

AGENDA
GOVERNING COUNCIL
Wednesday, November 5, 2025, 5:00pm
CONFERENCE ROOM - 1106 Neal Avenue, Joliet, IL 60433

- I. CALL TO ORDER / ROLL CALL** M. Glowiak
- II. PLEDGE OF ALLEGIANCE**
- III. 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.
- IV. APPROVAL OF THE MINUTES** M. Glowiak
- a. October 1, 2025 – **Motion** (pgs. 4-6)
b. October 3, 2025 – **Motion** (pgs. 8-10)
- V. CHAIRMAN COMMENTS** M. Glowiak
- VI. PUBLIC COMMENT - FOR AGENDA ITEMS ONLY** M. Glowiak
- VII. WILL COUNTY HEALTH DEPARTMENT UPDATE** E. Bilotta / D. Bergin
- VIII. WILL COUNTY COMMUNITY HEALTH CENTER STAFF PRESENTATION** M. Jackson-Budach
- IX. REPORTS FROM MANAGEMENT & COMMITTEE CHAIR:**
- a. Report from the Quality Committee Chairperson V. Warren
b. Chief Executive Officer (pgs. 12-13) S. Baumgartner
c. Chief Medical Officer (pgs. 15-17) Dr. Byrd
d. Chief Dental Officer (pgs. 19-20) Dr. Garg
e. Revenue & Expenses Report (pgs. 22-23) S. Baumgartner
f. Patient & Visits Report for September (pg. 25) P. Jass
g. Provider Productivity Report (pg.27) Dr. Byrd
h. Medical Provider Peer Review Report (pgs.29-32) Dr. Byrd
i. Dental Provider Peer Review Report (pgs. 33-49) Dr. Garg
j. Quality Report P. Jass
- 1) Incident Reports (pg. 51)
2) Patient Complaints Report (pgs. 53-54)
3) Patient Satisfaction Survey (pgs. 56-64)
4) Key Performance Indicator Report (pg. 66)
5) Quarterly Risk Assessment (pgs. 68-72)
- VII. OLD BUSINESS (pgs.)**
- a. Discussion & approval of the new policy PCS-MM-0021 340B Outpatient Drug Definition – **Motion** (pg.74)
b. Discussion & approval of the new policy PCS-MM-0022 340B Duplicate Discounts – **Motion** (pgs. 76-77)
- X. NEW BUSINESS / ACTION ITEMS**
- c. Discussion & approval of the approval of the 2026 meeting calendar for Governing Council and Committees – **Motion** (pg. 79)
d. Discussion & approval of Governing Council Member Nag Jaiswal joining the Finance Committee – **Motion**
e. Discussion & approval of Governing Council Member Tracy Metcalf joining the Quality Committee - **Motion**

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- f. Discussion & approval of updated policy QRM-0011 Patient/Visitor Complaint & Grievance Resolution - **Motion** (pgs.81-86)
- g. Discussion & approval of the new Policy PCS-MM-0023 340B Life Saving Medications – **Motion** (pg. 88)
- h. Discussion & approval of the approval of Blue Line Security agreement – **Motion** (pgs. 90-91)
- i. Discussion & approval of the Service Area Competition 330 Grant – **Motion** (pgs. 93-258)
- j. Discussion & approval of the Chicago Biomedical Agreement – Motion (pgs. 261 – 262)
- k. Discussion & approval of the contract revision of Dr. Faber – **Motion** (pgs.260-261)

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| XI. | APPROVAL OF CREDENTIALING / RE-CREDENTIALING OF LICENSED PROVIDERS: | M. Glowiak |
| | a. NONE | |
| XII. | PUBLIC CONCERNS AND COMMENTS | M. Glowiak |
| XIII. | COUNCIL MEMBERS’ CONCERNS AND COMMENTS | M. Glowiak |
| XIV. | EXECUTIVE SESSION | M. Glowiak |
| | a. None | |
| XVII. | ADJOURNMENT - Motion | M. Glowiak |

Governing Council Meeting on December 3, 2025, 5pm to 6:30pm