

WILL COUNTY COMMUNITY HEALTH CENTER  
GOVERNING COUNCIL REGULAR MEETING  
MINUTES  
4/4/2018

---

**MEMBERS PRESENT**

Marie Lindsey, Chairman  
Paul Lauridsen, Vice-Chairman  
Alan Dyche, Treasurer  
Judith Easley, Secretary  
George Mora  
Cathi Niewinski  
Vernice Warren  
Edith Cline-Kabba  
Eloy Ramirez

**MEMBERS ABSENT**

**WCCHC STAFF PRESENT**

Mary Maragos, Chief Executive Officer  
Jennifer Byrd, Chief Medical Officer  
Thomas Edwards, Director of Operations  
Mary Kilbride, Executive Assistant

**WCHD STAFF PRESENT**

Sue Olenek, Executive Director  
Elizabeth Bilotta, Director of Administrative Services

**OTHERS PRESENT**

Kevin Meyers, Assistant State's Attorney

**I. CALL TO ORDER**

The regular meeting of the Will County Community Health Center Governing Council was held at the Will County Community Health Center, 1106 Neal Avenue, Joliet, Illinois. Ms. Marie Lindsey, Chairman, called the meeting to order at 5:40p.m.

ROLL CALL AND DETERMINATION OF QUORUM – **Quorum present.**

Pledge of Allegiance

**II. MISSION STATEMENT**

Mr. Ramirez read the Mission Statement

**III. APPROVAL OF MINUTES**

A **motion** was made by Mr. Lauridsen and **seconded** by Mr. Ramirez to accept the March 14, 2018 meeting minutes as written. **Motion carries.**

**IV. CEO Report**

- 340B Mini-Audit: The Office of Pharmacy Affairs (OPA) conducted a program integrity analysis on selected contract pharmacy agreements from the latest registration period. WCCHC was selected, documentation was submitted and approved. Meanwhile we are awaiting references on an independent firm to come on-site for a voluntary audit of our entire 340B program.
- New Providers: We are pleased to introduce our new Psychiatrist Dr. Danish Hangora, who came to us from Staff Care, a locum/temp agency. We had to pay a \$38,500 fee to Staff Care to hire him. We also hired a part-time dentist, Dr. Ashu Bansal, who will work 1-3 days per week in the dental clinic, including Saturdays, thus increasing access to care for adults on Saturdays.
- We have hired a new Front Office Supervisor, Ann Conrad, formerly of DuPage Medical Group.

- We have scheduled an on-site Revenue Cycle Assessment on 5/8-5/9. She will observe registration, check-out, and billing processes and then provide training to the staff. We are expected to pay up to \$500.00 for her travel expenses; HRSA will support the remaining expenses.
- At this meeting, we reviewed the proposed fees for 2018 for medical and behavioral health. The dental fees will remain as they were for 2017. All fees will be discussed with the GC Finance committee and with the Governing Council members as a whole. Except for the vaccines, I recommend we keep our fees as they were at the 2017 rates for the following reasons:
  1. we still need to maximize our revenue to lessen our dependence on the levy.
  2. our fees are at the 50% of usual and customary for 2017, that is, completely acceptable in the industry.
  3. the insurance companies will continue to reimburse us at their rate of reimbursement, regardless of what we charge; we just don't want to undercharge and then not receive all that we can.
  4. we have received no comments or complaints from our patients about the fees.
  5. at our May 2017 HRSA site visit, our fee schedules were reviewed, and no problems were cited.
- We plan to apply for a \$30,000 grant to the Rotary Club of Joliet. Funding must provide a "long-term benefit for the Joliet Community and be used for capital expenditures such as construction or equipment only. We plan to request funding for a panoramic dental x-ray, which will improve the dentist' ability to detect dental problems, and make it easier and quicker to take x-ray images. The application requires a sponsor who is a current Rotarian. We await submission until a sponsor is secured.
- Ms. Maragos presented an update of unduplicated patients: In 2017 as of 3/27, we had 5527 unduplicated patients and in 2018 as of 3/27, we had 4918 (down 11%). In the first 2 mths. of this year, we had 4 full-time providers less than we did last year: a Family Medicine Nurse Practitioner, an OB/Gyn physician, a Psychiatrist, and a Pediatrician.
- On April 12 we will have a site visit from one of the insurance companies, to verify that we have the required elements for Handicapped accessibility.

#### **V. CMO Report**

- The health center will submit a perfunctory report to the Joint Commission, by April 6, updating them on the completion of the required elements to satisfy, and document, the yearlong maintenance of the April 2017 site survey findings. Only one (1) of the fourteen (14) have not been reconciled. The unreconciled item relates to the Flu Vaccine requirement for all health center staff, and the goal of achieving a 90% vaccination rate by the year 2020. Our current flu vaccination rate of 60%.
- The QA team has completed its review of the most recent employee satisfaction surveys. The following are the three areas of focus: job specific skills and competency training, clear and consistent communication, fostering trust and respect amongst employees. A comprehensive plan of action has been constructed to address these concerns and desires. The plan includes, staff training sessions, management skill expansion, an additional "new business" update to our All Staff Meeting, chain of command clarification and more.
- The health center's annual "Skills Day" will occur on 4/11/18. This day centers around competency testing for the entire staff as related to their department. It consists of both written and practicum portions. The providers will receive a Continuing Medical Education (CME) credits for a lecture in their April Providers' meeting on Tardive Dyskinesia.

#### **VI. Reports**

- Ms. Maragos presented the Divisional Statistical report. Discussion took place.
- Mr. Edwards presented the expenditures report. Our target was 25% and we are currently at 18.6%.
- Mr. Edwards presented the revenue report. We are on target @ 25%. Medical totals were at 25%, Behavioral Health totals were at 32% and Grants were at 25%.

- Mr. Edward presented the Family Planning report. Our revenue goal was 66.7% and we are at 44.1%. Ms. Oshin is currently doing an audit on Family Planning patients who have Medicaid insurance.

#### VII. Discussion

- Ms. Easley discussed the proposed bylaw changes that were discussed at the Governance Committee which took place prior to the GC meeting. Proposed changes will be made and presented for approval at the May GC meeting.
- Mr. Dyche discussed and recommended approval of the new Vaccine Fee Schedule and proposed not approving a fee increase for Medical fees but staying with the 2017 fee schedule.
- Discussion took place regarding the request to have all GC members sign a verification form stating that each GC member is not an employee of the health center, or an immediate family member of a current WCCHC employee (spouse, child, parent, or sibling through blood, adoption or marriage).
- Mr. Meyers (ASA) presented an overview of legal liabilities of GC members. Ms. Lindsey requested that Mr. Meyers write a summary of his presentation for all GC members.
- Ms. Maragos presented the 2017 UDS report. Ms. Lindsey questioned what enabling patients and encounters are? Dr. Byrd stated they are non-provider support visits such as nursing injection, and Social Worker visits. Ms. Lindsey questioned if we trended downward due to lack of providers? Ms. Maragos stated being without a Pediatrician hurt the numbers.

#### VII. Action

- A **motion** was made by Ms. Easley and **seconded** by Ms. Niewinski to approve GC member renewal for Mr. Ramirez. **Motion carries.**
- A **motion** was made by Ms. Easley and **seconded** by Mr. Ramirez to approve GC member renewal for Mr. Dyche. **Motion carries.**
- A **motion** was made by Ms. Easley and **seconded** by Mr. Ramirez to approve GC member renewal for Mr. Lauridsen. **Motion carries.**
- A **motion** was made by Ms. Easley and **seconded** by Ms. Niewinski to approve GC member renewal for Ms. Cline-Kabba. **Motion carries.**
- A **motion** was made by Ms. Easley and **seconded** by Ms. Niewinski to approve Ms. Lindsey for Chairperson of GC. **Motion carries.**
- A **motion** was made by Ms. Easley and **seconded** by Ms. Niewinski to approve Mr. Ramirez for Treasurer of GC. **Motion carries.**
- A **motion** was made by Mr. Ramirez and **seconded** by Ms. Niewinski to approve Ms. Easley for Secretary of GC. **Motion carries.**
- A **motion** was made by Ms. Easley and **seconded** by Mr. Ramirez to approve the new contract for Dr. Bansal, DDS. **Motion carries.**
- A **motion** was made by Mr. Ramirez and **seconded** by Ms. Easley to approve the new contract for Dr. Hangora, Psychiatrist. **Motion carries.**
- A **motion** was made by Mr. Ramirez and **seconded** by Ms. Easley to approve the recredentialing of the contract for Dr. Arrington, OB Hospitalist. **Motion carries.**
- A **motion** was made by Ms. Easley and **seconded** by Ms. Niewinski to table the proposed bylaw changes until the 5/2 GC meeting. **Motion carries.**
- A **motion** was made by Ms. Easley and **seconded** by Mr. Ramirez to adopt the proposed 2018 fee schedule. **Motion lost.**
- A **motion** was made by Ms. Easley and **seconded** by Ms. Niewinski to reconsider approval of proposed 2018 fee schedule. **Motion carries.**
- A **motion** was made by Ms. Easley and **seconded** by Ms. Niewinski to approve to maintain the fees at the 2017 rate with the exception of increasing vaccines as noted in handout. **Motion carries.**

- A **motion** was made by Ms. Easley and seconded by Mr. Ramirez to approve policy BR-0013 Petty Cash. **Motion carries.**
- A **motion** was made by Ms. Easley and **seconded** by Mr. Ramirez to approve the Grant application to the Rotary Club of Joliet. **Motion carries.**

Ms. Niewinski questioned if there has been any progress on getting another driver for the Dental Van? Ms. Maragos stated there is a possible employee going for her CDL license as a 2<sup>nd</sup> driver. We will keep GC members informed.

**VII. PUBLIC COMMENT:** No comments stated

**VIII.** A **motion** was made by Mr. Ramirez and **seconded** by Ms. Easley to adjourn the meeting at 6:45pm. **Motion carries.**

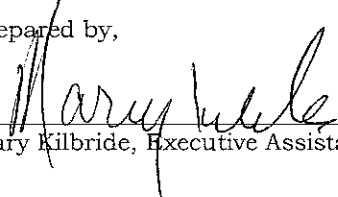
**X. NEXT MEETING**

**Wednesday, May 2, 2018**  
**Wednesday, May 2, 2018**

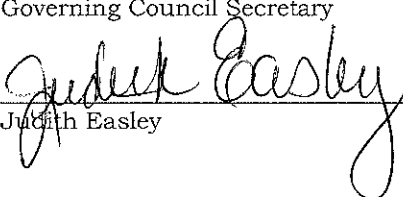
**Quality Committee**  
**Governing Council**

**4:30pm-5:30pm**  
**5:30pm-7:00pm**

Prepared by,

  
\_\_\_\_\_  
Mary Kilbride, Executive Assistant

Governing Council Secretary

  
\_\_\_\_\_  
Judith Easley