



QUALITY AGENDA

WILL COUNTY COMMUNITY HEALTH CENTER QUALITY COMMITTEE

November 1, 2023 @ 4:15p.m.

The mission of the Will County Community Health Center is to improve the health of the residents of Will County by providing access to quality integrated medical, behavioral health, and dental care through community collaboration, service and education.

PURPOSE: *Fulfilling the Healthcare needs of Individuals and Our Community*

CORE VALUES: *Quality, Respect, Effective Communication, Accountability, Teamwork*

I. CALL TO ORDER

II. ROLL CALL AND DETERMINATION OF QUORUM

III. MISSION STATEMENT

IV. APPROVAL OF MINUTES: August 2, 2023 (pgs. 1-2)

V. DISCUSSION

A. Quarterly Risk Mgmt. report (report of incidents & complaints) (pgs. 3-5)

B. Key Performance Indicator Report (pg. 6)

C. Patient Satisfaction Survey and comments (pgs. 7-12)

D. Clinical Risk Assessment

VI. ACTION

A.

VIII. ADJOURNMENT

Next Quality Committee meeting will be held on Wednesday, February 7, 2024 @ 4:15pm