

WILL COUNTY COMMUNITY HEALTH CENTER
GOVERNING COUNCIL MEETING
Wednesday, April 5, 2023 @ 5:00pm
VIA TELECONFERENCE

MEMBERS PRESENT

Paul Lauridsen, Chairperson
Cindy Brassea, Vice Chairman
Michael Crowner
Alan Dyche, Treasurer
Judy Easley
Deborah Kornacker, Secretary
Marie Lindsey
Vernice Warren

MEMBERS ABSENT

Edith Cline-Kabba
Nicole Luebke

WCCHC STAFF PRESENT

Mary Maragos, Chief Executive Officer
Dr. Sangita Garg, Chief Dental Officer
Stacy Baumgartner, Director of Operations
Phil Jass, Quality Improvement/Risk Management Coordinator
Heather Forbes, Front Office/Patient Registration Supervisor
Bose Oshin, Billing Supervisor
Renee Foster-McFarland, Director of Nursing
Kathleen Harkins, Community Outreach & Marketing Coordinator
Denise Sitasz, Administrative Assistant

WCHD STAFF PRESENT

Elizabeth Bilotta, Executive Director
Denise Bergin, Director of Finance/Grants Mgmt.

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

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

Pledge of Allegiance

MISSION STATEMENT

Ms. Kornacker read the Mission Statement.

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. Lindsey to accept the Governing Council minutes from March 1, 2023. **Motion carries.**

Roll Call: Paul Lauridsen “Aye”, Cindy Brassea “Aye”, Alan Dyche “Aye”, Judy Easley “Aye”, Deborah Kornacker “Aye”, Marie Lindsey “Aye”,

- B. Chairman's Comments:** Mr. Lauridsen spoke about the need to schedule an Executive Committee meeting to review all GC members evaluation for Ms. Maragos. Committee will meet on Wednesday, 4/12 @ 7:00pm via Zoom. Mr. Lauridsen will send out a meeting invite. All forms need to be into Elizabeth by 5/10.

Agenda will be posted online as well as at CHC/HD building.

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

E. CEO Report

Request for Proposals for Pharmacy Services at the Community Health Center - Stacy Baumgartner and I reviewed the proposals in response to the RFP for pharmacy services at the Will County Community Health Center. Three proposals were submitted: one from Basinger's which was disqualified, one from Cardinal which proposed a pharmacy management arrangement with WCCHC ownership of the pharmacy, and the third from Genoa Pharmacy. After careful consideration, we recommend that we accept the proposal from Genoa Pharmacy. Compared to Cardinal, Genoa's services best matched the pharmacy services we are seeking. They can maintain ownership and control of the pharmacy services and participate in our 340B program. Their fees for dispensing are acceptable with industry standards. They offer additional value-added services such as bilingual staff, personal calls to patients for refill reminders, deliveries, assistance with prior authorizations, durable medical equipment, and vaccinations if needed. They have experience co-locating in other FQHCs (Heartland, Lake County CHC) and public health departments such as Lake County and DuPage County. They can be operational within our designated time frame which is 120 days from execution of a contract. We performed 3 reference checks, contacting Lake County Health Dept., DuPage County Health Dept., and Heartland CHC. All were very satisfied with their relationship and services with Genoa and heartily recommended them. We ask the Governing Council for its approval to accept this bid from Genoa. Next, the Board of Health and County Board will be asked for their approval.

Ms. Bilotta stated she is attempting to get approval from the States Attorney to bring this resolution to our April BOH and then hopefully the County Board which is the day after. Mary questioned if we would be able to state "approval is contingent on the County Board approving" Ms. Bilotta agreed.

2023 WCCHC Strategic Plan Update – We have updated our annual strategic plan to include documentation of our deliverables for each goal and corresponding objectives, from January 1, 2023, to date. You will note we are goal- and mission- driven, keeping them in mind as we navigate through day-to-day priorities. As for the overarching mission to increase access to quality care – as of 3/28/23 our unduplicated patient numbers are up **5.26%** (251 patients more) compared to the same time last year!

Our Marketing Plan, part of our Strategic Plan, is also included for your review.

Proposed Changes to the Collaborative Agreement – We performed a routine review of our Co-applicant Cooperative Operational Agreement between the Governing Council and the Board of Health. There were some passages that although relevant at the time of inception, are no longer in line with current operations. The document will be discussed at the Governance Committee and also at our general Governing Council meeting. Any proposed changes will be voted upon at our next meeting in May, and then the Board of Health will also be asked for their approval.

CMO Report

Jennifer Byrd, MD, FAAFP
CMO of the Community Health Center (CHC)
April 2023

	<u>Cases</u>	<u>Recovered</u>	<u>Deaths</u>
World	~ 683 million	~ 656 million	~ 6.82 million
United States	~ 106 million	~ 102 million	~ 1.15 million
Illinois	~ 4.10 million	~ 4.01 million	~ 41.6 K

(worldmeter.info as of March 29, 2023)

Increased from 105 million since late February

unchanged

Increased from 4.05 million since late February

Total Daily New Cases – Illinois (through March 23, 2023):

~ DECREASE **FROM** February 16th @ **1,545 new cases per day** **TO** March 23rd @ **1,222 new cases per day**

(graph was shown of total new cases in Illinois)

Total Deaths – Illinois (through March 28, 2023):

Increased from 41,338 in February of 2023

(graph was shown of total deaths in Illinois)

COVID-19 Summary update :

- Death rates area at a steady state worldwide
- Vaccine status:
 - * 57% of the world is vaccinated (10 billion doses have been administered globally)
 - * 81% of the U.S. population have received one dose of COVID vaccine, 69% are considered fully vaccinated
 - * Herd Immunity (Population Immunity) will be reached when 94% of the U.S. population is vaccinated against COVID
- Hospital utilization and ICU admission are decreased in the U.S.



Joint Commission Site Visit:

Post visit activities and Improvements (a highlight):

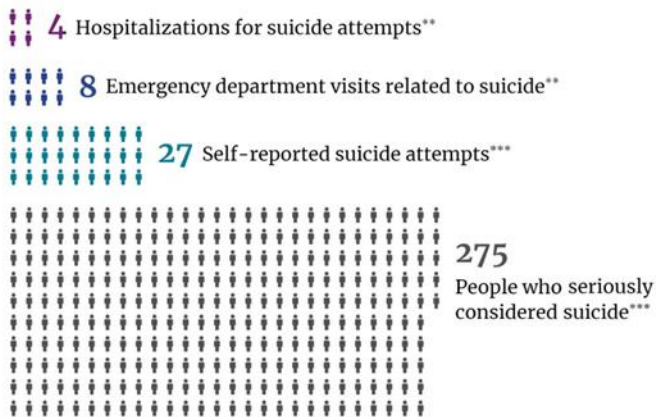
- * An addition of a **Suicide Assessment** for all patients 12 y.o. and above
- * Compelling statistics (U.S.):

- There has been an increased rate of suicides overall; they have increased from ~ 42K in 2014 to ~ 46K in 2020

This year...

- 12.2 million adults seriously thought about suicide
- 3.2 million adults made a plan
- 1.2 million adults attempted suicide

For every suicide death, there are*:



* Based on the latest year of available data for adults ages 18 and older.

** Source: [CDC WISQARS](#)

*** Source: [2020 SAMHSA's National Survey on Drug Use and Health](#)

* **Hand Hygiene Study** is underway

Compelling background information:

- In a healthcare environment, Healthcare Workers (HCW) are the most common vehicle for the transmission of pathogens from patient to patient.
- HCW have organisms on their hands that can survive for several minutes allowing for cross contamination and transmission of Infectious Diseases throughout a facility; outcomes, impaired quality of life for hospitalized patients, prolonged hospital stays, increased healthcare costs, increased morbidities and mortalities.
- HCW, overall, have poor compliance rates with hand hygiene (why: heavy workloads, incorrect behavioral patterns, insufficient training, lack of knowledge, poorly designed wards, low quality and lack of equipment)

Quality Program:

We will be implementing a new Colorectal Cancer screening program called "Cologuard"

It is designed by the company, "Exact Sciences".

It is a non-invasive DNA test of stool.

* Compelling background information:

- Colon Cancer risk is ~ 1 in 23 for men and ~ 1 in 26 for women
- 70% of people with Colon Cancer have no family history
- If detected in the early stages, Colon Cancer is 90% more treatable

Ms. Lindsey questioned if this is a new test? Ms. Maragos stated it is a new and improved test.

Staffing:

There continues to be a paucity of Certified Medical Assistants in the health center.

However, the following achievements have been made:

- New Behavioral Health Advanced Practice Nurse – hired
- Certified Medical Assistant for OB/Gyne – hired
- Temporary L.P.N. x 2 – under contract
- Family Medicine Physician – Interview scheduled

CDO Report

Joint Commission, Dental, High Risk Finding

I am Super Happy to report that our Joint Commission, high risk finding for handpiece sterilization was an error.

It has been confirmed with the manufacturer, that our Autoclave is Dynamic air removal, which is Pre-Vacuum technology, not Gravity displacement.

There is a different amount of time required to sterilize instruments for a Gravity displacement autoclave.

We created a log with all the different time and temperature requirements for dental instruments.

The Dental clinic is processing the Handpieces per manufacturer's instructions and going back to the previous sterilization cycle.

Mobile Dental Services

The Part time mobile driver has been finalized and will start soon.

We have a candidate who accepted the job for dental secretary and are waiting for the start date.

Currently the mobile dental unit is not scheduled.

Internal Referrals

From March 1-26, 2023, dental clinic received 96 internal referrals from our WCCHC medical providers.

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

Revenue FY22

The revenue ending 11/30/22 was presented. We were above projected budget by 16.6%.

Expenditures FY22

Ms. Maragos presented expenditures ending 11/30/22. We will be approximately 12% under budget for expenditures for last year.

Revenue FY23

The revenue ending March 29, 2023, was presented and is coming in under budget by 9.8%. We are above what's projected for the Medical Medicaid payments as well as for BH Medicaid and Dental Medicaid.

Ms. Bergin stated our 340B program is much lower than last year. She was unsure if it is because of Basinger moving out or a lot less income coming in from other pharmacies.

Ms. Kornacker questioned if we will have the provider support to continue with the revenue discussed. Ms. Maragos stated we are fine with the provider support but will need to continue working on getting more support staff.

Ms. Lindsey questioned if we should start looking at hiring LPN's vs. MA's? Ms. Maragos stated that two of our current open positions have been transferred from MA positions to LPN positions.

Expenditures FY23

Ms. Maragos presented expenditures. The target was 25% and we came in under budget at 22%.

Patient and Visits

Patient and visits report were presented, and brief discussion took place. Visit count has gone up by 130 patients.

Provider Productivity

Ms. Maragos stated they plan on researching further on why some providers are doing better than others. Further discussion will take place. Ms. Maragos stated she is going to do research on possibility of "Productivity Bonuses" for the providers.

Ms. Bilotta mentioned that the shortage of CMA's etc. does affect the productivity of the providers.

F. Discussion

- **Marketing Plan:**

Ms. Maragos presented the current marketing plan. Ms. Foster-McFarland spoke about the small number of patients that are referred from the ER department to the Center each month (10-20 patients). We will also be working on getting more referrals from the Health Department.

Ms Bilotta mentioned the wonderful collaboration we have between our PIO, Kathleen Harkins and our Health Navigator.

Ms. Warren questioned what is the Guardian Angel program was? Ms. Maragos stated it is a domestic violence shelter.

- **Strategic Plan:**

Ms. Maragos presented the Strategic Plan for 2023.

Ms. Lindsey questioned if we would be working @ Brooks School this summer? Ms. Maragos stated "Yes" as well as we will be taking our mobile unit out to other locations during the summer.

Ms. Kornacker questioned what the word "zones of regulation for middle school kids" . Ms. Baumgartner stated their trying to work on skills building program. It is for those children that have not learned how to curb their actions.

Ms. Easley requested that Ms. Harkins send updated brochures for the Head Start program. Ms. Harkins will send updated brochures to all GC members.

Suggestion was mentioned for Ms. Harkins send brochures to local churches as well as libraries. Ms. Harkins will mail those out.

- Cooperative Operational Agreement:
Ms. Maragos presented proposed changes to the Cooperative Operational Agreement for review.

G. Action Items

- A **motion** was made by Mr. Dyche and **seconded** by Mr. Crowner to approve sliding fee scale.
Motion carries.
Roll Call: Paul Lauridsen "Aye", Cindy Brassea "Aye", Michael Crowner "Aye", Alan Dyche "Aye", Judy Easley "Aye", Deborah Kornacker "Aye", Marie Lindsey "Aye", Vernice Warren "Aye".
 - A **motion** was made by Ms. Lindsey and **seconded** by Mr. Dyche to approve Pharmacy selection.
Motion carries. A **motion** was made by Mr. Dyche and **seconded** by Ms. Kornacker to accept previous roll call. **Motion carries.**
 - A **motion** was made by Ms. Lindsey and seconded by Ms. Easley to approve Olalekan Fapohunda, APRN. **Motion carries.** A **motion** was made by Mr. Crowner and **seconded** by Mr. Dyche to accept previous roll call. **Motion carries.**
 - A **motion** was made by Mr. Dyche and **seconded** by Ms. Warren to table all four GC officers for Election until 5/10/23 GC meeting. **Motion carries.** A **motion** was made by Mr. Dyche and **seconded** by Ms. Easley to use previous roll call. **Motion carries.**
Discussion took place of those GC members that would be running for the Executive Board: Mr. Alan Dyche for Chairperson, Ms. Vernice Warren for Vice Chairperson, Mr. Michael Crowner for Treasurer and Ms. Kornacker for Secretary.
 - A **motion** was made by Ms. Lindsey and **seconded** by Ms. Easley to approve reelection of Edith Cline-Kabba for GC board member. **Motion carries.** A **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. Lindsey to approve reelection of Michael Crowner. **Motion carries.** **Motion** was made by Mr. Dyche and **seconded** by Ms. Brassea to use the previous roll call. **Motion carries.**
 - A **motion** was made by Ms. Lindsey and **seconded** Mr. Dyche to approve reelection of Judy Easley. **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 Mr. Dyche and **seconded** by Ms. Brassea to approve reelection of Deborah Kornacker. **Motion carries.** **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 Mr. Dyche to approve reelection of Marie Lindsey. **Motion carries.** **Motion** was made by Mr. Dyche and **seconded** by Ms. Brassea to use the previous roll call. **Motion carries.**
 - A **motion** was made by Ms. Easley and **seconded** by Mr. Dyche to approve reelection of Nicole Luebke. **Motion carries.** **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. Kornacker and **seconded** by Mr. Dyche to approve reelection of Vernice Warren. **Motion carries.** **Motion** was made by Ms. Lindsey and **seconded** by Ms. Easley to use the previous roll call. **Motion carries.**
 - A **motion** was made by Mr. Dyche and **seconded** by Ms. Brassea to approve recredentialing for Amanda LeMay, APRN. **Motion carries.** **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. Kornacker and **seconded** by Mr. Dyche to approve credentialing for Melissa Golden-Barnett, APRN. **Motion carries.** **Motion** was made by Ms. Lindsey and **seconded** by Mr. Dyche to use the previous roll call. **Motion carries.**
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H. BOARD MEMBERS' CONCERNS AND COMMENTS:

Ms. Bilotta spoke of National Public Health week. There are different themes taking place every day. Mental Health awareness month is taking place in May.

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. Easley to adjourn the meeting at 6:29pm. **Motion** was made by Ms. Lindsey and **seconded** by Ms. Easley to use the previous roll call. **Motion carries.**

NEXT MEETING

Wednesday, May 10, 2023

Wednesday, May 10, 2023

4:30pm

Quality Committee

5:00pm

Governing Council

Prepared by,

Mary Kilbride

Mary Kilbride, Executive Assistant

D. Kornacker

Deborah Kornacker, Secretary of Governing Council

