

# QUALITY AGENDA

## WILL COUNTY COMMUNITY HEALTH CENTER QUALITY COMMITTEE

February 7, 2024 @ 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:
- V. DISCUSSION
  - A. Critical Incident Reports and Complaints.....(Pg.2-3)
  - B. Key Performance Indicator Report.....(Pg.4)
  - C. Patient Satisfaction Survey and comments.....(Pg.5-12)
  - D. Clinical Risk Assessment.....(Pg.13-32)
  - E. No Show Report.....(Pg. 33)
  - F. CQIPM (Continuous Quality Improvement and Performance Management Plan) .....(Pg.34-75)
  - G. Peer Review Results.....(Pg. 76-91)
- VI. ACTION
  - A. CQIPM approval
- VIII. ADJOURNMENT

Next Quality Committee meeting will be held on Wednesday, May 1, 2024 @ 4:15pm