



GOVERNING COUNCIL ANNUAL MEETING

Wednesday, April 3, 2024

Will County Community Health Center – Conference Room

A. Roll Call

B. Pledge of Allegiance & Mission statement

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.

C. Review and Approval of the Minutes

A. Dyche

- Board minutes from March 6, 2024 – **ACTION ITEM** (Pgs 1-5)

D. Approval of new Governing Board members

J. Easley

E. Chairman’s Comments:

A Dyche

F. Public Comment for Agenda Items Only

A. Dyche

G. REPORTS:

- | | |
|-----------------------------------|----------------|
| • Chief Executive Officer (pg 4) | S. Baumgartner |
| • Chief Medical Officer (pgs 5-8) | Dr. Byrd |
| • Chief Dental Officer (pg 9) | Dr. Garg |
| • Revenue & Expenses (pgs 10-13) | S. Baumgartner |
| • Patients and Visits (pgs 14) | P. Jass |
| • Provider Productivity (pgs 15) | Dr. Byrd |

H. DISCUSSION

- | | |
|--|----------------|
| • Discussion from Governing Committee Chairperson | J. Easley |
| • Governing Council Self Evaluation (pgs 16-17) | J. Easley |
| • Health Insurance Enrollment – Community Outreach (pgs 18-20) | H. Harkins |
| • Review Bylaws (pgs 21-42) | S. Baumgartner |
| • HRSA Operational Site Visit Agenda Review (pgs 43-47) | S. Baumgartner |
| • Review Strategic Plan Quarter One Update (pgs 48-50) | S. Baumgartner |

I. ACTION ITEMS

- Approval of Quest Quantum Lab Agreement (pgs 51-54)

CONSENT AGENDA

Approval of 2024 Governing Council Candidates (pg 55)

- Approval of Alan Dyche as Chairman of GC
- Approval of Vernice Warren as Vice President Chairperson of GC
- Approval of Nicole Luebke as Treasurer of GC
- Approval of Judy Easley as Secretary of GC
- Approval of Edith Cline-Kabba for GC board member
- Approval of Michael Crowner for GC board member
- Approval of Frank Sandoval for GC board member
- Approval of Cynthia Bressea for GC board member



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- Approval of Michael Crowner for GC board member
- Approval of Marie Lindsey for GC board member
- Approval of election of David Flores for GC board Member

- Approval of 2024 Medical, Behavioral Health & Hospital Fees, including all nominal fees (pgs 56-61)
- Approval of 2024-2025 Bylaws

POLICIES BELOW – CHANGES TO POLICY & DATE CHANGE

- Approval of **BR-0001** Patient Exiting Process (pgs 62-63)
- Approval of **BR-0011** Patient and Insurance Billing (pgs 64-65)

POLICIES BELOW – CONSENT AGENDA – NO RECOMMENDED CHANGES

- Approval of **AD-0012** After Hours Coverage (pgs 66-67)
- Approval of **AD-0093** Affordable Care Act Outreach and Enrollment Specialist Guidelines (pgs 68-69)
- Approval of **BR-0002** Determine Patient Family Size and Family Income (pgs 70-74)
- Approval of **BR-0003** Fee Schedule and Sliding Fee Discount Scale (pgs 75-80)
- Approval of **BR-0008** Agency Credit Cards (pg 81)
- Approval of **BR-0015** Payment Arrangements (pg 82)
- Approval of **CC-0002** Standards of Conduct (pgs 83-89)
- Approval of **FN-0001** Identity Theft Compliance Program & Compliance Administration (pg 90)
- Approval of **FN-0002** General Identity Theft Red Flags (pg 91)
- Approval of **FN-0003** Recognize Identity Theft Red Flags (pgs 92-94)
- Approval of **FN-0004** Verify Patient Identity at Time of Registration / Check in (pg 95)
- Approval of **FN-0005** Investigate and Document Identity Theft (pg 96-97)
- Approval of **FN-0006** Inform the Patient of Medical Record When Identity Theft is Confirmed (Pgs 98-100)
- Approval of **FN-0007** Disposition of Medical Record When Identity Theft is Confirmed (pg 101)
- Approval of **FN-0009** Donations Management Policy (pgs 102-104)
- Approval of **FN-0010** Purchasing Ordinance (pgs 105-146)
- Approval of **FN-0011** Business Travel Reimbursement (pgs 147-165)
- Approval of **FIN-0013** Drawdown, Disbursement and Expenditure of Federal Grants (pg 166)
- Approval of **FIN-0015** Procurement (pg 167)
- Approval of **QRM-0002** Internal Event Reporting Policy (pgs 168-179)
- Approval of **QRM-0006** Peer Review Committee (pgs 180-181)
- Approval of **QRM-0009** Informed Consent (pgs 182-215)
- Approval of **QRM-0010** Patient Rights and Responsibilities (pgs 216-218)
- Approval of **QRM-0011** Patient-Visitor Complaint and Grievance Resolution (pgs 219-226)
- Approval of **QRM-0015** Medical Record and Peer Review Program (pg 227)
- Approval of **QRM-0019** Medical Emergency Protocols (pgs 228-232)
- Approval of **QRM-0040** Involuntary Admission (pgs 233-235)
- Approval of **QRM-0050** Referral-Consult Tracking (pgs 236-244)
- Approval of **QRM-0051** Managing Data for Performance Measurements (pgs 245-247)



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- Approval of **QRM-0052** Diagnostics Tracking (pgs 248-256)
- Approval of **QRM-0054** Physician, Dentist, APN Recruitment and Retention (pgs 257- 261)
- Approval of **QRM-0070** Managing Medical Malpractice Claims (pgs 262-266)
- Approval of renewal of contract for Dr. Sharma, DDS (pgs 267-276)
- Approval to take off table approval of contract with Dr. Garganera, MD (pgs 277-295)
- Approval of contract with Dr. Garganera, MD

Approval of credentialing/recredentialing

- Approval of credentialing Dr. Garganera, MD (pgs 296-297)

J. PUBLIC CONCERNS AND COMMENTS

K. COUNCIL MEMBERS' CONCERNS AND COMMENTS

L. ADJOURNMENT

A Dyche

Quality Committee Meeting on May 1, 2024, at 4:15pm to 5pm

Governing Council Meeting on May 1, 2024, at 5pm – 6:30pm