

WILL COUNTY COMMUNITY HEALTH CENTER
GOVERNING COUNCIL MEETING MINUTES
VIA TELECONFERENCE
12/1/2021

MEMBERS PRESENT

Paul Lauridsen, Chairperson
Michael Crowner
Alan Dyche, Treasurer (arrived at 4:07pm)
Deborah Kornacker-Secretary (arrived at 4:41pm)
Marie Lindsey
Nicole Luebke

MEMBERS ABSENT

Cindy Brassea, vice-Chairperson
Edith Cline-Kabba
Judy Easley
Vernice Warren

WCCHC STAFF PRESENT

Mary Maragos, Chief Executive Officer
Dr. Jennifer Byrd, Chief Medical Officer
Dr. Sangita Garg, Chief Dental Officer
Stacy Baumgartner - Director of Operations
Phil Jass - Quality Improvement/Risk Management Coordinator
Bose Oshin, Billing Supervisor
Michael Cirullo, EHR Project Mgr.
Gayle Andrae, Managed Care Specialist
Nicole DeSavieu, Clinic Supervisor
Renee Foster-McFarland, Director of Nursing
Denise Sitasz, Administrative Assistant to the CMO

WCCHC STAFF ABSENT

WCHD STAFF PRESENT

Sue Olenek, Executive Director
Elizabeth Bilotta, Assistant Executive Director
Denise Bergin, Director of Finance/Grants Management
Chuck Flood, Compliance Officer

OTHERS PRESENT

Adam Lipetz, ASA

Mr. Lauridsen read the statement "Due to the Covid-19 pandemic, the Governor's recent disaster proclamation, the number of COVID-19 cases in Will County, and the CDC Guidelines regarding COVID-19, it has been determined by the Chairperson of the Will County Community Health Center Governing Council that in-person meetings are not practical nor prudent. Therefore, all meetings of the Governing Council shall be held via video and/or audio until further notice."

I. CALL TO ORDER - Pledge of Allegiance

The regular meeting of the Will County Community Health Center Governing Council was held virtually, via teleconference due to COVID-19 isolation requirements. Mr. Paul Lauridsen, Chairman, called the meeting to order at 4:01p.m.

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

II. MISSION STATEMENT

Ms. Lindsey read the Mission Statement.

III. APPROVAL OF MINUTES

No quorum available @ beginning of meeting

Quorum met at 4:41pm

A **motion** was made by Mr. Dyché and **seconded** by Ms. Lindsey to accept the minutes from November 3, 2021. **Motion carries.**

Roll Call: Paul Lauridsen “Aye”, Michael Crowner “Aye”, Alan Dyché, “Aye”, Deborah Kornacker “Aye”, Marie Lindsey “Aye”, Nicole Luebke “Aye”.

IV. No comments from Chairperson

V. Public Comment for Agenda Items Only: none

VI. CEO Report

Dental Sealant Learning Collaborative – the Will County Community Health Center has applied and been selected to participate in the National Network for Oral Health Access (NNOHA) Sealant Learning Communities Collaborative (LCC). We will participate along with 19 other health centers nationwide in this Learning Collaborative from January to May 2022. The aim is to improve our quality scores and learn of best practices related to the application of dental sealants for children. The NNOHA, a part of HRSA, provides specialized training and technical assistance resources to potential and existing health centers to expand and integrate high-quality oral health services.

Delta Dental Insurance agreement – We ask the Governing Council to approve agreements with Delta Dental of IL for 2 of its plans – PPO Dental and Premier Dental. Our Attorney has noted that the agreements have different terms for termination, if needed, but Delta Dental acknowledges this and is unwilling to change any contract language. We currently have many patients on this insurance and it would increase patient access to care as well as our revenue if we were included in their preferred provider panels.

OSIS Health Center Controlled Network – OSIS has received continued funding from HRSA for its Health Center Controlled Network (HCCN) for August 1, 2022-July 31, 2025 and has asked if we’d like to renew our MOU. The purpose is to support health centers in leveraging health IT and data to deliver high quality, culturally competent, equitable and comprehensive primary care, with specific focus on improvement in clinical quality, patient-centered care, and provider/staff well-being. The objectives are listed on the Agreement. In the last 3 years OSIS’ HCCN, we were assisted with improving our Patient Portal, performing a Security Risk Assessment, improving quality measures, and learning about PRAPARE for patient social risk factor identification.

Strategic Planning – In our December meeting, we’ll focus on strategic planning for 2022. We’ll examine financial, quality, and operational data from 2021, and current health-related trends in our health center, community, and state. We have surveyed our patients, staff satisfaction, and received staff input for the strategic plan. A preliminary plan will be created and refined later by our management team.

CMO Report

An incorrect report was submitted at the time of the GC meeting. Below is the corrected report.

COVID-19 Update:

Numbers of Cases (raw numbers)

	Cases	Recovered	Deaths
World	~263 million	~237 million	~5.23 million
United States	~49.4 million	~36.3 million	~ 803 K
Illinois	~ 1.81 million	~ 1.66 million	~ 29 K

~ worldometer.info (as of 12/1/2021)

Total Daily New Cases - Illinois (through November 30, 2021):

~ significant INCREASE as it is up from 1,565 daily new cases in October 2021
(daily new cases graph was shown)

Total Deaths - Illinois (through November 26, 2021):

~ Upward trend as is increased from 28,477 total deaths in early October 2021
(total death rate was shown in a graph)

Vaccine Coverage - Global (projected through, March 2022):

~ 58% of the world will be fully vaccinated by March if current trends continue
(vaccine coverage was shown in a graph)

Summary (as of November 28, 2021; Institute for Health Metrics and Evaluation)

Current situation:

- There are **significant increases** in select US states, like **Michigan**, wherein numbers of COVID cases are disproportionately rising
- The **most dramatic increases in COVID-19 transmission** are in Europe. The countries with the biggest increase are the Netherlands, Austria, Germany, Norway, Czechia, Poland, and Slovakia.
- The increases in the European cases are paradoxically seen in regions who have had high rates of vaccination. This is thought to be due to the **seasonality** of viruses in general and **waning immunity**.
- The European phenomenon is **significant for the United States** to study, because the same types of increases in COVID case numbers will occur and likely for similar reasons.

It is projected that most of the COVID-related deaths will occur in the **Northern Hemisphere** within the next four (4) months.
(picture of Northern Hemisphere was shown)

- The three main strategies for all nations to overcome this latest COVID-19 winter surge will be:

- * **Vaccination** of the hesitant
- * Encouraging wearing **masks** as this is the fastest way to manage a surge
- * Immediate dispense the **third dose** of the COVID vaccine (this is a barrier for many low-income countries)

New Variant – Omicron B.1.1.529

- On November 26, 2021, The WHO designated the Omicron variant B.1.1.529 a “variant of concern”
- To gain this designation, the variant must be believed to **spread easily** and to have a **more severe disease state** associated with it; the Omicron variant has both of these features to its credit.
- The **infectious part** of the Corona virus, meaning the portion of the virus that makes it infectious in humans, is called the **ACE 2 receptor**.
- The **Omicron variant** is thought to have **80% MORE ACE 2 receptors** than the DELTA variant, thus making it markedly more infectious
(ACE 2 receptor (Blue) – helps the virus get into target cells was shown)
- It is unclear if our current vaccines will protect us against the Omicron variant, though it is postulated that the vaccine will likely protect against *severe illness*.
- The widely used PCR tests do detect the Omicron variant
- Regarding treatment for the Omicron variant, corticosteroids and IL-6 Receptor Blockers are still effective for managing patients with severe disease states. Other treatments will be assessed to see if they are still as effective given the changes to parts of the virus in the Omicron variant.

Staffing Update:

The following positions remain **vacant** in the health center:

- Family Medicine Physician (1): **Update** – 9 candidates have been screened, 2 candidate interviews have been scheduled, both requested a reschedule
- Family Medicine Advanced Practice Registered Nurse
- Mental Health Advanced Practice Registered Nurse
- Psychiatry Physician (telehealth, part-time)
- Psychiatry Physician
- Certified Medical Assistant (2)
- Social Worker (1)
- Registration Manager (1)
- Behavioral Health Manager (1): **Update** - 14 candidates have been screened, 3 candidates have been interviewed
- Population Health Manager (1): **Update** - > 16 candidates have been screened, 5 interviewed.
- LPN (1) Healthcare Liaison (1)

CDO Report

BinaxNOW Rapid COVID Testing in Dental

For the month of November 1-17, 2021, the dental clinic performed **175** tests with **NO** positive case. As the Delta Variant COVID Virus is spreading, dental clinic will continue to perform BinaxNOW COVID testing for every patient, every visit before aerosol producing procedure.

Ms. Lindsey questioned if the rapid testing or PCR works for Delta or Omicron. Dr. Byrd stated the PCR test works for the Omicron and it is too early to know if the rapid testing will work for Omicron.

Internal Referrals

From November 1-17, 2021, dental clinic received 51 internal referrals from our WCCHC medical providers.

It includes children, pregnant women and adults referred to Dental for oral health care.

Part Time Dental Hygienist Position

Our newly hired registered Dental Hygienist passed her Public Health Dental Hygienist certification exam on November 13, 2021. Congratulations 😊

We are in process scheduling mobile for next month. We will start mobile visits once a week and then increase to 3 days/ week. At this time, we will focus treating vaccinated adults in mobile by scheduling at housing projects, homeless shelters, food pantries etc.

“Public health dental hygienist” means a hygienist who holds a valid license to practice in the State, has 2 years of full-time clinical experience or an equivalent of 4,000 hours of clinical experience and has completed at least 42 clock hours of additional structured courses in dental education in advanced areas specific to public health dentistry.

Full Time Medical/ Dental Secretary

Our new medical secretary in dental is getting trained and dental clinic is grateful for her help. This staff member will assist in coordinating mobile site visits, emailing paperwork, follow up with paperwork, maintaining site visit calendar for the mobile, help in clinic with referral follow up, answering phone calls, checking patients in when needed.

Approval of Finance Committee minutes from 9/1/2021

There was not a quorum available to approve the Finance Committee minutes.

Revenues: Ms. Maragos presented the revenue report as of November 24, 2021. The actual is at 93.6% and the variance is at -6.4%. We expect to add more to this revenue, as we continue to receive payments from the insurance companies. The budget was adjusted for next year to be more realistic.

Mr. Dyché questioned what is the best way to advertise our Dental services since we have very happy patients in that department? This will be discussed further during the Strategic Plan.

Expenditure: Ms. Maragos presented the expenditure report as of November 24, 2021. The target is one month behind at 91.7% and our expenses have come in at 85.7%. Discussion took place.

Account Receivable Aging Analysis: Ms. Oshin presented the aging analysis report.

- Overall, the balance due to us 60 months or older is \$97,000 (total for all of Will County) OSIS is working on a solution to allow us to write off these balances.
- Ms. Maragos questioned Ms. Oshin “how many days does it take to send a claim to insurance? Ms. Oshin stated it takes up to a week after the date of service.”

Patient Self-Pay Accounts Receivable Report

- Ms. Maragos stated we have added to our Strategic Plan the option to implement the ability for patients to pay their bill through the patient portal. There is currently a hold up with Nextgen.
- Ms. Bergin questioned what the policy is going to be on writing off bad debts? Ms. Maragos stated that we have asked for this bad debt to be written off for several years and we want it to be an automatic process.
- Ms. Bergin questioned when are we going to start writing off bad debt? Ms. Oshin stated 3 months of regular statements, 3 months of collection efforts and then the charge will be written off.

- Ms. Olenek asked once the patient is a bad debt, what goes in the record? The record will show that there is still a balance from the patient. The patient will be asked for further payments.
- Ms. Olenek feels the staff needs to be trained correctly in order to ask the patient correctly for payment. Some ideas were "how much would you like to pay today" "how much can you pay in order to bring your account up to date"?

Final FY2020 Budget: Ms. Maragos presented the FY2022 budget.

- Mr. Dyche questioned if we are expecting a 16% drop in the 2022 340B revenue? Ms. Maragos stated we are not. It was just a conservative figure.

Patient and Visits: Ms. Maragos presented the Patient and Visits report. Discussion took place.

Provider Productivity: Ms. Maragos presented the Provider Productivity report.

- Ms. Lindsey questioned that there seems to be a difference between what is expected of BH providers vs Primary Care providers? Ms. Maragos stated some of the BH appointments are for 15-minute visits and some are 30-60 minutes.
- Dr. Garg stated the no-show rate in dental is very large and we are overbooking by approximately 20%. Approximately 14 patients a day are being scheduled compared to previous. This is due to more procedures being done.

VII. DISCUSSION

• 2021 Strategic Plan Progress

Ms. Maragos discussed the progress made on the 2021 Strategic Plan.

Goal One: Increase awareness of services and improve reputation in the community
Brief discussion took place

Goal Two: Improve care coordination and patient engagement

◦ Ms. Olenek asked how a patient is invited to join the patient portal? Mr. Cirullo stated patients are notified by email. Ms. Olenek asked if the CMA's ask patients if they want to join the patient portal? Mr. Cirullo explained that a provider can see the patient's information on the screen and can then request that the patient joins the portal.

◦ Ms. Bergin asked if we know the portal usage for other FQHC's and possibly we're not that behind? Mr. Cirullo stated that FQHC's tend to lag behind, but he also stated that we went live with a new portal this year and it still comes down to a patient's willingness to register with the portal.

Goal Three: Improve customer service/service excellence
Brief discussion took place.

Goal Four: Implement Trauma Informed Care:
This needs to be worked on further.

Goal Five: Assist in controlling the spread of COVID-19
Brief discussion took place.

Goal Six: Enhance staff training and development:
Brief discussion took place.

Goal Seven: Improve functioning of management team:
Brief discussion took place.

Goal Eight: Expand substance abuse/mental health services
Brief discussion took place.

Gold Standards: Ms. Maragos stated the Gold Standards will be worked on for the next year. We are currently on Step 3 of the standards and moving on to Step 4.

- Ms. Lindsey commented on the importance of a staff person introducing themselves to the patient.

• 2022 Strategic Plan

Referral Sources: The referral sources graph was presented. Ms. Maragos mentioned that she would like to see more improvement from the hospital emergency centers or hospital discharge dept. as well as from the insurance directories. Ms. Olenek suggested going to the discharge departments of the local hospitals to make sure that they have our accurate information for future referrals.

◦ Ms. Kornacker questioned further advertising on our webpage etc. Ms. Maragos spoke of our new Media Services Mgr. that was just hired and for the hope of him helping with the marketing for the Center.

Patient Surveys: Mr. Jass spoke of the patient survey graph. The satisfaction surveys have increased a great deal. Discussion took place.

Quality Performance Measures: Mr. Jass presented the key performance indicators and a brief discussion took place.

Patient Portal Enrollment and Usage: The patient portal enrollment and usage form were presented and a brief discussion took place.

Staff Surveys for Strategic Planning: Ms. Maragos presented the staff surveys for Strategic Planning and discussion took place.

Staff Satisfaction Surveys: Ms. Baumgartner presented the staff satisfaction surveys and discussion took place. She mentioned the difficulty of planning team building activities during the Pandemic. Managers have put a great effort into Employee Recognition.

Threats, Opportunities, Areas for Improvement: Ms. Maragos discussed threats, opportunities and areas for improvement at the Center.

Threats: Further threats were added.

- Ms. Kornacker spoke of the strategic plan of CVS/Walgreens to possibly start up pop-up clinics.
- Also travel nursing is a possible threat when it comes to staffing of the clinic.

Opportunities: Further opportunities were added.

- Mr. Cirullo stated he had spoken to Phreesia (a company that supplies tablets for patients) re: patients entering their personal information from their personal phone and that information would then go to our medical health records. Ms. Maragos will look into this further.
- Possibly find an easier way to have patient's documentation of their income upload into EHR.

Improvements: Discussion took place regarding adding Phreesia, or connecting with Silver Oaks, discharge planners, and further advertising for Dental services since patients are very happy with that department.

VIII. ACTION

Action items were not able to be approved due to error in posting the agenda properly. All items will be put on the January 2022 agenda for approval.

IX. BOARD MEMBERS' CONCERNS AND COMMENTS: None

PUBLIC CONCERNS AND COMMENTS: No comments stated

- X. A **motion** was made by Ms. Kornacker and **seconded** by Mr. Dyche to adjourn the meeting at 6:35pm. **Motion carries.**

Roll Call: Paul Lauridsen, "Aye", Michael Crowner, "Aye", Alan Dyche, "Aye", Deborah Kornacker, "Aye", Marie Lindsey, "Aye", Nicole Luebke, "Aye"

Ms. Olenek spoke about the CMS vaccine mandate and she requested that all GC members forward their COVID vaccination card to the Health Department HR department. The Health Department needs to enforce this mandate.

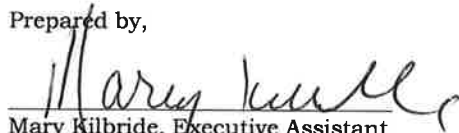
XI. Executive Committee/Executive Session

XII. NEXT MEETING

Wednesday, January 5, 2022 4:30pm Governance Committee
5:00pm Governing Council

(Meetings will be conducted virtually, through Microsoft Teams)

Prepared by,


Mary Kilbride, Executive Assistant


Deborah Kornacker, Secretary of Governing Council