

WILL COUNTY COMMUNITY HEALTH CENTER
GOVERNING COUNCIL MEETING
MINUTES
2/5/2020

MEMBERS PRESENT

Marie Lindsey, Chairman
Alan Dyche, Secretary
Paul Lauridsen
Deborah Kornacker
Cindy Brassea
Edith Cline-Kabba
George Mora

MEMBERS ABSENT

Vernice Warren, Vice Chairman
Judith Easley

WCCHC STAFF PRESENT

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

WCCHC STAFF ABSENT

WCHD STAFF PRESENT

Sue Olenek, Executive Director
Elizabeth Bilotta, Assistant 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. Dyche read the Mission Statement

III. APPROVAL OF MINUTES

A **motion** was made by Mr. Lauridsen and **seconded** by Mr. Dyche to accept the January 8, 2020 meeting minutes as written. **Motion carries.**

IV. Chairman's Comments:

V. CEO Report

- Ms. Maragos spoke about the visit from Midwestern Optometry. They are considering offering Telehealth Optometry w/a retinal camera at the Center in the future. More information to come.

- **Delivery of Medication Assisted Treatment to Stepping Stones:**

Stepping Stones Treatment Center, a non-profit substance use disorder treatment facility, offers both inpatient residential and outpatient services. Currently they do not utilize Medication Assisted Treatment (M.A.T.). The WCCHC proposes to offer M.A.T. through Telepsychiatry services once or twice per week. They have staff nurses who are available to provide vital signs and 24-hour patient monitoring. First in order to proceed, we need to apply to HRSA for a

“Change of Scope” to add Stepping Stones as a service site. We ask the Governing Council for its approval to apply for a Change of Scope.

● **IDPH Dental Sealant Grant:**

On January 14, 2020, while visiting the Cherry Hill School, Dr. Garg and her team experienced a surprise visit from an IL Dept. of Public Health (IDPH) reviewer. They were evaluated for compliance with best practices, rules and regulations of the IDPH Dental Sealant Grant and were found to be in compliance with all. (See attached report.)

● **Management Team evaluation:**

The WCCHC Managers have started to have some hard discussions about the strengths and weaknesses of our management team. Next, we will tackle how we can use our strengths to tackle the identified opportunities and threats. Once identified, we can better address our weaknesses to improve all aspects of our operation. Our new Director of Operations Stacy Baumgartner is an experienced SWOT analysis leader and we appreciate her leadership.

● **United Way grant application for FY21:**

We ask the approval of the Governing Council to submit an application for renewed grant funding from the United Way to support mobile dental operations from July 2020 through June 2021. We are asking for \$10,000. Our current level of funding is \$5000. (See attached copy of application.)

● **Thank you letter from Rep. Walsh:**

On January 15 we received a letter of commendation from State Representative Larry Walsh, Jr., in response to our press release about our 6 bilingual Spanish speaking providers. He thanks us for our “proactive approach to health care in our community.” (See attached.)

Unduplicated Patients:

2018: 11,595

2019: 11,561 (down 0.29%)

Patient Visits:

2018: 39,144

2019: 42,404 (up 8.3%)

B. CMO Report

Recruitment

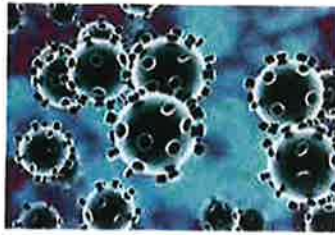
Psychiatric APN began work in mid-January.

Five (5) Registered Nurse candidates have been made offers, all of them declined secondary to pay rate. Ms. Lindsey asked Ms. Olenek if there is a strategy to get RN's. Ms. Olenek discussed the past issues that happened by bringing RN's in at a higher rate and problems that were caused.

There are 10 MD candidates, 6 APN candidates, and 1 Physicians Assistant whose interviews are pending since my last report.

Coronavirus Response

I sent the following communication to the CHC staff to update them on what our **internal response to the Coronavirus outbreak in China** (specifically Wuhan, China)



Background on the Coronavirus:

- The virus is so named because of the way it appears microscopically; it is surrounded by a "crown" (corona) of viral protein spikes (see picture above)
- It is a virus that usually causes disease in animals
- When humans come in contact with infected animals, cases of human infections develop in Wuhan, China it is thought that the virus originated in an **exotic meat market** where there were animals infected with the Coronavirus; thereafter, humans that interacted with the infected animals and meat became ill; thus began the shift from animal to human transmission of infection, and this led to the human to human transmission of infection.
- The virus is **spread via direct physical contact and inhalation**
- There **were** six (6) Coronaviruses, but now with this current outbreak, the "Wuhan Coronavirus" became the **seventh**.
- Four of the Coronaviruses, in a human subject, causes a mild viral, common cold-like, illness
- Three of the Coronaviruses can cause fatalities, those are:
 - SARS (Severe Acute Respiratory Syndrome), Asia, 2003
 - MERS (Middle East Respiratory Syndrome), Qatar & Saudi Arabia, 2012
 - "Wuhan Coronavirus", China, 2020

Our internal response will be:

- To follow our current **contact AND respiratory** (Airborne) precaution protocol (see policy and signage attached)
 - Patients presenting with **cough** or **complaining of fever and /or respiratory symptoms** should be given a **mask** and placed in an **isolation** room (front walk-in clinic rooms) as per our Transmission Precaution Policy (attached)
 - Nicole, Joyce, or Dr. Byrd should be paged for Triage
 - Triage will have additional questions about travel within the last two weeks to areas of high incidence
 - When interacting with a suspected Coronavirus case, we will use both **CONTACT AND RESPIRATORY** (Airborne) PRECAUTIONS (N-95 mask, gown, gloves)

Quality

During our most recent Continuous Quality Improvement (CQI) meeting it was discussed that there needs to be a more robust outcome from the sub-committees. Several barriers and solutions were addressed, the primary barrier being the limited time for direct care staff to meet and involve themselves in quality activities.

To that end, a new process was developed wherein we will now be developing "Rapid Cycle Teams". These teams will conduct multiple, successive "cycles" of investigations into our quality focus areas with the goal of making incremental changes in a shorter period of time than our usual CQI sub-committees.

The teams will be led by a manager, and will meet twice per week for twenty minute huddles; enough time to discuss a concept for change, without disrupting patient care.

These teams will also report their outcomes and progress on a monthly basis.

I will report to the board on the progress that these teams are making.

To develop these teams, we will have recruitment campaign that outlines the team concepts, goals, and benefits to both the patients (improved quality outcomes) and staff (an opportunity to provide input into our system of care, etc.).

Lastly, we have decided to add the topics of *Risk Management*, *Environment of Care*, and *Quality & Safety* to our permanent agenda items.

Academics

We have three (3) Family Nurse Practitioner students working with our Psychiatrists and one (1) APRN student working with one of our Advanced Practice Nurses as of mid-January.

They will be steeped in direct patient care in collaboration with the providers.

Community Collaboration

I took part in a coordination of care conference call with the Chief of the Presence St. Joseph's Emergency Department (E.D.) and his team. The call centered around the development of their Medication Assistance Treatment (MAT) Program. This collaboration would entail the Emergency Department's physicians prescribing the initial dose of Suboxone (the medication used in the treatment of Opioid Disorders) and thereafter coordinating a follow up appointment with our Community Health Center for longitudinal MAT care and other Primary Care, Psychiatric, Dental and Optometry services.

From an epidemiologic perspective, I was informed that, on a *weekly* basis, their E.D. sees ten (10) cases of Opioid Overdose and one (1) Opioid induced fatality. To that end, all of the Presence Emergency Departments will be developing MAT programs to initiate Suboxone and coordinate follow up with local providers.

The short-term plan that I recommended was to offer them two (2) resource persons in our health center that can be contacted directly by their discharge planners/"navigators" during business hours. Also offer was my cell number to be used daily from health center closure until 10pm during the week, and on weekends. In this way, we can narrow the potential gap in Suboxone initiation as they have yet to begun to prescribe.

The long-term plan will be for the Presence E.D. physicians to give the initial dose, and transition the care to the health center.

I provided them with scholarly articles on Emergency Department Suboxone start-ups, a Narcan administration instructional video, and a Narcan Patient Education Pamphlet.

I have been invited to their March 2020 department meeting to further these discussions.

VI. DISCUSSION

Revenue Report: Ms. Maragos presented the Revenue report ending in December. Our target is 8.3% and our actual was 5.4%. Our variance was 2.9%.

Expenditures: Ms. Maragos presented the Expenditure report ending in December. We were at 8.3% and we are at 3% for December. Ms. Olenek stated HD just received notice of a \$679,000 payment from HRSA for the 330 grant which will help the revenue.

Division Statistical Report: The BOH calendar year report was presented and discussed.

Provider Productivity: Dr. Byrd presented the provider productivity report for January.

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:

- The Key Performance Indicator (KPI) Report on Clinical Measures was reviewed and discussed. Copy of the KPI Report was included in the GC packet for discussion.
- The 2019 Health Center Report of Events/Incident Report Summary was reviewed. Dr. Byrd stated to the full board that she will start reporting Code Blue activity that takes place in the Center to be included to the summary of incidents.
- Ms. Lindsey spoke of Mr. Ramirez resigning unannounced from the GC and our need to fill 2 vacancies on the board preferably someone willing to become a patient. Discussion took place.

FY2020 IDPH Sealant Grant Site Visit report: Ms. Maragos presented and discussed the FY2020 IDPH Sealant Grant Site Visit report.

VII. ACTION

- A **motion** was made by Mr. Lauridsen and **seconded** by Mr. Dyche to approve the change of GC meeting time from 5:30pm to 5:00pm. **Motion carries.** It was stated that for those that needed to come in later, the action items would not be taking place until the end of the meeting.
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Kornacker to approve the change of GC Committee times to Finance and Governance Committee will change from 5:00pm to 4:30pm. Quality Committee time will take place at 4:15pm. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Kornacker for approval to apply for a change of scope to add a new site at Stepping Stones Treatment Center (for telepsychiatry/M.A.T. services). **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Kornacker to approve MOU with Aids Foundation of Chicago. **Motion carries.**
- A motion was made by Mr. Lauridsen and **seconded** by Ms. Brassea to approve change of the Finance Committee mtg. from 5/6/2020 to 5/13/2020. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Mr. Lauridsen to approve change of the Governing Council mtg. from 5/6/2020 to 5/13/2020. **Motion carries.**
- A **motion** was made by Mr. Lauridsen and **seconded** by Ms. Brassea to approve recredentialing of Dr. Sangita Garg, DDS. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Brassea to approve renewal of contract for Dr. Sangita Garg, DDS. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Brassea to approve credentialing of Christine Miller, Optometrist, Midwestern Univ. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Brassea to approve credentialing of Amy Bryce, APRN. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Kornacker to approve 2020 CQIPM Plan. **Motion carries.**
- A **motion** was made by Mr. Lauridsen and **seconded** by Ms. Brassea to approve submitting application to United Way for FY21 funding. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Kornacker to approve Pharmacy Service Agreements with Basingers' and Joliet Professional Pharmacies. **Motion carries.**
- A **motion** was made by Mr. Lauridsen and **seconded** by Mr. Dyche to approve policy BR-0012 Collection Activities. **Motion carries.**
- A **motion** was made by Mr. Lauridsen and **seconded** by Mr. Dyche to approve policy AD-0099 Confidentiality. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Mr. Lauridsen to approve policy BR-0017 Internal Controls-Patient Workflow Medical and Dental. **Motion carries.**
- A **motion** was made Mr. Dyche and **seconded** by Mr. Lauridsen to approve policy AD-0022 Contract Compliance, Monitoring, & Administration. **Motion carries.**

VIII. PUBLIC COMMENT: No comments stated

- X. A **motion** was made by Mr. Dyche and **seconded** by Ms. Brassea to adjourn the meeting at 7:14pm. **Motion carries.**

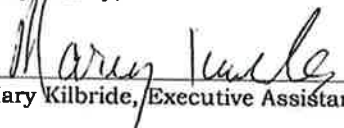
XI. NEXT MEETING

Wednesday, March 4, 2020
Wednesday, March 4, 2020

Finance Committee
Governing Council

4:30pm-5:00pm
5:00pm-6:30pm

Prepared by,


Mary Kilbride, Executive Assistant


Alan Dyche, Governing Council Secretary