Will County Health Department & Community Health Center

AGENDA

QUALITY COMMITTEE MEETING

Wednesday, November 4, 2026 @ 4:15pm

I. *CALL TO ORDER / ROLL CALL*

II. *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.

III. *APPROVAL OF THE MINUTES*

- Minutes from August 5, 2026 (pgs. 3-4) — V. Warren

IV. *PUBLIC COMMENT – FOR AGENDA ITEMS ONLY* — V. Warren

V. *OLD BUSINESS / ACTION ITEMS*

VI. *NEW BUSINESS / ACTION ITEMS*

- Discussion of the Incident Reports (pg. 6) — P. Jass
- Discussion of the Patient Complaints Report (pg.8-9) — P. Jass
- Discussion of the Key Performance Indicator Report (pg. 11) — P. Jass
- Discussion of the Patient Satisfaction Survey (Results and Comments) (pgs.13-19) — P. Jass
- Discussion of the Quarterly Risk Assessment for Quarter 2, 3, & 4 – (pgs. 21-38) — P. Jass

VII. *ADJOURNMENT -* ***motion*** — *V. Warren*

Finance Committee Meeting on February 3, 2027, 4:15pm -5:00pm