

WILL COUNTY COMMUNITY HEALTH CENTER
GOVERNING COUNCIL MEETING
Wednesday, August 2nd, 2023 @ 5:00pm
Community Health Center Conference room.

MEMBERS PRESENT

Alan Dyche, Chairperson
Paul Lauridsen
Cindy Brassea
Michael Crowner, Treasurer
Marie Lindsey
Frank Sandoval
Judy Easley
Deborah Kornacker, Secretary
Nicole Luebke

MEMBERS ABSENT

Edith Cline-Kabba
Vernice Warren

WCCHC STAFF PRESENT

Mary Maragos, Chief Executive Officer
Dr. Jennifer Byrd, Chief Medical Officer
Dr. Sangita Garg, Chief Dental Officer
Stacy Baumgartner, Director of Operations
Phil Jass, Quality Improvement/Risk Management Coordinator
Bose Oshin, Billing Supervisor
Michelle Budzinski, Administrative 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 5:12p.m.

ROLL CALL AND DETERMINATION OF QUORUM – **Quorum present.**

Pledge of Allegiance

MISSION STATEMENT

Ms. Kornacker read the Mission Statement.

B. APPROVAL OF GOVERNING COUNCIL MINUTES

ROLL CALL AND DETERMINATION OF QUORUM – Quorum present.

A motion was made by Mr Dyche and Ms. Lindsey motioned and **seconded** by Ms. Easley to accept the Governing Council minutes from July 12th, 2023. Ms. Lindsey had a correction in the minutes regarding governing council members receiving minutes from committee meetings. Change in minutes is as follows: After a discussion it appeared interest was limited. Ms. Lindsey made a motion to approve amended minutes. All in favor “aye” No opposed or abstentions. **Motion carries.**

C. Chairman's Comments: Mr. Dyche proposed the council uses voice votes again due to the council meeting in person.

D. Public Comment for Agenda Items Only: None

E. Reports:

CEO Report:

Insurance Reform in Illinois:

In efforts to ensure all have access and maintain health coverage, the Illinois General Assembly passed legislation directing the IL Dept of Insurance to establish a State Based Exchange (SBE) by plan year 2026. On June 27, Governor JB Pritzker signed the legislation into law. Illinois' SBE will give state agencies additional tools to create a more consumer-focused health insurance exchange and better identify historically uninsured communities. The Governor also signed rate review legislation, which will protect health insurance consumers from unfair rate hikes. How this will make insurance in Illinois more stable, more affordable and provide access to coverage for more individuals and families:

- Moving to a State Based Marketplace (SBM) provides Illinois more autonomy and flexibility in designing the exchange and responding to the needs of local communities.
 - This could insulate Illinois from any adverse actions taken at the federal level. For example, under the previous administration, funding for enrollment navigators was nearly zeroed out. Under a SBE, Illinois determines the funding levels for navigators.
 - During the early months of COVID, states that already had SBMs were able to open their enrollment windows immediately allowing easier access to healthcare. Illinois and other non-SBE states requested that the Trump Administration re-open the exchange, but it declined to do so.
- SBMs are better positioned to coordinate with the State's Medicaid agency and other relevant agencies such as the Illinois Department of Employment Security (IDES).
 - The hope under a SBM is that the State can easily direct Illinoisans who are enrolling in the plan that works best for them. For instance, if you enroll in an Affordable Care Act (ACA) plan but you are eligible for a Medicaid plan, the transition to the most appropriate plan will be much easier in a SBE environment.
- Illinois can more directly and effectively target its marketing to specific populations who are eligible, but not enrolled currently.
 - SBMs can use real-time data on enrollment to tailor marketing and outreach efforts in a way that is not possible under the federal marketplace because of a lack of data being shared with the state.

The full state-based marketplace goes live for plan year 2026, and consumers will start enrolling via the Illinois platform during the ACA Marketplace Open Enrollment Period beginning November 1, 2025.

Additional Walgreens Site Location: In light of our recent addition of a specialty pharmacy on Belmont Ave. in Chicago, the Walgreens regional manager Bruce Gassaway recommends we add a back-up pharmacy, a location in Glenview- 4339 DePaolo Center, Glenview 60025- store # 13832. We ask the Governing Council for its approval of an amendment to our Walgreens Agreement to add this site to our list of pharmacies included in our 340B program.

National Health Center Week – In collaboration with the National Association of Community Health Centers, we are happy to celebrate National Health Center Week on August 7-11. We are planning special treats for the staff, and screenings for our patients and visitors. Please join us, along with local legislators, on Friday August 11 from 10:00-11:30 for a special tree dedication to Dr. Gutierrez, one of our founders and first Chief Medical Officer.

Open House at Brooks School- As we launch the beginning of a new school year at Brooks Middle School, we are planning for an Open House for our School Based Health Center! It will take place at Brooks Middle School, 350 Blair Lane, Bolingbrook, in the school auditorium from 4:00-5:30pm. Please

join us if you can. We appreciate the support of our Governing Council, Board of Health, and Will County Board in this new endeavor. We look forward to sharing the news with the Bolingbrook community!

2023 Strategic Plan update- Please see attached document of our 2023 Strategic Plan, with an update on our deliverables to date. We continue to keep our goals and objectives in mind as we make decisions about operations, purchases, and directions.

CMO Report:

National Health Center Week:

Theme – “The Roadmap to a Stronger America”

- August 7th thru August 11th
- A week of patient-centered events:
 - * Insurance Company booths
 - * ACA Worker booth (insurance sign-up)
 - * Free HIV testing
 - * Free Blood Pressure Screening
 - * Dental Education and a “Tooth Fairy” appearance
 - Free Dental Hygiene Kits (adults and children)
 - * Food Trucks
 - * Drag Race Car demonstration
- Culminating on Friday, August 11th with a *Tree Dedication* with Plaque for Dr. Daniel Gutierrez, our first Chief Medical Officer)



Quality Initiatives:

- There are ***two new major initiatives*** that the Health Center’s Quality Team is working on:
 - * Organizing workflows around our “***Order management System***” – our system of receiving and responding to diagnostic tests, Sub-specialty reports, and laboratories and
 - * Designing and creating a workflow for ***Medical Record processing*** of incoming Reports along with writing a Medical Records Employee Training Manual
- *The goal is to, not only streamline and organize how this work is done, but also, to train the medical records staff in real time as the manual is being written

Discharged Patients:

- two (2): both for aggression towards the provider (throwing items) and vocalizing a death wish towards the provider

Staffing:

Vacancies & Hires

- There continues to be a paucity of **Certified Medical Assistants** in the health center

* **10** open positions (two less since my last report)

* **2** hired (will start the first week of August)

* 6 temps are now in our employ (2 additional since my last report)

* additional temps requested

- **Behavioral Health Manager**

* 1 open position

* 2 interviewed by CMO

* 1 selected to interview with CEO

- references checked, salary survey returned, offer made, decision pending

- **L.P.N.**

* 2 open positions

* interviews ongoing

- **Family Medicine Physician**

* 1 open position

* Interviewed, both parties interested

- references checked, salary survey returned and accepted

- contract out for signature

- **Administrative Assistant to the Director of Nursing**

* hired (will start the first week of August)

Separations

- Three (3) resignations (2 - Family Medicine APRNs, 1 – Psychiatry APRN)

- One (1) contract release (Psychiatry MD)

CDO Report:

Mobile Dental and Medical Services

Cortney, Dental secretary, mobile coordinator is attending "Unsheltered Outreach Event" on Friday, July 28, 2023. It is at Joliet Township Office 175 W Jefferson St, from 10-2pm.

This event is to work with community partners (Joliet Township Government & Will County Continuum of Care) to host an outreach event exclusively for unsheltered individuals. The goal of the outreach event is to provide resources to individuals experiencing homelessness to better support their journey to securing stable housing and dental mobile van partnership.

Cortney will be able to promote dental partnership with shelters & even schedule appointments.

Addition of a New Part Time Dentist

Due to credentialing process taking approximately 2 months, Dr. Faber will not be able to start August 7. New, tentative date is September 5, 2023.

Internal Referrals

From July 1-25, 2023, dental clinic received 33 internal referrals from our WCCHC medical providers.

It includes children, pregnant women and adults referred to Dental for oral health care.

C. Revenue FY 2023

The revenue ending July 31st, 2023, was presented. Revenue is off by only .4%. Medicaid is exceeding what was budgeted for this year.

Expenditures FY 2023

The goal is less than or equal to 58.3% and we are at 51.4% which is mostly due to open positions.

Patient Visits

Are patient visits have exceeded last year. Despite being short staff, the patient load is staying the same.

Strategic Plan FY 2023

Mary presented and updated the council on the Strategic plan.

Quality Meeting

Ms. Lindsey discussed the Quality meeting that occurred prior to the Governing council meeting. We have already met 3 of the 21 performance indicators. Incident reports were discussed during the meeting as well as patient satisfaction surveys. Patient satisfaction surveys have been updated and now patient can scan a QR code on their phone to do the patient satisfaction surveys. Ms. Bilotta also reported that there will be an operational assessment consultant in September.

G. ACTION ITEMS

A Motion was made to approve the renewal of contract with Dr. Anusha Khapekar was tabled. Ms. Easley moved and Ms. Brassea seconded. All in favor "aye" no opposed or abstentions. Motion carries

A Motion was made to approve a new Walgreens store site 13832 to the 340B program. Ms. Lindsey moved, Ms. Easley seconded. All in favor "aye" no opposed or abstentions.

A Motion was made to approve the MOU renewal with Governors State University. Ms. Kornacker moved; Ms. Brassea seconded. All in favor "aye" no opposed or abstentions.

H. BOARD MEMBERS' CONCERNS AND COMMENTS:

The WCHD & CHC was awarded some money from FEMA to have some landscaping done. A new tree was planted in honor of Dr. Daniel Gutierrez and a dedication is planned for National Health Center week. Also, the CHC was awarded money from FEMA for new flooring and painting.

I. PUBLIC CONCERNS AND COMMENTS: None

J. EXECUTIVE COMMITTEE/EXECUTIVE SESSION: Ms. Maragos requested an executive session.

K. AJOURNMENT: A motion was made for adjournment. Ms. Easley moved to adjourn, Ms. Lindsey seconded. All in favor "aye" no opposed or abstentions. Meeting adjourned at 6:15pm

NEXT MEETING- IN PERSON

Wednesday, September 6th, 2023

Wednesday, September 6th, 2023

4:30pm

5:00pm

Finance Committee

Governing Council

Prepared by,



Michelle Budzinski, Administrative Assistant



Deb Kornacker of Governing Council
