

**WILL COUNTY COMMUNITY HEALTH CENTER**

**GOVERNING COUNCIL MEETING MINUTES**

**VIA TELECONFERENCE**

11/2/2022

**MEMBERS PRESENT**

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Paul Lauridsen, Chairperson  
Cindy Brassea, Vice Chairman  
Alan Dyche, Treasurer  
Judy Easley  
Deborah Kornacker, Secretary  
Marie Lindsey  
Nicole Luebke  
Edith Cline-Kabba  
Vernice Warren

**MEMBERS ABSENT**

Michael Crowner

**WCCHC STAFF PRESENT**

Mary Maragos, Chief Executive Officer  
Dr. Jennifer Byrd, Chief Medical Officer  
Dr. Sangita Garg, Chief Dental Officer  
Phil Jass - Quality Improvement/Risk Management Coordinator  
Bose Oshin, Billing Manager  
Denise Sitasz – Administrative Assistant

**WCCHC STAFF ABSENT**

**WCHD STAFF PRESENT**

Sue Olenek, Executive Director  
Elizabeth Bilotta, Assistant Executive Director  
Charles Flood, Compliance Officer  
Kevin Juday, Media Services Manager

**OTHERS PRESENT**

Adam Lipetz, ASA

**A. 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 5:11p.m.

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

**MISSION STATEMENT**

Ms. Easley read the Mission Statement.

**Pledge of Allegiance**

**B. APPROVAL OF GOVERNING COUNCIL MINUTES**

ROLL CALL AND DETERMINATION OF QUORUM – Quorum present.

A **motion** was made by Mr. Dyche and **seconded** by Ms. Easley to accept the minutes from October 7, 2022. **Motion carries.**

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

**C. Chairman’s Comments: None**

**D. Public Comment for Agenda Items Only: None**

## **E. CEO Report**

**Ryan White grant application** – We have collaborated with AIDS Foundation of Chicago since April 1, 2020, to receive Ryan White Part A grant funding originating from the IL Dept. of Public Health and HRSA. They have asked us to reapply for the next grant cycle that begins on April 1, 2023, lasting for 3 years. The overarching goal of the funding is to ensure access to the full range of support services for persons living with HIV, including primary care services, with an end goal of viral suppression and “Getting to Zero” (zero viral load). The grant funding supports a full-time Medical Case Manager and pays for primary care medical, behavioral health, substance use disorder and dental services for uninsured HIV-positive patients. We collaborate with the WCHD staff for outreach to identify patients in need of services or linkages to specialty care. We ask the Governing Council for its approval to apply for this grant.

**Construction update-** Renovation of our medical records room and of some of our front waiting room started on October 25. Both plastic sheeting and false walls were erected to limit construction dust and noise.

The contracted company is Paul Borg Construction. The majority of the infrastructure work will take place after hours in order to keep the disruption to a minimum and to ensure the CHC can maintain normal clinical operations. The floor plan includes 8 patient care rooms that will accommodate a behavioral health provider and up to two additional individuals, a nurse’s station, waiting area and reception/copy area. The open nook in the front waiting area, a former child’s reading room, will be turned into an office. The Community Health Center staff are very excited for this upgrade which supports our Primary Care Medical Home model and allows all of the behavioral health staff to work in collaboration to provide coordinated, comprehensive care.

**Provider bonuses-** In 2019 the Board of Health approved the awarding of bonus payments to providers for meeting or exceeding identified quality metric thresh-holds. These bonuses were first awarded in 2021 based upon documentation of 2020 patient records, as retrieved from the Electronic Health Record. As only some of the providers received bonuses, and some more than others, this piqued interest among providers for how they may reach the goals themselves and wanted to learn of better ways to document in patient record. As a result, we saw dramatic changes in our quality scores on documentation of adult and pediatric weight and exercise counseling. We have examined 2021 patient records and propose to award bonuses to providers at this time. We ask the Governing Council for its approval. Thresholds for 2023 quality measures will be determined soon. Goals are based upon current quality metric goals and achievements, comparisons to Healthy People 2030 goals, and comparisons to achievements of other IL FQHCs.

**Proposed bylaws changes-** In October the Governing Council discussed proposed changes its Bylaws. Specifically, there is clarifying language surrounding the evaluation of the CEO. We ask the Governing Council members for approval of these changes. The Board of Health will also have to approve.

**FTCA Supplemental Application** – The Federal Government recently approved the inclusion of Volunteer Health Professionals in the Federal Tort Claims Act liability insurance for FQHCs. We must submit to HRSA copies of their licensure, credentialing, and privileging. We ask the Governing Council for approval to submit our application to include our volunteer optometrists from Midwestern University, Drs. Lucy, Wright, and Kalas.

**SBHC quarterly report-** We recently submitted a quarterly report to the IDPH for our School Based Health Center Implementation Grant, and also provided documentation of implementation for the HRSA Change of Scope application to add Brooks Middle School as a service site. Please see attached detailed report of SBHC deliverables and progress.


Ms. Maragos presented and discussed the SBHC deliverables and progress report.

Mr. Lauridsen questioned if this program is responsible for the improvement in the number of the students being excluded? Ms. Maragos responded “Yes”, we are, and will be working on getting the last 5 students out of exclusion this week.

## **CMO Report**

### **COVID-19 Update:**

	<u>Cases</u>	<u>Recovered</u>	<u>Deaths</u>
World	~ 6.34 million	~ 613 million	~ 6.59 million
United States	~ 99.2 million	~ 96.6 million	~ 1.09 million
Illinois	~ 3.80 million	~ 3.71 million	~ 40 K

(worldmeter.info as of October 27, 2022) 

Increased from 3.75 million since mid-October

### **Total Daily New Cases – Illinois (through October 25, 2022):**

~ decreased **FROM** Sept. 26<sup>th</sup> @ 5,277 new cases per day **TO** October 25<sup>th</sup> @ 1,944 new cases per day

(graph of daily new cases was shown)

### **Total Deaths – Illinois (through October 25, 2022):**

(graph of total deaths in Illinois was shown)

The **United States** still has the **greatest number of cases** in the world:

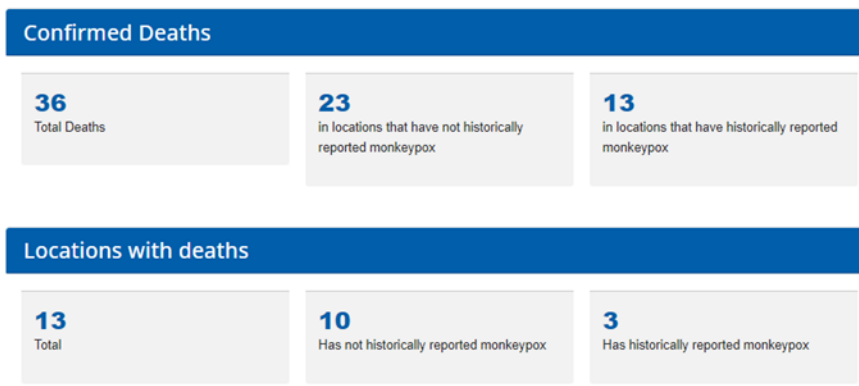
#	Country, Other	Total Cases	New Cases	Total Deaths	New Deaths	Total Recovered	New Recovered	Active Cases
	World	634,398,190	+186,687	6,588,591	+532	613,418,333	+269,087	14,391,266
1	<a href="#">USA</a>	99,229,138		1,094,163		96,696,011		1,438,964
2	<a href="#">India</a>	44,646,880		528,987		44,097,072		20,821
3	<a href="#">France</a>	36,707,566		156,700		35,548,536		1,002,330
4	<a href="#">Germany</a>	35,461,920		153,193		33,693,200	+85,300	1,615,527
5	<a href="#">Brazil</a>	34,849,068		687,960		34,034,039		127,069
6	<a href="#">S. Korea</a>	25,431,105	+34,950	29,069	+26	24,941,746	+17,628	460,290
7	<a href="#">UK</a>	23,855,522		192,682		23,489,089	+8,916	173,751
8	<a href="#">Italy</a>	23,475,187	+31,758	178,940	+94	22,812,006	+45,692	484,241
9	<a href="#">Japan</a>	22,148,863	+42,737	46,485	+71	20,481,472	+3,996	1,620,906

**COVID-19 Summary update (Worldwide):**

- **New Omicron subvariant XBB exists**
  - individuals who were previously infected with BA.5 will maintain their immunity against this new subvariant.
  - New analyses show that all subvariants of Omicron appear to be less severe than previous variants.
- **The surge in Germany** may be due to subvariants BQ.1 or BQ.1.1, and will likely spread to other parts of Europe in the coming weeks.
  - Winter seasonality in the Northern Hemisphere will bring more infections, but not a large increase in deaths.
- **New research on long-COVID Syndrome** shows that it has affected millions worldwide and is more common in women than men.

**Monkey Pox Epidemiology & Mapping : United States (as of 10/27/2022)**

~ spread of Monkey Pox worsening overall



**Staffing Update:**

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

- Family Medicine Physician (1)
- Registered Nurse (1)
- Certified Medical Assistants (10)
- Health Care Liaison (1)
- Population Health Manager (1)
- Reimbursement Specialists (2)
- Registration Clerk (1)

Ms. Olenek encouraged Dr. Byrd to get HR involved re: recruitment and planning. She stated she is working to help increase salaries for CMA's and is waiting for the bargaining unit meeting to take place in order to change job requirements.

Dr. Byrd stated there is a short-term plan for temporary staff to come in and then a long-term plan which will be presented to Mary. We are asking for 3 additional temps and another one to cover Brooks and NBO locations.

Ms. Lindsey asked if we could put a recruitment team together from the GC members and they would meet in January. Ms. Warren and Mr. Dyche offered to work on this team.

## **CDO Report**

### **I-HEALTH Rapid COVID Testing in Dental**

For the month of October 1-25, 2022, the dental department performed 62 tests in clinic, with 1 positive case.

Per CDC, ADA (American Dental Association), private practice standard, it is not required to perform Covid test before dental procedures.

Dental clinic will continue to perform Covid test for high-risk procedures like surgical extractions and SRP (scaling & root planning).

Dental staff does wear N95 mask and PPE when working on dental patients.

### **Mobile Dental Services**

Mobile dental program is on hold as we are in process to find the driver.

One ACA counselor has CDL license and has shown interest in driving our mobile unit.

Another candidate was interviewed for the temporary and back up driver.

**Internal Referrals-** From October 1-25, 2022, dental clinic received 104 internal referrals from our WCCHC medical providers.

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

### **Revenue FY2022:**

Ms. Maragos presented revenue as of October 27, 2022. Our variance is 2.8% over budget and our actual is 86.1%. Medicaid and 340B are coming in above budget.

Ms. Bilotta spoke about receiving an ARPA payment from HRSA which was over \$900,000 which will be reflected on next month's report.

Ms. Bergin stated that in spite of the fact we are overdue in submitting our 2021 audit results, Illinois Dept of Public Health stated our payments will continue for the health and welfare of the residents of Will County and greater of Illinois. We are waiting for the Illinois Department of Human Services to make that same statement and hoping for all required documentation to be submitted by end of December.

### **Expenditures FY2022**

Ms. Maragos presented expenditures as of October 2022. Our goal is 83.3% and our total expenses are 77.0%.

Ms. Kornacker asked when we are fully staffed will our salary expenses be over budget? Ms. Bergin stated that we budget salaries at 97% but because our staffing has been so low, but our overtime is much higher than budgeted, (approximately 215% of the budgeted amt. for overtime), if we were to hire staff, it may even out the salary for the year.

### **Patient & Visits:**

Ms. Maragos presented the Patients & Visits report. So far this year we have 10,126 unduplicated patients, which is slightly over what it was last year. The Dental, Optometry and Mental Health NP visits are up for this year.

Ms. Kornacker questioned if ER utilization is still high and if it is impacting Health Center numbers? Ms. Maragos will look into that further.

### **Provider Productivity:**

Dr. Byrd presented the provider productivity report. Discussion took place.

The yellow highlighted area are providers who are meeting or exceeding their productivity.

## F. Discussion

### Report from the Quality Committee Chairperson:

Ms. Lindsey presented the Quality Committee meeting. The meeting had taken place prior to the Governing Council meeting.

Ms. Lindsey spoke of reviewing the provider bonus spreadsheet.

Ms. Lindsey spoke of the approval of FTCA submission

Ms. Lindsey spoke of the Patient Cycle Time report. It was reviewed in Quality Committee mtg.

Ms. Lindsey spoke about the Patient Satisfaction Quarterly Report. She spoke of the improvement that has taken place over the years.

Ms. Lindsey spoke of the Quality Key Indicator Report that was reviewed.

Ms. Lindsey spoke of the Risk Management discussion and feels the incidents and events are being handled correctly.

Mr. Dyche stated discussion took place of the mishaps that have happened previously and that we work to not have them happen again.

Ms. Bilotta spoke of the hiring of Global Security Group for 2023.

Ms. Kornacker questioned the Incident Reports reviewed in the Quality Committee meeting. She spoke of the security issues re: housekeeping propping the doors open. She wondered if there is a need for security at other locations or just Ella Avenue? Ms. Olenek stated staff was unlocking and leaving out of the front door which should have been kept locked.

### Provider Bonuses for 2021:

Ms. Maragos presented the provider bonuses for 2021. Discussion took place.

## G. Action Items

- A **motion** was made by Mr. Dyche and **seconded** by Ms. Luebke to approve Global Security Group contract for FY2023. **Motion carries.** Paul Lauridsen “Aye”, Cindy Brassea “Aye”, Edith Cline-Kabba “Aye”, Alan Dyche “Aye”, Judy Easley “Aye”, Deborah Kornacker “Aye”, Marie Lindsey “Aye”, Nicole Luebke “Aye”, Vernice Warren “Aye”. **Motion carries.**
- A **motion** was made by Ms. Kornacker and **seconded** by Mr. Dyche to approve 2023 Committee and Governing Council calendar. **Motion carries.**

Ms. Lindsey questioned if the Quality Committee meeting could be changed to 45 min. in 2023 vs. the 30 min. in 2022? Finance and Governance Committee approved of 30 minutes for their meetings.

A **motion** was made by Ms. Lindsey and **seconded** by Mr. Dyche to approve motion to amend 2023 Committee and Governing Council calendar to reflect start time for Quality Committee to be 4:15pm – 5:00pm. **Motion** was made by Ms. Brassea and **seconded** by Ms. Kornacker to use the previous roll call. **Motion carries.**

- A **motion** was made by Mr. Dyche and **seconded** by Ms. Brassea to approve submission of FTCA Volunteer application for 2023. **Motion carries.** **Motion** was made by Ms. Lindsey and **seconded** by Ms. Brassea to use the previous roll call. **Motion carries.**
- A **motion** was made by Ms. Warren and **seconded** by Mr. Dyche to approve bylaw changes as discussed at the last meeting. **Motion carries.** **Motion** was made by Ms. Warren and **seconded** by Mr. Dyche to use the previous roll call. **Motion carries.**
- A **motion** was made by Ms. Lindsey and **seconded** by Ms. Brassea to approve policy BR-0011 Patient and Insurance Billing. **Motion carries.** **Motion** was made by Ms. Warren and **seconded** by Ms. Kornacker to use the previous roll call. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Kornacker to approve policy BR-0023 Client Refund Policy & Procedures. **Motion carries.** **Motion** was made by Ms. Lindsey and **seconded** by Nicole Luebke to use the previous roll call. **Motion carries.**

A **motion** was made by Mr. Dyche and **seconded** by Ms. Kornacker to table approval of policy BR-0023 Client Refund Policy & Procedures. **Motion carries.** **Motion** was made by Ms. Lindsey and **seconded** by Nicole Luebke to use the previous roll call. **Motion carries.**

- A **motion** was made by Ms. Kornacker and **seconded** by Ms. Brassea to approve policy QRM-0007 Patient Satisfaction Surveys. **Motion carries. Motion** was made by Mr. Dyche and **seconded** by Ms. Lindsey to use the previous roll call. **Motion carries.**
- A **motion** was made by Ms. Warren and **seconded** by Ms. Lindsey to approve policy QRM-0015 Medical Record and Peer Review Program. **Motion carries. Motion** was made by Mr. Dyche and **seconded** by Ms. Lindsey to use the previous roll call. **Motion carries.**
- A **motion** was made by Ms. Lindsey and **seconded** by Ms. Brassea to approve clinic closure on Saturday, December 24 in observance of Christmas Eve. **Motion carries. Motion** was made by Ms. Kornacker and **seconded** by Mr. Dyche to use the previous roll call. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Luebke to approve clinic closure on Saturday, December 31 in observance of New Year's Eve. **Motion carries. Motion** was made by Mr. Dyche and **seconded** by Ms. Lindsey to use the previous roll call. **Motion carries.**
- A **motion** was made by Ms. Lindsey and **seconded** by Ms. Luebke to approve GC Strategic Plan meeting on Wednesday, December 7 @ 4:00pm (which will include Finance Committee). **Motion carries. Motion** was made by Mr. Dyche and **seconded** by Ms. Easley to use the previous roll call. **Motion carries.**
- A **motion** was made by Ms. Lindsey and **seconded** by Mr. Dyche to approve provider bonuses for 2021 contingent on approval from Board of Health. **Motion carries. Motion** was made by Mr. Dyche and **seconded** by Ms. Easley to use the previous roll call. **Motion carries.**

Ms. Olenek stated that further review from Ms. Olenek and Ms. Maragos needs to take place as well as final approval will need to go to the BOH.

- A **motion** was made by Ms. Lindsey and **seconded** by Ms. Brassea to approve applying for Ryan White grant funding with AIDS Foundation of Chicago. **Motion carries. Motion** was made by Mr. Dyche and **seconded** by Ms. Warren to use the previous roll call. **Motion carries.**
- A **motion** was made by Ms. Kornacker and **seconded** by Mr. Dyche to approve renewal of contract for Olubanwo Abejide, DMD. **Motion carries. Motion** was made by Ms. Lindsey and **seconded** by Mr. Dyche to use the previous roll call. **Motion carries.**
- A **motion** was made by Ms. Brassea and **seconded** by Ms. Warren to approve renewal of contract for William Udrow, PsyD, Psychologist. **Motion carries. Motion** was made by Ms. Kornacker and **seconded** by Ms. Luebke. **Motion carries.**

**H. BOARD MEMBERS' CONCERNS AND COMMENTS:** None

**I. PUBLIC CONCERNS AND COMMENTS:** None

**J. EXECUTIVE COMMITTEE/EXECUTIVE SESSION:** None

**K. ADJOURNMENT:** A **motion** was made by Mr. Dyche and **seconded** by Ms. Brassea to adjourn the meeting at 6:45pm. **Motion** was made by Ms. Easley and **seconded** by Ms. Kornacker to use the previous roll call. **Motion carries.**

**NEXT MEETING**

**Wednesday, December 7, 2022**

**4:00pm**

**Strategic Plan: Finance Committee in  
conjunction with Governing Council**

Prepared by,

  
Mary Kilbride, Executive Assistant

  
Deborah Kornacker, Secretary Governing Council