So what's ahead for this successful tribe? "In 2009 we're having a bigger focus on application development," commented Chuck. "With such big accomplishments in 2008; new installs, a set policy and procedure manual, clear project management standards and a more efficient department overall we are now positioned to dig deeper." They are hoping to centralize much of their data and are working diligently on developing a tribal information database that they are hoping to have ready by the Fall of 2009 to share with other tribes at the 10<sup>th</sup> annual TribalNet conference. Chuck and his team were the well-deserved recipients of TribalNet's 1<sup>st</sup> Annual Tribal Technology Leadership Award. They were presented with this award at the 2008 TribalNet 9 conference held recently at the Radisson Fort McDowell Resort & Casino.

Chuck and his team welcome your questions and comments and can be reached via email at, [cscharnagle@moheganmail.com](mailto:cscharnagle@moheganmail.com)

### Technology Core:

- Network- *Cisco*
- Help-Desk- *Numara Track-It*
- Document Management- *Microsoft SharePoint*
- Membership Tracking- *in-house development*

**Mohegan Tribe IS Project Manager, George Wood was a presenter for the 4th qtr. TribalNet webinar!**

To view the webinar recording go to:  
<http://www.tribalnetonline.com/edcareer.php>

*Take a look at p. 5 for more upcoming TribalNet webinars*

**2008 Recipients of the Tribal Technology Leadership Award**



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## Oneida Nation (cont.)

(cont. from p. 1) team leaders: Kelly Skenandore, H.I.S. Specialist, and John Olson, Business Systems Analyst. Kelly, John, and a steering committee made up of clinicians, specialists, programmers, system administrators, technicians, and more will work together over the next two years to make this project a success. "This is a team effort," Kelly commented. "We all have to come together to make this a smooth transition. Although this is a technology project, it's the input from the clinicians that is going to make this a success. John and I are here to simply make it happen with the technology that's available. We have to operate as a team to make sure what we're doing meets the needs of the clinicians and ultimately the patients."

A recent report generated by the tribe states that their patient encounters have grown by 368% in the last seven years, their prescriptions have grown 177% in the last five years, and diabetes has become an even larger growing concern for their area. Having the ability to electronically track the care and progress for this growing number of patients can greatly improve efficiencies, reduce costs and enable them to provide better care and service. "We would love to be a model for other tribes in the area of care for chronic diseases such as diabetes, a disease that affects so many Native Americans," Kelly stated. "We want the data to be available in a useable format to enable us to effectively share data and achieve meaningful and measurable success," John followed.

The installation of *GE Centricity*, a system their medical staff selected for their patient management system, is really the starting point to initiate this project. John, who is dedicated to the health division but part of the MIS department commented, "Our intended focus for the next 9-12 months will be on patient management software. It is essential for us to get this first piece right in order to properly set ourselves up for the future. We'll need to develop interfaces for our other systems such as dental, pharmacy, x-ray, and more. The patient management system is the critical piece to kick this project off." As a whole this is a 2-3 year multi-tiered effort that takes diligent planning and attentive project management, something Kelly and John are taking on with full attention. With the magnitude of this project, the project team will also need to pull resources from the 50 plus staffed MIS department that they otherwise may not necessarily need. There will be a need for more specialized support. Most certainly, positions will be created and changed along this journey. They are hopeful that this change will be embraced by providing proper training for the 300+ staff members in the health division. "There has been an array of emotions," Kelly and John both commented. "There is always going to be some resistance to change, but for the most part we are all on board with this together and are going to work as a team to make it a great achievement for our tribe."

Oneida Comprehensive Health will collaborate with I.H.S to share data efficiently with the National Data Warehouse site in New Mexico. Kelly and John attended the TribalNet conference this year to meet with others in the industry to see what challenges they're facing with the move to EMR and what some of the solutions are to those issues. They will be heading to the I.H.S. conference this month searching for more answers to their concerns while also making their voice heard on matters that affect other tribes using solutions outside the Resource Patient Management System network.

Both Kelly and John have been invited to participate as a team representative on the 2009 TribalNet Advisory Board. Their input will be valuable for developing sessions related to technology used in tribal health. Their arms are open to other tribes already in the process or considering making the move to EMR and they welcome your questions and comments. They can be reached via e-mail at: [KSKENANI@oneidanation.org](mailto:KSKENANI@oneidanation.org) and [JOLSON1@oneidanation.org](mailto:JOLSON1@oneidanation.org).

### Technology Core:

- Patient Management: *GE- Centricity*
- Dental- *Dentrix*
- Pharmacy- *QSI*
- Vision- *Compulink*

Kelly Skenandore & John Olson





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## What's upcoming & new with TribalNet?

### TribalNet Quarterly Webinars

#### Upcoming 1st Quarter Webinar:

The Role of the IT Leader in Turning an Executive Idea Into a Project

1/27/09 @ 2:00 EST

Presenter: Jackie Parker, PMP, MBA  
River Lee International

[Click here for presentation details and how to register!](#)

If you missed any of the 2008 webinar series, be sure to visit us online for recordings and presentation material!

[Click here for 2008 Webinars](#)

Take advantage of some outstanding FREE education!

### The 10th annual TribalNet conference



10/5/09-10/8/09

Suncoast Resort Casino  
Las Vegas, NV

Attend this fall and return with ideas, best practices and plans that will convince your CEO, CFO AND tribal council that technology can help your tribal organization do more for less!

### You asked...we responded!

TribalNet has created a group that you're invited to join on **LinkedIn!**

Share ideas, post discussions, questions, news, open IT positions and more!

To join, simply login to **LinkedIn** today, select to search groups and enter TribalNet online community

[www.linkedin.com](http://www.linkedin.com)

## Be sure to keep an eye out in the 1st quarter of 2009 for...

The new and improved TribalNet website offering; improved navigation, your choice of 2 membership levels—basic or all-access, more industry reports & resources AND a quick & easy way to update your technology profile!

Is there something you'd like to see on the TribalNet site?

[Contact us today!](#)

## TribalNet 9 Conference— 2008 recap

There were many highlights from the conference week held September 29, 2008 - October 2, 2008. Mike Day, Founder of TribalNet and Chairman of the Advisory Boards welcomed attendees Tuesday morning with his inspiring opening presentation. "Take something away from this conference," he states. "Don't go back and keep doing the same things you've been doing, take something away, rather it be from the sessions, or meeting with your peers. That's why you're here, to learn from each other and impact your organizations." The tone was set and attendees did just that during the week.

Chuck Dougherty, CIO of the Chickasaw Nation comments, "This was a good opportunity to meet with my peers to discuss issues which may affect us all, I can see a real benefit from this conference for everyone."



"As an industry we all are looking forward to what the year ahead brings," comments TribalNet Director, Shannon Bouschor. "We will be taking all of the feedback received at the conference to make the 10th anniversary for TribalNet another event that reaches out and makes a difference at tribal organizations nationwide. We are always enthused to see the strides tribes are making in technology and are happy to continuously be a part of it."