

**WILL COUNTY COMMUNITY HEALTH CENTER**

**GOVERNING COUNCIL MEETING MINUTES**

**VIA TELECONFERENCE**

**9/2/2020**

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**MEMBERS PRESENT**

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

**MEMBERS ABSENT**

**WCCHC STAFF PRESENT**

Mary Maragos, Chief Executive Officer  
Dr. Jennifer Byrd - Chief Medical Officer  
Stacy Baumgartner - Director of Operations  
Brandee Barroso, QA/RM Project Manager  
Mary Kilbride, Executive Assistant

**WCCHC STAFF ABSENT**

**WCHD STAFF PRESENT**

Sue Olenek, Executive Director  
Elizabeth Bilotta, Assistant Executive Director

**OTHERS PRESENT**

**Pledge of Allegiance**

**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 5:09p.m.

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

**II. MISSION STATEMENT**

Mr. Dyche read the Mission Statement.

**III. APPROVAL OF MINUTES**

A **motion** was made by Mr. Dyche and **seconded** by Ms. Easley to accept the minutes from August 5, 2020. **Motion carries.**

**Roll Call:** Marie Lindsey, “Aye”, Cindy Brassea, “Aye”, Deborah Kornacker, “Aye”, Alan Dyche, “Aye”, Vernice Warren, “Aye”, Paul Lauridsen, “Aye”, George Mora, “Aye”, Edith Cline-Kabba, “Aye”, Judith Easley, “Aye”

Ms. Baumgartner introduced Ms. Brandee Barroso, Quality/Risk Management Project Manager. Ms. Barroso gave a brief introduction of herself and her work experience.

- IV. Chairman’s Comments:** Ms. Lindsey mentioned the COVID appeal letter that was distributed to GC by Ms. Olenek. This letter was regarding the IDPH regulations being put into force for the Will County area.

## V. CEO Report

- **Threats to 340B program:**

The 340B program has been very beneficial to the WCCHC and our patients, providing discounted to no-cost prescriptions to our patients and added revenue to support our many programs, including dental. In 2019, our net profits from 340B were \$558,393. In recent months, there have been threats to the program from pharmaceutical programs (Merck, Sanofi, Eli Lilly) and from President Trump in the form of an Executive Order (EO). The pharmaceutical companies are demanding information about drug dispensing, in efforts to limit drugs in the program. The EO instructs HRSA - to the extent allowable by statute - to refuse to provide 330 grant funds to health centers who charge low-income patients more than 340B prices for insulin or Epi Pens. The accusations are false and completely unfounded. The National Association of CHCs (NACHC), IL Primary Healthcare Assoc., and associated attorneys are strategizing on legal, legislative, and public relation responses.

- **IDPH/CDC Influenza Surveillance Program:**

We have been invited by IDPH to participate in ILINet provider program, an online tracking system to submit weekly surveillance data, monitor influenza activity levels, identify novel strains and outbreaks, and assess public health vaccination efforts in our community. In return, we'll be able to submit point-of-care influenza tests to IDPH laboratories at no charge, as we are doing for COVID samples.

- **IL Children's Healthcare Foundation grant:**

We just received a notice of award of \$50,000 from the IL Children's Healthcare Foundation (ILCHF)! Due to the loss of revenue to FQHCs from COVID-19, Delta Dental of IL Foundation with the ILCHF awarded 20 applicants \$50,000 each to support general operating costs for the provision of dental services to children and families in Illinois. We propose to support dental van operations, since we are no longer funded by the United Way. This includes partial salary support for Dr. Garg, plus the purchases of a HEPA filter for the mobile unit, and additional PPE and dental supplies for the mobile unit.

- **IDPH Oral Health Needs Assessment Grant:**

We have also been accepted to receive a \$8000 grant from IDPH to provide dental care to underserved children in the Will County community. We will collaborate with WCHD Family Health Services programs (WIC, At-risk Teens, Immunizations) to outreach to a new population of needy children. We hope to resume mobile dental operations in the late fall or early winter of 2020.

- **Americares Flu Vaccine Program:**

Americares is partnering with Walgreens to have Walgreens staff provide on-site influenza vaccine *at no charge* to underserved communities. Our application for acceptance to this program has been accepted for 3 flu clinics at the WCCHC! We are coordinating with a local Walgreens to select dates in September, October and November. We plan to register all vaccine recipients as patients so we can keep statistical data on the numbers of vaccinations given. We'll notify the Governing Council members in case they'd like to attend!

- **Center for Asian Health Equity's Flu FIT Program:**

We just applied for inclusion in this initiative for colorectal cancer screening. If accepted, we'll receive up to \$5000 for FIT test kits for uninsured patients ages 50-75. The plan is to offer FIT test kits along with influenza vaccinations. In addition to screening, we'll also provide community education on the importance of colorectal cancer screening, risk factors, and lifestyle modifications to minimize risk. We'll work to develop a workflow for our clinical staff to incorporate cancer screening questions into every primary care and BH intake. We should hear about our acceptance in mid-September, in time to offer FIT testing at our free flu clinics offered by Walgreens. (Community collaboration at work!)

- **AMITA St. Joseph Medical Center Collaboration:**

A formal Linkage Agreement has been established to allow for direct communication about our patient's health problems, notification of hospital admissions and discharges, and imaging/lab

results. A process for data share between our electronic health records is in process. This is to comply with HRSA requirements as well as improve the quality of care for our patients. The Governing Council will be asked to approve this Agreement which we've been pursuing for more than 7 years!

• **COVID Updates:**

We continue to be very busy with COVID testing in the community, following up with results, and fielding questions from numerous patients and community members. While the demand for testing subsided a bit in July, with the surge in positive cases in Will County, fortunately the demand for testing is high again. In September we'll start testing at the area universities. We continue to seek temporary staff for testing and follow-up, as well as front door screeners.

In-person clinic visits have returned to near-normal, except for behavioral health, where virtual visits are more appropriate.

**CMO Report (no report presented)**

**VI. DISCUSSION**

**Revenue Report:** Ms. Maragos presented the Revenue report ending in July. Our target was 66.7% and our actual was 61.5%. Our variance was -5.2%. Ms. Lindsey suggested that the Managed Care Performance should be shared with the staff showing them what a difference it makes by meeting their measures.

**Expenditures:** Ms. Maragos presented the Expenditure report ending in July. Our goal was 58.3% and at the end of July we came in at 53.3%.

**Patients and Visits:** Ms. Maragos presented and discussed the Patients and Visits report. Total visit counts are up 5.4%

**COVID testing:** Ms. Maragos presented the COVID testing statistics spreadsheet. Discussion took place.

**Report from the Finance Committee Chairperson:** Mr. Dyché presented a summary of the Finance Committee meeting (see Finance Committee mtg. minutes) which took place prior to Governing Council mtg. Discussion took place regarding industry standard for write-offs. Ms. Maragos will reach out to IPHCA re: industry standard.

**Governing Council member compliance training:** The annual Governing Council compliance training requirements were discussed and had previously been emailed to all members.

**2020 Strategic Plan - progress report:**

**Goal One:** Increase awareness of services and improve reputation in the community (Goal Achieved)

- Mary discussed the improved notification of services and improved the reputation in the community.

**Goal Two:** Improve care coordination and patient engagement

- Ms. Maragos spoke of ongoing patient request to pay their bill online. Vernice questioned if we could possibly set up an account with PayPal for billing payments? Ms. Olenek stated that the Health Dept. does have online payments through Gov.net (there is a small percentage charged to patient). Ms. Olenek stated she would prefer to stay with one billing program due to limited staffing and resources as well as IT.

**Goal Three:** Improve customer service/service excellence

**Goal Four:** Implement Trauma Informed Care: an MPH intern is working with us to implement by December 2020.

Goal Five: Expand substance abuse and mental health services

- Ms. Kornacker questioned how we will capturing patient satisfaction data from Telehealth? Dr. Byrd stated at this point we do not have a process for capturing the satisfaction of the Telehealth patients. Our Patient Show reports vs. No Show reports may give us a slight indication of satisfaction.

**VII. ACTION**

- A **motion** was made by Mr. Dyche and **seconded** by Ms. Warren to approve CY2020 FTCA Redeeming application (for malpractice coverage). **Motion carries.**

**Roll Call:** Marie Lindsey, "Aye", Cindy Brassea, "Aye", Deborah Kornacker, "Aye", Alan Dyche, "Aye", Vernice Warren, "Aye", Paul Lauridsen, "Aye", George Mora, "Aye", Edith Cline-Kabba, "Aye", Judith Easley, "Aye"

- A **motion** was made by Mr. Dyche and **seconded** by Ms. Easley to table the approval of the Linkage Agreement with Amita St. Joseph Medical Center. **Motion carries.**

**Roll Call:** Marie Lindsey, "Aye", Cindy Brassea, "Aye", Deborah Kornacker, "Aye", Alan Dyche, "Aye", Vernice Warren, "Aye", Paul Lauridsen, "Aye", George Mora, "Aye", Edith Cline-Kabba, "Aye", Judith Easley, "Aye"

- A **motion** was made by Mr. Dyche and **seconded** by Ms. Brassea to approve an application to HRSA for a change of scope to add Audiology Services. **Motion carries.**

**Roll Call:** Marie Lindsey, "Aye", Cindy Brassea, "Aye", Deborah Kornacker, "Aye", Alan Dyche, "Aye", Vernice Warren, "Aye", Paul Lauridsen, "Aye", George Mora, "Aye", Edith Cline-Kabba, "Aye", Judith Easley, "Aye"

- A **motion** was made by Mr. Dyche and **seconded** by Ms. Warren to approve FY21 budget. **Motion carries.**

**Roll Call:** Marie Lindsey, "Aye", Cindy Brassea, "Aye", Deborah Kornacker, "Aye", Alan Dyche, "Aye", Vernice Warren, "Aye", Paul Lauridsen, "Aye", George Mora, "Aye", Edith Cline-Kabba, "Aye", Judith Easley, "Aye"

- A **motion** was made by Mr. Dyche and **seconded** by Ms. Warren to approve United Way FY20 year-end report. **Motion carries.**

**Roll Call:** Marie Lindsey, "Aye", Cindy Brassea, "Aye", Deborah Kornacker, "Aye", Alan Dyche, "Aye", Vernice Warren, "Aye", Paul Lauridsen, "Aye", George Mora, "Aye", Edith Cline-Kabba, "Aye", Judith Easley, "Aye"

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

- X. A **motion** was made by Mr. Lauridsen and **seconded** by Ms. Kornacker to adjourn the meeting at 6:20pm. **Motion carries.**

**Roll Call:** Marie Lindsey, "Aye", Cindy Brassea, "Aye", Deborah Kornacker, "Aye", Alan Dyche, "Aye", Vernice Warren, "Aye", Paul Lauridsen, "Aye", George Mora, "Aye", Edith Cline-Kabba, "Aye", Judith Easley, "Aye"

**XI. NEXT MEETING**

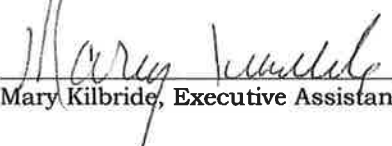
**Wednesday, October 7, 2020**  
**Wednesday, October 7, 2020**

**Governance Committee**  
**Governing Council**

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

**(Both to be conducted virtually, through Microsoft Teams)**

Prepared by,

  
Mary Kilbride, Executive Assistant

  
Deborah Kornacker, Governing Council Secretary