

**WILL COUNTY COMMUNITY HEALTH CENTER**  
GOVERNING COUNCIL MEETING VIA TELECONFERENCE  
MINUTES  
4/1/2020

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**MEMBERS PRESENT**

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

**MEMBERS ABSENT**

Judith Easley - excused

**WCCHC STAFF PRESENT**

Mary Maragos, Chief Executive Officer  
Dr. Jennifer Byrd - Chief Medical Officer  
Mary Kilbride, Executive Assistant

**WCCHC STAFF ABSENT**

Stacy Baumgartner, Director of Operations

**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 virtually, via teleconference due to COVID-19 isolation requirements. Ms. Marie Lindsey, Chairman, called the meeting to order at 5:00p.m.

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

Pledge of Allegiance

**II. MISSION STATEMENT**

Ms. Lindsey read the Mission Statement

**III. APPROVAL OF MINUTES**

A **motion** was made by Mr. Dyche and **seconded** by Mr. Mora to accept the March 5, 2020 meeting minutes as written. **Motion carries.**

**IV. Chairman's Comments:** Ms. Lindsey asked Ms. Olenek for a brief overview of the status of the Health Department activities and the current Pandemic. Ms. Olenek gave a brief overview.

**V. CEO Report**

• **COVID Operational Updates:**

The CHC management team meets each morning for at least an hour to discuss the latest guidance from the CDC, IDPH, and IPHCA. Operational changes are made accordingly. Since March 16 we have made the following changes:

- Suspended mobile dental operations as of 3/16/20
- ACA counselors temporarily ceased travel to outreach sites.
- Due to high demand, we placed signage on our doors indicating we were not able to perform COVID-19 testing. (Only able to send nasopharyngeal swabs for other respiratory viruses at this time).

- Ceased routine dental hygiene appointments and those for deep scaling for patients with gingivitis and rescheduled them for at least one month in the future.
- Dentists will wear PPE (gowns, gloves, masks, goggles, face shields) if a high-speed drill is utilized.
- Staff to wear full PPE when a nasopharyngeal swab specimen is obtained.
- Front and side doors are locked and designated staff are assigned to monitor.
  - People presenting are asked if they have an appointment
  - If no appointment, their name and phone number is obtained. They are sent back to their car and called. If available and appropriate, they are given an immediate appointment.
- Patients are asked if they have respiratory symptoms (cough or fever or sore throat or shortness of breath). If they do, they are requested to return home and self-isolate and their provider will contact them. If they are not an established patient, they are advised to contact their PCP if symptoms worsen.
- Only one individual may accompany a patient, such as a parent or for those needing assistance.
- Suspended and cancelled all gyne surgeries at Silver Cross Hospital except for emergencies.
- Providers review their schedules for the upcoming 2 days and indicate which visits can be performed virtually by telephone.
  - Asymptomatic and stable medication refill appointments, excluding patients requiring lab testing/BP monitoring.
  - Psychiatry visits for stable patients; BH counseling visits with Dr. Udrow
  - Lab results and health education
- The following visits are being rescheduled to a future date:
  - All routine women's health care for asymptomatic patients (pap/pelvic exams, routine breast exams)
  - Well child visits if no immunizations are needed
- Citrix/web-ex visits will be conducted as providers gain access to the software and if patients have internet access and cameras.
- Monee (EBO) operations were suspended as of 3/24; patients and staff diverted to Joliet instead.
- Optometry services were temporarily suspended until further notice.
- Basinger's Pharmacy is encouraging delivery services instead of pick-up. Patients are asked to pick up a Rx refill at another location rather than making a special trip to WCCHC site.
- Staff were given specific guideline to self-monitor for symptoms (fever or sore throat or shortness of breath or cough) and stay home if present; guidance given regarding when they may return. Upon their return, they are screened by one of our managers with a temperature and questioned regarding symptoms.
- Staff may get COVID testing at sites in Joliet and Bolingbrook; they may also leave the workplace and get paid for their time.
- An MOU was signed with AFSCME allowing for paid time off for child care, up to 12 weeks without use of benefit time. Since WCCHC staff are considered essential, this is quite problematic. We await clarification.
- Starting 3/26/20 the door screeners began giving every patient and accompanying parent or aide a surgical mask to wear. Providers were advised to wear their N95 masks when inspecting patients' oral and nasal orifices.

Ms. Kornacker questioned how CHC is charging for Telehealth. Ms. Maragos stated due to us being a FQHC we cannot charge for nurse visits but there are codes for care coordination and specific telephone/telehealth provider visit codes that we can charge for. We will be asking GC to approve these fees later in the meeting.

Discussion took place regarding the process we have been utilizing gloves for staff, temperature taking process in the Center, and our Telehealth visits. Ms. Maragos discussed all above.

- **Additional funding from HRSA for COVID-19 Activities:**

On 3/12/20 we received \$1,042,238 from HRSA, an award of prorated funding support through 11/30/20. This was not new funding, but rather an advance in partial funding for our FY2020. On 3/19/20 we received \$66,017 from HRSA, an award for one-time funding to support prevention, preparing for, and responding to coronavirus disease 2019. This was based on a base award of \$50,464 for all FQHCs plus \$0.50 per patient in 2018 plus \$2.50 for each uninsured patient in 2018. Ideas for COVID-19 funding from HRSA: \$66,017:

- Laminar flow room testing
- Outside contractor for deep cleaning of vents, ducts, air filters, chairs
- Tent if we decide to do drive-up testing
- Personal Protective Equipment (PPE)
- Extra cleaning supplies
- UV machine/air purifier
- Telephones and Headsets for telehealth

- **Bylaws Changes regarding Virtual meetings for the Governing Council:**

Ms. Maragos spoke of the suggested GC Bylaw changes in order to accommodate virtual meetings for the Governing Council. HRSA BPHC issued the following guidance on 3/19/20 regarding the health center governing board required monthly meetings and conducting them virtually instead of in-person.

*“Where geography or other circumstances make monthly, in-person participation in board meetings burdensome, health centers may conduct monthly meetings by telephone or other means of electronic communication where all parties can both listen and speak to all other parties”*

The Will County Assistant States Attorney researched the rules regarding the Open Meetings Act in response to COVID-19. Requirements have been modified to allow for cancellation of a meeting with 48 hours’ notice. Meetings may be conducted by teleconference with no additional notice requirements. Public participation is still encouraged; telephone numbers and passcodes must be posted along with the meeting notice.

- **Notice of Intent from Aids Foundation of Chicago (AFC):**

The official notice of funding from IDPH to AFC was received. AFC in turn sent us their “Notice of Intent” to fund a 0.5 FTE Care Coordination nurse for our HIV positive patients. As of 4/1/20 enrolled and uninsured HIV positive patients’ services (dental, BH and medical) will be reimbursed by AFC.

- **New fees for telehealth:**

The Governing Council will be asked for its approval of new fees added to our 2020 fee schedule to include those for provider telephone and telehealth visits. Telehealth visits are those conducted with a camera as well as a voice connection.

- **2020 Dental Fees:**

The Governing Council will be asked for its approval of the 2020 Dental fee schedule. These are based on the American Dental Association Usual and Customary fees for the Midwestern US, at the 75<sup>th</sup> percentile. Some new fees were added to allow for new dental services (Silver Diamine application to prevent the expansion of cavities, and panoramic x-rays.)

**Unduplicated Patients:**

	<u>2020</u>	<u>2019</u>	<u>2018</u>
January	2706	2096	2470
February	1371	1344	1293
March	816	1075	1034
	4893	4515	4797

Patient count is 8.4% higher than in 2019

2.0% higher than in 2018

**B. CMO Report**

**Coronavirus and Infectious Disease Prevention:**

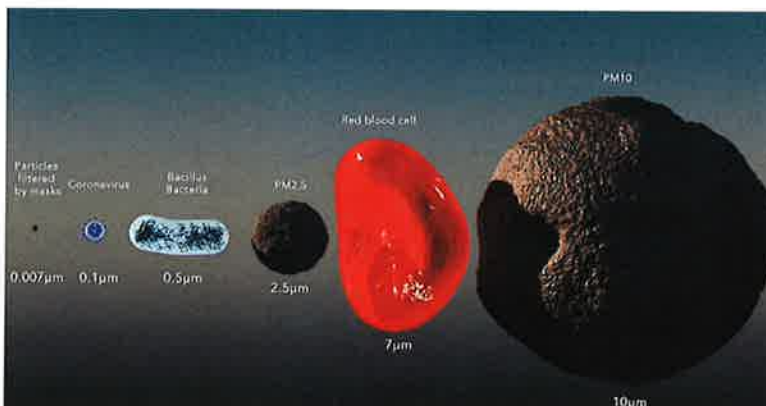
**Coronavirus and Infectious Disease Prevention**

*General Information to Staff.*

- ***N-95 mask Fit Testing education*** to ensure that this piece of Personal Protective Equipment (PPE) is being used properly to allow for maximum protection



- ***Coronavirus particle size comparison*** as related to how well the N-95 mask is able to protect them. This was done in response to the staffs' concerns about their personal safety.



- ***Defined what proper PPE is:*** usual PPE = N-95 mask and gloves, full PPE = N-95 mask, surgical mask overlay, goggles, face shield, gown

**Activities to reduce transmission:**

- ***locked our doors*** to increase social distancing and to keep first responders/healthcare workers, more safe
- developed a new Front Desk Registration Screening protocol to identify symptomatic patients
- posted a clinical staff person at the front door to assist with screening of symptomatic patients
- are conducting 85% of our ***office visits by phone***
- ***screening*** MOST symptomatic patients in their car via phone or within in the laminar flow rooms
- distributed ***N-95 masks*** and education on their use (since Flu season began)
- provided ***full PPE*** to providers – who will be collecting Nasopharyngeal swabs (thus have the potential to be exposed to respiratory secretions)
- created a ***Transmission Precaution Policy*** and guideline (since Flu season began)

- given the providers **full PPE** for nasopharyngeal procedures
- given staff **education on the importance of hand washing**
- conducted a **hand washing study** of the entire health center; this is now a part of our ongoing performance improvement activities
- installed "**Foam-In, Foam-Out**" (FIFO) hand sanitizing station outside of all of the exam rooms and along the hallways (3 years ago)
- gave the **housekeeping staff specialized training on disinfecting**
- conducted literature research to ensure that our cleaning wipes meet all of our necessary disinfecting needs
- Dr. Byrd maintains a daily registry of staff out on sick leave, reason for the leave, date leave began, date leave ended
- Dr. Byrd created a new screening protocol for staff returning to work from sick leave

#### **Communication:**

- Daily operational call with the Executive Director
- Executive Director requested a letter from the CMO to the Will County Healthcare Providers to outline their responsibilities to the community as related to continuing to see their own patients, and to continue to properly screen and treat them. This was done in response to a flood of patients being "sent" to the health center after being turned away from their Primary Care Providers' offices
- Regular update emails **from** management team **to** the staff, with printed postings at the time clock
- Daily suggestion box review by the managers, with answers provided to the staff via email
- a "Manager on Duty" assignment and posting by the time clock (to offer more support)
- On-site weekend coverage by Management

#### **Recruitment**

- No new update for provider hires (two APRN candidates are in the application process)
- One (1) new Certified Medical assistant has been hired since last report

#### **Joint Commission (JACHO)**

- The JACHO committee has reviewed the commission's findings, have developed corrective actions along with assigning a responsible party to perform the corrective actions, write policy updates, and write the response to the finding; all to be submitted to JACHO.
- This response is due in May 2020
- The Joint Commission will return to the health center in three months to review our progress. This visit is being conducted as a matter of course since there were two high risk findings. Thereafter, we will receive their final decision.

#### **Academics**

- Dr. Byrd took part in a *Sexual Harassment seminar* provided by Silver Cross hospital; it was offered to members of their medical staff. It covered a review of: how to identify a target of harassment, what to do as a witness to harassment, how to address & report it, and prevention protocols.

## **VI. DISCUSSION**

**Revenue Report:** Ms. Maragos presented the Revenue report ending in February. We received 2.3% less than anticipated.

**Expenditures:** Ms. Maragos presented the Expenditure report ending in February. Our goal was 16.6% and we came in at 17%.

**Division Statistical Report:** The Division Statistical report was presented and discussed.



**Provider Productivity:** The Provider Productivity report was presented, and discussion took place.

**Report from the Governance Committee:** Mr. Dyche presented a summary of the Governance Committee meeting (see Governance Committee mtg. minutes) which took place prior to GC Governing Council. Discussion took place regarding the slate of officers as well as the suggested changes in GC bylaws. Discussion took place.

**Discussion of slate of officers, proposed GC Executive and Committee Chairperson assignments and committee chairs and committee members:**

Slate of officers for 2020 are as follows: Marie Lindsey - Chairperson  
Cindy Brassea - Vice Chairperson  
Deborah Kornacker - Secretary  
Alan Dyche - Treasurer

Renewal of GC members' terms for 2020: Marie Lindsey is renewed from 4/1/2020 to 4/1/2021  
Vernice Warren is renewed from 4/1/2020 to 4/1/2021  
Judith Easley is renewed from 4/1/2020 to 4/1/2021  
George Mora is renewed from 4/1/2020 to 4/1/2021  
Cindy Brassea is renewed from 4/1/2020 to 4/1/2021

Renewal of Committee Chairpersons: Governance Committee Chairperson: Judith Easley  
Quality Committee Chairperson: Marie Lindsey  
Finance Committee Chairperson: Alan Dyche

**Discussion of Managing Risk in ambulatory care: office administration:** This Risk Assessment is required to reapply for FTCA liability insurance. Once the Center completes the assessment and identifies the items for improvement we need to complete an action plan.

**Discussion of COVID-19 operational updates:** Ms. Maragos gave an update on daily operational changes of the Center regarding COVID-19.

**Notice of Intent from Aids Foundation of Chicago:** Ms. Maragos presented the Notice of Intent of Funding from Aids Foundation of Chicago.

**Change in bylaws:** Mr. Dyche discussed the changes made to the bylaws and approved by the Governance Committee. GC members may attend a meeting electronically if there is a public health emergency where social isolation is advised. It is suggested the designated 800-number with pass code listed on the bylaws be deleted.

**VII. ACTION**

- A **motion** was made by Ms. Warren and **seconded** by Mr. Dyche to approve removing from table slate of officers for 2020. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Warren to approve slate of officers for 2020. **Motion carries.** Chairperson: Marie Lindsey, Vice Chairperson: Cindy Brassea, Secretary: Deborah Kornacker, Treasurer: Alan Dyche
- A **motion** was made by Mr. Lauridsen and **seconded** by Ms. Warren to remove from table renewal of GC member for 2020. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Kornacker to approve renewal of GC members for 2020. **Motion carries.** Members: Marie Lindsey, Vernice Warren, Judy Easley, George Mora, and Cindy Brassea were renewed.
- A **motion** was made by Mr. Lauridsen and **seconded** by Ms. Warren to remove from table approval of Governing Council Chairpersons for 2020. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Kornacker to approve Governing Council Chairpersons for 2020. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Warren to approve Managing Risks in Ambulatory care: Office Administration-Risk Assessment. **Motion carries.**

- A **motion** was made by Mr. Lauridsen and **seconded** by Ms. Kornacker to approve Cisco Webex Business Associate Agreement. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Kornacker to approve Telehealth Fees for 2020. **Motion carries.**
- A **motion** was made by Mr. Lauridsen and **seconded** by Ms. Warren to approve dental fees for 2020. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Brassea to approve policy MR-0022 Medical Records Charges for Duplication Services. **Motion carries.**
- A **motion** was made by Mr. Lauridsen and **seconded** by Ms. Warren to approve policy QRM-0069 Amendment of Health Information. **Motion carries.**
- A **motion** was made by Ms. Kornacker and **seconded** by Mr. Lauridsen to approve policy AD-0009 Standards for Residents/Student/volunteer Supervision. **Motion carries.**
- A **motion** was made by Mr. Lauridsen and **seconded** by Ms. Kornacker to approve policy INF-0008 Fit Testing for Protective Respiratory Device. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Kornacker to approve GC Bylaws changes in Article VIII re: electronic meeting attendance. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Warren to approve changing Quality Committee mtg. and Governing Council meeting from 5/13/20 to 5/6/20. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Cline-Kabba to approve renewal of contract for Trishna Harris, APRN. **Motion carries.**
- A **motion** was made by Ms. Cline-Kabba and **seconded** by Mr. Lauridsen to approve renewal of contract for Danish Hangora, MD. **Motion carries.**

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

- X. A **motion** was made by Ms. Kornacker and **seconded** by Mr. Lauridsen to adjourn the meeting at 6:41pm. **Motion carries.**

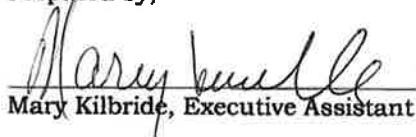
**XI. NEXT MEETING**

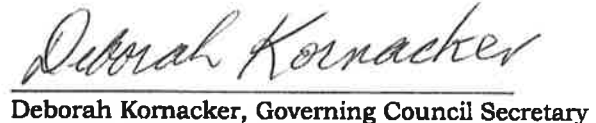
**Wednesday, May 6, 2020**  
**Wednesday, May 6, 2020**

**Quality Committee**  
**Governing Council**

**4:15pm-5:00pm**  
**5:00pm-6:30pm**

Prepared by,

  
Mary Kilbride, Executive Assistant

  
Deborah Kornacker, Governing Council Secretary