

Lake County Illinois

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



Meeting Minutes - Draft

Tuesday, April 11, 2023

5:30 PM

3010 Grand Ave., Waukegan, IL 60085

**Lake County Community Health Center Governing
Council**

1. Call to Order

Chair Fornero called the meeting to order at 5:30 p.m.

Present 7 - Chair Fornero, Vice Chair Smith-Taylor, Secretary Lara, Member Bejster, Member Chuc, Member Ross Cunningham and Member Tarter

Absent 2 - Member Argueta and Member Hernandez

2. Pledge of Allegiance

Chair Fornero called upon Member Ross Cunningham to lead the Pledge of Allegiance.

3. Approval of Minutes

3.1

March 14, 2023 Meeting Minutes

Attachments: [GC Minutes 3.14.23 - DRAFT](#)

Chair Fornero called for a motion to approve the minutes of March 14, 2023. Motion by Member Bejster, second by Member Hegar Chuc. Voice vote, all in favor, motion carried.

Aye: 7 - Chair Fornero, Vice Chair Smith-Taylor, Secretary Lara, Member Bejster, Member Chuc, Member Ross Cunningham and Member Tarter

Absent: 2 - Member Argueta and Member Hernandez

4. Public Comment to the Council

None

5. Executive Director's Report

Executive Director Mark Pfister reported on the following:

1. COVID-19: Community level is low. Case rate is at 50.54 per 100K and 6.7 new COVID-19 hospital admissions per 100K. These are the lowest rates in months.

2. Statement of Economic Interests: As of today, five Council members still need to file before the May 1, 2023, deadline otherwise fines will be levied. Those that need assistance are to contact Lisa Kroeger.

Chair Fornero asked about the Executive Order signed by President Biden declaring that COVID was over. Mark explained that what President Biden signed is a bipartisan congressional resolution that immediately terminates the coronavirus national emergency first declared in March 2020. The separate public health emergency will remain in effect until May 11, 2023.

6. Action items

6.1

Provider Credentialing and/or Privileging - Burke

Chair Fornero called for a motion to approve the appointment of Lindsay Baukert, APRN. Motion by Member Bejster, second by Vice Chair Smith-Taylor. Voice vote, all in favor, motion carried.

Aye: 7 - Chair Fornero, Vice Chair Smith-Taylor, Secretary Lara, Member Bejster, Member Chuc, Member Ross Cunningham and Member Tarter

Absent: 2 - Member Argueta and Member Hernandez

7. Presentations

7.1

Expanding Behavioral Health Capacity: 988, Mobile Response, and Care Coordination and Support - Johnson

Attachments: [988 MRT CCSO Presentation](#)

Sam Johnson, Director of Behavioral Health, reviewed the information provided in the agenda packet. Vice Chair Smith-Taylor commented that the Independence Center Living Room in Waukegan is incredible as she has been there many times as an interpreter and asked if there are any plans for expansion. Sam clarified that the Living Room is not run by the Health Department, it is the responsibility of the Independence Center. The Independence Center receives funding from the State's Attorney's Office through the County Board to help make the program 24-hours and the State does plan to make more Living Room grants available, but if 988 and Mobile Response Teams takes off, something larger is definitely going to be needed. Member Ross Cunningham commented that the County Board approves that funding. Mark encouraged Council members to think of it as a funnel with increased Living Room programs being at the wide end and referral resources at the narrow end. The lack of referral resources results in a "clog" which is why treatment capacity has to increase as well. Chair Smith-Taylor asked if the age bracket for Pathways is equivalent to CABS. Sam responded that it is and that most are up to age 18 but some are 21 depending upon whether DCFS is involved, and 3-5 is generally the starting age. Member Bejster asked if there is a plan to continue with both 988 and the Crisis Line or eventually switch over to just one. Sam responded that both will be kept for now. Mark added that one of the issues with 988 is that if a Lake County resident calls 988 from a cell phone number issued in another state their call will be bounced to that other state because of the area code.

8. Discussion Items

8.1

2023 Strategic Plan Update - Hargett, Hayes

Attachments: [One LCHD Strategic Plan](#)

Christina Hayes, Strategic Planning and Quality Improvement Manager, reviewed the information provided in the agenda packet. Member Bejster asked if the Health Equity policy could be shared with the Council members. Mark stated that the policy has been

reviewed, approved, and signed and he will have Lisa Kroeger send it to the members.

8.2

Health Center Annual Needs Assessment - Gajauskas, Burke

Attachments: [Health Center Annual Needs Assessment](#)

Greg Gajauskas, Healthcare Analytics Manager, and Kim Burke, Director of Healthcare Operations, reviewed the information provided in the agenda packet. Member Tarter asked for confirmation that not every service is offered at every health center. Kim confirmed that is correct. Member Tarter asked if the catchment areas reflect that. Kim explained that the data for each catchment area includes only the services offered at the specific location as Greg included all primary care services when he ran the data. Member Tarter asked if the low rate is due to the service being unnecessary or unavailable. Kim explained that rate information is looked at for the Community Health Needs Assessment which is done every three years. Vice Chair Smith-Taylor asked for confirmation that HRSA requires 75% as some of the catchment area percentages shown are below that. Kim clarified that the threshold set by HRSA is 75% of the health center current patients so it's cumulative. Mark clarified that what is being presented to the Council is the annual Health Center Needs Assessment and it will be brought to the Council every April. Staff are currently working on the 3-year Community Health Needs Assessment (CHNA) which will be brought to the Council later this year and will also be the basis of the operational strategic plan. The CHNA also needs to be done prior to the HRSA site visit.

8.3

CQI Update - Hayes

Attachments: [UDS Measures](#)

Christina Hayes reviewed the information provided in the agenda packet. Vice Chair Smith-Taylor acknowledged that BMI is very close to the HRSA target and congratulated staff on the great work. Mark added that he is very appreciative of the new team working on this as they have been digging deeper to identify missed data, and they have been working with the Community Health Workers to ensure clients are called and reminded to complete what has been asked of them.

8.4

Billing and Collections Policies - Riley

Attachments: [Accounting Systems](#)
[Billing and Collection for Medical, Dental and Behavioral Health Services](#)
[Fees for Medical, Dental and Behavioral Health Services, Sliding Fee Disc](#)
[Finance and Budget](#)
[Hardship Fee Reduction for Medical, Dental, and Behavioral Health Service](#)

Pam Riley, Director of Finance, informed the Council that per HRSA requirement the policies provided in the agenda packet are for their review and will be brought back at the

May 9, 2023, meeting for discussion and approval.

8.5

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

Attachments: [GC Bylaws 4.11.23 - Draft Changes](#)

Mark Pfister informed the Council that the bylaws are being presented again for Council review since there were additional changes made as a result of discussion at the March 14, 2023, meeting. The proposed changes noted will be on the May 9, 2023, agenda for discussion and approval.

9. Medical Director Report - No Report

10. Director of Healthcare Operations Report

10.1

Director of Healthcare Operations Report - Burke

Attachments: [FQHC Healthcare Operations Metric Dashboard 04.23](#)

Kim Burke reviewed the information provided in the agenda packet. In regard to the dental update, Chair Fornero asked why 198 outreach calls resulted in only 11 scheduled appointments. Kim stated that due to the very low result of that effort the focus has been changed to attending school events where staff can outreach directly with students, parents, and teachers to promote dental services and provide informational materials. Member Ross Cunningham asked if applications are being received for the open positions. Mark stated that the issue of too many open positions and not enough qualified applicants has not improved and continues to be a challenge. The Board of Health just approved an increase for all the behavioral health counselor and therapist positions placing them in the 25th percentile of the grade. This was done to retain current staff and attract new hires. And while increasing salaries is great, the potential for reduced services grows because the dollars available to hire the number of people needed to provide those services is now diminished which is something he and the Directors are going to be looking at. In regard to the Patient Satisfaction Survey results provided in the dashboard, Vice Chair Smith-Taylor asked what "n =" means. Kim explained that is the number of responses received and staff are looking at how to increase that number. Vice Chair Smith-Taylor asked if clients are being encouraged to complete the survey, who is encouraging them, and how often. Kim stated that an operational efficiency improvement where the client receives a survey the morning after their visit via an external system, and via email and text, is being considered. A dialogue will also be incorporated as part of a client's discharge plan. Mark added that client visit cycle times also need to decrease because the last thing a client wants to do after their 60+ minute visit is complete a survey. Some FQHC's provide a tablet to clients so they can complete the survey while they are awaiting discharge. The goal is to get to over 25 per month per location in order to make the results more satisfactory.

11. Director of Finance Report

11.1

Director of Finance Report - Riley

Attachments: [FQHC Feb 23](#)

Pam Riley reviewed the information provided in the agenda packet. She noted that as a result of the Medicaid Re-determination, Finance will be watching the financials extra close and Kim Burke has a plan in place for health center staff to assist clients with that process, as well. In addition, the annual audit is currently taking place and so far, with the new audit firm this year, everything is going well and moving along much more smoothly. It is anticipated that this year's Medicaid and Medicare reports will be on time, unlike the last two years with the previous audit firm. There were no questions from the Council.

12. Added to Agenda

None

13. Old Business

None

14. New Business

None

15. Executive Session

None

16. Adjournment

Chair Fornero adjourned the meeting at 6:48 p.m.