

AGENDA
QUALITY COUNCIL MEETING
Wednesday, November 5, 2025, 4:15pm
CONFERENCE ROOM - 1106 Neil Avenue, Joliet, IL 60433

A. CALL TO ORDER / ROLL CALL V. Warren

B. MISSION STATEMENT

The mission of the Will County Community Health Center is to improve the health of the residents of Will County by providing access to quality integrated medical, behavioral health, and dental care through community collaboration, service and education.

C. APPROVAL OF THE MINUTES V. Warren

- a. August 6, 2025– **Motion** (pg. 3-4)

D. OLD BUSINESS

- a. None

E. NEW BUSINESS ACTION ITEMS

- a. Discussion on the Incident Reports (pg. 6) P. Jass
- b. Discussion on the Patient Complaints Report (pgs. 8-9) P. Jass
- c. Discussion on the Key Performance Indicator Report (pg. 11) P. Jass
- d. Patient Satisfaction Survey (pgs. 13-21) P. Jass
- e. Discussion on the Quarterly Risk Assessment (pgs. 23-27) P. Jass

F. ADJOURNMENT V. Warren

Quality Committee Meeting on February 4, 2026, @ 4:15pm to 5:00pm