

WILL COUNTY COMMUNITY HEALTH CENTER  
GOVERNING COUNCIL REGULAR MEETING  
MINUTES  
6/3/2019

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**MEMBERS PRESENT**

Marie Lindsey, Chairman  
Eloy Ramirez, Treasurer  
Alan Dyche, Secretary  
George Mora  
Paul Lauridsen  
Cathi Niewinski  
Deborah Kornacker  
Cindy Brassea  
Vernice Warren

**MEMBERS ABSENT**

Edith Cline-Kabba-excused  
Judy Easley-excused

**WCCHC STAFF PRESENT**

Mary Maragos, Chief Executive Officer  
Dr. Jennifer Byrd, Chief Medical Officer  
Stacy Baumgartner, Director of Operations  
Mary Kilbride, Executive Assistant

**WCHD STAFF PRESENT**

Sue Olenek, Executive Director

**OTHERS PRESENT**

Adam Lipetz, 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 5:43p.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 May 1, 2019 meeting minutes as written. **Motion carries.**

**IV. Chairman's Comments**

Ms. Lindsey asked Dr. Byrd if the request from May GC meeting regarding moving the patient scale in the center to a more private area had been taken care of.

**V. CEO Report**

● **Grundy County Health Dept. Agreement for Mobile Dental services:**

In order to increase access to care for dental services, the Grundy County Health Dept. received a grant from the National Assoc. of County and City Officials (NACCO) to support services provided by our mobile dental unit. We have committed to 9 days this year and were advised by our HRSA Project Officer to add language to the agreement to treat these Grundy County residents just as we do with United Way funding. We have added Grundy County zip codes to our scope of services for the mobile health unit. Currently 2 zip codes are included, we ask the GC for permission to add the remaining 7 other zip codes.

- **Agreement with Condensed Curriculum, Inc.:** We ask the GC for its approval of an agreement with Condensed Curriculum, Inc. (CCI) for placement of JJC Dental Assistant students at the WCCHC for their practicum. This program will launch in September, 2019 and the students will be placed here in early 2020.
- **FY2018 Final Expense and Revenue report:** The County finance offices have closed out the books for FY2018 and the final reports for expenses and revenue for the CHC have been attached. Expenses came in at 99.7% of budget, underspent by \$31,549.66 and our final revenue was at 98.4% of budget, short by \$122,594.81.
- **HRSA-19-100 Integrated Behavioral Health Services supplemental funding:** The grant proposal was submitted prior to the deadline. Funding in the amount of \$144,998 was requested, for salary and benefits for a behavioral health case manager and certified medical assistant.
- **Optometry services:** The application for FTCA coverage for Dr. Caryn LaBuda as a volunteer optometrist was submitted. Free optometry services to adults/children began on May 29 and will continue every Wednesday. Documentation is done in our electronic health record, and we are able to include the patients and visits towards our total counts for the year. 8 patients were seen on May 29 and 14 are scheduled for June 5.
- **Oral Health Infrastructure grant:**  
An application for grant #HRSA-19-079 was submitted prior to the deadline. \$189,320 was requested for dental equipment, dental supplies, website enhancements, digital billboard advertising, and MedTrainer staff training. We have to wait until September 1<sup>st</sup> to receive notice of acceptance and funding
- **Independent 340B Audit:** per HRSA requirements, we hired independent 340B auditors from Atria/Hudson Headwaters who performed a site visit on May 29. The auditors' complete report is expected within a month and will be shared with the Governing Council.
- **Examining the UDS reports and 10-year trends:** An in-depth analysis has been conducted of the UDS reports and trends of the last 10 years. The following environmental and historical trends are noted:
  - In 2018, our medical costs were lower than every year except 2010 in nominal dollars, and lower than all years in real dollars, adjusting for inflation.
  - The WCCHC provider salaries are lower than the average salaries among IL FQHCs and area providers.
  - WCCHC physician salaries have not increased or have increased very little in the last 10 years. Adjusting for inflation, the salaries have declined.
  - Provider candidates are reporting that other facilities provide bonuses based on meeting quality and productivity benchmarks.
  - WCCHC pediatric visits (ages 0-5) have declined by 46.7% in the last 5 years. For ages 0-17, visits have declined by 34.4%.
  - The percent of pediatric patients at WCCHC is among the lowest of all IL FQHCs.
  - Demand for walk-in appointments exceeds availability.
  - Technology enhancements are not up to current standards and expectations of millennials and the younger patient population.
  - Competition for Medicaid patients has sharply increased.
  - Physician shortage is worsening.
  - Babies delivered by WCCHC obstetricians are not returning for pediatric care.
  - Demand for mental health services exceeds capacity.
  - Reputation in community has not significantly improved.
  - Many in community are still unaware of the services we offer.
  - Customer service needs improvement in order to compete with others.
- Ms. Maragos gave an update of the unduplicated patients: For May, 2018 we were at 888 patients and are currently at 851 for May, 2019. We are down 6.2%.

### **CMO Report**

**Compliance:** The community health center has restarted weekly meetings in preparation for the next Joint Commission site survey.

A **Root Cause Analysis (RCA)** was conducted since my last report to you. This RCA was for a **suspected Mumps** case that we had visit our health center. Though RCAs are not often necessary to perform, some cases are considered important enough to warrant this kind of investigation. Details of the outcome of this RCA will be provided upon your request.

**Quality:** The health center, in collaboration with a doctoral candidate whom is conducting a Diabetes research project, will soon launch a "Diabetes Screening Tool". It is designed to identify patients who are at risk for developing diabetes such that a plan of care can be developed to stave off the diagnosis of Diabetes or, hopefully, prevent it entirely. Given that the population that we serve are considered high risk to develop Diabetes, this screen will offer our patients and excellent opportunity towards maintaining lifelong health.

Our Director of Operations will launch a "clip board" project in the coming weeks. This project is designed to present our patients a group of surveys (the Diabetes Screening Tool, a dental screen, a Self-Management Goal screen, and a patient satisfaction survey) in one efficient package. The patients will receive the "clip board" of screens and survey at the front desk upon registration and have an opportunity to leisurely complete them as they sit in the waiting room.

Our **Peer Review process** has been re-designed and re-launched. This process is one that is, not only, required by our internal Quality program, but also, by our Federal Tort Claims Act Malpractice insurance carrier. The new process is replete with a new, one-page tool that includes all of our services (Primary Care, Obstetrics, Family Planning, and Psychiatry). The redesign was meant to streamline the process of medical record review for the providers, to limit and make efficient the kind of data that we were collecting, and to add specific quality outcome indicators. Ms. Lindsey requested going forward that Dr. Byrd present a copy of the peer review form, the number of reviews that are done and are there recurring trends. Ms. Brassea suggested possibly presenting quarterly reports during Quality Committee meeting in September and then in the following GC meeting.

**Service Expansion:** Optometry services by Midwestern University began Tuesday, May 28, 2019. They are providing services one full day weekly. Their service is a full scope eye service, that includes being fitted for spectacles.

The patients will receive free lenses from a community partner of the University's, and the frames will be free as well. The frames have been donated by the Lyons Club to the Community Health Center.

**Psychiatry services** began two weeks ago at the Eastern Branch Office in Monee, IL. There is one Psychiatrist offering one full day of service per week, to start.

### **Recruitment**

Dr. Byrd discussed the openings currently available at the Center. Discussion took place.

### **Revenue Report**

Ms. Maragos presented the Revenue report ending in April. Our variance was 2.2%. Discussion took place.

### **Expenditure**

Ms. Maragos presented the Expenditure report. Our goal was 33% and we came in at 32%. Discussion took place.

**BOH Statistical Report**

Ms. Maragos presented the BOH Statistical Report. Discussion took place.

**VI. DISCUSSION**

- **Quality Committee:** Ms. Lindsey presented a summary of the Quality Committee meeting (see Finance Committee mtg. minutes) which took place prior to GC meeting. Ms. Lindsey specifically discussed the patient satisfaction surveys. She has requested that the surveys be changed and simpler to read. Ms. Maragos will discuss with Ms. Montemayor.

Dr. Byrd presented the Health Center Annual Report of Events with Trends Analysis 2018 vs. 2017. Reports were reviewed and discussed. No further recommendations were made other than the proposed staff training. Ms. Lindsey suggested possibly having 2 yrs. of encounters on one page. Governing Council questioned the definition of the event types; Dr. Byrd will get the definitions of the event type and further clarification of the graph will take place.

- **FY2018 final expenses and revenue:** Ms. Maragos presented the FY2018 final expenses and revenue. Ms. Olenek stated what a wonderful job Ms. Maragos and staff have done with their 2018 finances. Discussion took place.
- **UDS 10-year trend:** Ms. Maragos presented the Provider FTE trends report and a list of FQHC's in Illinois. Discussion took place regarding the trend of patients, technology enhancements, the increased competition for Medicaid patients, OB patients are not returning to the Center after their baby is delivered, need for BH services exceeds the capacity, our reputation in the community has not improved, Customer Service needs improvement in order to compete with others. Ms. Lindsey asked for feedback from Ms. Olenek regarding provider salaries & compensation. Ms. Olenek spoke of the possibility of exploring a bonus structure built into the providers contracts. The items that will be focused on will be: physician recruitment & retention, customer service, awareness, accessibility, and technology enhancements (the aim is to improve patient satisfaction, marketing and advertisement).

Ms. Olenek will present at the June BOH mtg. the UDS analysis report.

**VII. ACTION**

- A **motion** was made by Ms. Brassea and **seconded** by Ms. Niewinski to approve policy QRM-0050 Referral/Consul. **Motion carries.**
- A **motion** was made by Mr. Lauridsen and **seconded** by Mr. Dyché to approve policy QRM-0052 Diagnostic Tracking. **Motion carries.**
- A **motion** was made by Ms. Warren and **seconded** by Ms. Niewinski to approve policy PCS-0012 Hospitalization Tracking. **Motion carries.**
- A **motion** was made by Mr. Dyché and **seconded** by Ms. Niewinski to approve the contract for Dr. Jeffrey Williams, DO. **Motion carries.**
- A **motion** was made by Ms. Warren and **seconded** by Mr. Ramirez to approve the credentialing for Dr. Peter Lourgos, M.D.. **Motion carries.**
- A **motion** was made by Mr. Ramirez and **seconded** by Mr. Dyché to approve the addition of Grundy zipcodes to our scope of services on form 5B. **Motion carries.**
- A **motion** was made by Mr. Ramirez and **seconded** by Mr. Dyché to approve taking off the table contract with Grundy County Health Dept. Agreement for Mobile Dental Service. **Motion carries.**
- A **motion** was made by Ms. Warren and **seconded** by Ms. Niewinski to approve contract with Grundy County Health Dept. Agreement for Mobile Dental services. **Motion carries.**
- A **motion** was made by Mr. Dyché and **seconded** by Ms. Niewinski to approve taking off the table MOU with Condensed Curriculum for JJC dental assisting students.. **Motion carries.**
- A **motion** was made by Ms. Warren and **seconded** by Mr. Ramirez to approve MOU with condensed Curriculum for JJC dental assisting student. Ms. Olenek requested her name be added on signature line of contract. **Motion carries.**

- A **motion** was made by Mr. Lauridsen and **seconded** by Ms. Niewinski to approve BCBS ACO Agreement. **Motion carries.**
- A **motion** was made by Mr. Dyché and **seconded** by Ms. Brassea to approve Medicorp, contract. **Motion carries**

**VIII. COUNCIL MEMBERS' CONCERNS AND COMMENTS:**

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

**X.** A **motion** was made by Ms. Warren and **seconded** by Ms. Niewinski to adjourn the meeting at 7:13pm. **Motion carries.**

**XI. EXECUTIVE SESSION:**

A **motion** was made by Mr. Dyché and **seconded** by Ms. Niewinski to go into Executive Session at 7:15pm.

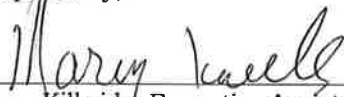
**XII. NEXT MEETING**

Wednesday, July 10, 2019  
Wednesday, July 10, 2019

Governance Committee  
Governing Council

5:00pm-5:30pm  
5:30pm-7:00pm

Prepared by,

  
Mary Kilbride, Executive Assistant

  
Alan Dyché, Governing Council Secretary

  
Marie Lindsey  
Governing Council Secretary