

WILL COUNTY COMMUNITY HEALTH CENTER
GOVERNING COUNCIL REGULAR MEETING
MINUTES
8/7/2019

MEMBERS PRESENT

Marie Lindsey, Chairman
Eloy Ramirez, Treasurer
George Mora - left @ 6:07pm
Paul Lauridsen
Deborah Kornacker
Cindy Brassea
Vernice Warren
Judy Easley
Cathi Niewinski - arrived 6:00pm

MEMBERS ABSENT

Edith Cline-Kabba-excused
Vernice Warren-excused

WCCHC STAFF PRESENT

Mary Maragos, Chief Executive 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 5:48p.m.

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

Pledge of Allegiance

II. MISSION STATEMENT

Mr. Lauridsen read the Mission Statement

III. APPROVAL OF MINUTES

A **motion** was made by Ms. Easley and **seconded** by Mr. Ramirez to accept the July 10, 2019 meeting minutes as edited. **Motion carries.**

IV. Chairman's Comments

Ms. Lindsey requested the minutes be changed to reflect Marisa Ruiz's title be changed to APRN (pg. 2) and fecals be changed to fecal (pg. 2).

V. CEO Report

• **Governing Council Executive/Personnel Committee:**

Ms. Maragos presented the Governing Council Bylaws which lists the following standing committees. Executive/Personnel, Finance, Governance, and Quality Improvement. The Executive/Personnel committee is required to meet at least two times a year, and is composed of the Board Chair, Vice Chair, Secretary, Treasurer, CEO, and the Chairs of the GC committees on finance, governance, and quality.

The HRSA Health Center Compliance Manual leaves it up to the health centers to establish standing board committees, including the number and types of committees.

- **Credit Card Processing Agreement:**

There were 70 credit card transactions in June 2019 for a total of \$10,226.17 charged. Approximately 25% of the transactions are done by telephone. We do not need to sign a new contract with United Payment Systems and can stay with the current terms, which are standard for the industry. Our HRSA Project Officer was consulted about using GovPayNet, whose fees were presented last month. She stated it is permissible to charge the patient transaction fees as long as we notify the patients in advance, and we must assure HRSA that any fees or payments required will be reduced or waived in order to ensure that no patient will be denied such services due to an individual's inability to pay. She also advised us to take a patient survey to determine if the credit card fees present a barrier to care.

Ms. Kornacker addressed the possibility moving forward of having patients utilize our website in order to pay bills. Ms. Olenek stated the Treasurer of County and the Auditors office would need to be involved if we chose Venmo, Zelby etc.

- **Non-renewal of contract with Rx-Strategies:**

In December 2016, we signed an agreement with Rx Strategies as a 340B Administrator for Basingers and Joliet Professional Pharmacies. Since then we've had many issues with their portal's lack of reporting capabilities, which they've been promising to upgrade since the inception and have yet to do so. These reports are necessary in order to perform self-auditing to ensure compliance with program regulations. The pharmacists complain about the Rx Strategies ordering portal, difficulty in communicating with Rx Strategies, and having received insufficient training from them. The Basingers account was initially set up by Rx Strategies in such a way that they could only order medications in large quantities, causing us to lose money when replacing their unused stock. Rx Strategies Customer representative recently told us that both pharmacies were set up "differently than other health centers", hampering our ability to capture all of our patients' prescriptions for inclusion in the program. Our Assistant States Attorney has reviewed the contract. It will automatically terminate on 12/5/19. We would like to select another 340B administrator by September and give Rx Strategies a courtesy notice in October.

- **EDI Messaging:**

We have been without an appointment confirmation service for more than a year, since our former messaging vendor upgraded their software and became incompatible with ours. Configuration for the new Nextgen EDI system is now in operation. We have already noticed less no-shows in the two weeks since we initiated the new program. We have more flexibility now to instantly notify patients if we have to cancel appointments at the last minute for weather or other emergencies.

- **Contract with CVS Pharmacy and Wellpartner, their exclusive 340B Administrator:**

We will be asking the GC for its approval to contract with CVS Pharmacy for inclusion in our 340B program. They exclusively use Wellpartner as their 340B Administrator, so attached to the CVS agreement is one with Wellpartner as well. CVS fees are slightly higher than Walmart's. As with Walmart, they will only include non-generic Rxs in the 340B program. CVS identified 14 store locations currently receiving prescriptions from WCCHC providers.

- **Health Center Controlled Network with OSIS:**

Earlier this year the GC approved our inclusion in OSIS grant application to HRSA as a part of their proposed Health Center Controlled Network (HCCN). The application was approved.

Beginning in August we'll start to realize some of the benefits (see attached documents). OSIS will assist us with marketing materials to promote our patient portal, assist with a security risk assessment, assist with development of workflows for patient care management risk stratification, and assist with quality improvement measures, among others.

- **Go-Staffing APN Recruiter:**
We will be asking the GC for its approval of another recruiter, Go-Staffing. This one specialized in recruiting nurse practitioners. Fees are in line with other recruiters. We are still in need of 2 mental health nurse practitioners. This need is even more acute since Dr. Thomas, psychiatrist, left in mid-July.
- **Colon Cancer Screening Initiative:**
Our application to participate in this initiative with Hope Light Foundation and The Center for Asian Health Equity at the University of Chicago was not chosen for inclusion in their program. We will continue with our own efforts to improve colon cancer screening.
- Ms. Maragos gave an update of the unduplicated patients: For July, 2018 we were at 8470 patients and are currently at 8241 for July, 2019 (we are down 2.7%; as of 6/30 we were down by 3.6%)

CMO Report

- **Recruitment:**
Ms. Maragos discussed the recruitment needs currently at the Center as reported by Dr. Byrd. Ms. Kornacker mentioned that there is a JobNet Center at University of St. Francis that may be able to help with an RN position.
- **Community Partnerships:**
The health center is in negotiations with our laboratory vendor (Quest Diagnostics) to be able to provide persons, whom are not registered patients of the health center, to have access to lab services to provide **lead testing** for the residents of Will County whom are affected by elevated lead levels in their water.
- **Family Planning Grant:**
We are currently in compliance with this grant. The funders will be scheduling a site review within the coming weeks. They have asked to review the CMO's Peer Reviews and required trainings, as well as to review our process for medication management and reconciliation.

The Director of Operations and CMO attended a quarterly state-wide conference call with the Illinois Dept. of Public Health/Title X Family Planning Office in late July. Discussed were new opportunities for funding, new grant applications, yearend reporting requirements, required training reporting, performance measures, and an update on new Health Education materials.

- **Compliance:**
The environment of care work continues in the health center to repair and paint walls, and flooring care.

We will begin a **hand hygiene** study in the community health center. This study is fundamental to the control of infectious diseases, and is highly recommended by the Joint Commission. Expected, is data on our ability to monitor and report hand hygiene compliance. It is postulated that 2 million patients per year are infected with nosocomial infections (mostly in hospitals, but this does occur in out-patient environments); and, of these 2 million persons, 90 thousand of them die annually. The course of treatments for these patients cost up to 5.7 million dollars per year (Burke, 2003). The goal is to increase Governing Council minutes our compliance in this area. We postulate our current compliance to be 5%. This data was collected via direct observation.

- **Communication:**
We provided the staff with a robust “Staff Appreciation Day” mid-last month including, a catered buffet, a DJ and games. It was well attended and the feedback was positive.
We were encouraged by this feedback as we continue to create a comfortable and Trauma Informed work environment for our staff.
- **Revenue Report**
Ms. Maragos presented the Revenue report ending in June. Our variance was -6.4% of projected.
- **Expenditure**
Ms. Maragos presented the Expenditure report. Our goal was 50% and we came in at 58.3%. Discussion took place.
- **BOH Statistical Report**
Ms. Maragos presented the BOH Statistical Report. Discussion took place.
- **Provider Productivity Report**
The Provider Productivity report was presented and discussed. Ms. Lindsey questioned if all OB, Family Practice and Pediatric Providers (excluding BH) have the same target? Ms. Maragos said Yes, the physicians all do. The APRNs have a different target than the physicians. The targets are listed at the bottom of the report.

VI. DISCUSSION

Finance Committee: Mr. Ramirez presented a summary of the Finance Committee meeting (see Finance Committee mtg. minutes) which took place prior to GC meeting.

Conversation took place regarding declining patient numbers and the recommendations that the Board of Health is requesting from the Governing Council. Ms. Lindsey asked Ms. Olenek exactly what was the board looking for? Ms. Olenek stated they wanted a full plan not just suggestions. Look at the problems/issues and look at the options and justifications and outcomes of those options. Ms. Olenek stated this request is in response to the UDS report. Decision was made by the GC to have a Special Meeting on 8/15 @ 8:00am at the Center. Ms. Maragos will send out a tentative report on patient trends to be reviewed by GC members prior to the meeting.

Suggestion was made to implement Exit Interviews to staff leaving the Center, so we can get feedback on reasons for leaving. Mr. Ramirez asked that we check to see where our competitors are advertising? Ms. Kornacker suggested the possibility of going to job fairs to recruit CMA's.

Governing Council Executive Committee: Conversation took place re: Executive/Personnel Committee. Ms. Lindsey requested that all board members receive a copy of the “HRSA Governing Board Handbook”. GC board requested that Ms. Olenek send a copy of the Succession Policy from the HD to all GC members.

A **motion** was made by Mr. Dyche and **seconded** by Ms. Niewinski to include an action item at the October 2 Governance Committee mtg. regarding the number of meetings of the Executive/Personnel Committee. **Motion carries.** Minutes from previous Executive Committee mtgs. will be available at the Governance Committee mtg.

Inclusion in Health Center Controlled Network with OSIS: Ms. Maragos presented the Health Center Controlled Network with OSIS Grant, allowing OSIS to support numerous health centers to expand the use of health information technology.

Use of GovPayNet for credit card processing: Ms. Maragos discussed GovPayNet pricing. Previous discussion had taken place and GC felt that it would be counter-productive to ask patients to pay credit card processing fees.

Progress on 2019 Strategic Plan: Ms. Maragos presented the Strategic Plan Action Plan for 2019. Discussion and review of the plan took place. GC members felt some of the plan should be used as presentation to the BOH.

VII. ACTION

- A **motion** was made by Mr. Lauridsen and **seconded** by Mr. Ramirez to approve policy BR-0011 Patient and Insurance Billing. **Motion carries.**
- A **motion** was made by Mr. Ramirez and **seconded** by Ms. Niewinski to approve policy BR-0004 Cash Handling and Day Close Process. **Motion carries.**
- A **motion** was made by Mr. Ramirez and **seconded** by Ms. Easley to approve renewal of contract for Dr. Manamar Singh. **Motion carries.**
- A **motion** was made by Ms. Kornacker and **seconded** by Ms. Brassea to approve contract for Dr. Anusha Moolky Khapekar D.O. **Motion carries.**
- A **motion** was made by Mr. Ramirez and **seconded** by Ms. Easley to approve recredentialing for Dr. Balin Durr, M.D. 7 in favor and 1 abstained. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Mr. Ramirez to table the change in bylaws until October GC meeting. **Motion carries.**
- A **motion** was made by Mr. Ramirez and **seconded** by Ms. Brassea to approve Title X Family Planning Grant Sliding Fee Scale. **Motion carries.**
- A **motion** was made by Mr. Ramirez and **seconded** by Mr. Dyche to approve clinic hours for East Branch Office (EBO). **Motion carries.**
- A **motion** was made by Ms. Easley and **seconded** by Mr. Lauridsen to table plan to address declining patient numbers. **Motion carries.**
- A **motion** was made by Mr. Lauridsen and **seconded** by Ms. Easley to accept contract with Go-Staffing (APRN recruiter). **Motion carries.** Mr. Lipetz (ASA) requested that numbering for 11 & 12 be corrected - typed incorrectly.
- A **motion** was made by Mr. Dyche and **seconded** by Mr. Ramirez to allow the contract with Rx Strategies to expire in December, 2019. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Niewicki to table approval of contract with CVS Pharmacy and Wellpartner. **Motion carries.**

VIII. PUBLIC COMMENT: No comments stated

IX. A **motion** was made by Mr. Dyche and **seconded** by Ms. Niewinski to adjourn the meeting at 7:35pm. **Motion carries.**

X. EXECUTIVE SESSION:

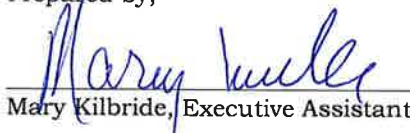
A **motion** was made by Mr. Dyche and **seconded** by Mr. Ramirez to go into Executive Session at 7:36pm.

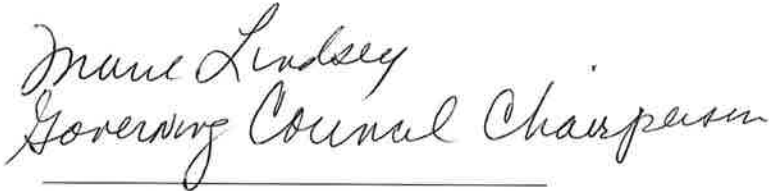
XII. NEXT MEETING

Wednesday, September 4, 2019
Wednesday, September 4, 2019

Quality Committee 4:30pm-5:30pm
Governing Council 5:30pm-7:00pm

Prepared by,


Mary Kilbride, Executive Assistant


Alan Dyche, Governing Council Secretary