

WILL COUNTY COMMUNITY HEALTH CENTER
STRATEGIC PLANNING
(GOVERNING COUNCIL and FINANCE COMMITTEE)
VIA TELECONFERENCE
12/7/2022

MEMBERS PRESENT

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

MEMBERS ABSENT

Cindy Brassea, Vice Chairperson

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, AR Billing Manager
Kathleen Harkins, Community Outreach & Marketing Coordinator
Shawnda Gossitt, BH Manager
Renee Foster-McFarland, Director of Nursing
Heather Forbes, Patient Registration Supervisor
Denise Sitasz – Administrative Assistant

WCCHC STAFF ABSENT

WCHD STAFF PRESENT

Sue Olenek, Executive Director
Elizabeth Bilotta, Assistant Executive Director
Denise Bergin, Dir. Of Finance/Grants Mgmt.
Charles Flood, Compliance Officer

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 4:00p.m.

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

MISSION STATEMENT

Ms. Kornacker read the Mission Statement.

Pledge of Allegiance

B. APPROVAL OF GOVERNING COUNCIL MINUTES & FINANCE COMMITTEE MINUTES

ROLL CALL AND DETERMINATION OF QUORUM – Quorum present.

A **motion** was made by Ms. Lindsey and **seconded** by Mr. Dyche to accept the Governing Council minutes from November 2, 2022. **Motion carries.**

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

A **motion** was made by Mr. Dyche and **seconded** by Mr. Crowner to accept the Finance minutes from September 7, 2022. **Motion carries.**

Roll Call: Paul Lauridsen “Aye”, Alan Dyche “Aye”, Michael Crowner “Aye”

C. Chairman’s Comments: None

D. Public Comment for Agenda Items Only: None

E. CEO Report

Development of the 2023 Strategic Plan- at our Governing Council meeting today we will review reports on financial indices, productivity, efficiency (cycle time), patient numbers, patient visits, and referral sources. Staff survey results will be discussed. Community assessment data will be reviewed. We will discuss our progress on the 2022 strategic plan, and trends in the community that may positively or negatively influence our operations in the coming 1-2 years. Our management team has reviewed this data and tentatively formulated some strategic directions for 2023. We welcome our Governing Council members input as we formulate a final plan.

Nextgen Population Health Software – In September the Board of Health approved a resolution to spend up to \$73,000 on Population Health Analytics. Grant funding is supporting this initiative. Since funding will expire in April 2023, monthly service fees will be paid in advance. We will begin implementation in December. This new software will allow us to analyze quality metrics by patient population, location, provider, timeframe, etc.

National Hypertension Control Initiative – Due to our successful patient engagement with home blood pressure monitoring, we have been invited to participate in a national American Health Association/ American Medical Association campaign! The aim is to develop an e-learning curriculum for other community health centers. They will record an interview with our Director of Nursing Renee Foster McFarland and her clinical team, discussing the development of our Self-Measured Blood Pressure program. The focus will be on the development of best practices, engaging stakeholders, integrating technology, improving processes, and overall improving quality outcomes. The filming will occur sometime in November. Warm kudos to Renee and her team!!

Ryan White grant funding – 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. We have received formal notice of intent to continue funding through March 2024, the next grant cycle. 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.

Ms. Lindsey questioned if the National Hypertension Control Initiative videotaping has taken place? Ms. Foster-McFarland stated it had been done and the videos should be released sometime in February.

Basinger's Pharmacy- We regret to report that, under the advice of our attorney, a 30-day notice of termination was issued to Basinger's Pharmacy, effective December 15. This pertains to our lease and 340B participating pharmacy agreements. A balance of over \$500,000 is owed by Basinger to Verity, our 340B Administrator. We received notice from Basinger's attorney of their refusal to pay unless we changed the terms of their contract to increase their prescription dispensing fees. This is in violation of our existing agreement. A formal Request for Proposal (RFP) was issued by the County to invite other pharmacies to participate in their place. A bid opening will take place on December 16. We will keep the Governing Council informed of the progress.

Ms. Kornacker asked when the contract with Basinger's was due to expire? Ms. Maragos was unsure about the expiration date of the contract, but it would have renewed annually.

Ms. Kornacker asked if this will impact renewal of prescriptions right before the holidays? Ms Maragos replied that we have 46 other contract pharmacy locations that patients can get prescriptions filled at.

CMO Report

COVID-19 Update:

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	<u>Cases</u>	<u>Recovered</u>	<u>Deaths</u>
World	~ 6.48 million	~ 626 million	~ 6.64 million
United States	~ 100 million	~ 98.1 million	~ 1.11 million
Illinois	~ 3.88 million	~ 3.71 million	~ 40.3 K

Total Daily New Cases – Illinois (through November 29, 2022):

~ DECREASED **FROM** October 27th @ **45,110 new cases per day** **TO** November 29th @ **34,142 new cases per day**

(Graph was shown of new cases in Illinois as of November 29, 2022)

(Graph was shown of total deaths in Illinois as of November 11, 2022)

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
	World	648,250,398	+309,985	6,641,285	+673	626,080,080	+202,434
1	USA	100,625,493		1,105,546		98,124,036	
2	India	44,673,379		530,620		44,136,872	
3	France	37,916,052	+69,253	159,026	+76	36,935,491	+26,262
4	Germany	36,499,600		157,943		35,821,900	+37,600
5	Brazil	35,304,715		689,853		34,235,867	
6	S. Korea	27,155,813	+57,079	30,568	+62	26,163,723	+48,413
7	Japan	24,911,367	+118,201	49,826	+182	20,713,863	+14,326
8	Italy	24,260,660		181,098		23,587,105	
9	UK	24,000,101		196,821		23,741,755	+3,668

(worldmeter.info as of December 1, 2022)

COVID-19 Summary update (United States):

(Healthdata.org as of November 27th)

Current situation

- Estimated daily infections in the last week of November increased to 955,000 per day on average compared to 922,000 the week before.
- Daily hospital census in the last week (through November 14) increased to 26,000 per day on average compared to 25,000 the week before.
- Reported deaths due to COVID-19 in the last week of November remained the same at 290 per day on average compared to the week before.
- Total deaths due to COVID-19 in the last week of November decreased to 360 per day on average compared to 370 the week before.

This makes COVID-19 the **number six cause of death** in the US this week

- The infection-detection rate in the US was close to 5% on November 16 (Figure 8.1).
- Based on our COVID-19 national databases, combined with a variant spread model, the variant of most concern is BA.5, and it is the most common variant in all states, although many other subvariants are circulating.

Trends in drivers of transmission

- **LOW MASK USE!!!**. Based on self-reported mask use data collected in the COVID-19 Trends and Impact Survey, an estimated **8%** of people are projected to always wear a mask when leaving their home.
- **LOWER THAN DESIRED VACCINE RATES**. As of November 16th
 - 36 states and the District of Columbia have reached 70% or more of the population who have received at least one vaccine dose
 - 24 states and the District of Columbia have reached 70% or more of the population who are fully vaccinated
 - 81% of people in the US have received at least one vaccine dose, and 70% are fully vaccinated.
- It is expected that 266.5 million people will be vaccinated with **at least one dose** by March 1st

Around the World

There is a **new subvariant** call "XBB" that is related to a surge in hospitalizations in Singapore. On a bright note, XBB does not seem to be more severe than other variants.

Germany now has a surge of variants BQ.1 and BQ.2 which will likely spread to other parts of Europe in the coming weeks.

China has a poor information sharing network, though they do plan to continue their "Zero-COVID strategy" process, which includes intermittent lockdowns and widespread mandated testing if mobility is desired.

Sub-Saharan Africa also has data sharing challenges, however early information for the month of November and December shows increasing cases as well.

Projections and scenarios

Proposed scenarios that are most likely to happen:

- Vaccines are distributed at the expected pace. Brand- and variant-specific vaccine efficacy is updated using the latest available information from peer-reviewed publications and other reports (**pro**)
- Future mask use will decline to 50% of its current level (**con**)
- Mobility will increase (**con**)

- * Vaccine coverage will increase (pro)
- 80% of those who are fully vaccinated (two doses for most vaccines, or one dose for Johnson & Johnson) receive an additional dose six months after becoming fully vaccinated, and 80% of those who receive an additional dose receive a second additional dose six months later (pro)
- Antiviral utilization for COVID-19 risk prevention will reach 80% in high-risk populations and 50% in low-risk populations between March 1, 2022, and June 1, 2022 (pro)
- Daily estimated infections will **continue to rise** to 1,273,910 by January 27, 2022 (con)

Ms. Maragos stated the Monkey Pox is no longer considered a threat; the National Emergency will expire at the end of January and not be renewed. We were notified that Ebola has come back in Uganda and IDPH issued a warning to us to be on the alert of any symptoms that might show up from people coming from Africa.

CDO Report

I-HEALTH Rapid COVID Testing in Dental

For the month of November 1-29, 2022, the dental department performed 78 tests in clinic, with **NO positive** case.

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

From 11/30/22, dental & mobile clinic will discontinue to perform Covid test for any dental procedure. Dental & mobile clinic will keep some Covid testing kits if needed for any patient with symptoms or exposure.

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

Mobile Dental Services

I am excited to announce that new part time mobile driver has started 11/28/22 and is under training. He will also coordinate and schedule the mobile visits.

Dental Secretary

On 11/14/22, staff working in dental as dental secretary accepted another position with WCHD, so we are posting that job opening.

Currently there is no front desk staff in dental.

Internal Referrals- From November 1-29, 2022, dental clinic received 53 internal referrals from our WCCHC medical providers.

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

Ms. Lindsey questioned if a patient comes to the Center with COVID symptoms should we also test for the flu? Dr. Garg stated if patients have symptoms they are then rescheduled. Ms. Maragos stated we have access to PCR tests which test for COVID, influenza and RSV if needed.

Discussion took place re: Ms. Olenek's question of whether we are allowing patients who have upper respiratory symptoms to enter the health center. Appointments are given the same day or next day for patients that need an immediate appt.

Ms. Olenek questioned if appointment reminders are sent out to Dental patients as well, and if the reminder call states that if patients have symptoms of COVID they should reschedule? Dr. Garg stated automated reminder calls do go to the patient and will look into adding more to the message.

Revenue:

The revenue variance is 1.3% above projected.

Ms. Lindsey stated she had heard that there were difficulties with the 340b program. Ms. Maragos stated we have found a work around with our pharmacies dispensing medications. IPHCA as well as National Assoc. of Community Health Centers have been helping with the lobbying efforts as well.

Ms. Bilotta stated we will be having a soft close at the end of FY22 as there will be more revenue coming in through February.

Expenditures:

Our target should be at 91.7% and we came in at 86.3%. Discussion took place.

Patient & Visits:

Ms. Maragos presented the Patients & Visits report. So far this year we have 300 more patients and more visits than last year. Our numbers have improved due to our Nurse Practitioner patients.

Provider Productivity:

Dr. Byrd presented the provider productivity report. There has not been a change from last month. Discussion took place.

Accounts Receivable

Ms. Oshin presented the Accounts Receivable reports. Discussion took place.

Referral Source

Mr. Jass presented the referral source chart.

Patient Cycle Time

Mr. Jass presented the patient cycle time report.

Ms. Lindsey questioned how a provider can be productive, but their cycle times are higher. Dr. Byrd stated that a patient may have stopped at the pharmacy before checking out or stopped at the rest room before checking and therefore this report will not be accurate due to these variables. Dr. Byrd stated a different report could be created according to these different variables if needed or requested.

Conversation took place regarding the possibility of having a student come into the Center to monitor one provider and see how the cycle times are being reported.

F. Discussion

Ms. Maragos presented the proposed goals for the Strategic Plan for 2023. (See attached document) The following was discussed:

- Ms. Harkins spoke of the staff survey responses. 34 staff have responded (numbers were updated in the packet)
- Community Assessment data was presented:

Ms. Kornacker asked how many geriatric patients come to the Center? Ms. Maragos stated under 1000 people or 4.5% of our population is over 65.

Ms. Bergin stated a lot of our seniors have dual Medicare/Medicaid and their bills are paid under State of Il. Medicaid/ Medicare program at a higher rate of reimbursement.

Ms. Olenek stated the WCHD was approved for \$470,000 of Will County ARPA funds. Vanita Voss, Equity Manager will be meeting with division heads to determine how she can help provide services and enhance services for those individuals that have a need.

- 2022 Strategic Plan action items still to accomplish were discussed:

Ms. Lindsey asked if the Diabetic Groups that previously had been meeting were beneficial? Ms. Maragos stated she felt patients were happy with the group and felt it was valuable.

- Overcoming challenges:

Ms. Lindsey asked if IPHCA could help with ongoing training of the staff or help with the collective bargaining union? Ms. Maragos stated we have a good relationship with Lake County and could possibly reach out to them.

- Suggested goals:

Ms. Olenek stated if we provide services in Grundy County, we need to request some type of reimbursement from Grundy County. A MOU or agreement with Grundy County Health Dept. would need to be created.

- Ms. Warren questioned if a zip code is in two different Counties (Cook and Will), is that zip code still being considered for services? Ms. Harkins stated that yes, it would, because data is reported by census tracts.

Ms. Kornacker asked if staff members are given an exit interview? Mr. Jass gives exit interviews to all staff leaving the center.

Mr. Crowner asked if there is anything that the Health Center should prepare for re: the Will County Levy for Mental Health Services? Ms. Olenek stated the 708 Mental Health Board was passed but at this time there has been no further discussion. The County Board has changed hands from a 26-member county board to a 22-member county board. Ms. Olenek is hoping this is discussed immediately. Ms. Olenek stated that she is not opposed to a 708 board as long as they do not compete with HD or CHC for funding or services.

She clarified that the 708 board does not provide services directly, they determine the vendors that would provide the services.

Ms. Lindsey spoke of the sub-committee that was interested in helping with retention and recruitment of CHC. This will be created and scheduled for January. Ms. Olenek stated if there is a committee for retention and recruitment that the HD be involved as well as the Director of HR.

Ms. Kornacker questioned about a small gift or something to give the staff for a morale booster. Ms. Maragos stated we are not allowed to give monetary gifts.

Ms. Olenek spoke about the 1M levy that she had requested from the County. She is looking to increase the MA's salaries but will need to go to the bargaining table for this.

G. Action Items

- A **motion** was made by Ms. Kornacker and **seconded** by Ms. Cline-Kabba to approve Performance Health Partners Software Agreement. **Motion carries.**

Ms. Olenek requested that prior to GC approving this agreement, Mr. Melei (IT) has some concerns and will need more time to review the agreement. Motion will be tabled.

A **motion** was made by Mr. Dyche and **seconded** by Mr. Lauridsen to table approval of Performance Health Partners Software Agreement **Motion carries.**

Paul Lauridsen "Aye", Edith Cline-Kabba "Aye", Michael Crowner "Aye", Alan Dyche "Aye", Judy Easley "Aye", Deborah Kornacker "Aye", Marie Lindsey "Aye", Nicole Luebke "Aye".

Motion carries.

- A **motion** was made by Ms. Lindsey and **seconded** by Mr. Dyche to approve CMS Navigator Agreement. **Motion carries. Motion** was made by Ms. Kornacker and **seconded** by Mr. Dyche to use the previous roll call.
- A **motion** was made by Ms. Lindsey and **seconded** by Ms. Easley to approve the agreement with Patient Point Health Organization. **Motion carries. Motion** was made by Mr. Dyche and **seconded** by Ms. Lindsey to use the previous roll call. **Motion carries.**

Ms. Lindsey asked for clarification of what this is? Ms. Maragos stated that we will be receiving new TV's for the Center and will allow us to add our own marketing.

Ms. Olenek asked if there would need to be an upgrade to our electric system or new bracketing? There will not. The installation will be done by their installer.

- A **motion** was made by Ms. Kornacker and **seconded** by Ms. Cline-Kabba to approve policy BR-0023 Client Refund Policy & Procedure. **Motion carries. Motion** was made by Mr. Dyche and **seconded** by Ms. Luebke to use the previous roll call. **Motion carries.**

Ms. Lindsey questioned who the Finance Director was? Denise Bergin is WCCHC/HD Finance Director.

- A **motion** was made by Ms. Lindsey and **seconded** by Mr. Dyche to approve policy AD-0022 Contract Compliance, Monitoring & Administration. **Motion carries. 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. Lindsey and **seconded** by Mr. Crowner to approve renewal of contract for Amy Bryce, APRN from 1/12/23-4/11/23. **Motion carries. Motion** was made by Ms. Kornacker and **seconded** by Ms. Lindsey to use the previous roll call. **Motion carries.**

Ms. Kornacker questioned the hourly rate vs. annual rate? Ms. Maragos stated Ms. Bryce has requested a 3-month contract and it is based on her hourly rate.

- A **motion** was made by Ms. Lindsey and **seconded** by Ms. Luebke to approve recredentialing for Jennifer Byrd, MD. **Motion carries. Motion** was made by Ms. Easley and **seconded** by Mr. Crowner to use the previous roll call. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Kornacker to approve recredentialing for Mary Maragos. **Motion carries. Motion** was made by Ms. Easley and **seconded** by Ms. Lindsey to use the previous roll call. **Motion carries.**
- A **motion** was made by Ms. Kornacker and **seconded** by Ms. Cline-Kabba to approve recredentialing for Veronica Arauz. **Motion carries. 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. Lindsey and **seconded** by Mr. Crowner to approve recredentialing for William Udrow, PsyD. **Motion carries. Motion** was made by Ms. Kornacker and **seconded** by Ms. Easley to use the previous roll call. **Motion carries.**
- A **motion** was made by Ms. Lindsey and **seconded** by Ms. Kornacker to approve recredentialing for Dalvina Sharma, DDS. **Motion carries. Motion** was made by Ms. Kornacker and **seconded** by Ms. Lindsey to use the previous roll call. **Motion carries.**

H. BOARD MEMBERS' CONCERNS AND COMMENTS:

I. PUBLIC CONCERNS AND COMMENTS: None

J. EXECUTIVE COMMITTEE/EXECUTIVE SESSION: None

K. ADJOURNMENT: A **motion** was made by Mr. Crowner and **seconded** by Ms. Lindsey to adjourn the meeting at 6:20pm. **Motion** was made by Ms. Kornacker and **seconded** by Ms. Luebke to use the previous roll call. **Motion carries.**

NEXT MEETING

Wednesday, January 4, 2022

4:30pm

Governance Committee

Wednesday, January 4, 2022

5:00pm

Governing Council

Prepared by,

Mary Kilbride

Mary Kilbride, Executive Assistant

Cynthia A. Brassea

Cindy Brassea, Vice Chairman of GC