

**WILL COUNTY COMMUNITY HEALTH CENTER  
GOVERNING COUNCIL**

**Wednesday, January 3, 2024 @ 5:00p.m.**

**MEMBERS PRESENT**

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Alan Dyche – Chairperson  
Judy Easley  
Paul Lauridsen  
Marie Lindsey – via teleconference  
Nicole Luebke  
Vernice Warren – Vice Chairperson  
Frank Sandoval – arrived @ 5:12pm

**MEMBERS ABSENT**

Cindy Brassea  
Michael Crowner – Treasurer  
Edith Cline-Kabba

**WCCHC STAFF PRESENT**

Mary Maragos, Chief Executive Officer  
Dr. Jennifer Byrd, Chief Medical Officer  
Dr. Sangita Garg, Chief Dental Officer via phone  
Stacy Baumgartner, Director of Operations  
Bose Oshin, Billing Supervisor  
Talecia Bradley, Director of Nursing  
Heather Forbes, Front Office/Patient Registration Supervisor

**WCHD STAFF PRESENT**

Elizabeth Bilotta, Executive Director  
Mary Kilbride, Executive Assistant

**OTHERS PRESENT**

Adam Lipetz, ASA via phone

**A. CALL TO ORDER -**

Mr. Dyche, Chairman, called the meeting to order at 5:05 p.m.

- Pledge of Allegiance
- Mission Statement: Alan Dyche

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.

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**ROLL CALL AND DETERMINATION OF QUORUM – Quorum not met @ 5:05pm.  
Quorum met @ 5:12pm**

**B. Review and Approval of the Minutes**

A **motion** was made by Ms. Easley and **seconded** by Ms. Warren to accept the Governing Council minutes from December 31, 2023. **Motion carries.**

A **motion** was made by Mr. Lauridsen and **seconded** by Ms. Easley to accept the Governing Council Executive Committee meeting minutes. **Motion carries.**

**C. Chairman's Comments:**

**D. Public Comment for Agenda Items Only:**

**E. Reports:**

**CEO Report:**

**Grant Award Received** – On December 22, 2023, we received formal notice of grant award from the IL Dept of Public Health for \$214,870.33 for October 1, 2023, through June 30, 2024. Called *Enhancing Post-Covid Recovery Efforts for School Based Health Needs 2024*, it provides funding for a full-time mental health nurse practitioner at Brooks Middle School, plus a full-time Licensed Clinical Social Worker, computers, Nextgen software enhancements for on-line forms registration and online forms completion, plus funding for a school behavioral health conference for

3 persons in the Spring. We hired 2 MHNPs to share the 1.0 FTE MH nurse practitioner position. We still seek candidates for the LCSW position.

• *Mr. Lauridsen questioned how we had heard of this opportunity? Ms. Maragos stated an announcement was sent out by email and it was competitive.*

**Strategic Planning-** We are grateful to the Governing Council members for a robust and thorough discussion of the health care climate of our community and the accomplishments of our health center in the next year. A preliminary Strategic Plan for 2024 is as follows:

### Goal I: Improve Quality of Care

#### Objectives:

- 1) Meet at least 50% of the benchmarks for quality standards.
- 2) Become more proactive to reduce the risk for high-risk clinical processes.
- 3) Improve the tracking of referrals and improve order management.

#### Strategies:

- a) Fully implement population health management to include at least one health inequity.
- b) Develop population health champions.
- c) Develop a plan to routinize order management and monitor compliance.
- d) Conduct an assessment to identify high risk clinical processes.
- e) Develop an annual review of high-risk processes.
- f) Develop a delineation of privileges roster of all providers.
- g) Add peer review results to quarterly CQI agenda and quarterly quality report.
- h) Follow up on patients who missed appointments and the reasons why.

### Goal II: Increase Access to Care

#### Objectives:

- 1) Optimize the use of technology for patient records, appointments, and registration.
- 2) Become fully staffed.
- 3) Maintain stable staffing and low turnover.
- 4) Optimize the use of technology for patient records, appointments, and registration.
- 5) Become fully staffed.
- 6) Maintain stable staffing and low turnover.

#### Strategies:

- a) Implement on-line scheduling and registration.
- b) Create integration for notification of hospitalizations of persons with Medicaid and Medicare
- c) Build a health professions training program.
- d) Expand Care Clinic hours, locations, services.
- e) Reopen services in Monee (EBO)
- f) Contract with Bolingbrook Hospital for mutual referral arrangements
- g) Increase staff recognition efforts.
- h) Institute daily huddles in clinical areas.
- i) Maintain daily huddles in all service areas.
- j) Involve staff in health promotion activities.

### GOAL III: Address Health Disparities

#### Objectives:

- 1) Increase outreach to African American women of childbearing age.
- 2) Increase outreach to Hispanic and African American teenage females.
- 3) Focus health education on childhood obesity and inactivity.
- 4) Provide services to migrant population.

#### Strategies:

- a) Increase health promotion efforts about preconception counseling.
- b) Partner with Better Birth Outcomes team at WCHD
- c) Increase screening and health education for female teens about suicide risk and mental health.
- d) Partner with Forest Preserve District of Will County for promotion of physical activity
- e) Promotion of gym memberships available with health insurance plans
- f) Collaborate with churches, schools, WIC, Catholic Charities, and WCHD Health Equity Manager

## **CMO Report:**

### **Quality Initiatives:**

- The CMO assisted our Quality Improvement Coordinator in updating our agency-wide **Infection Control Plan**. Soon to be published.
- MAT Program – has recently experienced the usual nadir in patients in the last three (3) months.
  - \* This is an annual trend wherein there is a 5% decrease during the summer months through December, and a slow and steady increase at the beginning of January (new year resolutions)
  - \* To that end, we have had 5 new MAT program intakes in the last two weeks
- NextGen Electronic Health Record upgrade: January 20, 2024
- New Pharmacy: Our new pharmacy provider, Genoa, will be presenting their services to our staff on January 10<sup>th</sup>. Their proposed start date is soon to be upcoming, date to be announced.

### **Community Outreach:**

- Our ACA workers have the following outreach activities on their roster:
    - \* December 9<sup>th</sup>: Bolingbrook Library Open Enrollment
    - \* December 20<sup>th</sup>: Joliet Township Open Enrollment
    - \* January 6<sup>th</sup>: Black Road Joliet Library Open Enrollment
    - \* January 11<sup>th</sup>: River Walk Homes Open Enrollment
  - The CHC continues to provide Court Ordered Testing for the County of Will
- Ms. Maragos asked if we can count the Court Ordered Testing individuals as patients? Dr. Byrd stated that we cannot since they are not in Nextgen (registered in medical record). Mr. Lipetz was asked if we can register them as patients? He will look into further and get back to Ms. Maragos.

### **Infectious Disease Watch:**

- Trending are Flu, RSV, and COVID
- Flu data:
  - \* October 2023 – December 2023: 1.6 million cases  
15,000 hospital admissions  
1,500 deaths
- COVID data:
  - \* November 2023 – January 2024: 29,059 hospitalizations  
10,000 deaths
- RSV:
  - \* No current data available
  - \* previous years: 60,000 hospitalizations  
6,000 deaths
- Current Trend Data (pictorial was shown):

### **Staffing:**

#### **Vacancies & Hires**

- \* **6** open positions (**down from** having **10 open positions** in October 2023)
  - 7 CMAs have been **hired**
- **Behavioral Health Manager**
  - \* **hired** since last report, starts on January 22, 2024
- **Psychiatric APRN**
  - \* two **hired** as of January 3, 2024
- **L.P.N.**
  - \* 1 open position
  - \* No current applicants
- **Family Medicine Physician**
  - \* 1 open position
  - \* No current applicants

## CDO Report:

### **Mobile Dental and Medical Services.**

On December 14, the mobile unit visited Grundy County and our dentist worked in the mobile to perform procedures not done by the Public Health Dental Hygienist. Patients were seen for fillings, toothaches, and extractions. The mobile unit is scheduled for an event, "Community Wellness & Resource Fair" on 1/17/24 at the University Park. This event is planned to serve the new migrants and asylum seekers.

### **Patients Showing Gratitude for Dental Services**

During this Holiday Season, in December, so many patients brought token gifts of appreciation for the dental staff, such as cookies, hand lotion etc.

It is heartwarming to know that our dental staff is touching so many lives ☺

### **Internal Referrals**

From December 1-26, 2023, the dental clinic received 43 internal referrals from our WCCHC medical providers. This includes children, pregnant women and adults referred to Dental for oral health care.

## **F. Finance and Expenses**

### Revenue

Ms. Maragos presented the FY23 revenue ending November 2023. The target was 91.6% and our actual was 95.7%. We had a variance of 4.1%. BH and Dental far exceeded our expectations.

### Expenditures

Ms. Maragos presented expenditures ending November 2023. Our target was at 91.6%. Our expenses are at 85.2%.

### Revenue

Ms. Maragos presented the FY24 revenue ending December 2023. The target was 4.2% and our actual was 0.0%. We had a variance of 4.1%. Ms. Maragos stated these numbers do not reflect the actual number of revenues received.

### Expenditures

Ms. Maragos presented expenditures ending December 2023. Our target was at 8.3%. Our expenses are at 5.5%.

### Patient and Visits report

Ms. Maragos presented the Patients and Visits report through December 2023. There is a glitch in the Nextgen UDS report which indicates we are not doing as well as last year but Ms. Maragos states that is incorrect.

### Provider Productivity

Dr. Byrd presented the Provider Productivity report.

## **Discussion**

**Governance Committee:** Ms. Easley spoke about the Governance Committee meeting that took place prior to the Governing Council meeting.

- Ms. Easley spoke about the renewal of Governing Council membership that will take place at our annual meeting in April. Mr. Dyche will be contacting all GC members to confirm their continued participation for 2024.
- Self-evaluation forms will be handed out during the February GC meeting for completion.

### **Health Insurance Enrollment and Community Outreach**

Ms. Baumgartner spoke briefly about the Community Outreach Data and the upcoming schedule of open enrollment events that the Outreach Counselors are involved with. Our Enrollment Counselors had the highest Medicaid applications through the Navigator Grant for the week of December. Promotional material shared?

- *Mr. Dyche questioned if the Saturday event is on Black Road or downtown Public library? Ms. Baumgartner will check and send an email to all Governing Counsel members.*

**Strategic Plan**

**I. Improve Quality of Care**

Ms. Maragos reviewed the Objectives and Strategies for "Improvement of Quality of Care" goal.

- no additions or corrections were made.

**II. Increase Access to Care**

Ms. Maragos spoke about the Access to Care goal.

- 3b will state "software integration"
- Objective #2. Will be changed to state "become at least 90%".

**III. Address Health Disparities**

Ms. Warren suggested "Work with township and village Community Health Nurses."  
The MAPP and Health Department will be added to the list of collaborations.  
This will be discussed with the staff and managers, and we will come up with provider Champions for the quality measures.

**G. ACTION ITEMS**

A motion was made by Ms. Luebke to approve 2024 Strategic Plan. Ms. Warren **seconded**. **Motion carries.**

A motion was made by Mr. Lauridsen to approve the contract for Altroise Martin, APRN. Ms. Easley **seconded**. **Motion carries.**

A motion was made by Ms. Warren approve clinic closure on 1/20/24 due to Nextgen upgrade. Mr. Lauridsen **seconded**. **Motion carries.**

A motion was made by Ms. Warren to approve renewal of contract for Sangita Garg, D.D.S. Ms. Luebke **seconded**. **Motion carries.**

**H. PUBLIC CONCERNS AND COMMENTS:**

**I. COUNCIL MEMBERS' CONCERNS AND COMMENTS**

**J. EXECUTIVE COMMITTEE:**


A motion was made at 6:10pm by Ms. Easley to move into Executive Committee for Personnel Matters and **seconded** by Mr. Sandoval.


**K. ADJOURNMENT:** A motion was made for adjournment at 6:24pm by Ms. Luebke and **seconded** by Ms. Easley. **Motion carries.**

**QUALITY COMMITTEE MEETING WILL BE Wednesday, February 7, 2024**  
**GOVERNING COUNCIL MEETING WILL BE Wednesday, February 7, 2024**

**4:15pm**  
**5:00pm**

Prepared by,

  
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Mary Kilbride, Executive Assistant

  
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Vernice Warren - Vice Chairperson