

**WILL COUNTY COMMUNITY HEALTH CENTER
GOVERNING COUNCIL MEETING
Wednesday, November 1st, 2023 @ 5:00pm
Community Health Center Conference room**

MEMBERS PRESENT

Cindy Brassea
Edith Cline-Kabba
Michael Crowner – Treasurer
Alan Dyche – Chairperson
Judy Easley
Deborah Kornacker – Secretary
Paul Lauridsen
Marie Lindsey
Vernice Warren – Vice Chairperson
Frank Sandoval

MEMBERS ABSENT

Nicole Luebke

WCCHC STAFF PRESENT

Mary Maragos, Chief Executive Officer
Dr. Sangita Garg, Chief Dental Officer
Stacy Baumgartner, Director of Operations
Phil Jass, Quality Improve/Risk Management Coord.
Bose Oshin, Billing Supervisor
Mary Kilbride, Executive Assistant

WCHD STAFF PRESENT

Elizabeth Bilotta, Executive Director
Denise Bergin, Assistant Executive Director

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 in person. Mr. Dyche, Chairman, called the meeting to order at 5:13p.m.

ROLL CALL AND DETERMINATION OF QUORUM – Quorum present.

Pledge of Allegiance

MISSION STATEMENT

Ms. Lindsey read the Mission Statement.

B. APPROVAL OF GOVERNING COUNCIL MINUTES

A **motion** was made by Ms. Warren and **seconded** by Ms. Easley to accept the Governing Council minutes from October 4, 2023.

Ayes: Alan Dyche "Aye", Judy Easley "Aye", Paul Lauridsen, "Aye", Marie Lindsey "Aye", Vernice Warren "Aye" Frank Sandoval "Aye".

Nays: Michael Crowner "Nay", Cindy Brassea "Nay" **Motion carries.**

No opposed or abstentions. 2 abstentions.

Motion carries.

APPROVAL OF EXECUTIVE SESSION MINUTES

A **motion** was made by Ms. Lindsey and **seconded** by Ms. Kornacker to accept the Executive

Committee minutes from October 4, 2023. **Motion carries.**
No opposed or abstentions. **Motion carries.**

C. Chairman's Comments: Mr. Dyche is grateful for everyone's attendance and participation.

D. Public Comment for Agenda Items Only:

E. Reports:

CEO Report:

ENI survey results – Employee Network Inc. (ENI) was hired to complete an assessment of employee satisfaction at the WCCHC. This individual came on site for a week and met individually and in groups with the managers. A report has been written and will be shown later in this meeting. There was a preliminary plan setup for how to proceed based on what was found.

SBHC report and update- On July 1, 2023, we received continued funding for our School Based Health Center operations. We are required to submit quarterly progress reports. Among the deliverables are statistics on patients seen, types and numbers of visits, health screenings performed, vaccinations, school days missed due to illness, outreach efforts and communication with students and parents. 86 children were seen.

Increase in Medicaid and Medicare reimbursement – For 2024, the FQHC Medicaid and Medicare encounter reimbursement rates will increase by 11.0%! This is mostly due to the lobbying efforts from the IL Primary Healthcare Association, to align our reimbursement rates with those in other states. We are paid the same for each Medicaid or Medicare visit, regardless of the complexity or length of visit. While the reimbursement rates for public insurances are higher for FQHCs than for private physicians and dentists, we may not bill extra for vaccines or procedures such as joint injections or EKGs as they can. Since our cost for service delivery is still more than our reimbursement, we still must rely of additional sources of revenue such as grants and the County levy.

<u>Cost/visit</u>	<u>2023 rates</u>	<u>2024 rates</u>	<u>Our cost/visit</u>	<u>IL FQHC Cost/visit</u>	<u>National Average</u>
Medical	\$173.44	\$192.52	\$251.97	\$225.37	\$253.41
Dental	\$127.20	\$141.19	\$256.68	\$263.80	\$281.49

IDPH Award for more School Funding! We received notice of approval of our grant application to IDPH for Expanding Post-Covid Recovery Efforts for School Based Health Center Needs. Program objectives are to expand the workforce, purchase training programs for staff, fund staff attendance at a conference, fund QI initiatives, and partner with a local school district. We requested \$258,879 to hire a full-time mental health nurse practitioner, full-time LCSW, sent 3 providers to a behavioral health school conference in the Spring, and support expenses for Nextgen on-line registration forms with Luna software or similar. We were awarded \$214,870.33. Funding is for 10/1/23 through 6/30/24. When the Governor announced these awards, we learned that only 50% of applications for this grant received funding.

IPHCA Sub-award/ CMS Navigator Grant – Once again we have been selected as a sub-awardee for a CMS grant to the IPHCA for an Insurance Navigator. The award is for \$57,000 to hire 1.0 FTE, from 8/27/23-8/26/24. This Navigator is expected to do outreach to underserved and uninsured individuals in our community and assist with insurance enrollment. It is not a requirement for the individuals served by the Navigator to be patients of our health center. The goal is for our Navigator to reach at least 357 consumers through outreach events, and then complete at least 177 Medicaid enrollments and at least 26.5 enrollments with an insurance on the "Marketplace." We ask the Governing Council for its approval for us to accept this award and engage in this agreement.

Request for Approval to Add a Site to our Scope – as an FQHC, we first need approval from the Governing Council in order to add or changes services, hours, or service locations. We also need to ask HRSA for approval of any changes in services or service sites. We are considering including the Will County Health Department address at 501 Ella Street, Joliet, just next door to our CHC as a service site. This would be in order to include new WCHD psychiatry providers on our FTCA insurance, credentialing, and peer review processes, and integrated BH model of care. At this time their psychiatry services are for seriously mentally ill children.

- * Ms. Lindsey questioned how we will bill for these services at HD? Ms. Maragos stated we will bill them for their services and get the enhanced rate of reimbursement.

CMO REPORT

No report was presented.

- * Ms. Lindsey questioned the previous meeting minutes and that it states CHC is down 10 Medical Assistants but we have only brought on 5 temporary staff? Ms. Maragos stated we are paying temporary staff a premium rate so we have not brought in as many temporaries as we are down staff.

CDO Report:

Mobile Dental and Medical Services- Surprise visit by IDPH

Mobile dental program had a surprised visit by Illinois Department of Public Health, oral division on 10/12/2023 at Elwood School. This surveyor completed a Quality and Safe Care Assessment Checklist with 79 standards. The Surveyor was very pleased with the program. We had 3 minor findings and quickly corrected them.

X-ray Equipment Inspection by the IEMA-Nuclear Safety

Dental clinic and mobile is scheduled for the radiation safety inspection by the Illinois Emergency Management Agency. The Inspector performs the safety check of all radiation producing X-ray equipment. It is scheduled for Oct. 30, Monday at 1 PM. This inspection is done every 4 years.

Internal Referrals

From October 1-26, 2023, the dental clinic received 63 internal referrals from our WCCHC medical providers. It includes children, pregnant women and adults referred to Dental for oral health care.

F. Finance and Expenses

Revenue

Ms. Maragos presented the revenue ending October 2023. The target was 83.3% and our actual was 76.3%. We had a variance of 7.0%. We have not had a payment recently from HRSA and that's a possibility of why we are still off on the variance.

- * Ms. Lindsey questioned that our numbers are down in hospital fees? Ms. Maragos stated this could mean that our patients are not being hospitalized at the rate they were as compared to 2022..

Expenditures

Ms. Maragos presented expenditures ending October 2023. Our target was at 83.3%. Our expenses are at 77.2%.

- * Ms. Lindsey suggested that going forward money be budgeted for a board member to be sent to the IPHCA Conference.

Patient and Visits report

Ms. Maragos presented the Patients and Visits report through October 24, 2023. Discussion took place.

Discussion

Quality Committee presentation

Ms. Lindsey spoke about the Quality Committee meeting that took place prior to the Governing Council meeting.

- Ms. Lindsey presented the new card that is now being used for patients to take patient surveys. Only 13 responses have been received out of approximately 10,000 visits.
- Ms. Lindsey spoke about the Events and Incident reports. Three (3) mandated reporting cases were noted. Two out of the three cases did not go forward as the patients would not give further information needed.

ENI

- Ms. Maragos spoke about the Will County Health Center Assessment report. She briefly discussed the Areas of Improvement as well as Recommendations (pgs. 29-30). They would like to spend time on structural development and role clarification to develop a comprehensive organization chart, structure of roles with oversight and supervision, and develop/refine the reporting structure.
- Phase 2 they will work on training.
- Ms. Warren spoke of the discussion that took place at the Health Department BOH meeting in October.
- Mr. Dyche spoke of the patient team approach of providers and individual staff. He asked if it is common to move staff members back and forth from department to department. Ms. Maragos stated it is common practice to move staff from provider to provider or department to department.
 - * Ms. Lindsey questioned how long the ENI training will take place? Meetings will begin with Ms. Maragos and continue from there.

School-Based Health Center Program

IDPH quarterly report for School-Based Health Center Program was presented. Ms. Baumgartner stated we are meeting all mandatory requirements. The metrics will continue to be presented. All of the grant deliverables were shared with the GC members. Brief discussion took place.

Outreach & Enrollment

- Outreach and Enrollment data to date was presented. The Presentation included data for all of our services not just School-Based Health Center. Brief discussion took place.

G. ACTION ITEMS

A **motion** was made to approve the contract for Adwoa Ofori-Kuragu, Mental Health Nurse Practitioner. Ms. Lindsey **moved**, and Ms. Brassea **seconded**. All in favor "aye" no opposed or abstentions. **Motion carries**.

A **motion** was made for renewal of contract for Ephrain Flores, MD. Ms. Easley **moved**, and Ms. Warren **seconded**. All in favor "aye" no opposed or abstentions. **Motion carries**.

A **motion** was made for approval of policy #23-57 Global Security Contract One Year Extension. Mr. Lauridsen **moved**, and Ms. Warren **seconded**. All in favor "aye" no opposed or abstentions. **Motion carries**.

A **motion** was made for the approval of 2024 Committee and Governing Council Calendar. Ms. Lindsey **moved**, and Ms. Easley **seconded**. All in favor "aye" no opposed or abstentions. **Motion carries**.

A **motion** was made for approval of CMS Navigator grant. Ms. Lindsey **moved**, and Mr. Lauridsen **seconded**. All in favor "aye" no opposed or abstentions. **Motion carries**.

A **motion** was made for approval of policy MR-0011 Confidentiality of Patient Records. Ms. Easley **moved**, and Ms. Cline-Kabba **seconded**. A **motion** was made to table approval of policy MR-0011 Confidentiality of Patient Records. Ms. Easley **moved**, and Ms. Warren **seconded**.

- * Ms. Lindsey requested to work on this policy further and have ready for approval at the December meeting.

A **motion** was made for approval of policy BR-0012 Collection Activities. Mr. Lauridsen **moved**, and Ms. Warren **seconded**. All in favor "aye" no opposed or abstentions. **Motion carries**.

A **motion** was made for approval of policy BR-0003 Fee Schedule and Sliding Fee Scale. Ms. Easley **moved**, and Ms. Cline-Kabba **seconded**. All in favor "aye" no opposed or abstentions. **Motion carries**.

A **motion** was made for approval of policy QRM-0034 Post-Hospital Continuity of Care & Charge Capture. Mr. Lauridsen **moved**, and Ms. Cline-Kabba **seconded**. All in favor "aye" no opposed or abstentions.

Motion carries.

- * Ms. Lindsey questioned if Silver Cross is sending electronic face sheets to the Center? Maragos stated "Yes, that is how we know to bill".
- * Ms. Lindsey questioned if we have a similar arrangement with St. Joe's? Ms. Maragos state "No, we do not, but are working on it."

A **motion** was made for approval of application to HRSA for adding the WCHD building "501 Ella, Joliet" as a site to our scope. Ms. Lindsey **moved**, and Ms. Warren **seconded**. All in favor "aye" no opposed or abstentions. **Motion carries.**

A **motion** was made for approval of recredentialing for Efrain Flores, MD. Ms. Kornacker **moved**, and Ms. Lindsey **seconded**. All in favor "aye" no opposed or abstentions. **Motion carries.**

A **motion** was made for approval of recredentialing for Danish Hangora, MD. Ms. Warren **moved**, and Ms. Lindsey **seconded**. All in favor "aye" no opposed or abstentions. **Motion carries.**

A **motion** was made for approval of recredentialing for Anusha Khapekar, DO. Ms. Easley **moved**, and Mr. Lauridsen **seconded**. All in favor "aye" no opposed or abstentions. **Motion carries.**

A **motion** was made for approval of recredentialing for Manamar Singh, MD. Ms. Warren **moved**, and Ms. Easley **seconded**. All in favor "aye" no opposed or abstentions. **Motion carries.**

A **motion** was made for approval of recredentialing for Pranjali Vadgaonkar, MD. Ms. Lindsey **moved**, and Ms. Easley **seconded**. All in favor "aye" no opposed or abstentions. **Motion carries.**

H. PUBLIC CONCERNS AND COMMENTS:

I. COUNCIL MEMBERS' CONCERNS AND COMMENTS

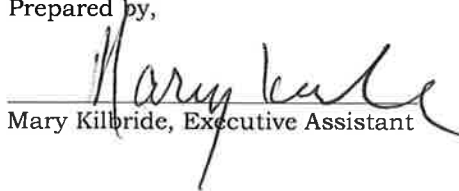
J. **EXECUTIVE COMMITTEE/EXECUTIVE SESSION:** An executive session was requested for the purpose of discussing employment matters.

K. **AJOURNMENT:** A motion was made for adjournment. Ms. Lindsey **moved** to adjourn; Ms. Warren **seconded**. All in favor "aye" no opposed or abstentions. Meeting adjourned at 6:29pm

NEXT MEETING Wednesday, December 6th, 2023
(Strategic Planning Mtg. which will include Finance Committee meeting)

4:30pm

Prepared by,


Mary Kilbride, Executive Assistant


Vernice Warren - Vice Chairperson