

WILL COUNTY COMMUNITY HEALTH CENTER
GOVERNING COUNCIL MEETING MINUTES
VIA TELECONFERENCE
4/6/2022

MEMBERS PRESENT

Paul Lauridsen, Chairperson
Michael Crowner
Alan Dyche, Treasurer
Judy Easley
Deborah Kornacker-Secretary
Marie Lindsey
Nicole Luebke
Vernice Warren

MEMBERS ABSENT

Cindy Brassea, Vice Chairman
Edith Cline-Kabba

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
Mike Cirullo, EHR Manager
Gayle Andrae, Managed Care Specialist
Denise Sitasz, Administrative Assistant

WCCHC STAFF ABSENT

WCHD STAFF PRESENT

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

OTHERS PRESENT

Erika Hamer, 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. Lauridsen, Chairman, called the meeting to order at 5:02p.m.

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

II. MISSION STATEMENT

Mr. Dyche read the Mission Statement.

III. APPROVAL OF MINUTES

ROLL CALL AND DETERMINATION OF QUORUM – Quorum present.

A **motion** was made by Ms. Easley and **seconded** by Ms. Warren to accept the minutes from March 2, 2022. **Motion carries.**

Roll Call: Paul Lauridsen “Aye”, Michael Crowner “Aye”, Alan Dyché “Aye”, Judy Easley “Aye”, Deborah Kornacker “Aye”, Marie Lindsey “Aye”, Nicole Luebke “Aye”, Vernice Warren “Aye”

- IV. Mr. Lauridsen notified the board that the GC meeting on 5/4/22 will take place in person at the Center in the conference room. Masks are required. All GC members will need to have their vaccine card sent into the Health Department HR prior to the May 4 meeting. Erika Hamer, ASA temporarily replacing Adam Lipetz was introduced.

- V. **Public Comment for Agenda Items Only:** none

VI. CEO Report

Illinois Children’s Healthcare Foundation (ICHF) Grant – We ask the Governing Council for its approval to submit a grant to the ICHF for its “FQHC Oral Health Capacity Building Expansion Initiative.” Specifically, they are offering funding to support the use of nitrous oxide for children’s dental visits. As our current nitrous equipment is almost 20 years old, we welcome the opportunity to replace it. We propose to spend \$5440 for a new nitrous unit and \$3805 to educate all dentists and support staff on the administration and monitoring of nitrous oxide. The University of IL in Chicago offers a 6-hour course 4 times per year. The total budget for this grant application is \$10,064, which also include funding for travel to the course, parking, and printing of flyers to market our dental services in the community.

AIDS Foundation of Chicago (AFC) – We received notice of intent to continue funding from the IL Dept of Public Health and AFC for an additional year, in the amount of up to \$133,432, for April 1, 2022, to March 31, 2023. This will support a full-time medical case manager and travel and operating expenses, plus reimbursement for medical, dental, mental health, and substance use disorder services for uninsured patients diagnosed with HIV.

OSIS Data Analytics – On April 1 we learned about our new OSIS Nextgen data analytics tool and dashboard called “Spark.” Currently we can get detailed patient-level data on COVID vaccinations and testing, provider productivity, and referral management. Soon quality metrics will be added such as providers’ patient acuity levels. We are the 5th FQHC in OSIS’ network to utilize this tool, which will continue to evolve as others use it and provide suggestions for modifications. Starting in May we will share some of this data with the Governing Council. Managers will be responsible for regular monitoring of progress in their departments, based on objective data obtained from Nextgen.

Approval of CY2022 Fees – We ask the Governing Council for its approval of FY2022 Medical, Behavioral Health, and Hospital fees. These are based on Usual and Customary fees for suburban Cook County, at the 75th percentile, as recommended by our last HRSA site visit reviewers. They have changed very little since last year.

Progress on the Strategic Plan for 2022 – The management team meets monthly to review the strategic workplan for 2022. This month we show you the identified goals, objectives, and deliverables for the plan.

CMO Report

COVID-19 Update:

Numbers of Cases (raw numbers)

	<u>Cases</u>	<u>Recovered</u>	<u>Deaths</u>
World	~ 484 million	~ 418 million	~ 6.15 million
United States	~ 81.6 million	~ 64.6 million	~ 1 million
Illinois	~ 3.06 million	~ 2.98 million	~ 37 K

Increased from 71.1 in the last 4 wks

Increased from 886 in last 4 wks

~ worldometer.info (as of 3/29/2022)

Daily Deaths - Illinois (through April 1, 2022):

~ Decreased from 43 daily deaths as of March 1, 2022

(Graph was shown of daily deaths in Illinois)

Daily Deaths - Global (as of April 1, 2022):

~ DECREASED from 7,987 on March 2, 2022

(Graph was shown of daily deaths globally)

Daily Infections and Testing - Global (as of April 1, 2022):

~ Daily infections will continue to decrease if **masking** requirements stay in place, and **third doses** are obtained as shown in this graph

(Graph was shown of daily infections and testing globally)

COVID Summary (as of April 1, 2022; Institute for Health Metrics)

- **Four zones of Covid transmission in the world**
 - o **Majority of countries:** transmission continues to decline
 - o **Western Europe:** secondary increase in transmission from BA.2
 - o **Southeast Asia:** peak Omicron wave
 - o **China:** not yet experienced an Omicron wave, but we it will arrive in the next few months, causing up to a million deaths; described as being potentially "devastating".
- **BA.2:** Countries that have already been affected by the BA.2 variant (Netherlands, Denmark) saw brief surges that ended quickly. That pattern may spread to the rest of Western Europe and **North America**.

* Increased transmission is likely due to a combination of BA.2 and **reduced mask use and poor adherence social distancing**

* This is important for the United States as travel will increase in the summer months, and these are the countries that should be avoided, and is a reminder that **masking and social distancing is still important to control the spread of COVID-19.**

Staffing Update:

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

- Family Medicine Physician (1)
 - * One interviewed last week, reference checks
- Family Medicine Advanced Practice Registered Nurse (1)
 - * One interviewed last week, reference checks
- Mental Health Advanced Practice Registered Nurse (1) **or**
- Psychiatry Physician
- Registered Nurse (1)
- Registration Supervisor (1) resigned 2 weeks ago
- Medical Records clerk (1)
- Certified Medical Assistants (5)
- Nurse Population Health Manager (1)

Mr. Lauridsen questioned how the job market is for CMA's? Dr. Byrd responded that you can go to Medical Assistant school for either 6 mths., 1 yr or 2 yrs. We have hired quite a few CMA's in the last few months and continue to work on this.

CDO Report

BinaxNOW Rapid COVID Testing in Dental

For the month of March 1-29, 2022, the dental clinic performed **223 tests** with **NO positive cases.**

Dental clinic will continue to perform BinaxNOW COVID testing for every patient, every visit before an aerosol producing procedure.

Mobile Dental Visits

After 2 years of hibernation, Mobile dental visits have resumed since March 23. Currently, we are scheduling twice / week and building up the patient interest.

Patients seen in mobile need to be vaccinated and every patient will be tested with Binax Covid rapid test.

Internal Referrals

From March 1-29, 2022, the dental clinic received **71** internal referrals from our WCCHC medical providers. This includes children, pregnant women and adults referred to Dental for oral health care.

Dental Front Desk Staff -Patient Check in and Out Process

Dental front desk staff have been moved from dental to medical registration. All patients seen in dental are checked in and out at the medical area, upstairs. Dental staff and patients are getting used this new workflow. There is no front desk staff in dental.

All the patient calls for dental are going to switchboard.

Mr. Lauridsen questioned "if Dental offers walk-ins"? Dr. Garg said "Yes" they will see walk in patients in the clinic or on the mobile van, especially if a patient is in pain.

Mr. Lauridsen questioned "what is the No Show rate with clinic appointments"? Dr. Garg stated "25%". No show is still a concern in Dental.

Ms. Warren questioned “what the reason was for the Dental front desk staff to move to Medical front desk”? Ms. Maragos stated, “employee was overwhelmed in Dental but was willing to stay if she was moved to the Medical department”.

VII. Reports

Expenditure: Ms. Maragos presented the expenditure report ending November 2021. The report reflects we have underspent by 9%.

Revenue: Ms. Maragos presented the revenue report ending November 30, 2021. We came in 8.7% over budget for fiscal year 2021. Our target was 100% and our actual was 108.7%.

Mr. Lauridsen asked for an explanation for managed care fees changing? Ms. Bergin stated that we had an arrangement with numerous managed care companies that paid us in advance.

Expenditure: Ms. Maragos presented the expenditure report ending March 2022. Our target was at 25% which is a month behind, and we ended at 21.8%.

Revenue: Ms. Maragos presented the revenue report ending March 31, 2022. Our target was at 33.3% and our variance was 11.2%.

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

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

Mr. Lauridsen questioned if “incentive payments are given if productivity goals are met”? Ms. Maragos stated, “they are not”.

Ms. Olenek suggested possibly color coding the providers and their departments in order to read the report easier.

Ms. Kornacker discussed the possibility of bonuses for the support staff for work commitment, not for performance. Ms. Maragos stated we unfortunately have constraints because of our collective bargaining agreement.

VIII. Discussion

Ms. Easley presented the Governance Committee meeting discussion which took place prior to the Governing Council meeting. She discussed & presented the Governing Council member self-evaluation as well as the Governing Council Chairperson evaluation. The Chairperson evaluation will be handed out to all GC members at the beginning of 5/4/22 GC meeting for them to fill out.

Strategic Plan

Ms. Maragos presented the 2022 Strategic Plan Action Plan.

GC member input was as follows:

- Request to put full names for responsible party
- Goal 2 (G): what does duplication mean?
- Goal 3 (A): addressed the word “More” – possibly put the word “Market” replacing “More”
- Ms. Kornacker questioned how we came up 80% of employees stating the mission? Ms. Maragos stated through past surveys.

IX. Action Items

- A **motion** was made by Mr. Dyché and **seconded** by Ms. Kornacker to approve 2022 Medical, BH and hospital fees and nominal fees. Affirming the nominal fees do not pose a barrier to care.

Motion carries.

Paul Lauridsen “Aye”, Michael Crowner “Aye”, Alan Dyché “Aye”, Judy Easley “Aye”, Deborah Kornacker “Aye”, Marie Lindsey “Aye”, Nicole Luebke “Aye”, Vernice Warren “Aye”. **Motion carries.**

- A **motion** was made by Ms. Lindsey and **seconded** by Ms. Warren to approve submission for Illinois Children's Healthcare Foundation (ICHF) Grant. **Motion** was made by Ms. Kornacker and **seconded** by Ms. Lindsey to use the previous roll call. **Motion carries.**
- A **motion** was made by Ms. Kornacker and **seconded** by Mr. Crowner to approve credentialing for Colleen Kucera, LCSW. **Motion** was made by Mr. Dyche and **seconded** by Ms. Cline-Kabba to use the previous roll call. **Motion carries.**
- A **motion** was made by Ms. Lindsey and **seconded** by Ms. Luebke to approve renewal of contract with Danish Hangora, M.D. **Motion** was made by Ms. Kornacker and **seconded** by Ms. Easley to use the previous roll call. **Motion carries.**
- Ms. Olenek and Mr. Lauridsen previously met with Ms. Maragos and her CEO evaluation had been discussed. The Governing Council members had received a copy of Ms. Maragos' evaluation for review. There was a consensus to accept the Health Center CEO Performance Appraisal, 2021. Ms. Hamer, ASA approved this process.
- A **motion** was made by Ms. Kornacker and **seconded** by Mr. Dyche to approve the continuation of Ms. Cynthia Brassea as a GC member. **Motion** was made by Mr. Crowner and **seconded** by Ms. Warren to use the previous roll call. **Motion carries.**
- A **motion** was made by Mr. Crowner and **seconded** by Ms. Lindsey to approve the continuation of Mr. Alan Dyche as a GC member. **Motion** was made by Mr. Dyche and **seconded** by Ms. Kornacker to use the previous roll call. **Motion carries.**
- A **motion** was made by Ms. Kornacker and **seconded** by Ms. Easley to approve the continuation of Mr. Lauridsen as a GC member. **Motion** was made by Ms. Lindsey and **seconded** by Ms. Easley to use the previous roll call. **Motion carries.**
- A **motion** was made by Ms. Easley and **seconded** by Ms. Warren to approve the election of Mr. Lauridsen as GC Board Chairperson. **Motion** was made by Mr. Crowner and **seconded** by Ms. Easley to use the previous roll call. **Motion carries.**
- A **motion** was made by Ms. Lindsey and **seconded** by Ms. Luebke to approve the election of Ms. Brassea as GC Board Vice Chairperson. **Motion** was made by Mr. Dyche and **seconded** by Ms. Warren to use the previous roll call. **Motion carries.**
- A **motion** was made by Mr. Crowner and **seconded** by Ms. Luebke to approve the election of Ms. Kornacker as GC Board Secretary. **Motion** was made by Ms. Warren and **seconded** by Ms. Lindsey to use the previous roll call. **Motion carries.**
- A **motion** was made by Ms. Kornacker and **seconded** by Ms. Easley to approve the election of Mr. Dyche as GC Board Treasurer. **Motion** was made by Mr. Crowner and **seconded** by Ms. Lindsey to use the previous roll call. **Motion carries.**

X. BOARD MEMBERS' CONCERNS AND COMMENTS: None

PUBLIC CONCERNS AND COMMENTS: No comments stated

- XI.** A **motion** was made by Mr. Dyche and **seconded** by Ms. Warren to adjourn the meeting at 6:35pm. **Motion** was made by Ms. Kornacker and **seconded** by Mr. Crowner to use the previous roll call. **Motion carries.**

XII. Executive Committee/Executive Session: None

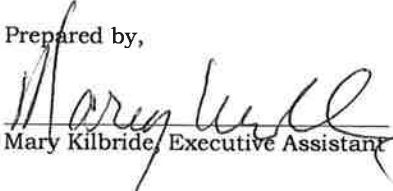
XIII. NEXT MEETING

Wednesday, May 4, 2022
Wednesday, May 4, 2022

4:30pm
5:00pm

Quality Committee
Governing Council

Prepared by,


Mary Kilbride, Executive Assistant


Deborah Kornacker, Secretary of Governing Council