



# Governing Council

Wednesday, February 1, 2023 @ 5:00pm

TELECONFERENCE via TEAMS

Phone Number: 708-391-0164

Passcode: 134 514 437#

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**Committee Members:**

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

**WCCHC & WCHD Staff:**

Mary Maragos, Chief Executive Officer  
Jennifer Byrd, Chief Medical Officer  
Sangita Garg, Chief Dental Office  
Stacy Baumgartner, Director of Operations  
Phil Jass, Quality Improvement/Risk Management Coordinator  
Abosede Oshin, Billing Supervisor  
Sue Olenek, Executive Director  
Elizabeth Bilotta, Assistant Executive Director  
Denise Bergin, Director of Finance and Grant Management

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**WCCHC Staff In Attendance:**

**Welcome**

**A Welcome & Roll Call**

P. Lauridsen

- 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

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**B Review and Approval of the Minutes**

P. Lauridsen

- GC Board minutes from January 4, 2023 – **ACTION ITEM** (pgs. 1-7)

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**C Chairman's Comments**

P. Lauridsen

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**D Public Comment for Agenda Items Only**

P. Lauridsen

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**REPORTS**

**E**

- Chief Executive Officer (pg. 8)
- Chief Medical Officer (pgs. 9-12)
- Chief Dental Officer (pg. 13)
- Revenue & Expenses report (pgs. 14-17)
- Patients and visits report (pg. 18)
- Provider Productivity (pg. 19)

M. Maragos

Dr. Byrd

Dr. Garg

M. Maragos

M. Maragos

Dr. Byrd

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**WILL COUNTY COMMUNITY HEALTH CENTER  
GOVERNING COUNCIL MEETING  
Wednesday, February 1, 2023 @ 5:00pm  
VIA TELECONFERENCE**

**MEMBERS PRESENT**

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Paul Lauridsen, Chairperson  
Cindy Brassea, Vice Chairman  
Edith Cline-Kabba  
Michael Crowner  
Alan Dyche, Treasurer  
Deborah Kornacker, Secretary  
Marie Lindsey  
Nicole Luebke  
Vernice Warren

**MEMBERS ABSENT**

Judy Easley

**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  
Denise Sitasz, Administrative Assistant

**WCCHC STAFF ABSENT**

Sue Olenek, Executive Director

**WCHD STAFF PRESENT**

Elizabeth Bilotta, Assistant Executive Director  
Denise Bergin, Director of Finance/Grants Mgmt.

**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 virtually, via teleconference due to COVID-19 isolation requirements. Mr. Lauridsen, Chairman, called the meeting to order at 5:10p.m.

ROLL CALL AND DETERMINATION OF QUORUM – Quorum present.

**MISSION STATEMENT**

Ms. Lindsey read the Mission Statement.

**Pledge of Allegiance**

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**340B Independent Audit** – Hudson Headwaters, a subsidiary of an FQHC in upstate New York, will perform an independent audit of our 340B program on February 8. We have submitted data from all prescriptions from our providers during a 6-month period in 2022, plus all our patients' prescriptions received from our collaborating pharmacies, CVS/Wellpartner, Basinger's, Kodocare/Joliet Professional Pharmacy, and Walgreens. Verity, our 340B administrator, also submits data. Our policies and procedures are also examined for program compliance. In Fiscal Year 2022, so far, the 340B program revenue (from insurances) was \$1,519,946. Expenses include subsidies for uninsured patients, cost of drugs, dispensing and administrative fees, which were \$879,378. The net revenue of \$640,568 is earmarked to support our dental program (for which the expenses exceed the revenue) and the interpreter program, which generates no revenue.

Mr. Lauridsen questioned when we started the 340B? Ms. Maragos stated approximately 7 yrs. ago.

**CMO Report**

**COVID-19 Update:**

	<u>Cases</u>	<u>Recovered</u>	<u>Deaths</u>
World	~ 672 million	~ 644 million	~ 6.74 million
United States	~ 104 million	~ 100 million	~ 1.13 million
Illinois	~ 4.00 million	~ 3.88 million	~ 40.9 K

(worldmeter.info as of January 20, 2023)

**Total Daily New Cases – Illinois (through January 17, 2023):**

~ DECREASE FROM December 27<sup>th</sup> @ 1,782 new cases per day TO January 17<sup>th</sup> @ 1,567 new cases  
(graph was shown of total daily new cases)

**Total Deaths – Illinois (through January 19, 2023):**

Increased from 40,633 on December 28, 2022  
(graph was shown of total deaths in Illinois)

The United States still has the greatest number of cases in the world:

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United States: 1/1/2023 – 1/14/2023 NOWCAST

USA				
Variant	Prevalence	Sub-Sequence	Prevalence	95%PI
Delta	XBB.1.5	VOC	43.0%	28.4-61.1%
	BQ.1.1	VOC	28.8%	20.5-38.7%
	BA.1	VOC	15.8%	11.0-22.2%
	XBB	VOC	3.0%	3.0-5.1%
	BA.5	VOC	2.6%	1.8-3.7%
	BN.1	VOC	2.1%	1.6-3.1%
	BF.7	VOC	1.4%	0.8-2.1%
	BA.2.76	VOC	1.3%	0.8-1.8%
	BA.5.2.6	VOC	0.9%	0.5-1.3%
	BA.2	VOC	0.2%	0.1-0.4%
	BF.1*	VOC	0.2%	0.1-0.3%
	BA.4.6	VOC	0.1%	0.1-0.2%
	BA.2.75.2	VOC	0.1%	0.0-0.1%
	BA.1.1	VOC	0.0%	0.0-0.0%
	HA.4	VOC	0.0%	0.0-0.0%
	B.1.1.529	VOC	0.0%	0.0-0.0%
	BA.2.12.1	VOC	0.0%	0.0-0.0%
Delta	B.1.617.2	VBM	0.0%	0.0-0.0%
Other	Other*		0.0%	0.0-0.0%

- The symptoms of XBB.1.5 are similar to the other variants, and does not appear to be more injurious.

**Projections and scenarios (unchanged)**

- Vaccines will likely be distributed at the expected pace
- Future mask use is still projected to decline
- Mobility increases as vaccine coverage increases
- 80% of those who are fully vaccinated (two doses for most vaccines, or one dose for Johnson & Johnson) receive an additional dose six months after becoming fully vaccinated, and 80% of those who receive an additional dose receive a second additional dose six months later
- Antiviral utilization for COVID-19 risk prevention will reach 80% in high-risk populations and 50% in low-risk populations
- Deaths will continue to rise through March 2023

**New Policy Briefings:**

- The World Health Organization has released a new policy briefing on "Gatherings"
- The "key points" are as follows...

### **Revenue FY22**

The revenue ending 11/30/22 was presented. The variance was over 7% of budget. Medicaid in all categories far exceeded the budget. Ms. Bergin stated our fees are being paid on a reimbursement basis. Our FY23 budget will be more accurate.

### **Expenditures FY22**

Ms. Maragos presented expenditures ending 11/30/22. An increase in salaries and fringe benefits are understated and those line items will increase.

### **Revenue FY23**

The revenue ending January 30, 2023, was presented. The variance is at 5.3% below budget.

### **Expenditures FY23**

Ms. Maragos presented expenditures. Our goal is 8.3% and we came in at 12%. Ms. Bergin stated we will be moving \$350,000 in salaries back to last year as well as \$250,000 in employee benefits back to last year.

### **Patient & Visits**

Ms. Maragos presented the patient visit report.

Ms. Warren questioned why virtual visits were down? Ms. Maragos stated we have opened up the Center more and patients are starting to come in.

### **Provider Productivity**

Ms. Maragos presented the Provider Productivity report.

Ms. Kornacker questioned why is there such a discrepancy in provider productivity? Ms. Baumgartner stated the providers are all doing different things e.g. taking new patient appointments which take longer etc.

Ms. Bergin questioned how the CMA shortage is affecting the providers productivity? Ms. Maragos stated the trends haven't changed due to this. It hasn't made a big difference in productivity.

Ms. Kornacker questioned how many CMA's we are down? Ms. Maragos stated 11.

## **F. Discussion**

- The Governing Council member self-evaluation was briefly discussed. Members were asked to return their forms ASAP.
- Ms. Lindsey presented the proceedings from the Quality Committee meeting. The meeting had taken place prior to the Governing Council meeting. She spoke briefly about the current incident reports and the CQIPM that had been revised.
- Ms. Maragos presented the final Strategic Plan with goals and objectives. Brief discussion took place.
- No discussion took place regarding schedule changes.

## **G. Action Items**

- A motion was made by Mr. Dyche and **seconded** by Ms. Lindsey to approve 2023 CQIPM Plan. **Motion carries.** Paul Lauridsen "Aye", Cindy Brassea "Aye", Edith Cline-Kabba "Aye", Michael Crowner "Aye", Alan Dyche "Aye", Deborah Kornacker "Aye", Marie Lindsey "Aye", Nicole Luebke "Aye", Vernice Warren "Aye". **Motion carries.**
  - A motion was made by Mr. Dyche and **seconded** by Mr. Crowner to table approval of policy QRM-0047 Emergency Management Plan. **Motion** was made by Mr. Crowner and **seconded** by Ms. Lindsey to use the previous roll call. **Motion carries.**
  - A motion was made by Ms. Lindsey and **seconded** by Mr. Dyche to table approval of policy EC-0007 Utility Management Plan. **Motion carries.** **Motion** was made by Ms. Kornacker and **seconded** by Mr. Crowner to use the previous roll call. **Motion carries.**
  - A motion was made by Ms. Warren and **seconded** by Mr. Dyche to approve policy QRM-0001 Dismissal and Case Closure of Patient/Visitor. **Motion carries.** **Motion** was made by Ms. Kornacker and **seconded** by Ms. Lindsey to use the previous roll call. **Motion carries.**
  - A motion was made by Ms. Lindsey and **seconded** by Mr. Dyche to table approval of schedule changes. **Motion carries.** **Motion** was made by Ms. Lindsey and **seconded** by Ms. Brassea to use the previous
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# Governing Council

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## Committee Members:

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

## WCCHC & WCHD Staff:

Mary Maragos, Chief Executive Officer  
Jennifer Byrd, Chief Medical Officer  
Sangita Garg, Chief Dental Office  
Stacy Baumgartner, Director of Operations  
Phil Jass, Quality Improvement/Risk Management Coordinator  
Abosedo Oshin, Billing Supervisor  
Elizabeth Bilotta, Executive Director  
Denise Bergin, Director of Finance and Grant Management

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## WCCHC Staff in Attendance:

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### Welcome

#### A Welcome & Roll Call

P. Lauridsen

- 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

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#### B Review and Approval of the Minutes

P. Lauridsen

- GC Board minutes from February 1, 2023 – **ACTION ITEM** (pgs. 1-8)

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#### C Chairman's Comments

P. Lauridsen

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#### D Public Comment for Agenda Items Only

P. Lauridsen

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## REPORTS

- #### E
- Chief Executive Officer (pg. 9)
  - Chief Medical Officer (pg. 10-15)
  - Chief Dental Officer (pg. 16)
  - Revenue & Expenses report (pgs. 17-20)
  - Patients and visits report (pg.)

M. Maragos  
Dr. Byrd  
Dr. Garg  
M. Maragos  
M. Maragos

**WILL COUNTY COMMUNITY HEALTH CENTER**  
**GOVERNING COUNCIL MEETING**  
**Wednesday, March 1, 2023 @ 5:00pm**  
**VIA TELECONFERENCE**

**MEMBERS PRESENT**

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Paul Lauridsen, Chairperson  
Cindy Brassæa, Vice Chairman  
Edith Cilne-Kabba  
Alan Dyche, Treasurer  
Judy Easley  
Deborah Kornacker, Secretary  
Marie Lindsey  
Nicole Luebke – left @ 6:00pm  
Vernice Warren

**MEMBERS ABSENT**

Michael Cowner

**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  
Nicole DeSavieu, OB Clinic Supervisor  
Heather Forbes, Front Office/Patient Registration Supervisor  
Shawnda Gossitt, BH Program Manager  
Bose Oshin, Billing Supervisor  
Renee Foster-McFarland, Director of Nursing  
Denise Sitasz, Administrative Assistant

**WCHD STAFF PRESENT**

Elizabeth Bilotta, Executive Director  
Denise Bergin, Director of Finance/Grants Mgmt.

**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 virtually, via teleconference due to COVID-19 isolation requirements. Mr. Lauridsen, Chairman, called the meeting to order at 5:00p.m.

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

**Pledge of Allegiance**

**MISSION STATEMENT**

Ms. Kornacker read the Mission Statement.

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**CMO Report**

**COVID-19 Update:**

	<u>Cases</u>	<u>Recovered</u>	<u>Deaths</u>
World	~ 679 million	~ 652 million	~ 6.79 million
United States	~ 105 million	~ 102 million	~ 1.15 million
Illinois	~ 4.05 million	~ 3.88 million	~ 41.3 K

(worldmeter.info as of February 28, 2023)

**Total Daily New Cases – Illinois (through February 16, 2023):**

~ DECREASE **FROM** January 28<sup>th</sup> @ **1,567** new cases per day **TO** February 16<sup>th</sup> @ **1,545** new cases  
(graph of total daily new cases in Illinois was shown)

**Total Deaths – Illinois (through February 27, 2023):**

Increased from 40,980 in January of 2022  
(graph of total deaths in Illinois was shown)

The **United States** **still** has the **greatest number of cases** in the world:  
(graph of greatest number of cases in the world was shown)

**COVID-19 Summary update:**

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**Joint Commission Site Visit:**

- \* Overall, the visit went well
- \* 3 Surveyors, 2 days
- \* Collaborative sessions, excellent feedback
- \* The surveyors were impressed with several areas of the practice:
  - Knowledgeable staff: "Master Class in Injection medication"
  - Order and detail of information presented
  - Physical plant cleanliness
  - "Excellent" *Joint Commission study guide* that you provide to your staff... "even if they do not know every answer in the booklet, this shows that try multiple ways to inform your staff on safety and quality."
  - Front door "Emergency Response" information for visitors (taken as a "best practice")  
(Emergency Response card posted at front of Center was shown)
  - Sterilization (Autoclave) room "dirty to clean" workflow (taken as a "best practice"):  
(Dental Sterilization room flow design was shown)

Immediate **Action Plan** and **Staff Training & Competency Test** development for Autoclave finding:

- \* Action Plan - to be discussed upon request
- \* Staff Competency Test:  
(autoclave competency test form was shown)

**CDO Report**

**Mobile Dental Services**

Part time mobile driver has been finalized and will start soon.  
We are now waiting for the dental secretary to be hired who will schedule & coordinate the mobile program. One candidate has been interviewed and now checking the references.

Currently mobile is not scheduled.

**Chicago Dental Society- Dental Conference at the McCormick Place**

Chicago Dental Society hosted a dental conference for 3 days at the McCormick place from Feb. 23-25. It is one of the largest conferences with 20,850 attendees, best dental continuing education, networking, and exhibits featuring the latest dental innovations.

WCCHC dentists and hygienist attended this conference.

Dr. Garg was presiding chair for 3 dental lectures and able to meet the renowned speakers.

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- **Contracts and more**  
We are currently working on the suggestions given to us by Hudson Headwaters.

- **UDS Report for 2022:**

Ms. Maragos presented the 2022 UDS Report with comparisons to previous years.

Mr. Lauridsen questioned how do we generate this data? Ms. Maragos stated there is a software program within Nextgen which helps generate this report.

- **2023 Sliding Fee Scale**

The 2023 Sliding Fee Scale will be tabled until April GC meeting. The Sliding Fee Scale presented was incorrect.

**G. Action Items**

- A motion was made by Ms. Lindsey and **seconded** by Mr. Dyche to approve Agreement with M&M Healthcare Resource Solutions for physician/APRN recruiting. **Motion carries.** A motion was made by Mr. Dyche and **seconded** by Ms. Easley to use previous roll call. **Motion carries.**

Ms. Kornacker questioned if these agencies are productive? Ms. Maragos stated we have at times been able to find staff but then cannot come to terms with them when an offer of employment is presented.

- A motion was made by Ms. Easley and **seconded** by Mr. Dyche to approve policy AD-0113 Scheduling Guidelines. **Motion carries.** A motion was made by Ms. Lindsey and **seconded** by Mr. Dyche to table approval of policy AD-0113. **Motion carries.** A motion was made by Mr. Dyche and **seconded** by Ms. Easley to use previous roll call. **Motion carries.**
- A motion was made by Mr. Dyche and **seconded** by Ms. Kornacker to table approval of Sliding Fee Scale. **Motion carries.** Paul Lauridsen "Aye", Cindy Brassea "Aye", Edith Cline-Kabba "Aye", Alan Dyche "Aye", Judy Easley "Aye", Deborah Kornacker "Aye", Marie Lindsey "Aye". **Motion carries.**
- A motion was made by Ms. Lindsey and **seconded** by Mr. Dyche to approve recredentialing for Adel Mouradi, MD. **Motion carries.** A motion was made by Ms. Kornacker and **seconded** by Mr. Dyche to use previous roll call. **Motion carries.**
- A motion was made by Ms. Lindsey and **seconded** by Ms. Brassea to approve recredentialing for Husam Marshah, MD. **Motion carries.** A motion was made by Mr. Dyche and **seconded** by Ms. Brassea to use the previous roll call. **Motion carries.**
- A motion was made by Ms. Lindsey and **seconded** by Ms. Kornacker to approve recredentialing for Sonal Gandhi, DDS. **Motion carries.** A motion was made by Mr. Dyche and **seconded** by Ms. Easley to use the previous roll call. **Motion carries.**
- A motion was made by Ms. Lindsey and **seconded** Mr. Dyche to approve recredentialing for Parres Wright, MD. **Motion carries.** A motion was made by Mr. Dyche and **seconded** by Ms. Lindsey to use the previous roll call. **Motion carries.**

**H. BOARD MEMBERS' CONCERNS AND COMMENTS:**

Ms. Bilotta stated on February 10, representatives from the County Executive Office along with County Board members toured the HD/CHC facilities. On February 17, Dr. Sameer Vohra, Director of Illinois Department of Public Health and some of his staff toured both facilities. Both groups were so impressed by both locations as well as staff members.

Ms. Maragos presented to the February Public Health and Safety Committee at the County. Both Ms. Bilotta and Ms. Maragos are trying to make sure that people know what both facilities are doing so it was very beneficial.

**I. PUBLIC CONCERNS AND COMMENTS:** None

**J. EXECUTIVE COMMITTEE/EXECUTIVE SESSION:** None

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# Governing Council Annual Mtg.

Wednesday, April 05, 202 @5:00pm

Phone Number: 708-391-0164

Passcode: 934807685#

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## Committee Members:

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

## WCCHC & WCHD Staff:

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Phil Jass, Quality Improvement/Risk Management Coordinator  
Abosedo Oshin, Billing Supervisor  
Elizabeth Bilotta, Executive Director  
Denise Bergin, Director of Finance and Grant Management

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## WCCHC Staff in Attendance:

### Welcome

- |          |   |  |
|----------|---|--|
| <b>A</b> | <b>Welcome &amp; Roll Call</b> <ul style="list-style-type: none"><li>▫ Pledge of Allegiance</li><li>▫ Mission Statement:<br/><small>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</small></li></ul> | <b>P. Lauridsen</b>  |
| <b>B</b> | <b>Review and Approval of the Minutes</b> <ul style="list-style-type: none"><li>• Board minutes from March 1, 2023 – <b>ACTION ITEM</b> (pgs. 1-8)</li></ul>  | <b>P. Lauridsen</b>  |
| <b>C</b> | <b>Chairman's Comments</b>  | <b>P. Lauridsen</b>  |
| <b>D</b> | <b>Public Comment for Agenda Items Only</b>   | <b>P. Lauridsen</b>  |
| <b>E</b> | <b>REPORTS</b> <ul style="list-style-type: none"><li>• Chief Executive Officer (pg. 9)</li><li>• Chief Medical Officer (pg. 10-13)</li><li>• Chief Dental Officer (pg. 14)</li><li>• Revenue &amp; Expenses report (pgs. 15-18)</li></ul>   | <b>M. Maragos</b><br><b>Dr. Byrd</b><br><b>Dr. Garg</b><br><b>M. Maragos</b> |
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**WILL COUNTY COMMUNITY HEALTH CENTER**  
**GOVERNING COUNCIL MEETING**  
**Wednesday, April 5, 2023 @ 5:00pm**  
**VIA TELECONFERENCE**

**MEMBERS PRESENT**

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Paul Lauridsen, Chairperson  
Cindy Brassea, Vice Chairman  
Michael Crowner  
Alan Dyche, Treasurer  
Judy Easley  
Deborah Kornacker, Secretary  
Marie Lindsey  
Vernice Warren

**MEMBERS ABSENT**

Edith Cline-Kabba  
Nicole Luebke

**WCCHC STAFF PRESENT**

Mary Maragos, Chief Executive Officer  
Dr. Sangita Garg, Chief Dental Officer  
Stacy Baumgartner, Director of Operations  
Phil Jass, Quality Improvement/Risk Management Coordinator  
Heather Forbes, Front Office/Patient Registration Supervisor  
Bose Oshin, Billing Supervisor  
Renee Foster-McFarland, Director of Nursing  
Kathleen Harkins, Community Outreach & Marketing Coordinator  
Denise Sitasz, Administrative Assistant

**WCHD STAFF PRESENT**

Elizabeth Bilotta, Executive Director  
Denise Bergin, Director of Finance/Grants Mgmt.

**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 virtually, via teleconference. Mr. Lauridsen, Chairman, called the meeting to order at 5:02p.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 **seconded** by Ms. Lindsey to accept the Governing Council minutes from March 1, 2023. **Motion carries.**

Roll Call: Paul Lauridsen "Aye", Cindy Brassea "Aye", Alan Dyche "Aye", Judy Easley "Aye", Deborah Kornacker "Aye", Marie Lindsey "Aye",

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**CMO Report**

Jennifer Byrd, MD, FAAFP  
CMO of the Community Health Center (CHC)  
April 2023

Increased from 105 million since late February

**COVID-19 Update:**

	<u>Cases</u>	<u>Recovered</u>	<u>Deaths</u>
World	~ 683 million	~ 656 million	~ 6.82 million
United States	~ 106 million	~ 102 million	~ 1.15 million
Illinois	~ 4.10 million	~ 4.01 million	~ 41.6 K

(worldmeter.info as of March 29, 2023)

unchanged

Increased from 4.05 million since late February

**Total Daily New Cases – Illinois (through March 23, 2023):**

- DECREASE FROM February 16<sup>th</sup> @ 1,545 new cases per day TO March 23<sup>rd</sup> @ 1,222 new cases per day

(graph was shown of total new cases in Illinois)

**Total Deaths – Illinois (through March 28, 2023):**

Increased from 41,338 in February of 2023

(graph was shown of total deaths in Illinois)

**COVID-19 Summary update :**

- Death rates area at a steady state worldwide

- Vaccine status:

- \* 57% of the world is vaccinated (10 billion doses have been administered globally)
- \* 81% of the U.S. population have received one dose of COVID vaccine, 69% are considered fully vaccinated
- \* Herd Immunity (Population Immunity) will be reached when 94% of the U.S. population is vaccinated against COVID

- Hospital utilization and ICU admission are decreased in the U.S.

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Quality Program:

We will be implementing a new Colorectal Cancer screening program called "Cologuard"

It is designed by the company, "Exact Sciences".  
It is a non-invasive DNA test of stool.

\* Compelling background information:

- Colon Cancer risk is - 1 in 23 for men and - 1 in 26 for women
- 70% of people with Colon Cancer have no family history
- If detected in the early stages, Colon Cancer is 90% more treatable

Ms. Lindsey questioned if this is a new test? Ms. Maragos stated it is a new and Improved test.

Staffing:

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

However, the following achievements have been made:

- New Behavioral Health Advanced Practice Nurse – hired
- Certified Medical Assistant for OB/Gyne – hired
- Temporary L.P.N. x 2 – under contract
- Family Medicine Physician – Interview scheduled

CDO Report

**Joint Commission, Dental, High Risk Finding**

I am Super Happy to report that our Joint Commission, high risk finding for handpiece sterilization was an error.

It has been confirmed with the manufacturer, that our Autoclave is Dynamic air removal, which is Pre-Vacuum technology, not Gravity displacement.

There is a different amount of time required to sterilize instruments for a Gravity displacement autoclave.

We created a log with all the different time and temperature requirements for dental Instruments.

The Dental clinic is processing the Handpieces per manufacturer's instructions and going back to the previous sterilization cycle.

**Mobile Dental Services**

The Part time mobile driver has been finalized and will start soon.

We have a candidate who accepted the job for dental secretary and are waiting for the start date.

Currently the mobile dental unit is not scheduled.

**Internal Referrals**

From March 1-26, 2023, dental clinic received 96 internal referrals from our WCCHC medical providers.

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

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Ms. Easley requested that Ms. Harkins send updated brochures for the Head Start program. Ms. Harkins will send updated brochures to all GC members.

Suggestion was mentioned for Ms. Harkins send brochures to local churches as well as libraries. Ms. Harkins will mail those out.

- Cooperative Operational Agreement:  
Ms. Maragos presented proposed changes to the Cooperative Operational Agreement for review.

**G. Action Items**

- A motion was made by Mr. Dyche and **seconded** by Mr. Crowner to approve sliding fee scale. **Motion carries.**  
Roll Call: Paul Lauridsen "Aye", Cindy Brassea "Aye", Michael Crowner "Aye", Alan Dyche "Aye", Judy Easley "Aye", Deborah Kornacker "Aye", Marie Lindsey "Aye", Vernice Warren "Aye".
  - A motion was made by Ms. Lindsey and **seconded** by Mr. Dyche to approve Pharmacy selection. **Motion carries.** A motion was made by Mr. Dyche and **seconded** by Ms. Kornacker to accept previous roll call. **Motion carries.**
  - A motion was made by Ms. Lindsey and **seconded** by Ms. Easley to approve Olalekan Fapohunda, APRN. **Motion carries.** A motion was made by Mr. Crowner and **seconded** by Mr. Dyche to accept previous roll call. **Motion carries.**
  - A motion was made by Mr. Dyche and **seconded** by Ms. Warren to table all four GC officers for Election until 5/10/23 GC meeting. **Motion carries.** A motion was made by Mr. Dyche and **seconded** by Ms. Easley to use previous roll call. **Motion carries.**  
Discussion took place of those GC members that would be running for the Executive Board: Mr. Alan Dyche for Chairperson, Ms. Vernice Warren for Vice Chairperson, Mr. Michael Crowner for Treasurer and Ms. Kornacker for Secretary.
  - A motion was made by Ms. Lindsey and **seconded** by Ms. Easley to approve reelection of Edith Cline-Kabba for GC board member. **Motion carries.** A motion was made by Ms. Kornacker and **seconded** by Mr. Dyche to use the previous roll call. **Motion carries.**
  - A motion was made by Mr. Dyche and **seconded** by Ms. Lindsey to approve reelection of Michael Crowner. **Motion carries.** A motion was made by Mr. Dyche and **seconded** by Ms. Brassea to use the previous roll call. **Motion carries.**
  - A motion was made by Ms. Lindsey and **seconded** Mr. Dyche to approve reelection of Judy Easley. **Motion carries.** A motion was made by Mr. Dyche and **seconded** by Ms. Lindsey to use the previous roll call. **Motion carries.**
  - A motion was made by Mr. Dyche and **seconded** by Ms. Brassea to approve reelection of Deborah Kornacker. **Motion carries.** A motion was made by Ms. Lindsey and **seconded** by Ms. Easley to use the previous roll call. **Motion carries.**
  - A motion was made by Ms. Easley and **seconded** by Mr. Dyche to approve reelection of Marie Lindsey. **Motion carries.** A motion was made by Mr. Dyche and **seconded** by Ms. Brassea to use the previous roll call. **Motion carries.**
  - A motion was made by Ms. Easley and **seconded** by Mr. Dyche to approve reelection of Nicole Luebke. **Motion carries.** A motion was made by Ms. Lindsey and **seconded** by Ms. Easley to use the previous roll call. **Motion carries.**
  - A motion was made by Ms. Kornacker and **seconded** by Mr. Dyche to approve reelection of Vernice Warren. **Motion carries.** A motion was made by Ms. Lindsey and **seconded** by Ms. Easley to use the previous roll call. **Motion carries.**
  - A motion was made by Mr. Dyche and **seconded** by Ms. Brassea to approve recredentialing for Amanda LeMay, APRN. **Motion carries.** A motion was made by Ms. Lindsey and **seconded** by Ms. Easley to use the previous roll call. **Motion carries.**
  - A motion was made by Ms. Kornacker and **seconded** by Mr. Dyche to approve credentialing for Melissa Golden-Barnett, APRN. **Motion carries.** A motion was made by Ms. Lindsey and **seconded** by Mr. Dyche to use the previous roll call. **Motion carries.**
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# Governing Council Meeting

Wednesday, May 10, 2023

Phone Number: 708-391-0164

Passcode: 934807685#

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## Committee Members:

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

## WCCHC & WCHD Staff:

Mary Maragos, Chief Executive Officer  
Jennifer Byrd, Chief Medical Officer  
Sangita Garg, Chief Dental Office  
Stacy Baumgartner, Director of Operations  
Phil Jass, Quality Improvement/Risk Management Coordinator  
Abosede Oshin, Billing Supervisor  
Elizabeth Bilotta, Executive Director  
Denise Bergin, Director of Finance and Grant Management

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## WCCHC Staff In Attendance:

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### Welcome

- |          |   |  |
|----------|---|--|
| <b>A</b> | <b>Welcome &amp; Roll Call</b> <ul style="list-style-type: none"><li>▫ Pledge of Allegiance</li><li>▫ Mission Statement:<br/><br/>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</li></ul> | <b>P. Lauridsen</b>  |
| <b>B</b> | <b>Review and Approval of the Minutes</b> <ul style="list-style-type: none"><li>• Board minutes from April 5, 2023 – <b>ACTION ITEM</b> (pgs. 1-8)</li></ul>  | <b>P. Lauridsen</b>  |
| <b>C</b> | <b>Chairman's Comments</b>  | <b>P. Lauridsen</b>  |
| <b>D</b> | <b>Public Comment for Agenda Items Only</b>   | <b>P. Lauridsen</b>  |
| <b>E</b> | <b>REPORTS</b> <ul style="list-style-type: none"><li>• Chief Executive Officer (pgs. 9-10)</li><li>• Chief Medical Officer (pgs. 11-15)</li><li>• Chief Dental Officer (pg. 16)</li><li>• Revenue &amp; Expenses report (pgs. 17-20)</li></ul>  | <b>M. Maragos</b><br><b>Dr. Byrd</b><br><b>Dr. Garg</b><br><b>M. Maragos</b> |
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**WILL COUNTY COMMUNITY HEALTH CENTER**  
**GOVERNING COUNCIL MEETING**  
**Wednesday, May 10, 2023 @ 5:00pm**  
**VIA TELECONFERENCE**

**MEMBERS PRESENT**

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Paul Lauridsen, Chairperson  
Cindy Brassea, Vice Chairman  
Edith Cline-Kabba  
Michael Crowner  
Alan Dyche, Treasurer  
Judy Easley  
Deborah Kornacker, Secretary  
Marie Lindsey  
Nicole Luebke  
Vernice Warren

**MEMBERS ABSENT**

**WCCHC STAFF PRESENT**

Mary Maragos, Chief Executive Officer  
Dr. Jennifer Byrd, Chief Medical Officer  
Dr. Sangita Garg, Chief Dental Officer  
Phil Jass, Quality Improvement/Risk Management Coordinator  
Bose Oshin, Billing Supervisor  
Kathleen Harkins, Community Outreach & Marketing Coordinator  
Denise Sitasz, Administrative Assistant

**WCHD STAFF PRESENT**

Elizabeth Bilotta, Executive Director  
Denise Bergin, Assistant Executive Director

**OTHERS PRESENT**

Adam Lipetz, ASA  
Sarah Lucas – community member  
Frank Sandoval – community member

**A. CALL TO ORDER - Pledge of Allegiance**

The regular meeting of the Will County Community Health Center Governing Council was held virtually, via teleconference. Mr. Lauridsen, Chairman, called the meeting to order at 5:00p.m.

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

Community member Sarah Lucas briefly spoke of her background.  
Community member Frank Sandoval introduced himself and briefly spoke of his background.

Governance Committee will setup a meeting to interview both candidates to become members of the Governing Council. Ms. Easley will setup a meeting.

**Pledge of Allegiance**

**MISSION STATEMENT**

Ms. Lindsey 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 **seconded** by Ms. Lindsey to accept the Governing Council minutes from April 5, 2023. **Motion carries.**

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**Approval for MOU with AIDS Foundation of Chicago**- We ask the Governing Council for its approval to support an MOU for the provision of Ryan White related services with the AIDS Foundation of Chicago (AFC). AFC receives federal pass-through funding from IDPH and then in turn subcontracts with the WCCHC for medical case management services. It also provides financial support of medical, BH, SUD, and dental services for uninsured individuals with HIV. The proposed funding amount for April 1, 2023, to March 31, 2024, is \$135,228.

**Pharmacy Services at the Community Health Center** – The Will County Board has approved the awarding of a bid to Genoa Pharmacy and subsequent lease agreement for the use of the space within the CHC. Once this Agreement is signed and the pharmacy is approved for new licenses at the WCCHC, we can move forward with a Pharmacy Services Agreement for participation in our 340B program. We hope to bring this to the Governing Council for its approval in June. After signed and approved it should be ready for enrollment as a pharmacy site with the HRSA Office of Pharmacy Affairs, and then they can begin operations. It is expected the entire process may take up to 90 days.

**Proposed Changes to the Collaborative Agreement** – We performed a routine review of our Co-applicant Cooperative Operational Agreement between the Governing Council and the Board of Health. There is some language that although relevant at the time of inception, is no longer in line with current operations. The document was discussed at the Governance Committee and at our last Governing Council meeting in April. Proposed changes will be voted upon at this May meeting, and then the Board of Health will also be asked for their approval.

**Podiatry Services at the WCCHC** – I have been on the alert for more services we can provide to our patients who can least afford them. An area podiatrist has proposed to provide on-site podiatry services to our patients one-half to one day per week. He is starting a new practice and applying for surgical privileges at Silver Cross Hospital. He would agree to accept public health insurances and offer a sliding fee for uninsured. The podiatrist would not be an employee of the WCCHC and would do his own billing. We had a similar arrangement with Americans for Better Hearing Foundation a couple of years ago. The benefit for our patients is that many of them may have little access to such services, and it would provide a broader scope of care for the uninsured and underserved. We ask the GC to consider this. Next steps would be to obtain a formal agreement, attorney's approval, formal GC approval, and then approval from HRSA to expand our scope of services.

**Behavioral Health Suite Open House** – On May 1 we were thrilled to have a formal open house to celebrate our new behavioral health space. Congresswoman Lauren Underwood of Naperville was on-site to visit the Will County Health Department and for a ribbon cutting. As a Registered Nurse, she is very supportive of health care issues and increasing access to services for the underserved.

**CMO Report**

**COVID-19 Update:**

	<u>Cases</u>	<u>Recovered</u>	<u>Deaths</u>
World	~ 686 million	~ 659 million	~ 6.86 million
United States	~ 106 million	~ 104 million	~ 1.15 million
Illinois	~ 4.13 million	~ 4.05 million	~ 41.8 K

(worldmeter.info as of April 26, 2023)



Increased from 4.10 million since within the last one month.

Increased from 41.6 in last 1 mo.

- \* Immunity being increased by the large numbers of vaccinated persons
- \* The use of antivirals, and refined antiviral regimen, is now commonplace → less time sick, less opportunity to infect others.
- \* No new "game changing" variants, as most of the recent variants have been *no more virulent* than others [for example, the latest variants: XBB.1.5 and XBB.1.16 (which is causing a new symptom of conjunctivitis) ]

Of note: XBB.1.16 is driving a current surge in COVID-19 cases in India right now, and accounts for 10% of cases in the U.S. now.

- We should still be cautious as 100,000 people in the U.S. are infected daily, and 150 die each day.
- "Cautious" to most experts means: get vaccinated and continue to wear a mask in large indoor gatherings, and on public transportation (including airplanes).

UPDATE on New Initiatives - Brooks Middle School:

As previously mentioned, we have now obtained our Vaccines for Children certification from the state of Illinois for our School-Based Health Center.

**We now have evolved** from screened in areas, to proper demi-walls, and a proper "waiting room". This offers the children more privacy during their office visits, and a more refined, professional look as well.

(Pictures of Brooks Middle School were shown)

*Ms. Kornacker asked how many children we have seen at Brooks Middle School and how is the trust of the family with our staff? Dr. Byrd stated we have seen approximately 120 children and we are currently repairing our relationship with the families given our need to cancel a few days in the past.*

*Ms. Maragos stated that we are developing a website which will have content on the website of Brooks Middle School.*

Staffing:

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

Our Behavioral Health Manager resigned, her last day was Tuesday, April 25, 2023.

- interviews have begun

However, the following achievements have been made:

- Family Medicine Physician – Interviewed, both parties interested
- checking references (completing residency)

*Ms. Kornacker asked if an exit interview is being done with staff leaving the Center. Dr. Byrd spoke about the reason behind the loss of the BH manager and the DON.*

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**G. Action Items**

- A motion was made by Ms. Lindsey and **seconded** by Mr. Dyche to approve MOU with AIDS Foundation of Chicago .  
Roll Call: Paul Lauridsen "Aye", Cindy Brassea "Aye", Edith Cline-Kabba "Aye", Michael Crowner "Aye", Alan Dyche "Aye", Judy Easley "Aye", Deborah Kornacker "Aye", Marie Lindsey "Aye", Nicole Luebke "Aye", Vernice Warren "Aye". **Motion carries.**
- A motion was made by Ms. Easley and **seconded** by Mr. Dyche to approve revised Co-applicant Cooperative Agreement. **Motion carries. Motion** was made by Ms. Kornacker and **seconded** by Mr. Dyche to use the previous roll call. **Motion carries.**
- A motion was made by Ms. Lindsey and **seconded** by Ms. Easley to approve revised 2023 CQIPM (Continuous Quality Incentive Plan). **Motion carries. Motion** Ms. Lindsey and **seconded** to use the previous roll call. **Motion carries.**
- A motion was made by Ms. Warren and **seconded** by Ms. Luebke approve proposed 2023 Medical BH Hospital fees. Affirming the nominal fees will not pose a barrier to care.  
**Motion carries. Motion** was made by Ms. Lindsey and **seconded** by Ms. Warren to use the previous roll call. **Motion carries.**
- A motion was made by Ms. Warren and **seconded** by Ms. Brassea to approve proposed 2023 Dental fees. **Motion carries. A motion** was made by Ms. Warren and **seconded** by Ms. Lindsey to use the previous roll call. **Motion carries.**

*Ms. Kornacker questioned if the proposed fees for some of the dental procedures and wondered if the cost of some of those would be a barrier to care for some of the patients? Ms. Maragos stated that is why we have nominal fees for the uninsured and for those who have insurance, we bill their private insurance and will not bill patients for the remaining cost if they are unable to pay. The GC affirmed the nominal fees will not pose a barrier to care.*

- A motion was made by Mr. Crowner and **seconded** by Ms. Luebke to approve the application to IDPH for SBHC funding. **Motion carries. Motion** was made by Mr. Dyche and **seconded** by Ms. Kornacker to use the previous roll call. **Motion carries.**
  - A motion was made by Ms. Lindsey and **seconded** Ms. Warren to approve election of Alan Dyche as Chairman of GC. **Motion carries. Motion** was made by Ms. Easley and **seconded** by Ms. Warren to use the previous roll call. **Motion carries.**
  - A motion was made by Ms. Easley and **seconded** by Ms. Lindsey to approve election of Vernice Warren as Vice Chairperson of GC. **Motion carries. Motion** was made by Mr. Crowner and **seconded** by Ms. Easley to use the previous roll call. **Motion carries.**
  - A motion was made by Ms. Easley and **seconded** by Mr. Dyche to approve reelection of Marie Lindsey as a GC member. **Motion carries. Motion** was made by Mr. Dyche and **seconded** by Ms. Brassea to use the previous roll call. **Motion carries.**
  - A motion was made by Ms. Easley and **seconded** by Ms. Luebke to approve reelection of Deborah Kornacker as Secretary of GC. **Motion carries. Motion** was made by Ms. Lindsey and **seconded** by Ms. Warren to use the previous roll call. **Motion carries.**
  - A motion was made by Ms. Easley and **seconded** by Ms. Lindsey to approve election of Michael Crowner as Treasurer. **Motion carries. Motion** was made by Ms. Easley and **seconded** by Ms. Lindsey to use the previous roll call. **Motion carries.**
  - A motion was made by Ms. Kornacker and **seconded** by Ms. Cline-Kabba to approve recredentiaing for Trishna Harris, APRN. **Motion carries. Motion** was made by Ms. Lindsey and **seconded** by Ms. Brassea to use the previous roll call. **Motion carries.**
  - A motion was made by Ms. Lindsey and **seconded** by Mr. Crowner to approve credentialing for Olalekan Fapohunda, APRN. **Motion carries. Motion** was made by Ms. Warren and **seconded** by Ms. Kornacker to use the previous roll call. **Motion carries.**
  - A motion was made by Ms. Lindsey and **seconded** by Ms. Warren to approve credentialing of Dana Rhea, OD. **Motion carries. Motion** was made by Ms. Brassea and **seconded** by Ms. Warren to use the previous roll call. **Motion carries.**
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**WILL COUNTY COMMUNITY HEALTH CENTER**  
**GOVERNING COUNCIL MEETING**  
**Wednesday, June 7, 2023 @ 5:00pm**

**MEMBERS PRESENT**

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

**MEMBERS ABSENT**

Edith Cline-Kabba

**WCCHC STAFF PRESENT**

Mary Maragos, Chief Executive Officer  
Dr. Jennifer Byrd, Chief Medical Officer  
Dr. Sangita Garg, Chief Dental Officer (via teleconference)  
Stacy Baumgartner, Director of Operations  
Phil Jass, Quality Improvement/Risk Management Coordinator  
Bose Oshin, Billing Supervisor

**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 5:03p.m.

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

**Pledge of Allegiance**

**MISSION STATEMENT**

Mr. Dyche read the Mission Statement.

**Approval of new Governing Council members**

A motion was made by Ms. Easley and **seconded** by Ms. Lindsey to approve new Governing Council member (Frank Sandoval).

Roll Call: Paul Lauridsen "Aye", Cindy Brassea "Aye", Michael Crowner "Aye", Alan Dyche "Aye", Judy Easley "Aye", Deborah Kornacker "Aye", Marie Lindsey "Aye", Nicole Luebke "Aye", Vernice Warren "Aye"

Mr. Sandoval spoke briefly about his background.

**B. APPROVAL OF GOVERNING COUNCIL MINUTES**

A motion was made by Mr. Crowner and **seconded** by Ms. Easley to accept the Governing Council minutes from May 5, 2023. **Motion carries.**

Roll Call: Paul Lauridsen "Aye", Cindy Brassea "Aye", Michael Crowner "Aye", Alan Dyché "Aye", Judy Easley "Aye", Deborah Kornacker "Aye", Marie Lindsey "Aye", Nicole Luebke "Aye", Vernice Warren "Aye"

- C. **Chairman's Comments:**
- D. **Public Comment for Agenda Items Only: None**
- E. **CEO Report**

**IDPH Approved the application for continued SBHC Funding!** We received notice from IDPH that our application for school health center funding for July 2023 through June 2025 was approved. The total grant amount is \$210,000 over 2 years. Unfortunately, this will only cover a fraction of our anticipated expenses, but we plan to bill insurances for services to generate enough revenue to support the program.

**Innovation award** from CareMindr for our successful home blood pressure monitoring program! Our team was asked to present at a national on-line forum, with the topic, "Beyond NHCI (National Hypertension Control Initiative) – Sustaining your Program Through Value-Based Care." The Innovation Award for Excellence in Patient Care Outcomes that we received acknowledges "the significant number of positive patient results that your program continues to achieve, as part of the National Hypertension Control Initiative." The American Heart Association projects we have averted numerous strokes, heart attacks and related treatments, and have prevented over \$700,000 in healthcare event costs.

**Patient Target from HRSA:** This month we received notice of our annual patient target number from HRSA, based on previous performance and grant deliverables. The number is 14,995, the same as for CY2022. If this number is not reached, we will incur a penalty in the form of a percentage off of our 330-grant award.

**Lease Agreement with Genoa Pharmacy** – We ask the Governing Council for its approval of a Lease Agreement with Genoa Pharmacy, for on-site pharmacy services within the Joliet WCCHC. The Agreement is for \$950/month for 3 years. Each year the monthly cost will increase by 2%. Language has been approved by attorneys from both parties.

**HealthChoice Illinois/ Illinois HFS Collective** – We have been invited to join a statewide Collaborative of Illinois Medicaid and Medicare providers, including ambulatory providers, hospitals, and long-term care providers. Data will be collected from each and shared on a portal, to communicate our patients' hospital admission and discharge information. The goal is improved care coordination and clinical outcomes. More information about this will be forthcoming.

**Legislative Updates** – With gratitude for the many efforts on the part of the IL Primary Healthcare Association, the IL legislature approved a significant increase in the encounter rate for FQHCs in CY2024, approximately 10% higher than that of CY2023.

**Pharmacy Services at the Community Health Center** – The Will County Board has approved the awarding of a bid to Genoa Pharmacy and subsequent lease agreement for the use of the space within the CHC. At this meeting we ask the Governing Council's approval of this Lease Agreement. Once this Agreement is signed and the pharmacy is approved for new licenses at the WCCHC, we can move forward with a Pharmacy Services Agreement for participation in our 340B program. We hope to bring this to the Governing Council for its approval in July.

**Approval to submit FTCA application** - The Federally Supported Health Centers Assistance Acts of 1992 and 1995 provide that certain persons, referred to as covered individuals (i.e., governing board members, officers, employees, and certain individual contractors) of Federal Tort Claim Act covered entities (such as health centers that receive section 330 FQHC funds and have been approved for coverage or "deemed") be treated as Public Health Service employees for purposes of medical malpractice liability coverage. Covered activities are acts or omissions in the performance of medical,

surgical, dental, or related functions resulting in personal injury, including death, and occurring within the scope of employment (and within the approved scope of project). This means that a covered entity or individual is immune and will not be financially liable for any claims arising from covered activities. Congress' intent was to increase the availability of funds to health centers to provide primary health care services by reducing or eliminating health centers' malpractice insurance premiums. Annually we are expected to re-apply for this coverage and provide documentation to HRSA of provider licensure, continuing education, fitness for duty, and compliance with credentialing, among other requirements. We ask the Governing Council for its approval to submit this application.

**IDPH Family Planning grant** – The IL Dept. of Public Health has awarded us \$250,000 per year for 2 years for family planning services. This grant is federal pass-through funding, meaning it originates from the Federal Dept of HHS to the IL Dept of Public Health and awarded to 38 agencies throughout Illinois. With it we can provide visits for family planning and testing for sexually transmitted infections, health education, and supply contraceptives to uninsured patients. Minors at least 12 years old can be seen without parental permission. This is \$10,000 per years more than our previous funding. We are prohibited from providing any abortion services. We ask the GC for its approval to reapply for this grant and participate in this program from July 1, 2023, through June 30, 2024. We also ask the GC for its approval of the sliding fees for Family Planning, to allow for discounts for patients with incomes at 250% or less of the federal poverty limit. Our medical, dental, BH, and hospital sliding fees provide discounts for those with incomes at or less than 200% of the federal poverty limit, per HRSA guidelines.

#### **CMO Report**

Dr. Byrd spoke of the staffing issues taking place at the Health Center. She spoke of the current interviewing taking place for DON and a BH Manager as well as numerous LPN and CMA positions open. We will also be looking for an APRN due to one current staff person giving her resignation.

#### **CDO Report**

##### **Mobile Dental Services**

Mobile dental visited Felman Early Childhood Center, Catholic Charities and had a good response. The Dental secretary is doing a great job scheduling mobile dental visits twice / week.

##### **Nitrous Oxide Use for Apprehensive Children**

Use of Nitrous Oxide for apprehensive children was suspended due to Covid, and the policy needed to be updated.

For safety, we implemented the continuous monitoring log. We will document the pulse, SPO2 (percentage of oxygen in blood) and respiration every 5 minutes on this log for the whole length of the procedure.

I am glad that staff has been trained, policy updated the Bluetooth enabled pulse oximeter and IPAD have been received to continuously monitor the vitals.

The Nitrous Oxide unit is ready for use.

##### **Internal Referrals**

From May 1-30, 2023, the dental clinic received 55 internal referrals from our WCCHC medical providers.

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

##### **Revenue FY22**

The revenue ending 11/30/22 was presented. We were 14.7% above projected budget. Medicaid Reimbursement came in well above all others.

**Expenditures FY22**

Ms. Maragos presented expenditures ending 11/30/22. We came in below budget at 88.2%.

**Revenue FY23**

The revenue ending May 31, 2023, was presented. The variance is at 2.9%.

**Expenditures FY23**

Ms. Maragos presented expenditures ending May 2023. The goal was 41.6% and we came in well below the target at 38.1%.

**Patient and Visits**

Patient and visits report was presented, and a brief discussion took place. In person visits are being converted to Telehealth. Our numbers for patients and visits are still exceeding that of last year.

**F. Discussion**

• **Report from the Finance Committee Chairperson:**

Mr. Crouner presented the proceedings from Finance Committee meeting which had taken place prior to the Governing Council meeting. He discussed the reports that were reviewed. The Accts. Receivable reports were discussed. We are well within our targets for 0-120 days which is at 87% and our goal is to be between 80-90%. Everything above 120 days, we are at 13%.

There were two action items approved. They will be discussed later in the meeting.

**G. Action Items**

- **A motion was made by Mr. Crouner and seconded by Ms. Warren to approve Genoa Pharmacy lease agreement. Motion carried.**

Ayes: Michael Crouner "Aye", Alan Dyche "Aye", Judy Easley "Aye", Paul Lauridsen, "Aye", Marie Lindsey "Aye", Nicole Luebke "Aye", Vernice Warren "Aye" Frank Sandoval "Aye". **Motion carried.**  
Nays: None

- **A motion was made by Ms. Warren and seconded by Ms. Lindsey to table pharmacy services agreement. Motion carried.**

Ayes: Michael Crouner "Aye", Alan Dyche "Aye", Judy Easley "Aye", Paul Lauridsen, "Aye", Marie Lindsey "Aye", Nicole Luebke "Aye", Vernice Warren "Aye" Frank Sandoval "Aye". **Motion carried.**  
Nays: None

- **A motion was made by Ms. Lindsey and seconded by Ms. Warren to approve FY23-FY24 Family planning fees and sliding fee scale. Motion carried.**

Ayes: Michael Crouner "Aye", Alan Dyche "Aye", Judy Easley "Aye", Paul Lauridsen, "Aye", Marie Lindsey "Aye", Nicole Luebke "Aye", Vernice Warren "Aye" Frank Sandoval "Aye". **Motion carried**  
Nays: None

- **A motion was made by Mr. Crouner and seconded by Ms. Easley approve Family Planning Schedule of Discounts. Motion carried.**

Ayes: Michael Crouner "Aye", Alan Dyche "Aye", Judy Easley "Aye", Paul Lauridsen, "Aye", Marie Lindsey "Aye", Nicole Luebke "Aye", Vernice Warren "Aye" Frank Sandoval "Aye". **Motion carried.**  
Nays: None

- **A motion was made by Ms. Lindsey and seconded by Ms. Warren to approve FTCA application for CY2024. Motion carried.**

Ayes: Michael Crouner "Aye", Alan Dyche "Aye", Judy Easley "Aye", Paul Lauridsen, "Aye", Marie Lindsey "Aye", Nicole Luebke "Aye", Vernice Warren "Aye" Frank Sandoval "Aye". **Motion carried.**  
Nays: None

- **A motion was made by Mr. Crouner and seconded by Ms. Easley to approve the application for renewal of Family Planning grant for 7-1-23 to 6-30-24. Motion carried.**

Ayes: Michael Crouner "Aye", Alan Dyche "Aye", Judy Easley "Aye", Paul Lauridsen, "Aye", Marie Lindsey "Aye", Nicole Luebke "Aye", Vernice Warren "Aye" Frank Sandoval "Aye". **Motion carried.**  
Nays: None

- A motion was made by Ms. Lindsey and **seconded** Ms. Warren to approve renewal of policy CC-0002 Standards of Conduct for Governing Council Members, Officers, Employees, Contractors and Agents of the Health Center. **Motion carries.**  
Ayes: Michael Crowner "Aye", Alan Dyche "Aye", Judy Easley "Aye", Paul Lauridsen, "Aye", Marie Lindsey "Aye", Nicole Luebke "Aye", Vernice Warren "Aye" Frank Sandoval "Aye". **Motion carried.**  
Nays: None
- A motion was made by Ms. Easley and **seconded** by Ms. Lindsey to table the renewal of contract for Pranjali Vadgaonkar, M.D. **Motion carried.**  
Ayes: Michael Crowner "Aye", Alan Dyche "Aye", Judy Easley "Aye", Paul Lauridsen, "Aye", Marie Lindsey "Aye", Nicole Luebke "Aye", Vernice Warren "Aye" Frank Sandoval "Aye". **Motion carried.**  
Nays: None
- A motion was made by Ms. Easley and **seconded** by Ms. Warren to approve change Governing Council meeting and Governance Committee meeting to Wednesday, July 12 from Wednesday, July 5. **Motion carried.**  
Ayes: Michael Crowner "Aye", Alan Dyche "Aye", Paul Lauridsen, "Aye", Marie Lindsey "Aye", Nicole Luebke "Aye", Vernice Warren "Aye" Frank Sandoval "Aye".  
Nays: Judy Easley  
**Motion carried.**

**H. BOARD MEMBERS' CONCERNS AND COMMENTS:**

**I. PUBLIC CONCERNS AND COMMENTS:** None

**J. EXECUTIVE COMMITTEE/EXECUTIVE SESSION:** None

**K. ADJOURNMENT:** A motion was made by Ms. Lindsey and **seconded** by Ms. Easley to adjourn the meeting at 6:42pm. **Motion carries.**  
Ayes: Michael Crowner "Aye", Alan Dyche "Aye", Judy Easley "Aye", Paul Lauridsen, "Aye", Marie Lindsey "Aye", Nicole Luebke "Aye", Vernice Warren "Aye" Frank Sandoval "Aye".  
Nays: None

**NEXT MEETING- IN PERSON**  
**Wednesday, July 12, 2023**  
**Wednesday, July 12, 2023**

**4:30pm Governance Committee**  
**5:00pm Governing Council**

Prepared by,

\_\_\_\_\_  
Mary Kilbride, Executive Assistant

  
\_\_\_\_\_  
Vernice Warren, Vice Chairperson of Governing Council



**WILL COUNTY COMMUNITY HEALTH CENTER**  
**GOVERNING COUNCIL MEETING**  
**Wednesday, July 12, 2023 @ 5:00pm**  
Community Health Center Conference room.

**MEMBERS PRESENT**

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Alan Dyche, Chairperson  
Paul Lauridsen  
Cindy Brassea  
Michael Crowner, Treasurer  
Marie Lindsey  
Frank Sandoval

**MEMBERS ABSENT**

Edith Cline-Kabba  
Judy Easley  
Deborah Kornacker, Secretary  
Vernice Warren  
Nicole Luebke

**WCCHC STAFF PRESENT**

Mary Maragos, Chief Executive Officer  
Dr. Jennifer Byrd, Chief Medical Officer  
Dr. Sangita Garg, Chief Dental Officer  
Phil Jass, Quality Improvement/Risk Management Coordinator  
Bose Oshin, Billing Supervisor  
Talecia Bradley, Director of Nursing  
Michelle Budzinski, Administrative Assistant

**WCHD STAFF PRESENT**

Elizabeth Bilotta, 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 5:02p.m.

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

Mary Maragos introduced Talecia Bradley the new director of nursing at the Community Health Center.

**Pledge of Allegiance**

**MISSION STATEMENT**

Ms. Lindsey 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 **seconded** by Ms. Lindsey to accept the Governing Council minutes from June 7th, 2023. **Motion carries.**

Roll Call: Paul Lauridsen "Aye", Cindy Brassea "abstained", Michael Crowner "Aye", Alan Dyche "Aye", Frank Sandoval "Aye" Marie Lindsey "Aye",

**REVIEW AND APPROVAL OF EXECUTIVE SESSION MINUTES**

A motion was made by Mr. Dyche to approve Executive session minutes from June 7<sup>th</sup>, 2023. Ms. Lindsey moved; Mr. Crowner seconded.

Roll Call: Paul Lauridsen "Aye", Cindy Brassea "abstained", Michael Crowner "Aye", Alan Dyche "Aye", Frank Sandoval "Aye" Marie Lindsey "Aye",

- C. **Chairman's Comments:**
- D. **Public Comment for Agenda Items Only: None**
- E. **CEO Report**

**Pharmacy Services at the Community Health Center** – The Will County Board has approved the awarding of the Pharmacy Services Agreement (PSA) for Genoa/ Optum Pharmacy. This Agreement sets the terms for participation in our 340B discount pharmacy program. At this meeting we ask the Governing Council's approval of this PSA. Genoa has already begun to renovate the space at the Community Health Center. They await state and federal licensing; once received we can register them as an official site for inclusion in our 340B program.

**IDPH Family Planning grant** – The IL Dept. of Public Health has awarded us \$250,000 per year for 2 years for family planning services. This is \$10,000 per year more than our previous funding. This grant is federal pass-through funding, meaning it originates from the federal Dept of HHS to the IL Dept of Public Health and awarded to 38 agencies throughout Illinois. With it we can provide visits for family planning, testing for sexually transmitted infections, health education, and supply contraceptives to uninsured patients. Minors at least 12 years old can be seen without parental permission. We are prohibited from providing any abortion services. We ask the GC for its approval to reapply for this grant and participate in this program from July 1, 2023, through June 30, 2024. In August we expect 2-3 site visitors to audit our compliance with this program.

**Midwestern University Agreement** – It is time to renew our Agreement with Midwestern University for Optometry services. We initiated this agreement in the Spring of 2019, to create a practical learning site for Midwestern University optometry students and provide eye care services to our patients who cannot afford them. Faculty optometrists serve as preceptors and are registered with our FTCA (federal government) insurance as covered volunteers. They are here 2-3 days per week. Eye exams, including retinal imaging, and new eyeglasses are entirely free to our patients, many of whom have never had their eyes examined. Soon we hope to add optometry services at Brooks Middle School, which has been added as a service site on the new Agreement. We ask the Governing Council for its approval of this Agreement. As of June 30, 2023, we have provided optometry care to 2066 patients! We had to suspend services for several months during COVID, and this year have lessened clinic days since 6 optometry faculty were out on maternity leave. Here are the annual numbers of patients served:

2019: 321  
2020: 316  
2021: 689  
2022: 519  
2023: 221 (6 months)



## CMO Report



### MAT Program:

- 75 total patients
- 2 new patients per week
- 5 prescribers
- Update: prescribing Suboxone *no longer requires* a secondary DEA number (“Data-Waiver”/“X-waiver”). This shift in the federal Consolidated Appropriations Act *removed* the requirement to take a course and apply for a secondary DEA number in order to prescribe.  
This will allow for more providers to prescribe Suboxone, thus reaching a larger Substance Use Disorder patient base.

### Self-Monitoring Blood Pressure (SMBP):

- Recap: This program is a part of the National Hypertension Control Initiative
- Patients are enrolled through a simple referral to our RN-Champion, and are thereafter signed up for the program.
- The patients receive a *free* home blood pressure monitoring kit that is blue-tooth enabled; this device automatically downloads the patients’ blood pressure readings into our Electronic Health Record.
- Our RN-Champion monitors the readings daily, reports information to the provider of record (for medication titration or other interventions) and generates reports.
- 535 enrolled patients
- 461 active patients
  - Results (% of patients with Blood Pressure under control):

<u>2021</u>	<u>2022</u>	<u>2023</u>
45.49%	56.92%	66.67%

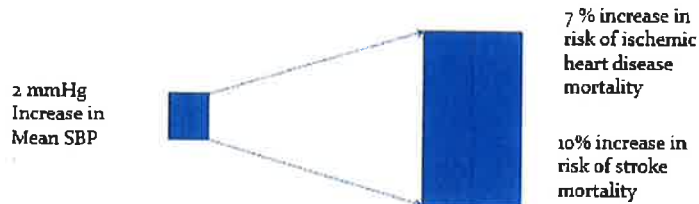
- Thus, progressive improvement of our patients’ Hypertension status
  - Significance:
-

## LANCET

(Prospective Studies Collaboration, 2002; 360: 1913 - 1913)

BP Reductions as Small as 2 mmHg Reduces the Risk of CV Events  
by  
Up To 10 %

- Meta-analysis of 61 prospective, observational studies
- 1 Million adults
- 12.7 Million person - years



### Staff Training & Educational Opportunities:

- 6/14/2023: Injection training for Invega Sustenna (long-term injectable antipsychotic)
- 7/12/2023: Injection training for Vivitrol (long-term injectable for Alcohol and Opioid Cravings)
- Long range (3-6 months): cross training for all staff
- MedTrainer: electronic online platform to train staff on all topics

Supporting your business so you have time to support your patients

## MedTrainer

### MLearning

- CME Library
- CMEs / CEAs
- Continuing Education
- Track Log & Reporting

### MCredentialing

- Exclusion Checks
- Enrollment Tracking
- Entry Manager
- Privileging Forms

### MCompliance

- Disaster Preparedness
- RQ Management
- Incident Reporting
- Safety Plans

Dr. Byrd also updated the council on staffing. 2 CMAs have been hired. 3 salaried surveys are pending. A behavior health manager is in the interviewing process. 2 LPN positions are open and interviews are being scheduled. Also, a family medicine physician is in the interview process.

### **CDO Report**

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

Mobile dental is scheduled at Grundy County next month.  
Mobile will also be scheduled for the medical visits in July.

Dental secretary is doing great job scheduling mobile dental visits.

#### **Addition of a New Part Time Dentist**

I am excited to report that we are adding a part time (3 days/week) dentist to our team.  
Dr. Katherine Kinney Faber worked in our mobile program in 2011, went to private practice and would like to come back to public health.

She joins our team with 14 years of diverse experience and has a very pleasant personality.

Dr. Faber worked with me in 2011 and I am happy to welcome her back.

She will be starting August 7, 2023, and may work one day in the mobile unit to perform follow up procedures like extractions & fillings.

#### **Internal Referrals**

From June 1-29, 2023, the dental clinic received 40 internal referrals from our WCCHC medical providers.

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

#### **Revenue FY23**

The revenue ending June 30<sup>th</sup>, 2023, was presented. Target is 50% and we are slightly lower at 45.4%.

Ms. Bilotta had an update regarding patient self-pay by credit/debit card. At the last governing council meeting these payments from December of 2022 to May of 2023 had not been entered. They are now entered and up to date.

#### **Expenditures FY23**

The goal for expenditures is 50% and we are at 41.5%

Ms. Bilotta commented that the June 23<sup>rd</sup> payroll was not posted which would bring it up to 48.66%.

#### **Patient Visits**

Patient and clinic visit were discussed. These numbers have exceeded 2022. 22,840 visits this year (2023) so far. Last year (2022) clinic visits were 21,339. Our patients have increased by 800. Also, we have provided 33 students care at Brooks middle school.

#### **Provider Productivity**

Mary discussed productivity of providers. There was a slight dip in visits for OB/GYN due to staff shortage in that department.

#### **F. Discussion**

- Assignment of new GC members to a committee.
-

There was a discussion regarding committee assignment for new GC member Frank Sandoval. It was decided to assign Mr. Sandoval to Quality Committee and Governance Committee.

A discussion was held regarding Ms. Lindsey's request to include previous committee minutes distributed to council members. A vote was taken, and it was a "nay".

**G. ACTION ITEMS**

A motion was made by Mr. Crowner and seconded by Ms. Brassea for approval of renewal of the Family Planning grant for 7/1/23-6/30/24.

Roll Call: Paul Lauridsen "Aye", Cindy Brassea "Aye", Michael Crowner "Aye", Alan Dyche "Aye", Frank Sandoval "Aye" Marie Lindsey "Aye". Motion carries.

A motion was made to use previous roll call by Ms. Lindsey and seconded by Ms. Brassea. Motion carries.

A motion was made by Ms. Lindsey and seconded by Ms. Brassea to approve renewal of contract for Dolly Agba. A motion was made to use previous roll call by Ms. Lindsey and seconded by Ms. Brassea. Motion carries.

A motion was made by Mr. Lauridsen and seconded by Ms. Lindsey to approve the agreement with Midwestern University Optometry. Motion Carries.

A motion was made by Ms. Lindsey and seconded by Mr. Crowner to approve the agreement with Genoa pharmacy. A motion was made to use previous roll call by Ms. Brassea and seconded by Mr. Lauridsen. Motion carries.

A motion was made by Mr. Lauridsen and seconded by Ms. Lindsey to move the October 4<sup>th</sup> Governing Council and Governance Committee meetings to October 11<sup>th</sup>. A motion was made to use previous roll call by Ms. Brassea and seconded by Ms. Lindsey. Motion carries.

A motion was made by Mr. Crowner and seconded by Ms. Lindsey to approve the contract with Katherine Faber, DMD. A motion was made to use previous roll call by Ms. Lindsey and seconded by Mr. Crowner. Motion carries.

A motion was made by Mr. Lauridsen and seconded by Ms. Lindsey to add a new Walgreens site to 340B program. A motion was made to use previous roll call by Ms. Lindsey and seconded by Ms. Brassea. Motion carries.

A motion was made by Mr. Lauridsen and seconded by Ms. Lindsey to approve policy QRM-0005 Credentialing and Privileging Policy. A motion was made to use previous roll call by Mr. Lauridsen and seconded by Ms. Brassea. Motion carries.

**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: None**

**K. ADJOURNMENT: A motion was made by Mr. Lauridsen and seconded by Ms. Brassea to adjourn meeting at 6:15. A motion was made to use previous roll call by Ms. Lindsey and seconded by Mr. Crowner. Motion carries.**


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**NEXT MEETING- IN PERSON**  
**Wednesday, August 2nd, 2023**  
**Wednesday, August 2nd, 2023**

**4:15pm**      **Quality Committee**  
**5:00pm**      **Governing Council**

Prepared by,

  
Michelle Budzinski, Administrative Assistant

  
Vernice Warren, Vice Chairperson of Governing Council







# Governing Council Meeting

Wednesday, August 02, 2023

Will County Health Center – Conference Room

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**Committee Members:**

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

**WCCHC & WCHD Staff:**

Mary Maragos, Chief Executive Officer  
Jennifer Byrd, Chief Medical Officer  
Sangita Garg, Chief Dental Office  
Stacy Baumgartner, Director of Operations  
Phil Jass, Quality Improvement/Risk Management Coordinator  
Abosedo Oshin, Billing Supervisor  
Elizabeth Bilotta, Executive Director  
Denise Bergin, Director of Finance and Grant Management

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**WCCHC Staff In Attendance:**

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**Welcome**

**A Welcome & Roll Call** **A. Dyche**

- 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

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

- Board minutes from July 12, 2023 – **ACTION ITEM** (pgs.)

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**C Chairman's Comments** **A. Dyche**

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**D Public Comment for Agenda Items Only** **A. Dyche**

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**E REPORTS**

- Chief Executive Officer (pgs.) **M. Maragos**
- Chief Medical Officer (pgs.) **Dr. Byrd**
- Chief Dental Officer (pg.) **Dr. Garg**
- Revenue & Expenses report (pgs.) **M. Maragos**
- Patients and visits report (pg.) **M. Maragos**

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

**MEMBERS PRESENT**

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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.**



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 7<sup>th</sup> thru August 11<sup>th</sup>
- 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 11<sup>th</sup> 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**

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**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 31<sup>st</sup>, 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.

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# Governing Council Meeting

Wednesday, September 06, 2023  
Will County Health Center – Conference Room

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## Committee Members:

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

## WCCHC & WCHD Staff:

Mary Maragos, Chief Executive Officer  
Jennifer Byrd, Chief Medical Officer  
Sangita Garg, Chief Dental Office  
Stacy Baumgartner, Director of Operations  
Phil Jass, Quality Improvement/Risk Management Coordinator  
Abosedo Oshin, Billing Supervisor  
Talecia Bradley, Director of Nursing  
Elizabeth Bilotta, Executive Director  
Denise Bergin, Assistant Executive Director

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## WCCHC Staff in Attendance:

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### Welcome

#### A Welcome & Roll Call

A. Dyche

- 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.

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#### B Review and Approval of the Minutes

A. Dyche

- Board minutes from August 2nd, 2023 -- **ACTION ITEM** (pgs. 1-6 )
- Executive Session Minutes August 2<sup>nd</sup>, 2023

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#### C Chairman's Comments

A. Dyche

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#### D Public Comment for Agenda Items Only

A. Dyche

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#### E REPORTS

- Chief Executive Officer (pgs. 7-8 )

M. Maragos  
Dr. Byrd

**WILL COUNTY COMMUNITY HEALTH CENTER**  
**GOVERNING COUNCIL MEETING**  
**Wednesday, September 6, 2023 @ 5:00pm**  
Community Health Center Conference room.

**MEMBERS PRESENT**

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Alan Dyche, Chairperson  
Michael Crowner, Treasurer  
Marie Lindsey  
Frank Sandoval  
Judy Easley  
Deborah Kornacker, Secretary  
Vernice Warren

**MEMBERS ABSENT**

Edith Cline-Kabba  
Paul Lauridsen  
Cindy Brassea  
Nicole Luebke

**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 5:05p.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 August 2<sup>nd</sup> 2023. Ms Kornacker had a question regarding the quality report. There was a discussion and the group agreed to change the verbiage to. "We have already met 3 of the 21 performance indicators" A motion was made to approve the minutes. All in favor "aye" No opposed or abstentions. **Motion carries.**

## APPROVAL EXECUTIVE COMMITTEE MEETING MINUTES

A motion was made to approve the Executive by Mr. Dyché. Ms. Easley moved and Ms. Lindsey seconded  
**Motion carries**

- C. **Chairman's Comments:** None.
- D. **Public Comment for Agenda Items Only:** None
- E. **Reports:**

### **CEO Report:**

**IDPH Grant Funding Opportunity** – We ask the Governing Council for its approval to apply for the Enhancing Post-Covid Recovery Efforts for School Based Health Needs grant, for funding to expand mental health training and resources in a school setting. With a certified School-Based health center at Brooks Middle School, the WCCHC is eligible for this funding. The funding period is from 10/1/23 to 6/30/24. We will ask for \$212,651 to support the full-time salaries of a full-time mental health nurse practitioner and licensed clinical social worker, computers, medical supplies, a subscription for Nextgen-integrated software for online registration, and registration and travel expenses for 3 persons to attend a school behavioral health conference in the Spring.

**IDPH Family Planning Program Audit** – We received a 2-day on-site audit of our Family Planning Grant program, with 3 site visitors. It was a resounding success! We receive \$250,000 per year for this program, and must meet rigid requirements for eligibility, services, billing, quality assurance, and credentialing. Site auditors commended us and said they would like to share our program's successes with Federal Title X authorities. Illinois Title X funding was withdrawn from family planning programs under a prior presidential administration and has recently been reinstated. One new initiative and strong recommendation for the upcoming year is for us to create an integration with our E.H.R. to include required documentation for IDPH instead of using paper forms as we are now. We will be investigating how this is done at other CHCs and will plan for implementing this in the next fiscal year.

**Vaccines for Uninsured/ Underinsured Adults** – We have long been a part of the Federal Vaccines for Children Program, which supplies free vaccines for uninsured and underinsured children. In 2012 the CDC expanded this program to include uninsured and underinsured adults. Some health departments participate, including the WCHD. At the end of September, we will be eligible to apply for participation. This will go a long way to improving the health of our patients who can least afford it!

**Renewed Collaboration with WCHD Division of BH Services** – We have resumed collaborative meetings with leadership from the Will County Health Department's Division of Behavioral Health. They will soon adopt the use of Nextgen E.H.R. and practice management software. This will greatly facilitate the sharing of mutual patient records and improve care coordination for these patients. We also hope to improve our mutual referrals, as well as collaboration among and between programs and services.

**Open House at Brooks School-** We hosted an Open House for our School Based Health Center at Brooks Middle School on Monday August 28. It was very successful and well attended by local and state legislators, Valley View School District administrators, VVSD Superintendent Kinder, VVSD school board members, County Executive Bertino-Tarrant, Will County Board members, Governing Council members, Brooks School administrators, Brooks SBHC staff, Lewis University faculty and community coordinator, and WCHD/ WCCHC staff. We feel blessed to receive such strong support from the Bolingbrook and Will County community for this initiative.

**Reach Out and Read Mini Grant-** We recently applied for grant funding of \$3000 from the Reach Out and Reach Foundation of Illinois to purchase new children's books for distribution to our pediatric patients ages birth through age 5. This program has been in operation at the WCCHC since 2001. In the last 12 months we distributed 1920 books to our patients at their well-child visits. Parents are taught the importance of developing daily reading habits with their children. For many families these are the first new books they have ever received. Since COVID our new book donations have dwindled. We will develop a further plan to keep up our resources.

**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:**

#### **Community Collaboration:**

- The health center and administration are currently working with St. Joseph Hospital to create a referral protocol (from the hospital to the health Center) for patients seeking Medication Assisted Treatment (MAT).
- As you know, MAT are medications that are used to stave off the cravings of Alcohol and Opioids.
- Given that the Emergency Departments (E.D.) are generally the first to see patients with the diagnosis of Substance Use Disorder, this collaboration will be an excellent service to the community by linking these patients to post-hospitalization drug treatment with us.
- To offer a tangible view of the impact of Substance Use Disorder patients on Illinois Emergency Departments (as referenced in the article below)... between the years of 2014 – 2019 E.D.s saw  
~ 239 thousand visits for persons with Substance Use Disorder and/or Overdoses, this translated into 710 thousand hospital days and thousands of deaths.



[J Behav Health Serv Res](#), 2021; 48(4): 597–609

#### **Quality Initiatives:**

- The health center was reviewed by our Family Planning Funders at the end of August
- The site visit went exceptionally well, such that the reviewers are planning on recommending that other Family Planning Grant recipients in the state call Will County for advice on program implementation.

#### **Discharged Patients:**

- Four (4): two for aggression towards the provider (throwing items and cursing) and two for fraudulent use of prescriptive medication

#### **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)
  - \* 4 temps are now in our employ

\* 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, **declined offer**

**- L.P.N.**

\* 2 open positions

\* interviews ongoing

**- Family Medicine Physician**

\* 1 open position

\* Interviewed, both parties interested

- references checked, salary survey returned, offer pending

**CDO Report:**

**Mobile Dental and Medical Services**

Mobile dental visits are rescheduled due to mobile unit is out for repair.

Per the mobile driver, there was a water leak, and it may take another week for the repairs to be completed.

**Addition of a New Part Time Dentist**

Dental team is excited to welcome Dr. Faber on September 5.

Credentialing process is complete.

**National Network for Oral Health Access- NNOHA Dental Conference at Denver, Nov. 5-8, 2023**

Dr. Garg is invited by NNOHA to present at this conference. Presentation will be regarding how to meet the UDS goal for Sealant Measure.

**Thank you to Mary Maragos and Elizabeth Bilotta to approve, encourage me to attend and present.**

NNOHA is the largest group of safety-net oral health practitioners in the country, and all members share a commitment to increasing access to quality oral health care for underserved populations. NNOHA is committed to providing the highest quality resources and support designed to meet the unique needs of members and their programs.

**Internal Referrals**

From August 1-28, 2023, dental clinic received 81 internal referrals from our WCCHC medical providers. It includes children, pregnant women and adults referred to Dental for oral health care.

**C. Revenue FY2023**

Ms. Maragos presented the revenue as of August 31<sup>st</sup> 2023. Medicaid is the highest contributor. We are 3% below the projected target amount.

**Expenditure FY2023:**

Ms. Maragos presented the expenditures for August 31<sup>st</sup> 2023. Our goal was 66.7% which is a month behind, and we came in at 58.5%



**Patient and Visit Reports:**

Ms. Maragos presented the Patient and Visits report for through the end of August. The CHC currently has 9,639 patients and is up from last years' 8,955. Visits are up as well. This year the CHC has had 30,817 compared to last year 29,106. Almost all other areas have increased this year as well.

**Report From Finance Committee**

Mr. Crowner commended the staff on all their hard work with collections. He stated that we are 3% below in revenue, however we will still be collecting after the fiscal year so that percentage will go up.

**CHC Safety Focused Enhancements**

Phil reported enhancements in the already robust safety program. Carol Ricken and Cindy Jackson have launched several different safety programs, such as panic buttons, handbook revisions and active shooter drills.

**IPHCA Community Board Member Advisory Panel**

Ms. Maragos presented two opportunities for Governing Council members to increase their knowledge of Governing Board operations.

**G. ACTION ITEMS**

A Motion was made to approve the renewal of contract with Dr. Sonal Gandhi . Ms. Warren moved and Ms. Kornacker seconded. All in favor "aye" no opposed or abstentions. Motion carries

A Motion was made for recredentialing Dr. Olubanwo Abejide. Ms. Warren moved, Mr. Crowner seconded. All in favor "aye" no opposed or abstentions. Motion carries.

A Motion was made for recredentialing Dr. Sangita Garg. Ms. Lindsey moved, Ms. Easley seconded. All in favor "aye" no opposed or abstentions. Motion carries

A motion was made for the initial credentialing of Dr. Katharine Faber. Ms. Kornacker moved. Ms. Easley seconded All in favor "aye" no opposed or abstentions. Motion carries.

A Motion was made for the approval of application to IDPH for Enhancing Post-Covid Recovery Efforts for School Based Health Needs Grant. Mr. Crowner moved. Ms. Warren seconded. All in favor "aye" no opposed or abstentions. Motion carries.

**H. BOARD MEMBERS' CONCERNS AND COMMENTS:** Ms. Lindsey inquired about the return of Edith Cline-Kabba. Mr. Dyche will contact Ms. Cline-Kabba

**I. PUBLIC CONCERNS AND COMMENTS:** None

**J. EXECUTIVE COMMITTEE/EXECUTIVE SESSION:**

**K. AJOURNMENT:** A motion was made for adjournment. Ms. Easley moved to adjourn, Mr. Crowner seconded. All in favor "aye" no opposed or abstentions. Meeting adjourned at 5:57pm

**NEXT MEETING- IN PERSON**

**Wednesday, October 11<sup>th</sup>, 2023**

**Wednesday, October 11<sup>th</sup>, 2023**

**4:30**

**Governance Committee**

**5:00pm**

**Governing Council**

Prepared by,

*Michelle Budzinski*

Michelle Budzinski, Administrative Assistant

*Deb Kornacker*

Deb Kornacker of Governing Council

**WILL COUNTY COMMUNITY HEALTH CENTER  
GOVERNANCE COMMITTEE via Microsoft Teams  
April 5, 2023**

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**COMMITTEE MEMBERS PRESENT**

Judy Easley  
Paul Lauridsen  
Vernice Warren – arrived @ 4:48pm  
Alan Dyche

**COMMITTEE MEMBERS ABSENT**

Edith Cline-Kabba

**Other Members Present**

**WCCHC STAFF PRESENT**

Mary Maragos, CEO  
Stacy Baumgartner, DOO  
Phil Jass, Quality Improvement/Risk Management Coordinator  
Mary Kilbride, Executive Secretary  
Denise Sitasz, Administrative Assistant

**OTHERS PRESENT**

**I. Call to Order**

The meeting of the Will County Community Health Center Governance Committee was held virtually, via Microsoft Teams due to COVID-19 isolation requirements. Mr. Lauridsen called the meeting to order at 4:31 p.m.

**II. Roll Call and Determination of Quorum – Quorum Present**

**III. Mission Statement: Mr. Lauridsen**

**IV. Approval of Minutes**

A motion was made by Mr. Dyche and seconded by Mr. Lauridsen to approve minutes from July 6, 2022, as written. **Motion carries.**

**V. Discussion**

Proposed changes to Collaborative Agreement

- 17: Both the Board of Health and the Governing Council shall seek to operate the Health Center in a cost effective and efficient manner. The WCBH and the Governing Council agree to not duplicate the services already offered by the other, and to discuss and agree to any changes or scope of services, before the application process and in consideration of the needs of the community.
- 5: Addition made to the Grant Application process.
- 9: Changes were made to the Financial Management section

**VI. ACTION**

"Approval of slate of officers" and "Approval of slate of board members"

- Decision was made to delay election of officers until the May GC meeting. Discussion will take place at the Governing Council meeting. Suggested officers for 2023-2024 are as follows:  
Alan Dyche – Chairperson  
Vernice Warren – Vice Chairperson  
Michael Crowner - Treasurer  
Deborah Kornacker – Secretary (renewal)
- A **motion** was made by Mr. Dyche and **seconded** by Ms. Warren to table the slate of officers for 2023 until the May GC meeting. **Motion carries.**
- A **motion** was made by Mr. Dyche and **seconded** by Mr. Lauridsen to approve the slate of board members for 2023.

A motion was made by Mr. Dyche and **seconded** by Ms. Warren to adjourn the meeting @ 5:00pm.  
**Motion carries.**

Respectfully submitted,

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Mary Kilbride, Executive Assistant





# Governing Council Meeting

Wednesday, October 11, 2023

Will County Community Health Center – Conference Room

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## Committee Members:

Alex Dyché, Chairperson  
Bernice Warren, Vice-Chairperson  
Michael Crowner, Treasurer  
Deborah Kornacker, Secretary  
Dorothy Cline-Kabba  
Paul Lauridsen  
Indy Brassea  
Judy Easley  
Marie Lindsey  
Nicole Luebke  
Frank Sandoval

## WCCHC & WCHD Staff:

Mary Maragos, Chief Executive Officer  
Jennifer Byrd, Chief Medical Officer  
Sangita Garg, Chief Dental Office  
Stacy Baumgartner, Director of Operations  
Phil Jass, Quality Improvement/Risk Management Coordinator  
Abosede Oshin, Billing Supervisor  
Talecia Bradley, Director of Nursing  
Elizabeth Bilotta, Executive Director  
Denise Bergin, Assistant Executive Director

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## WCCHC Staff in Attendance:

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### Welcome

#### Welcome & Roll Call

A. Dyché

- 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.

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#### Review and Approval of the Minutes

A. Dyché

- Board minutes from September 6th, 2023 – **ACTION ITEM** (pgs. 1-5)
- Approval of minutes from Governance Committee meeting April 5<sup>th</sup>, 2023 – **ACTION ITEM** (pgs. 6-7)

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#### Chairman's Comments

A. Dyché

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#### Public Comment for Agenda Items Only

A. Dyché

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## REPORTS

- Chief Executive Officer (pgs. 8-9)

M. Maragos

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**Font WILL COUNTY COMMUNITY HEALTH CENTER**  
**GOVERNING COUNCIL MEETING**  
**Wednesday, October 11th, 2023 @ 5:00pm**  
Community Health Center Conference room

**MEMBERS PRESENT**

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Alan Dyche, Chairperson  
Marie Lindsey  
Frank Sandoval  
Judy Easley  
Deborah Kornacker, Secretary  
Vernice Warren, Vice Chairperson  
Edith Cline-Kabba  
Nicole Luebke

**MEMBERS ABSENT**

Paul Lauridsen  
Cindy Brassea  
Michael Crowner, Treasurer

**WCCHC STAFF PRESENT**

Dr. Jennifer Byrd, Chief Medical Officer  
Dr. Sangita Garg, Chief Dental Officer  
Stacy Baumgartner, Director of Operations  
Bose Oshin, Billing Supervisor  
Kathleen Harkins, Community Outreach and Marketing Coordinator  
Michelle Budzinski, Administrative Assistant

**WCHD STAFF PRESENT**

Elizabeth Bilotta, Executive Director  
Denise Bergin, Assistant Executive Director  
Stacey Knack, Director of Human Resources

**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 5:01p.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**

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

A motion was made by Mr Dyche and Ms. Easley motioned and **seconded** by Ms. Lindsey to accept the Governing Council minutes from September 6th, 2023, minutes. All in favor "aye" No opposed or abstentions. **Motion carries.**

**C. Chairman's Comments:** None.

**D. Public Comment for Agenda Items Only:** None

- Brooks Middle school is expanding its laboratory services this week to include rapid testing for several infectious diseases and the further capability to collect and send testing for others
- The medical records project continues, wherein we are restructuring how scanned documents are put into our system with the goal of improved access to data and increasing our outcome measures.

**Infectious Disease Watch:**

- **Flu** Season *begins* in September of each year, it *peaks* from December – February, and *ends* in April (though it has been known to extend into the month of May).

It is of note, that during the 2022 – 2023 Flu season in the US there were 26 million people sick with the Flu, 290,000 were hospitalized, and 19,000 who died.

All employees are advised to obtain a Flu Vaccine by October 31, 2023, to protect themselves and their families; if they choose not to, they will be mandated to wear a mask.

A Flu vaccine is a contract requirement for all Providers.

- New **COVID** vaccine “update” is, of course, highly recommended, and should ideally be received during the month of October.

The COVID vaccine is now being called an “update” as it is now more like a Flu vaccine in that it is produced to cover the most common variant of COVID; now that variant is the Omicron XBB.1.5.

It differs from a “booster” in that it does not “boost” one’s Immune system, the update provides protection from the most variants of COVID.

It will provide better protection from most variants as they are descendants of the Omicron variant, decrease hospitalizations, death.

**Severity Indicators**

**Hospitalizations**

Hospital Admissions

19,079

(September 17 to September 23, 2023)

Trend in Hospital Admissions

**-3.1%** in most recent week

Aug 5, 2023      Sep 23, 2023

Total Hospitalizations

6,368,333

**Deaths**

% of All Deaths in U.S. Due to COVID 19

2.7%

(Aug 2023 to Sep 23, 2023)

Trend in % COVID 19 Deaths

**+8%** in most recent week

Aug 5, 2023      Sep 23, 2023

Total Deaths

1,144,539

**Report Governance Committee**

Ms. Easley updated the group on what was discussed at the Governance Committee meeting. The group will vote on changing the name of Governance Committee to Council Development committee. Also, there were changes to the bylaws that will also be voted on at the next meeting. Mary Maragos supplied the group with a copy of the HRSA compliance manual that the group will review on their own.

**G. ACTION ITEMS**

A motion was made to approve the renewal of contract with Dr. Cynthia Vera. Ms. Lindsey moved, and Ms. Easley seconded. All in favor "aye" no opposed or abstentions. **Motion carries.**

A motion was made for renewal of contract with Dr. Bill Udrow. Ms. Warren moved, and Ms. Luebke seconded. All in favor "aye" no opposed or abstentions. **Motion carries.**

A motion was made for approval of the contract with Miriam Kanan APRN. Ms. Kornacker moved, and Ms. Easley seconded. All in favor "aye" no opposed or abstentions. **Motion carries.**

A motion was made for the approval of contact with Hilda Kina APRN. Ms. Lindsey moved, and Ms. Easley seconded. All in favor "aye" no opposed or abstentions. **Motion carries.**

A motion was made for the renewal of CMS navigator grant. This item was tabled until November. Ms. Easley moved, and Ms. Luebke seconded. All in favor "aye" no opposed or abstentions. **Motion carries.**

A motion was made for the recredentialing of Dolly Agba, APRN. Ms. Lindsey moved, and Ms. Luebke seconded. All in favor "aye" no opposed or abstentions. **Motion carries.**

H. **BOARD MEMBERS' CONCERNS AND COMMENTS:** None

I. **PUBLIC CONCERNS AND COMMENTS:** None



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. Easley moved to adjourn; Ms. Kornacker seconded. All in favor "aye" no opposed or abstentions. Meeting adjourned at 6:09pm

**NEXT MEETING- IN PERSON**  
Wednesday, November 1st, 2023  
Wednesday, November 1st, 2023

4:15pm Quality Committee  
5:00pm Governing Council

Prepared by,

  
Michelle Budzinski, Administrative Asst   
Michelle Kornacker of Governing Council





# Governing Council Meeting

Wednesday, November 01, 2023

Will County Health Center – Conference Room

**Committee Members:**

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

**WCCHC & WCHD Staff:**

Mary Maragos, Chief Executive Officer  
 Jennifer Byrd, Chief Medical Officer  
 Sangita Garg, Chief Dental Office  
 Stacy Baumgartner, Director of Operations  
 Phil Jass, Quality Improvement/Risk Management Coordinator  
 Abosede Oshin, Billing Supervisor  
 Elizabeth Bilotta, Executive Director  
 Denise Bergin, Assistant Executive Director

**WCCHC Staff in Attendance:**

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

- Board minutes from October 4, 2023 – **ACTION ITEM** (pgs. 1-5)
- Executive session minutes from October 4, 2023 – **ACTION ITEM (handed out)**

**C Chairman’s Comments** **A. Dyche**

**D Public Comment for Agenda Items Only** **A. Dyche**

**E REPORTS**

- Chief Executive Officer (pgs. 6-11) **M. Maragos**
- Chief Medical Officer (pg. 12) **Dr. Byrd**
- Chief Dental Officer (pgs. 13) **Dr. Garg**
- Revenue & Expenses report (pgs. 14-15) **M. Maragos**
- Patients and visits report (pg. 16) **M. Maragos**

**F DISCUSSION**

- Quality Committee presentation **M. Lindsey**
- ENI Survey results (pgs. 17-30) **M. Maragos**
- SBHC Progress Report (pgs. 31-49) **M. Maragos**
- Outreach & Enrollment (pgs. 50-58) **M. Maragos**

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

**MEMBERS PRESENT**

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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

- \* 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.

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**

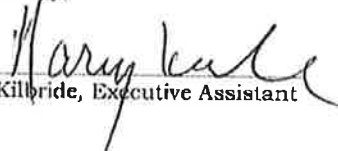
**J. EXECUTIVE COMMITTEE/EXECUTIVE SESSION:** An executive session was requested for the purpose of discussing employment matters.

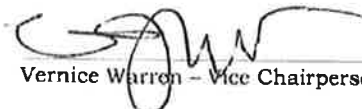
**K. AJOURNMENT:** A motion was made for adjournment. Ms. Lindsey **moved** to adjourn; Ms. Warren **seconded**. All in favor "aye" no opposed or abstentions. Meeting adjourned at 6:29pm

**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



# Strategic Plan

## (Governing Council/Finance Committee)

Wednesday, December 06, 2023

Will County Health Center – Conference Room

### Committee Members:

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

### WCCHC & WCHD Staff:

Mary Maragos, Chief Executive Officer  
Jennifer Byrd, Chief Medical Officer  
Sangita Garg, Chief Dental Office  
Stacy Baumgartner, Director of Operations  
Phil Jass, Quality Improvement/Risk Management Coordinator  
Abosede Oshin, Billing Supervisor  
Elizabeth Bilotta, Executive Director  
Denise Bergin, Assistant Executive Director

### WCCHC Staff In Attendance:

- B Review and Approval of the Minutes** **A. Dyche**
- Board minutes from November 1, 2023 – **ACTION ITEM** (pgs. 1-5)
  - Closed session minutes from November 1, 2023 – **ACTION ITEM (handed out)**
  - Finance Committee minutes from September 6, 2023 – **ACTION ITEM** (pgs. 6-7)

- C Chairman's Comments:** Resignation of Deborah Kornacker eff. 11/9/23 **A. Dyche**

- D Public Comment for Agenda Items Only** **A. Dyche**

- E REPORTS**
- Chief Executive Officer (pgs. 8-9) **M. Maragos**
  - Chief Medical Officer (pg. 10-12) **Dr. Byrd**
  - Chief Dental Officer (pgs. 13) **Dr. Garg**
  - Revenue & Expenses report (pgs. 14-15) **M. Maragos**
  - Aging report & Patient Balance (pgs. 16-18)
  - Patients and visits report (pg. 19) **M. Maragos**
  - Provider Productivity (pg. 20) **Dr. Byrd**

**WILL COUNTY COMMUNITY HEALTH CENTER  
STRATEGIC PLANNING/FINANCE COMMITTEE  
Wednesday, December 6, 2023 @ 4:30pm**

**MEMBERS PRESENT**

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Cindy Brassea  
Michael Crowner – Treasurer – 5:06pm  
Alan Dyche – Chairperson  
Judy Easley  
Paul Lauridsen  
Marie Lindsey – via teleconference  
Nicole Luebke  
Vernice Warren – Vice Chairperson

**MEMBERS ABSENT**

Edith Cline-Kabba  
Frank Sandoval

**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  
Bose Oshin, Billing Supervisor  
Talecia Bradley, Director of Nursing  
Kathleen Harkins, Community Outreach & Marketing Coordinator

**WCHD STAFF PRESENT**

Elizabeth Bilotta, Executive Director  
Denise Bergin, Assistant Executive Director  
Jessica Bugarewicz, Call Team Supervisor  
Mary Kilbride, Executive Assistant

**OTHERS PRESENT**

Adam Lipetz, ASA

**A. CALL TO ORDER - Pledge of Allegiance**

Mr. Dyche, Chairman, called the meeting to order at 4:35 p.m.

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

**B. APPROVAL OF GOVERNING COUNCIL MINUTES**

A motion was made by Ms. Easley and seconded by Ms. Warren to accept the Governing Council minutes from November 1, 2023. **Motion carries.**

No opposed or abstentions. **Motion carries.**

**APPROVAL OF EXECUTIVE COMMITTEE MINUTES**

A motion was made by Mr. Lauridsen and seconded by Ms. Easley to accept the Executive Committee minutes from November 1, 2023. **Motion carries.**

No opposed or abstentions. **Motion carries.**

**APPROVAL OF FINANCE COMMITTEE MINUTES**

A motion was made by Mr. Lauridsen and seconded by Ms. Brassea to table the approval of the Finance Committee minutes. **Motion carries.**

No opposed or abstentions. **Motion carries.**

**APPROVAL OF FINANCE COMMITTEE MINUTES**

A motion was made by Mr. Lauridsen and seconded by Ms. Warren to take approval of Finance Committee minutes off the table. **Motion carries.**

A motion was made by Mr. Lauridsen and seconded by Mr. Crowner to accept the Finance Committee minutes from September 6, 2023. **Motion carries.**



- C. **Chairman's Comments:**
- D. **Public Comment for Agenda Items Only:**
- E. **Reports:**

**CEO Report:**  
**2023 Community Health**  
**Quality Recognition**  
**Badges Awarded**



HRSA recognizes health centers that have made notable achievements in access, quality, health equity, health information technology, and COVID-19 public health emergency response. The Community Health Quality Recognition (CHQR) badges are based on the prior year's Uniform Data System (UDS) data. The Will County Community Health Center was awarded a badge for being a "COVID-19 Public Health Champion!" The COVID-19 Public Health Champion badge recognizes health center contributions to providing critical public health services to health center services during the COVID-19 public health emergency, based on UDS data from the most recent reporting year. The badge is awarded to the top 10% of health centers that provided COVID-19 vaccinations and/or COVID-19 diagnostic testing to the largest proportion of active health center patients.

**Request for Approval to Remove a Service from 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. In May 2020, our former WCHD Executive Director Susan Olenik was approached by the Americans for Better Hearing Foundation and asked if the WCHD would consider allowing them to provide hearing testing and services at our Community Health Center. An agreement was formed to allow them to provide low-cost hearing testing and hearing aids to our patients. At the time they were informed of the demographics of our patient population. Few of our patients made use of their services, although many were referred to them. The majority of patients were either uninsured or underinsured. After about a year, the ABHF lost their audiologist who was assigned to our health center, and the COVID epidemic ensued. We attempted to reach them to reinstate services but have not received a response from them. Meanwhile their contract expired. We ask the Governing Council to withdraw this service from our Scope of Services as we have no suitable replacement at this time. Considering our upcoming HRSA site visit, we want to stay compliant with an up-to-date list of services within our scope.

**Strategic Planning**

At our December Governing Council meeting, we annually assess our community needs, our services and service sites, and determine our directions for the coming year. This year we will examine and discuss the following, in consideration of our strategic goals, objectives, and strategies for 2024:

- 2023 Strategic Plan and outcomes
- Financial indicators: revenue, expenses, accounts receivables, and any anticipated changes for 2024.
- Quality indicators: HRSA and insurance quality indicators, and our results compared to benchmarks and previous years; provider productivity, patient surveys, incident reports and trends.
- Access to care: Will County area Medically Underserved Areas, according to the latest published reports from HRSA; our current service area and service sites in relation to these MUAs. Are our sites available and easily/ promptly accessible to the persons in the MUAs? Consider referral sources; patient numbers and visits; patient visits by location. Are there any barriers to physical access, including transportation? Do zip codes listed as our service area (catchment area) correspond with where are patients actually reside?
- Services: Our current services compared to the size and needs of the community; new health resources in the community; our current staffing and adequacy in consideration of our budget and resources. Anticipated staff changes and anticipated new services in the coming year. Do we have enough providers for primary care, pediatrics, OB/gyn, and dental?

- National, State, and County wide health statistics and indices, including Will County MAPP assessments, CDC and IDPH reports, and other respected health data sources; identified health inequalities regarding population, race, gender, and ethnicity.

### **CMO REPORT**

#### **Quality Initiatives:**

- As we prepare for our HRSA audit in April 2024, we are reviewing our Dental Nitrous Oxide program. This is considered a higher risk program, thus the program protocols were reviewed and updated. These updated protocols and the ongoing quality assurance around this program jibes with the new Nitrous Oxide equipment and special staff training that occurred as well
- The health center lost two (2) Psychiatry providers who were trained to see both adults and children. Due to this shift, the health center was responsible to provide the patients with community resources for other Child Psychiatry providers.

An exhaustive research project was completed, and the patients now have a resource list of community Child & Adolescent Psychiatry providers

- The CQI committee continues to work towards increasing the Colorectal Cancer screening percentages. The latest initiative is to recultivate the plan with our internal Quest lab to assist with outreach to our patients who have not had screenings.
- The writer has initiated a "Monthly Photo Quiz" for academic enrichment and education for the providers. These photo quizzes offer a pictorial view of a clinical condition, a quiz question, with an annotated answer. This effort is in an attempt to continue to keep the clinical operation enriched with academic components. Examples are:  
(Photos were shown)

#### **Infectious Disease Watch:**

- COVID-19 rates, though overall increased due to it being "sick season", they have not returned to Pandemic levels.
- This is now expected given the presence of the COVID vaccination
- There is, and always will be, a new variant; it is called BA.2.86.
- It is **no more infectious** than any other COVID variant
- Current Epidemiological Data:
  - \* there are a Half Million new cases from January 2023 – November 2023 (world)
  - \* there are 2,400 new deaths from January 2023 – November 2023 (world)
  - \* a grand total of 6 million deaths worldwide since the beginning of the Pandemic
- Recommendations:
  - \* vaccinate (ages 6 months and up)
  - \* continue good hygiene practices (hand washing, surface cleaning in public spaces)
  - \* mask if you are immunocompromised (though masking in crowds is still a good idea for all)
  - \* do not go to work or public events when ill
- Current Trend Data were shown(pictorial):

#### **Organizational Culture:**

- The health center, as of this week, has a new "Meditation Lounge" for our staff.
- This lounge is intended for prayer, meditation, breast pumping, etc.

#### **Staffing:**

##### **Vacancies & Hires**

- There is an incredible improvement in our staffing of **Certified Medical Assistants** in the health center
  - \* **3** open positions (**down from** having **10 open positions** in October 2023)
    - 7 CMAs have been **hired**
    - \* 6 of 7 have already started within the two months

- \* 1 of 7 will start on December 11, 2023
- \* 3 temps are now in our employ (this is down from 5 temps in October 2023)
- **Behavioral Health Manager**
  - \* **hired** since last report, starts on January 8, 2024
- **L.P.N.**
  - \* 1 open position
  - \* 1 **hired** since the last report, starts on December 11, 2023
- **Family Medicine Physician**
  - \* 1 open position
  - \* No current applicants
- **Family Medicine APRNs**
  - \* 2 **hired** since the last report, both have started (one in September 2023, and one in November 2023)
- **Behavioral Health APRNs**
  - \* 2 **hired** since the last report, one will start on January 8, 2024, and one will start on January 21, 2023
- **Psychiatry MD**
  - \* **hired** since last report, starting on January 21, 2023

**CDO Report:**

**Mobile Dental and Medical Services.**

Cortney, dental secretary is doing great job scheduling and coordinating mobile dental visits.

Dental is in process to schedule dentist on the mobile once a week to perform procedures not done by PHDH.

**Thank You E- mail from a dental patient!**

Hope all is well. Just wanted to send you our feedback on working with WCHC's dental clinic doctor Dr. Katherine Faber, and her dental nurses Vera and Sally.

We are very grateful for the care they are providing to my mom Kamal Aggarwal. Dr. Faber has very caring and sincerely commitments to her patients. She diagnosed my mom's dental issues quickly, did the necessary tests/X-rays on spot and then devised a holistic treatment plan based on options available to her at the clinic. Last but not the least they took necessary steps extract her teeth that were causing mom a lot of pain and following up with the necessary fillings to mitigate the issues further. My mom healed well after the procedure and despite a busy schedule Dr. Faber even called and checked on my mom after the extractions.

My mom is getting real good care there. Dr. Faber and her team genuinely care. Even though my mom does not understand English, she can feel her care and warmth in her interactions, and Dr. Faber and team's commitment to her dental well-being.

So please extend our sincere thanks to them for their good work! It is wonderful to see such high level of care and commitment at WCHC's dental clinic.

Please feel free to share this review with them as well as your management team.  
Thank you,

**Internal Referrals**

From November 1-26, 2023, dental clinic received 39 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 November 2023. The target was 91.7% and our actual was 89.6%. Doing very well in Behavioral Health, Medicaid, and Dental Medicaid. We had a variance of 2.0%.

Expenditures

Ms. Maragos presented expenditures ending November 2023. Our target was at 91.7%. Our expenses are at 83.7%.

Accounts Receivable

Ms. Oshin presented the November 2023 Accounts Receivable report. She stated the benchmark is 80-90% on the 0-120 days. Charges are sent every day for the 0-30 days. The benchmark for 121-181 days is 10-20% and we are 12%.

Self-Pay Patient Balance

Ms. Maragos stated Ms. Oshin and her meet and review this report every 3 months. The system is set for automatic write offs.

Patient and Visits report

Ms. Maragos presented the Patients and Visits report through November 2023. We currently have 11,425 unduplicated patients compared to in 2022 we had 10,988. 250 School based visits and 188 mobile visits took place.

Provider Productivity

Dr. Byrd spoke of the Provider Productivity report.

Discussion

Nomination for Governing Council Board Secretary

Mr. Dyche spoke of Ms. Easley's willingness to replace Ms. Kornacker as Secretary until April 2024. A motion by Ms. Luebke and seconded by Ms. Brassea to nominate Ms. Easley as Secretary for the Governing Council.

**G. ACTION ITEMS**

A motion was made to approve nomination of Ms. Easley to replace Ms. Kornacker as Secretary of the Governing Council. Ms. Luebke moved, and Ms. Warren seconded. Motion carries.

A motion was made by Ms. Warren to table New Hospital Fees and seconded by Mr. Crowner. Motion carries.

A motion was made by Ms. Easley to table policy MR-0011 Confidentiality of Patient Records, and seconded by Ms. Brassea. Motion carries.

A motion was made by Ms. Easley for the approval to apply for Change in Scope to remove Audiology services for the 330 Grant and seconded by Ms. Warren. Motion carries.

A motion was made for approval of contract with Whitney Lipscomb, MSN, APRN. Ms. Warren moved and Mr. Crowner seconded. Motion carries.

\* Ms. Luebke asked how young the Psychologists are seeing? Dr. Byrd stated 5 yrs. and over. Medications are being prescribed for that age group if needed.

A motion was made for approval of contract with Dr. Jasmine Flowers, Psychiatrist. Ms. Warren moved, and Mr. Lauridsen seconded. Motion carries.

A motion was made for approval of credentialing for Hilda Kina, APRN, Family Medicine. Ms. Warren moved and Mr. Crowner seconded. Motion carries.

A motion was made for approval of credentialing for Miriam Kanan, APRN, Family Medicine. Ms. Easley moved and Ms. Warren seconded. Motion carries.

## DISCUSSION

### Strategic Planning

- Ms. Maragos asked if the Governing Council feels the Mission Statement for the Center should be changed? **"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 medical, behavioral health and dental care through community collaboration, service and education"**. Staff in attendance and Governing Council members all agreed the Mission Statement should stay as is.
- Ms. Maragos questioned if the Purpose Statement should be changed? **"Fulfilling the healthcare needs of individuals and our community"**. Decision was made to change the statement to needs of **"children, adults and our community"**.
- Ms. Maragos questioned if the Core Values should be changed? **"Respect, Integrity, Professionalism, Quality, Compassion, and Dedication"**. Ms. Maragos discussed adding **"Compassion"** into Core Values. No changes were decided on.
- Health Center Trend report was reviewed and discussed.
- Referral Source: Ms. Maragos stated they are questioning why more referrals are not coming in from the Health Department. This will be discussed at the next Directors meeting.
- Incident Reports: Many incidents have decreased in 2023.
- Performance Indicators: Report looks good.
- Patient Satisfaction Surveys: This is on a scale of 0-4. Once we instituted the QR link, the number of surveys decreased. We are considering going back to paper. Ms. Harkins stated Spanish speaking patients prefer not to go online. Ms. Bilotta stated that the HD has a Social Justice Intern who is looking into it further for the Health Department and the Health Center.
- No Show Report: Ms. Lindsey asked that the No Show report be sent out quarterly for GC review. Mr. Crowner questioned if we have a baseline and if this is typical? Ms. Maragos stated "Yes". Dr. Byrd stated the typical no show rate for FQHCs is at 30%.
- Report by ENI: Ms. Maragos reviewed the report.
- Assessment Data: Ms. Maragos reviewed the assessment data.
- Service Area report: Patient zip codes were reviewed. Ms. Harkins stated we also have a high number of patients from zip code 60403, traditionally a medically underserved area.
- Access to Care: The high ratio indicates there is a stronger need for Physicians in our area. The ratio for Mental Health providers is double compared to the State of Illinois. Uninsured adults in Will County have gone down by almost 50%. The number of uninsured children has gone up. 11.5% of persons in Will County have Medicaid and 10.5% of persons in Will County have Medicare. Persons living in poverty is at 7.9%.
- Changes in Healthcare Climate: The new VNA in Joliet is expected to see approximately 5000 patients.
- Internal Strengths: Dental services, strong substance use disorder program, Vision services, we have a high Uninsured population served, the Hispanic population served is at 52.15%, home blood pressure monitoring program, screening for depression.

### 2024 Goals

- Pop Health Champion – Ms. Maragos stated we look at doing outreach for those issues identified as high risk or for health inequities.
- Goal 1: Ms. Warren suggested we keep expanding Monee in our 2024 goals. Identify the high-risk clinical processes. Expand Care Clinic hours.
  - Ms. Easley asked what is the criteria for the Population Health Management? Ms. Maragos stated it would be identifying what populations we need to target. Dr. Byrd stated the champion would be the provider who spearheads an initiative or campaign.
- Goal 2: Increasing Access to Care - Ms. Harkins will work with Mr. Jass on this. Dr. Byrd felt a strategy to address this would be to collect national data. Marketing. Grassroots market campaign. Using multimedia. Education. Work with Well Woman Program and WIC.

- Goal 3: Address Healthcare disparities.
  1. African American woman and low birth rate/high mortality rates in childbirth.
  2. Entry to pre-natal care

Mr. Crowner suggested finding out why the No Show appointments are happening.  
Ms Maragos stated a preliminary strategic plan will be brought to the Governing Council in January for further refinement and review.

**H. PUBLIC CONCERNS AND COMMENTS:**

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

**J. EXECUTIVE COMMITTEE:**

A motion was made at 7:15pm by Ms. Warren to move into Executive Committee for Personnel Matters and **seconded** by Mr. Crowner.

A motion was made at 7:33pm by Mr. Crowner to come out of closed session and **seconded** by Ms. Warren.

- K. ADJOURNMENT:** A motion was made for adjournment at 7:34pm by Mr. Crowner and **seconded** by Ms. Easley. **Motion carries.**

**NEXT GOVERNANCE COMMITTEE MEETING WILL BE Wednesday, January 3rd, 2024**  
**NEXT GOVERNING COUNCIL MEETING WILL BE Wednesday, January 3rd, 2024**

**4:30pm**  
**5:00pm**

Prepared by,

  
Mary Kilbride, Executive Assistant

  
Vernice Warren - Vice Chairperson







Health Department &  
Community Health Center

# Governing Council



Wednesday, January 03, 2024

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## Committee Members:

Alan Dyche, Chairperson  
Vernice Warren, Vice-Chairperson  
Edith Cline-Kabba  
Michael Crowner, Treasurer  
Paul Lauridsen  
Judy Easley, Secretary  
Marie Lindsey  
Nicole Luebke  
Cindy Brassea

## WCCHC & WCHD Staff:

Mary Maragos, Chief Executive Officer  
Jennifer Byrd, Chief Medical Officer  
Sangita Garg, Chief Dental Office  
Stacy Baumgartner, Director of Operations  
Phil Jass, Quality Improvement/Risk Management Coordinator  
Abosedo Oshin, Billing Supervisor  
Elizabeth Bilotta, Executive Director  
Elizabeth Bilotta, Assistant Executive Director  
Denise Bergin, Director of Finance and Grant Management

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## WCCHC Staff in Attendance:

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### Welcome

#### A Welcome & Roll Call

- Pledge of Allegiance
- Mission Statement:

A. 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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#### B Review and Approval of the Minutes

- GC Board minutes from December 6, 2023 – **ACTION ITEM** (pgs. 1-7)

A. Dyche

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#### C Chairman's Comments

A. Dyche

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#### D Public Comment for Agenda Items Only

A. Dyche

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#### E **REPORTS**

- Chief Executive Officer (pg. 8-9)
- Chief Medical Officer (pgs.)
- Chief Dental Officer (pg. 10)
- Revenue & Expenses report (pgs. )
- Patients and visits report (pg. )

M. Maragos  
Dr. Byrd  
Dr. Garg  
M. Maragos  
M. Maragos



**WILL COUNTY COMMUNITY HEALTH CENTER  
GOVERNING COUNCIL  
Wednesday, January 3, 2024 @ 5:00p.m.**

**MEMBERS PRESENT**

Alan Dyche – Chairperson  
Judy Easley  
Paul Lauridsen  
Marle 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 Blotta, 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

**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 8<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

- \* 9 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

**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 Altovise 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:**

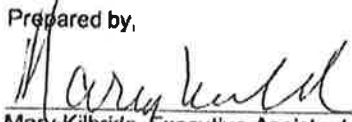
A motion was made at 6:10pm by Ms. Easley to move into Executive Committee for Personnel Matters and **seconded** by Mr. Sandoval.

**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**

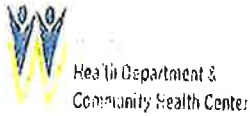
**4:15pm**  
**5:00pm**

Prepared by,

  
Mary Kilbride, Executive Assistant

  
Vernice Warren - Vice Chairperson





# GOVERNING COUNCIL MEETING

Wednesday, February 07, 2024

Will County Community Health Center – Conference Room

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**Committee Members:**

Alan Dyche, Chairperson  
Vernice Warren, Vice-Chairperson  
Michael Crowner, Treasurer  
Edith Cline-Kabba  
Paul Lauridsen  
Cindy Brassea  
Judy Easley  
Marie Lindsey  
Nicole Luebke  
Francisco Sandoval

**WCCHC & WCHD Staff:**

Mary Maragos, Chief Executive Officer  
Jennifer Byrd, Chief Medical Officer  
Sangita Garg, Chief Dental Officer  
Stacy Baumgartner, Director of Operations  
Phil Jass, Quality Improvement/Risk Management Coordinator  
Abosedo Oshin, Billing Supervisor  
Elizabeth Bilotta, Executive Director  
Denise Bergin, Assistant Executive Director

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**WCCHC Staff in Attendance:**

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- B Review and Approval of the Minutes** **A. Dyche**
- Board minutes from January 3, 2024 -- **ACTION ITEM** (pgs. 1-5)
  - Executive Session minutes from January 3, 2024 -- **ACTION ITEM**

- 
- C Chairman's Comments:** **A. Dyche**

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- D Public Comment for Agenda Items Only** **A. Dyche**

- 
- E REPORTS**
- Chief Executive Officer (pgs. 6-11) **M. Maragos**
  - Chief Medical Officer (pg. 12) **Dr. Byrd**
  - Chief Dental Officer (pgs. 13) **Dr. Garg**
  - Revenue & Expenses report (pgs. 14-15) **M. Maragos**
  - \$1million + check from Medicaid **M. Maragos**
  - Patients and visits report (pg. 16) **M. Maragos**
  - Provider productivity **Dr. Byrd**
-

**WILL COUNTY COMMUNITY HEALTH CENTER  
GOVERNING COUNCIL  
Wednesday, February 7, 2024**

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**MEMBERS PRESENT:**

Alan Dyche – Chairperson  
Vernice Warren – Vice Chairperson  
Michael Crowner – Treasurer  
Paul Lauridsen  
Marie Lindsey  
Nicole Luebke  
Frank Sandoval

**MEMBERS ABSENT:**

Cindy Brassea  
Judy Easley – Secretary

**WCHC 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  
Talecia Bradley, Director of Nursing  
Adam Lipetz, ASA Will Co State's Attorney's Office  
Heather Forbes, Front Office/Patient Registration Supervisor  
June Reisner, Administrative Assistant to CEO

**WCHD STAFF PRESENT:**

Elizabeth Bilotta, Executive Director  
Mary Kilbride, Executive Assistant  
Denise Bergin, Dir. of Finance/Grants

**OTHERS PRESENT:**

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**A. CALL TO ORDER:**

- Mr. Dyche, Chairman, called the meeting to order at 5:07pm
- 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 care through community collaboration, service, and education.

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**ROLL CALL AND DETERMINATION OF QUORUM: Quorum met @ 5:07pm.**

**B. REVIEW AND APPROVAL OF THE MINUTES:**

- Board minutes from January 3, 2024, approved by: Mr. Lauridsen, **seconded** by Frank Sandoval
- Executive session meeting minutes from January 3, 2024, approved by: Mr. Lauridsen, **seconded** by Mr. Sandoval

**C. CHAIRMAN'S COMMENTS:**

- Michael Crowner announce he would like to step down but has not given a date yet. Alan will be visiting the Health Center on Wednesdays to assist with recruiting. Mary Kilbride and June Reisner will work on a flyer to advertise for new members.

**D. PUBLIC COMMENT FOR AGENDA ITEMS ONLY:**

- None

**E. REPORTS:**

- **CEO REPORT:**
  - Mrs. Maragos announced Dr. Jasmine Flowers is starting with WCHC February 17, 2024.
  - Request to add 501 Ella has been approved, it is our 6<sup>th</sup> site.
  - Community Health Center requests councils' approval of Dr. Dan Garganega's contract.
  - Community Health Center is looking to hire a nurse – infectious disease care coordinator.
  - Legislative initiatives are included.
- **CMO REPORT:**

**WILL COUNTY COMMUNITY HEALTH CENTER  
GOVERNING COUNCIL**

**Wednesday, February 7, 2024**

- Governing Council Board Member roles and Responsibilities – CHC provided the Governing Council with updated handbooks.
- Distributed Governing Committee Board Member's Job Description
- Distributed Governing Council Board Members annual survey.

**H. ACTION ITEMS:**

- A **motion** was made by Ms. Warren to approve the 2024 Sliding Fee schedule for Medical, Behavior Health, Dental and Hospital Fees, and Ms. Linsey **seconded**. **Motion carries**. Mrs. Maragos noted that since we are a member of the FQHC all patients can qualify for the sliding fee scale, even if they have private insurance.
- A **motion** was made by Mr. Lauridsen and seconded by Mr. Crowner for proposed addendum to our pharmacy service agreement with Genoa Pharmacy. **Motion carries**. Mrs. Maragos noted this includes Genoa and will be in effect as of March 1<sup>st</sup>.
- A **motion** was made by Ms. Lindsey, **Seconded** by Mr. Sandoval to Approval of the 2024 Dental Fees and seconded by Mr. Crowner. **Motion carries**.
- A **motion** was made by Mr. Crowner and **seconded** by Ms. Lindsey to approve the minimum dental fees. **Motion carries**
- A **motion** was made by Mr. Crowner, **Seconded** by Ms. Luebke to Approval of MOU between community Health Center and Health Department. **Motion Carries**. – Ms. Maragos noted this is specifically due to the hiring of Dr. Garganera, MD.
- A **motion** was made by Mr. Lauridsen, **seconded** by Ms. Warren for approval of MOU between Community Health Center and Sunny Hill TB Clinic. **Motion Carries**. Ms. Lindsey asked why this is requested. Ms. Maragos replied this is specifically due to the hiring of Dr. Garganera, MD who will be a full-time employee, working part time at Sunny Hill. He starts April 29, 2024.
- A **motion** was made by Ms. Warren **Seconded** by Ms. Lindsey to Approval of CQIPM (Continuous Quality Improvement & Performance Management Plan) **Motion Carries**
- A **motion** was made by V. Warren, **seconded** by Sandoval to table the approval of contract with Dr. Garganera, MD – This was tabled for the March 6, 2024, Governing Committee meeting. **Motion Carries**.
- A **motion** was made by V. Warren, **Seconded** by Ms. Lindsey to Approval of Renewal of contract for Adel Mouradi, MD. **Motion Carries**.
- A **motion** was made by Ms. Lindsey and **seconded** for the approval of credentialing for Jasmine Flowers, MD. **Motion Carries**.
- A **motion** was made by Ms. Warren and **seconded** by Ms. Lindsey for the approval of credentialing for Adwoa Ofori-Kuraga, APRN. **Motion Carries**.
- A **motion** was made by Ms. Lindsey and **seconded** by Ms. Warren for the approval of credentialing for Whitney Lipscomb, APRN. **Motion Carries**.

**I. Public concerns and comments:** None.

**J. Council members' concerns and comments.** None

**K. Executive Session:**

- A **motion** was made at 6:10pm by Ms. Warren, **seconded** by Ms. Lindsey, to move into Executive Session. A **motion** was made to come out of Executive Session at 6:25pm by Mr. Lauridsen, **seconded** by Mr. Crowner.

**L. Action Item**

- A **motion** was made by Ms. Warren and **seconded** by Ms. Luebke, to vote on the new CEO of WCCHC. **Motion carries**.

**M. ADJOURNMENT:**

A motion was made for **adjournment** at 6:28pm by Mr. Lauridsen and **seconded** by Mr. Crowner. **Motion Carries**.

**FINANCE COMMITTEE MEETING WILL BE:** Wednesday, March 6, 2024, 4:15pm  
**GOVERNING COUNCIL MEETING WILL BE:** Wednesday, March 6, 2024, 5:00pm



Will County  
Health Department &  
Community Health Center

**WILL COUNTY BOARD OF HEALTH  
RESOLUTION #24-15**

**RESOLUTION OF THE WILL COUNTY BOARD OF HEALTH  
WILL COUNTY, ILLINOIS**

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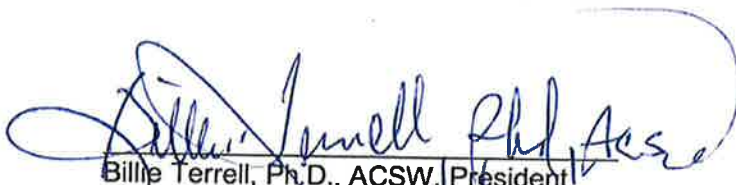
**APPROVAL TO ADOPT THE COMMUNITY HEALTH CENTER DENTAL FEE  
SCHEDULE FOR DENTAL SERVICES AND PROCEDURES**

**WHEREAS**, the Will County Community Health Center provides dental services and procedures; and

**WHEREAS**, the Will County Community Health Center updates the dental fee schedule annually, based on a publication of the American Dental Association.

**NOW, THEREFORE, BE IT RESOLVED**, the Will County Board of Health hereby approves the adoption of the dental fee schedule as presented, effective February 7, 2024.

DATED THIS 21st day of February, 2024.

  
Billie Terrell, Ph.D., ACSW, President  
Will County Board of Health



WCCHC Dental Fee Schedule Proposed 2023		2024 Proposed	2023	A	B	C	D	E
				<100% FPL MINIMUM FEE	101-133% FPL (25%)	134-185% FPL (50%)	186-200% FPL (75%)	≥ 200% FPL FULL FEE
CODE	PROCEDURE			A	B	C	D	E
<b>COMPOSITE RESTORATION</b>								
D2330	Composite, 1 Surface, Anterior	\$ 211.00	\$ 211.00	40.00	\$ 52.75	\$ 105.50	\$ 158.25	\$ 211.00
D2331	Composite, 2 Surfaces, Anterior	\$ 257.00	\$ 275.00	45.00	\$ 64.25	\$ 128.50	\$ 192.76	\$ 257.00
D2332	Composite, 3 Surfaces, Anterior	\$ 310.00	\$ 310.00	60.00	\$ 77.50	\$ 155.00	\$ 232.50	\$ 310.00
D2335	Composite, 4 or More Surfaces or Involving Incisal Angle ( Anterior)	\$ 382.00	\$ 382.00	75.00	\$ 95.50	\$ 191.00	\$ 286.50	\$ 382.00
D2391	Composite 1 Surface Posterior	\$ 235.00	\$ 235.00	50.00	\$ 58.75	\$ 117.50	\$ 176.25	\$ 235.00
D2392	Composite 2 Surfaces, Posterior	\$ 296.00	\$ 296.00	60.00	\$ 74.00	\$ 148.00	\$ 222.00	\$ 296.00
D2393	Composite 3 Surfaces, Posterior	\$ 360.00	\$ 360.00	75.00	\$ 90.00	\$ 180.00	\$ 270.00	\$ 360.00
D2394	Composite 4 or More Surfaces, Posterior	\$ 423.00	\$ 423.00	80.00	\$ 105.75	\$ 211.50	\$ 317.25	\$ 423.00
<b>INTERIM RESTORATION</b>								
D1354	Interim Caries Arresting Medicament (Silver Diamine Fluoride)- Per Tooth	\$ 75.00	\$ 75.00	20.00	\$ 18.75	\$ 37.50	\$ 56.25	\$ 75.00
D2940	Sedative Filling/ Protective Restoration	\$ 153.00	\$ 153.00	35.00	\$ 38.25	\$ 76.50	\$ 114.75	\$ 153.00
<b>PRIMARY DENTITION</b>								
D3220	Pulpotomy with Medicament application	\$ 254.00	\$ 340.00	45.00	\$ 63.50	\$ 127.00	\$ 190.50	\$ 254.00
<b>PERIO</b>								
D4341	Scaling & Root Planing- 4 or more teeth (per quadrant)	\$ 322.00	\$ 322.00	50.00	\$ 80.50	\$ 161.00	\$ 241.50	\$ 322.00



Will County  
Health Department &  
Community Health Center

**WILL COUNTY BOARD OF HEALTH  
RESOLUTION #24-14**

**RESOLUTION OF THE WILL COUNTY BOARD OF HEALTH  
WILL COUNTY, ILLINOIS**

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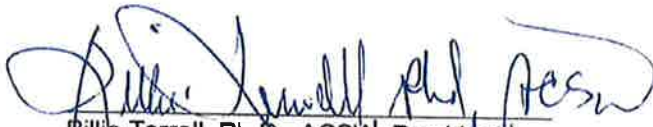
**APPROVAL TO ADOPT THE SLIDING FEE DISCOUNT SCALE FOR COMMUNITY  
HEALTH CENTER SERVICES AND PROCEDURES**

**WHEREAS**, the Will County Community Health Center provides medical, behavioral health, dental, and hospital services and procedures; and

**WHEREAS**, the Will County Community Health Center updates the sliding fee discount scale annually, based on Federal Poverty Guidelines as published in the Federal Register. Sliding fee discounts are applicable to all WCCHC patients, not only those who are uninsured.

**NOW, THEREFORE, BE IT RESOLVED**, the Will County Board of Health hereby approves the adoption of the sliding fee discount scale as presented, effective February 7, 2024.

DATED THIS 21st day of February, 2024.

  
Billie Terrell, Ph.D., ACSW, President  
Will County Board of Health

WILL COUNTY HEALTH DEPARTMENT & COMMUNITY HEALTH CENTER

**OCCUPATIONAL TITLE:** Chief Executive Officer (CEO)

**DEFINITION:** The CEO is responsible for the administration, overall direction, budget management and coordination of all Will County Community Health Center (WCCHC) activities. Responsible to the Governing Council of WCCHC and reporting to the Executive Director of the Will County Health Department, the CEO oversees the provision of primary health, behavioral health, dental health, and all ancillary community services to the patients of the WCCHC Center.

**NATURE OF WORK:**

1. Basic Characteristics: \*Exempt Position.
2. Supervisory Relationships: Responsible to the Governing Council and the Will County Executive Director to carry out its mission and accept input from the council for the following matters:
  - a) Policies for healthcare delivery
  - b) Location and hours of services
  - c) The health care plan of the Center
  - d) The business plan of the Center
  - e) The financial plan of the Center
  - f) Budget and financial reporting
  - g) Evaluation of progress in meeting plan objectivesSupervises Director of Operations, Chief Medical Officer, Dental Director, Quality Risk Management Coordinator, Billing Manager, and Executive Assistant.
3. Physical Capacity: Intermittent physical activity, including bending, reaching, and prolonged periods of sitting. The employee is also required to use hands to handle, feel or operate objects, tools, or controls. The employee must be able to talk and hear and have visual ability to perform the duties of this job.

Revised 09/23 sjk

\*Exempt employee refers to a category outside the Collective Bargaining Agreement and does not receive overtime pay and does not qualify for minimum wage.

3. **PROGRAM MANAGEMENT:** Directs the management team in overall management, including:

- a) Recommends, develops, and executes short- and long-term strategic plans that drive best practices in clinical, financial, and operational outcomes to ensure the efficient delivery of quality services.
- b) Monitors WCCHC's progress against both internal and external expectations.
- c) Manages all program activities and development, implementation and evaluation procedures, protocols, policies, and staffing patterns to carry out organizational plans and goals.
- d) Maintains an ongoing Quality Improvement Plan for clinical, operational, financial and governance aspects of the Center.
- e) Develops the budget for WCCHC within the budget guidelines of the WCHD and the County of Will.
- f) Closely monitors all revenue sources to include patient fees and third-party reimbursements, grants, and county levy in order to meet the operating needs of the WCCHC; seeks opportunities to expand revenue; and ensures that Division billing is complete, timely, accurate and in accordance with applicable grants and regulations.
- g) Works with appropriate WCHD support staff to ensure compliance with WCHD human resources, information technology, and budget and financial policies.
- h) Ensures compliance with all licensure and regulatory requirements and accrediting body standards at all times.
- i) Prepares reports and records of Health Center activities for the Administration, Governing Council, and the Will County Board of Health.
- j) Works with WCHD Administrative staff to ensure that the facility and its equipment are maintained safely in compliance with all applicable laws, regulations, and guidelines.
- k) Works with all appropriate WCHD staff to ensure efficient and effective coordination of inter-related services and programs.
- l) Sets training and onboarding standards for staff and managers, including the development of an EHR superuser team.
- m) Performs other duties as assigned.

Revised 09/23 sjk

\*Exempt employee refers to a category outside the Collective Bargaining Agreement and does not receive overtime pay and does not qualify for minimum wage.

*The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required in this position.*

**MINIMUM OUALIFICATION:**

Master's degree in Health Care Administration, Public Health, Business, or other applicable Healthcare degrees.

Five (5) years experience in leadership, including management experience in non-profit health care, hospital, and primary care.

Three (3) years of experience managing a Federally Qualified Healthcare Center.

**KNOWLEDGE, SKILLS & ABILITIES:**

Must possess proven skills in health care management, strategic planning, team building, program development, implementation and evaluation, and experience in managing a community-based health care program. Other skills include:

1. A personal commitment to maintaining and promoting the mission of the WCCHC and to the population it serves.
2. Demonstrated leadership ability, with reliable follow-through.
3. Skills in forging collaborative partnerships.
4. Ability to communicate with diverse groups and individuals.
5. Capability of setting long and short-term goals and achieving measurable outcomes.
6. Clear understanding of the roles and responsibilities of a volunteer Governing Council and the relationship between the Council, Executive Director, and the Board of Health.
7. Negotiation skills, including the ability to negotiate in a unionized staffing environment.
8. The ability to prioritize function efficiently and responsibly in emergency situations.
9. Knowledge in Electronic Health Records (EHR) and Microsoft Office.
10. Operational management experience such as budgeting, financial management, clinical services management, and accreditation.
11. Knowledge of grant writing and grant management experience, including federal, state, and local grants and experience with reporting.
12. Ability to inspire confidence and create trust with the department.
13. Knowledge of the value and interplays between customer service, physical plant, environmental hygiene, and medical care.

Revised 09/23 sjk

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