

WILL COUNTY COMMUNITY HEALTH CENTER  
GOVERNING COUNCIL REGULAR MEETING  
MINUTES  
1/9/2019

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**MEMBERS PRESENT**

Marie Lindsey, Chairman  
Vernice Warren, Vice-Chairman (arrived 4:39pm)  
Eloy Ramirez, Treasurer  
Judy Easley, Secretary  
George Mora  
Edith Cline-Kabba  
Paul Lauridsen  
Alan Dyche  
Cathi Niewinski  
Cindy Brassea

**MEMBERS ABSENT**

**WCCHC STAFF PRESENT**

Mary Maragos, Chief Executive Officer  
Dr. Jennifer Byrd, Chief Medical Officer  
Stacy Baumgartner, Director of Operations  
Mary Kilbride, Executive Assistant  
Ann Conrad, Office Supervisor  
Gayle Andrae, Managed Care Coordinator  
Bose Oshin, Billing Supervisor  
Dr. Garg, Dental Director  
Mike Cirullo, EHR Project Manager  
Kevin Meyers, Assistant State's Attorney

**WCCHC STAFF ABSENT**

**WCHD STAFF PRESENT**

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

**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 4:38p.m.

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

Pledge of Allegiance

**II. MISSION STATEMENT**

Ms. Niewinski read the Mission Statement

**III. APPROVAL OF MINUTES**

A **motion** was made by Mr. Dyche and **seconded** by Ms. Niewinski to accept the December 5, 2018 meeting minutes as written. **Motion carries.**

**IV. No Chairman Comments**

#### **V. CEO Report**

- On 12/11/18 we were visited by an IDPH representative to assess our compliance with the Dental Sealant Grant. This grant reimburses us for providing dental examinations and sealants to uninsured or underinsured children ages 5-18 (kindergarten through 12<sup>th</sup> grade). Dental care can either be provided at our clinic or at the schools with our mobile dental unit. This year we were awarded \$10,000, but if the dental services we provide exceed that amount, they say they will give us more. We successfully passed the site visit, and the final report is included in the GC packet.
- Chris Foster, APN, and Dr. Tracy Vera, Gynecologist are now ready to prescribe Suboxone. Dr. Byrd and Dr. Durr have completed their certification test and are awaiting final approval from the DEA in order to prescribe. Our new psychiatrist starting on January 28, Dr. Thomas is already Suboxone certified.
- Integrated Health Homes implementation project by IL Medicaid/Medicare has been postponed to March, 2019. Meanwhile we are establishing our community referral network and still seeking to hire a Care Coordination Supervisor.
- We have established a work plan and timeline for preparation of the Monee expansion space.
- As of the end of December, we still struggled to get dental patients to enroll on and utilize the patient portal. A sufficient number of medical and behavioral health patients are utilizing the portal. All other meaningful use measures were met.
- With the GC and BOH approval, we have a new Family Nurse Practitioner, Michelle Axiom starting on February 11. We also have a contract with a new psychiatrist, Dr. Brian Thomas, a seasoned physician, with years of experience working with incarcerated adults. He will start on January 28.
- We are on target for the February 15, 2019 submission to HRSA.
- We presented the issue of the unpaid claims from 2015 and 2016 to the December 20<sup>th</sup> BOH. We agreed with the Governing Council to pursue legal action in order to recover the debt owed to us. The Will County States Attorney and her team are reviewing the contract and documentation of correspondence and are preparing a response.
- Ms. Maragos gave an update of the unduplicated patients: In November of 2017 we were at 12,530, and are currently at 11,527 in November of 2018.

#### **CMO Report**

- The Family Planning Grant monthly reporting requirements have transitioned smoothly to our new Director of Operations, Interim Clinic Manager and the CMO.
- The Director of Operations is in the process of refining our data collection process at to point of registration to include: 1. a short questionnaire on "Patient Self-Management Goals". Self-Management goals are those health goals that the patients themselves develop. 2. A Dental Screening tool which will facilitate a conversation about Oral Hygiene. 3. Patient Satisfaction Survey.
- We continue to analyze our data collection process centered around our Health Outcomes of Diabetes, Colorectal Cancer, and Immunization rates. Our current endeavor has the Quality Improvement teams and members of the Management team reviewing the exclusion criteria for the collection of these data and the method of EMR data entry.
- We continue to have good staff compliance in wearing masks for those staff whom did not receive the flu vaccine.
- One of our Advanced Practice Nurses is undertaking training to become a Psychiatric Advanced Practice Nurse. She is doing so in collaboration with John's Hopkins University and Rush University. Her course of study will take a total of one year.
- Dr. Byrd and the Director of Operations appeared on WJOL to discuss our Medication Assisted Treatment (MAT) program in Mid-December. The goal being to inform our community of this vital service that will assist anyone suffering from a Substance Use Disorder and inform them that the health center is a resource for this care.
- Dr. Byrd discussed the Recruitment/Staffing needs at the Center.

#### **Revenue Report**

- Ms. Maragos presented the revenue report ending in November. Our goal was 100% and we are currently at 98%. Our overall variance is -2%.

**Expenditures**

- Ms. Maragos presented the expenditures report ending in November. The target was 91.7% and we are currently at 96%.

**Divisional Statistical Report**

- Ms. Maragos presented the BOH Stat report. Discussion took place.

**VI. Discussion**

- Ms. Easley presented a summary of the Governance Committee meeting which took place prior to GC meeting. Ms. Easley asked if any GC members would be resigning from the board this year. All stated "No". Ms. Easley will need to step down from the Secretary position on the board due to expiration of 3<sup>rd</sup> year term. Mr. Dyche offered to run for that position. GC members who are patients have to see their provider within 1<sup>st</sup> quarter of 2019 if they have not been in since 2017. The bylaws recommended change was discussed.
- Ms. Maragos discussed the revised FQHC Encounter Rates for 2019. GC will be asked to approve the increase later in the meeting.

**VII. Strategic Planning Session**

The following documents were reviewed:

- BOH report on patient visits as of 11/30/18
- Distinct patients as of 12/31/18
- Revenue by type as of 11/30/18
- Expenses by category as of 11/30/18
- Accounts receivables as of 12/31/18)
- Referral sources as of 11/15/18
- Quality Indicators: no-show rates as of 11/30/18 report, 3<sup>rd</sup> next available appointment as of 12/31/18, clinical and financial measures as of 9/30/18, patient satisfaction as of 9/30/18

After thorough review of the 2018 community assessment, and internal and external data, the following recommendations were made by the Governing Council members:

- Mr. Lauridsen questioned if the objectives listed were from last year and questioned if we should include Behavioral Health in the new objective?

Some changes to the New Objectives were:

1. Provide Primary Health, Behavioral Health and Dental supportive services to all residents..... (see attached packet)
3. Integrate Primary Care, Behavioral Health and Dental Health services with other..... (see attached packet)

Marketing Plan

- Ms. Niewinski questioned how a patient knows what services the Center provides? The following suggestions were made as part of the Marketing plan:
  - possibly list that we advertise on Twitter, Facebook etc. on our brochures,
  - brochures will be placed on exit windows at the Center,
  - marketing to local emergency rooms of hospitals,
  - public service announcements on the radio (WJOL) (specifically speaking about syphilis),
  - sending brochures to school districts,
  - local day cares,
  - senior citizen centers,
  - brochures will be dropped off at libraries,
  - possibly consider targeting Case Mgr.'s and Social Workers in the area,
  - local Spanish grocery stores,
  - Spanish Center,
  - Temporary Agencies,
  - Will County Center for Community Concerns.
- Mr. Dyche offered to reach out to the local churches about our services.
- Ms. Olenek spoke of looking at specific zip codes and what we can do differently to market these areas. She also stated we need to look at the MAPP Initiative and make sure that we are not duplicating efforts.
- Discussion took place regarding how to improve our quality scores for colon cancer screening.

- Discussion took place regarding what we can do to address the rates of Sexually Transmitted Infections? Possibly speaking on WJOL radio show.

#### **Strategic Plan and GC/Staff Recommendations for 2019**

- Improve our quality of care (colon cancer screening and diabetes)
- Fully implement principles of Trauma Informed Care
- Improved care coordination (operationalize Integrated Health Home services for at-risk Medicaid managed care patients.)
- Increased access to care (provide medical and BH services in Monee)
- Improve marketing and outreach to underserved populations in Joliet, to include Hispanics, teens, and low income in zip codes 60432, 60433, 60435, 60436
- Improved provider recruitment and retention
- Improve customer service
- Meeting the needs of the community as identified in the MAPP assessment
- Ms. Maragos reviewed the Accounts Receivable report. Discussion took place. We are billing daily and collections are coming in faster.
- Ms. Maragos presented marketing statistics. Referral sources from 2017 to 2018.
- Ms. Maragos presented the No Show report. Discussion took place.
- Ms. Maragos presented the First Third Available Appointment report. Discussion took place.
- Ms. Maragos presented the Quality Measures and how we have done this year. Discussion took place.
- Ms. Maragos presented the Dental surveys. Ms. Lindsey asked that the color coding be reinstated on the report.
- Ms. Maragos discussed the Patient Cycle Times. The Cycle Times have improved. Discussion took place.
- Ms. Maragos discussed the sites that the Outreach and Enrollment staff visited this year.
- The Strategic Directions and Goals for 2018 were presented. Ms. Lindsey asked that going forward it be color coded stating MET or NOT MET.
- The Dental Sealant Grant review was presented.
- The Recommendations for 2019 were discussed:
  - Ms. Lindsey questioned if #4 (see attached) should be changed. Possibly the % per category or specialty. Possibly mention the number of providers per specialty and then change the % accordingly. Ms. Maragos will check with IPHCAA of vacancy rate.
  - On #6 (see attached) add the wordage “explore feasibility” of adding Suboxone sites.
- Ms. Lindsey asked if the GC members could receive a final copy to review at the February GC Meeting prior to approval. Separate the Strategic Plan from the GC minutes. The plan will be tabled this month. Ms. Brassea suggested reviewing the Strategic Plan on a quarterly basis in the GC meetings to confirm if the goals are being met.

#### **VIII. Action**

- A **motion** was made by Mr. Dyche and **seconded** by Ms. Brassea to approve contract for Michelle Axiom, APRN. **Motion carries.**
- A **motion** was made by Ms. Warren and **seconded** by Mr. Ramirez to approve contract for contract for Brian Thomas, M.D.. **Motion carries.**
- A **motion** was made by Ms. Warren and **seconded** by Ms. Easley to approve revised encounter rates for FQHC's. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Niewinski to approve suggested bylaws changes. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Niewinski to table the approval of contract with StaffMD, LLC Locum Tenens and Permanent Placement Agreement. **Motion carries.** Ms. Olenek and Mr. Meyers need further time to review the agreement.
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Easley to approve the recredentialing for Dr. Sangita Garg. **Motion carries.**
- A **motion** was made by Ms. Warren and **seconded** by Ms. Easley to approve the recredentialing for Dr. Jeffrey Williams, D.O. **Motion carries.**
- A **motion** was made by Ms. Easley and **seconded** by Mr. Ramirez to approve the recredentialing for Dr. Adel Mouradi. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Easley to table the Strategic Plan for

FY19 until the February 6, 2019 meeting. **Motion carries.**

Approval of the MOU with OSIS will be put on the agenda for approval at the February 6, 2019 meeting.

**IX. COUNCIL MEMBERS' CONCERNS AND COMMENTS:** Ms. Niewinski will be unable to attend the February GC meeting. Mr. Dyche will be unable to attend the February GC meeting.

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

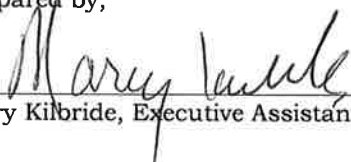
**XI.** A **motion** was made by Mr. Dyche and **seconded** by Ms. Easley to adjourn the meeting at 6:54pm. **Motion carries.**

**XII. NEXT MEETING**

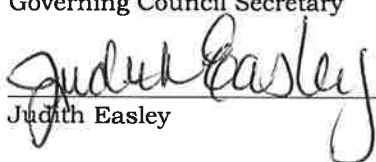
**Wednesday, February 6, 2019**  
**Wednesday, February 6, 2019**

**Governance Committee 5:00pm-5:30pm**  
**Governing Council 5:30pm-7:00pm**

Prepared by,

  
Mary Kilbride, Executive Assistant

Governing Council Secretary

  
Judith Easley