

Lake County Illinois

*Lake County Health Department and Community Health Center
3010 Grand Avenue
Waukegan, Illinois 60085
Conference Room #3112*



Meeting Minutes - Final

Thursday, September 12, 2019

12:00 PM

3010 Grand Ave., Waukegan, IL 60085

**Lake County Community Health Center Governing
Council**

1. Call to Order

Chair Withem-Voss called the meeting to order at 12:03 p.m.

Present 7 - Chair Withem-Voss, Secretary Washington, Brown, McConico, Tarter, Bejster and Cunningham

Absent 3 - Vice Chair Fornero, Smith and Vargas

2. Approval of Minutes

2.1

August 8, 2019 Meeting Minutes

Attachments: [GC Minutes 8.8.19 - DRAFT](#)
[GC Attendance Report as of August 2019](#)

A motion was made by Member Tarter, seconded by Member Washington, that the minutes be approved. Motion carried unanimously.

Aye: 6 - Chair Withem-Voss, Secretary Washington, Brown, Tarter, Bejster and Cunningham

Absent: 3 - Vice Chair Fornero, Smith and Vargas

Not Present: 1 - McConico

3. Public Comment to the Governing Council

None

4. Presentations

None

5. Executive Director's Report

None

6. Items for Approval

6.1

Provider Credentialing and Privileging - Batch #130

Personnel Committee Chair Bejster informed the Council that the Personnel Committee met just prior to this regular meeting to review the credentialing packets of the providers presented and recommends approval by the Council.

A motion was made by Member Bejster, seconded by Member Cunningham, that this item be approved. Motion carried unanimously.

Aye: 6 - Chair Withem-Voss, Secretary Washington, Brown, Tarter, Bejster and Cunningham

Absent: 3 - Vice Chair Fornero, Smith and Vargas

Not Present: 1 - McConico

6.2

Professional Staff Reappointment

Personnel Committee Chair Bejster informed the Council that the Personnel Committee met just prior to this regular meeting to review the reappointments presented and recommends approval by the Council.

A motion was made by Member Bejster, seconded by Member Cunningham, that this item be approved. Motion carried unanimously.

Aye: 6 - Chair Withem-Voss, Secretary Washington, Brown, Tarter, Bejster and Cunningham

Absent: 3 - Vice Chair Fornero, Smith and Vargas

Not Present: 1 - McConico

6.3

FY2020 Federally Qualified Health Center (FQHC) Budget Approval - Pfister and Riley

Budget Committee Chair Tarter informed the Council that the Budget Committee, along with the Board of Health Budget Committee, met on Wednesday, July 17, 2019, and reviewed and approved the FY2020 proposed FQHC budget, and recommends approval by the Council. Pam Riley, Director of Finance, added there was a meeting on August 20, 2019, with County Administration where the Health Department budget was reviewed with the County's Director of Finance and the Deputy County Administrator.

A motion was made by Member Tarter, seconded by Member Brown, this this item be approved. Motion carried by the following roll call vote:

Aye: 6 - Chair Withem-Voss, Secretary Washington, Brown, Tarter, Bejster and Cunningham

Absent: 3 - Vice Chair Fornero, Smith and Vargas

Not Present: 1 - McConico

7. Approval of Grants

7.1

Health Resources and Services Administration (HRSA), Integrated Behavioral Health Services (IBHS), Additional Funding of \$167,000 - Zun

Attachments: [HRSA IBHS 330](#)

Dr. Zun reviewed the item as outlined in the agenda packet.

A motion was made by Member Brown, seconded by Member Bejster, that this item be approved. Motion carried by the following roll call vote:

Aye: 6 - Chair Withem-Voss, Secretary Washington, Brown, Tarter, Bejster and Cunningham

Absent: 3 - Vice Chair Fornero, Smith and Vargas

Not Present: 1 - McConico

7.2

Health Resources and Services Administration (HRSA), Expanding Access to Quality Substance Use Disorder and Mental Health Services (SUD-MH), Additional Funding of \$169,500 - Zun

Attachments: [HRSA SUD-MH 330](#)

Dr. Zun reviewed the item as outlined in the agenda packet.

A motion was made by Member Cunningham, seconded by Member Brown, that this item be approved. Motion carried by the following roll call vote:

Aye: 6 - Chair Withem-Voss, Secretary Washington, Brown, Tarter, Bejster and Cunningham

Absent: 3 - Vice Chair Fornero, Smith and Vargas

Not Present: 1 - McConico

8. Information Items

8.1

Language Translation Software Demonstration - McMillan-Wilhoit

Jefferson McMillan-Wilhoit, Director of Health Informatics and Technology, informed the Council that at the October 10, 2019 meeting he will be providing a demonstration of a language translation device. We are needing to enable ourselves to open Council membership to people who may not have English as their first language. In order to do that, it has to be figured out how the meeting can be translated. Live translation would require a multitude of different languages in a back-and-forth manner, which could considerably lengthen the meeting and cause some cumbersome challenges. The Technology Team has found a possible technological solution which will be trialed at next month's meeting to determine if this is a viable solution to have at the ready should there be future Council members who require a language other than English. Member Cunningham asked if speaking a second language was required. Jefferson explained that if a new member were to join the Council who does not have English as a second language, we need to be able to translate the meeting in to that new member's native language and then translate their responses in to English for the other Council members. Member Cunningham stated, "so you're not saying that I have to learn a second language." Jefferson stated, "absolutely not. The purpose of this is to prevent you from having to learn a second language." Member Cunningham responded that there are already members on the Council that speak both languages, she doesn't see the sense in it but others might, and doesn't think that new members who can't speak English would be joining the Council. Chair Withem-Voss reminded the Council of the HRSA requirement to recruit Latinas. Dr. Zun echoed her comment by adding that HRSA requires us to represent the community we serve, part of the community is hispanic, some of the people interested in being on the Council do not speak English, and this would enable us to broaden the representation of the community.

8.2

CQI Update - Hayes

Attachments: [2019 July Updated Governing Council Clinical Dashboard](#)

(Member McConico arrived at this point in the agenda, 12:20 p.m.)

Christina Hayes, CQI Coordinator, reviewed the CQI information as provided in the agenda packet. The two biggest areas for improvement are diabetes and immunizations. With both of those metrics it will take time to see a big impact in the measures but we are continuously working to make improvements. The agency-wide diabetes workgroup is currently focusing on decreasing the percentage of patients with uncontrolled diabetes. Targeted outreach is being conducted with those patients who do not have an A1C test on record in order to get that test done and determine how to best help them manage their diabetes. Next steps would be to reach out to those patients who are overdue for their A1C test because they haven't been seen in over 6 months, and work with them on making and keeping more frequent appointments and how best to manage their diabetes between appointments. The pilot program of having diabetic patients meet with a nutritionist while they are in clinic rather than making a separate appointment continues. Also, while they are in clinic, staff are assuring their next follow-up appointment is made and speaking with them about the importance of keeping that appointment. There is also an immunization workgroup that is taking a holistic approach to improve immunization rates in our clinics and across the community through marketing campaigns to dispel vaccine myths, working with schools to ensure children have their immunizations up-to-date, and working with providers to ensure vaccines are administered at the correct intervals. With the approach of flu season, they are assessing the best strategies to educate patients on the importance of getting a flu shot for all members of their household. Member Tarter asked if there was an update on the anti-vaxxers. Christina stated that work is being done to dispel the myths found on social media by putting out our own campaign that vaccines are safe and that they do not cause autism. Mark Pfister, Executive Director, has also done an educational video internal to our providers that instructs them on how to speak with patients and parents with vaccine hesitancy. Chair Withem-Voss asked if any steps are being taken to ensure the elderly and infirm are receiving a flu shot. Christina explained that the flu shot is for all Health Department patients across the board as well as all staff.

8.3

Safety Program Activities Update - Nordstrom

Attachments: [Safety program Update - August 2019](#)

Jerry Nordstrom, Director of Business Operations, reviewed the report as written and provided in the agenda packet. In regard to the "Training Items Done" listed in the report Member Brown asked how often practice drills take place. Jerry explained that drills are part of the periodic training through OSHA, but that it should be discussed more in staff meetings and that the emergency response codes and alerts are going to be reviewed and

revised, where necessary. Member Brown asked if fire drills and code blue alerts take place and if provider response time to code blue alerts is tracked. Jerry stated that fire and tornado drills are held. Dr. Zun added that providers are instructed to call 9-1-1 and start CPR as the clinics are not equipped to do a full resuscitation on site. Member Brown asked if staff know where the AED (automated external defibrillator) units within their site are located. Dr. Zun stated they should and they should all know where they can access them. Member Washington asked if a staff member would be held responsible because "they should." Dr. Zun stated that he will make sure everyone knows. Jerry added to his written report by informing the Council that a service called Send Word Now that can notify all staff or targeted groups of staff is being discussed at the County level, and next steps would be to test it. Member Washington asked if the use of designated code words wouldn't be easier. Jerry explained that would work with the speaker type system within a singular location for informing staff of an event in a specific area, but Send Word Now is intended to broadcast internally for those staff instructed to shelter in place and externally for those staff instructed to avoid the location until further notice. That broadcast notification would be done via cell phone and/or computer.

8.4

Proposed Revisions to the Lake County Community Health Center Governing Council Bylaws - Pfister

Attachments: [DRAFT GC Bylaws - REDLINE VERSION](#)

A motion was made by Member Tarter, seconded by Member Cunningham, that this item be postponed until the October 10, 2019 meeting.

Aye: 7 - Chair Withem-Voss, Secretary Washington, Brown, McConico, Tarter, Bejster and Cunningham

Absent: 3 - Vice Chair Fornero, Smith and Vargas

9. **Medical Director's Report**

9.1

Medical Director's Report - Dr. Zun

(Member Cunningham left at this point in the agenda, 12:30 p.m.)

Dr. Zun reviewed his report as provided in the agenda packet. He introduced the two new Regional Medical Directors, Dr. Shami Goyal and Dr. Alvaro Encinas, who began September 3, 2019, and added that the new Director of Physical Health has been hired, Mr. Dimitry Petion. Mr. Petion will be relocating from the Boston area and has extensive experience as a FQHC Director and COO. In regard to the sick call being trialed at the Zion clinic, Member Washington stated it sounds like an emergency department. Dr. Zun explained that there are criteria and the patient is going to be educated as to when they should go to an emergency department and when they should go to the walk-in sick call service. Member Washington pointed out that patients are not going to comply with that criteria and that we're setting ourselves up for disappointment. Dr. Zun stated that Member

Washington is not the first to voice that concern, but that there are certain stipulations as to who can come to the walk-in sick call service and it should be the patients who are seen at that clinic. If a patient is regularly seen by a provider at another location, they should then be going to that primary care provider at that location. That is also the reason why it's being trialed and we shall see. The Rosalind Franklin pharmacy resident will be working one day a month at 3010 Grand and one day a month at BMB. One medical student started a rotation with the Health Department in July. Later on we will have physician assistant students and medical students starting rotations. Member Washington asked if those students are third or fourth year. Dr. Zun explained there will be some first year medical students who will spend a day with Dr. Joshua Nathan, Behavioral Health Medical Director, and his staff to obtain exposure to behavioral health. The third year medical students will be rotating through LCHD for some of their core clerkships. The physician assistant students are second year doing core rotations in family medicine, women's health, and pediatrics.

10. Dental Director's Report

10.1

Dental Director's Report - Dr. Cockey

Dr. Cockey reviewed his report as provided in the agenda packet. He revised his Zion Update by reporting that the grant ended on September 7, 2019, and after 51 weeks of operation the pediatric services data reflects a total of 619 pediatric encounters of which 455 were new patients. That is 51% of the targeted goal.

11. Director of Finance's Report

11.1

Director of Finance's Report - Riley

Attachments: [FQHC July 2019](#)

Pam Riley reviewed the financial reports provided in the agenda packet.

12. Reports of Committees

None

13. Old Business

None

14. New Business

None

15. Executive Session

None

16. Adjournment and Next Meeting

A motion was made by Member Bejster, seconded by Member Brown, that this

meeting be adjourned. Motion carried unanimously. Meeting adjourned at 12:46 p.m.

Aye: 6 - Chair Withem-Voss, Secretary Washington, Brown, McConico, Tarter and Bejster

Absent: 3 - Vice Chair Fornero, Smith and Vargas

Not Present: 1 - Cunningham