

WILL COUNTY COMMUNITY HEALTH CENTER
GOVERNING COUNCIL REGULAR MEETING
MINUTES
11/6/2019

MEMBERS PRESENT

Marie Lindsey, Chairman
Vernice Warren, Vice Chairman
Eloy Ramirez, Treasurer
Alan Dyche, Secretary
Edith Cline-Kabba
Paul Lauridsen
Deborah Kornacker
Cindy Brassea
Cathi Niewinski

MEMBERS ABSENT

George Mora
Judith 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
Elizabeth Bilotta, Director of Administrative Services

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 5:36p.m.

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

Pledge of Allegiance

II. MISSION STATEMENT

Mr. Dyche read the Mission Statement

III. APPROVAL OF MINUTES

A **motion** was made by Mr. Ramirez and **seconded** by Ms. Kornacker to accept the October 2, 2019 meeting minutes as written. **Motion carries.**

IV. Chairman's Comments

V. CEO Report

● **Illinois Capital Grant:**

On December, 2014 we received notice of award of funding for capital improvements to the WCCHC. It was for \$289,381 for a whole-clinic generator and an electronic message sign. Then in January, 2015 a new governor un-funded the capital grants. Recently we were informed that the funding has been released and we can move forward without our intended projects. The Will County project team is reaching out to the engineering firm who first supplied the specifications and quotes for the generator, to determine if it is still feasible to get what we need with the current level of funding. An update will be presented in December.

- **Dental Sealant Grant Site Visit:**
A reviewer from the IL Dept. of Public Health came to the WCCHC on October 10 to review our on-site and mobile dental program operations. We were found to be in compliance with all requirements of the Dental Sealant Grant, and funding was renewed for 2 years, for \$10,000 per year.
- **340B Program Issues with Meridian Medicaid HMO:**
In April 2019 Basingers and Joliet Professional Pharmacy started receiving denials of claims for 340B prescriptions to Meridian Medicaid HMO patients. In October they received notices that their contracts with Meridian would be terminated on November 3, 2019, accusing them of fraudulent practices. IL Primary Healthcare Association and the attorney for our 340B Administrator Rx Strategies were alerted. It was discovered that several other small pharmacies and smaller IL hospitals also received these notices. We continue to follow the advice our Assistant States Attorneys and allow the pharmacies and Rx Strategies lawyer to address the issues themselves. Our patients with Meridian Medicaid HMO insurance can still participate in our 340B program discounts by taking their prescriptions to Walgreens.
- **Plan to Address Patient Numbers:**
The Board of Health Compensation Committee has supported our proposal to increase the salaries of our providers to align with the local industry standards. According to the plan, we have hired a second pediatrician, Dr. Flores, to perform hospital visits on our newborns and children. The BOH Compensation Committee also approved a \$5000 stipend for providers who are bilingual in Spanish as well as Quality bonuses annually (for meeting HEDIS measures which means Healthcare Effectiveness Data Information Set). Quarterly productivity bonuses are also being considered, but not yet approved. The bilingual stipend would cost us \$15,000 per year, and the productivity bonuses approximately \$37,000 per year.
- **Revised MOU with Lurie Children's Hospital:**
Dr. Flores will be rounding on all of our newborns and children hospitalized at Silver Cross effective November 18. Previously the Pediatric Faculty Practice of interns and hospitalists from Lurie's Children's Hospital visited all of our newborns and children. We are revising the agreement to stipulate Dr. Flores as the admitting physician. Lurie physicians will cover for Dr. Flores from 5pm to 8am each day and for 24 hours on Sundays.
- **Basingers' Pharmacy:**
Due to the expense of a full-time pharmacist, Dr. Bhatt from Basingers is requesting to remove his on-site pharmacist and implement tele-pharmacy. They are averaging 16 prescriptions per day. We asked IPHCA about other FQHCs utilizing tele-pharmacy; one FQHC in southern IL is utilizing this technology with very satisfactory results. Dr. Byrd's research of the literature confirmed the safety and efficacy of tele-pharmacy. (SEE CMO report) If approved by the Governing Council, Basingers will have to obtain special licensing from the State of IL.

Patient Numbers

Ms. Maragos gave an update of the unduplicated patients: For January through October, 2018 we were at 10583 patients and are currently at 10367 for January through October, 2019 (down -2.0% as of 10/27)

CMO Report

- **Recruitment:**
Dr. Byrd discussed the current unfilled positions open at the Center.
- **Quality:**
Members of the leadership attending the *Illinois Primary Healthcare Association* meeting since the last report. These annual meetings are replete with local and national updates regarding policy shifts and regulations that affect the community health center environment and practice,

clinical updates regarding outcome measures, performance improvement opportunities, and also important, colleague interactions that further community health center environment and practice, clinical updates regarding outcome measures, performance improvement opportunities, and also important, colleague interactions that further community collaborations and partnerships.

This year Dr. Byrd learned seven (7) interventions to improve the health center's Colorectal Cancer surveillance outcome measure. These data have already been shared with the Colorectal Cancer Quality Improvement team.

Dr. Byrd and the Behavioral Health Supervisor attended the Joint Commission's annual "Behavioral Health Standards and Accreditation update". This conference provided the latest in Behavioral Health standard changes, a review of the National Patient Safety Goals that address the most common ways that patients are injured in health care, suicide prevention standards of care, a review of the "most challenging" Joint Commission standards, data collection, reporting and sharing, performance improvement process analysis, and more.

- **Telepharmacy Risk Analysis research:**

Responding to the Governing Council's request for additional information on Telepharmacy operations and possible risks, the practice of Telepharmacy is supported by the American Society of Hospital Pharmacists. Dr. Byrd's research elucidated the following **Advantages & Disadvantages** to the presence of Telepharmacy services (reference - stelepharmacy.com, 2018).

The **Advantages** were:

- increased operational efficiency (more accurate charting, more consistent data entry and recording, support of organizations during sick time-off of your primary Pharmacist)
- decreased overall error rate
- decreased overall medication dispensing errors
- decreased operational costs

The **Disadvantages** were:

- variance in state to state regulation of set-up and operational requirements.
- It is of note, that no study referenced any reported dissatisfaction of patients.

- **Expenditure Report:**

Ms. Maragos presented the Expenditure report ending in September. Our goal was 75.0% and we came in at 72.2%.

- **Revenue:**

Ms. Maragos presented the Revenue report ending in September. Our goal was 83.3% and we came in at 74.2%.

- **BOH Statistical Report**

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

- **Provider Productivity**

Dr. Byrd presented and discussed the Provider Productivity report. Discussion took place.

VI. DISCUSSION

Report from the Quality Committee: Ms. Lindsey presented a summary of the Quality Committee meeting (see Quality Committee mtg. minutes) which took place prior to GC meeting. Ms. Lindsey spoke of the discussion of Meaningful Use, the increased goal of 80% for patient portal enrollment and the ongoing struggles with patients using the patient portal. Ms. Lindsey spoke of the patient satisfaction surveys and Ms. Baumgartner continued work on revising the patient surveys.

IDPH Dental Sealant Grant site visit: Ms. Maragos presented the Dental Sealant Grant Program FY 2020 Administrative Review report.

HRSA Bureau of Primary Healthcare Progress Report: Ms. Maragos presented the HRSA Bureau of Primary Healthcare Progress Report.

VII. ACTION

- A **motion** was made by Mr. Dyche and **seconded** by Mr. Ramirez to approve 2020 Governing Council/GC Committee meeting schedule. **Motion carries.** Ms. Maragos discussed the change of time for the Quality Committee meetings. The times were changed from 1 hr. to 45 min. duration.
- A **motion** was made by Mr. Lauridsen and **seconded** by Mr. Ramirez to approve revised policy QRM-0054 Physician, Dentist, APRN Recruitment and Retention Plan. **Motion carries.** Dr. Byrd spoke about the changes made to the policy. Ms. Olenek spoke of the Compensation Committee's first meeting and her interest in the possibility of hiring a Recruiter for the entire agency. Part of their responsibility would be to assist in recruiting providers. Further research needs to be done before presenting to the board.
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Kornacker to approve amending policy QRM-0001 Dismissal and Case Closure of Patient/Visitor. **Motion carries.**
- A motion was made by Mr. Dyche and seconded by Ms. Brassea to approve as amended policy QRM-0001 Dismissal and Case Closure of Patient/Visitor. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Warren to approve policy CC-0002 Standards of Conduct for Governing Council Members, Officers, Employees, Contractors and Agents of the Health Center. **Motion carries.** Ms. Lindsey requested that going forward policies be presented in track changes.
- A **motion** was made by Ms. Warren and **seconded** by Ms. Niewinski to approve policy PCS-0012 Hospitalized Patients and Follow-up. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Warren to table approval of agreement with Lurie Children's Hospital of Chicago. **Motion carries.**
- A **motion** was made by Ms. Niewinski and **seconded** by Ms. Warren to approve agreement for Verity 340B Administrator. Ms. Lindsey questioned the start date of the agreement. Ms. Maragos stated that will be up to us. **Motion carries.**
- A **motion** was made by Ms. Niewinski and **seconded** by Ms. Brassea to allow Basingers Pharmacy to perform tele-pharmacy services at their WCCHC location. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Niewinski to table agreement with Midwest Biomedical Technologies. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Niewinski to approve contract for Dr. Efrain Flores, M.D. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Mr. Ramirez to withdraw approval of contract for Dr. Efrain Flores, M.D. **Motion carries.** Changes will be made on p. 10 to reflect 6.5 hrs. vacation hrs. per month and 5.3 hrs. per month of sick time.
- A **motion** was made by Ms. Niewinski and **seconded** by Mr. Dyche to approve contract with Dr. Efrain Flores, M.D. as amended. **Motion carries.**
- A **motion** was made by Mr. Ramirez and **seconded** by Ms. Curl to approve renewal of contract for Dr. Olubanwo Abejide, DMD. **Motion carries.**
- A **motion** was made by Mr. Ramirez and seconded by Ms. Warren to approve recredentialing of Dr. Olubanwo Abejide, DMD. **Motion carries.**
- A **motion** was made by Mr. Ramirez and seconded by Ms. Warren to approve renewal of contract for Dr. Daniel Gutierrez, M.D. **Motion carries.**
- A **motion** was made by Mr. Ramirez and seconded by Ms. Warren to approve renewal of contract for William Udrow, PsyD. **Motion carries.**

VIII. PUBLIC COMMENT: No comments stated

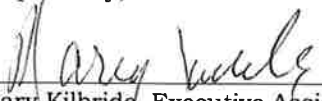
IX. A **motion** was made by Mr. Ramirez and **seconded** by Ms. Niewinski to adjourn the meeting at 7:17pm. **Motion carries.**

XII. NEXT MEETING

Wednesday, December 4, 2019

**Strategic Plan & Finance Committee
4:30pm-7:30pm**

Prepared by,



Mary Kilbride, Executive Assistant



Alan Dyche, Governing Council Secretary