

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 12, 2022

5:30 PM

3010 Grand Ave., Waukegan, IL 60085

**Lake County Community Health Center Governing
Council**

0.

Chair's Determination that Meetings of the Lake County Community Health Center Governing Council and Committees will be Conducted In Person.

Attachments: [Chair's Determination 3.14.22](#)

This matter was presented

1. **Call to Order**

Chair Smith-Taylor called the meeting to order at 5:32 p.m.

Member Argueta was not present for roll call but joined the meeting at 5:33 p.m.

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

Absent 2 - Member Tarter and Member Washington

2. **Pledge of Allegiance**

Chair Smith-Taylor called upon Member Ross-Cunningham to lead the Pledge of Allegiance.

3. **Approval of Minutes**

3.1

March 8, 2022, Meeting Minutes

Attachments: [GC Minutes 3.8.22 - DRAFT](#)

A motion was made by Member Bejster, seconded by Member Fornero, that the minutes of the April 12, 2022, meeting be approved. Voice vote, all in favor, motion carried.

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

Absent: 2 - Member Tarter and Member Washington

4. **Public Comment to the Council**

None

5. **Executive Director's Report**

Executive Director Mark Pfister reported the following:

1) North Chicago Health Center Reopening Event: Thanks to Madam Chair for speaking at the Friday, April 8, 2022, event with Board of Health President Sashko and County Board Chair Hart. Thanks to Council Member Mary Ross-Cunningham for attending. It was a great event and well attended by North Chicago, County Board and Waukegan Township elected officials. Staff are ecstatic and the excitement was palpable. Kim Burke, Director of Healthcare Operations, told him that one of the young patients exclaimed on opening day, Monday, April 11, "how much nicer it is". There are still a few items to

complete in the dental area and we are awaiting official approval by HRSA to return the North Chicago Health Center to our scope of service.

2) We Care Campaign: He, Madam Chair and Board of Health President Tim Sashko did spots for our upcoming campaign asking staff the question: "How do we care about those we serve" and for staff to provide stories of how we do. He feels this campaign is needed as we move into a new phase of the COVID-19 pandemic, as it is more important than ever to keep in mind our LCHD/CHC mission and most importantly those that we are here to serve. The tagline is "Our culture of care starts with you."

3) HMA Consultant: FQHC Management and Process Assessment has officially kicked off and the consultant team is interviewing all FQHC managers over the next two weeks (both virtually and in-person). The assessment will be completed by June 2022.

4) Gallagher Consultant: Human Resources Assessment kicks off tomorrow, April 13, 2022, to review HR staffing, processes and policies for recruiting, on-boarding, training and off-boarding.

5) He and Madam Chair have recruited for Council membership a non-consumer Hispanic male that is a community health worker and has previously headed up Lake County community health worker efforts. He will be considered at a nominating committee meeting which Lisa Kroeger is working to schedule.

Member Fornero asked if improvements to Health Department facilities are paid for by bonds. Mark explained that the 3010 Grand Avenue facility was built with a bond but the improvements to the North Chicago Health Center were paid for by a State capital grant, not property tax dollars or a bond. Pam Riley added that bonds are handled by the County and that the bond for the construction of 3010 Grand Avenue was a 15 year bond that ends in 2025. Mark noted that Medicaid Match dollars also assisted in paying down that 15 year bond.

6. Action items

6.1

Provider Reappointments - Dr. Zun

A motion was made by Member Bejster, seconded by Member Ross-Cunningham, to approve the four providers presented for reappointment (APRN's Nimat Akorede, Laura Kresch, Leilani Luell, Franceliz Recinto). Voice vote, all in favor, motion carried.

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

Absent: 2 - Member Tarter and Member Washington

6.2

Revised Governing Council Committee Appointments for 2021 - Smith-Taylor

Attachments: [Revised 2022 GC Committee Appointments](#)

A motion was made by Member Ross-Cunningham, seconded by Member Argueta, to approve the changes to the 2022 committee appointments as presented by Chair Smith-Taylor. Voice vote, all in favor, motion carried.

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

Absent: 2 - Member Tarter and Member Washington

7. Presentations

None

8. Discussion Items

8.1

CQI Update - Hayes

Attachments: [UDS Dashboard](#)

Christina Hayes, CQI Coordinator, was unable to attend the meeting so Director Kim Burke reviewed the information provided in the agenda packet. She noted that this year, as part of Physical Health Quality Improvement, in addition to the focus on immunizations and childhood diabetes they will be focusing on improving depression remission, childhood weight assessments, and colorectal cancer screenings.

Chair Smith-Taylor asked if the Health Department is providing the COVID 4th dose/2nd booster shot. Kim confirmed that it is and that both Pfizer and Moderna are being given.

9. Medical Director Report

9.1

Medical Director Report - Dr. Zun

Attachments: [Telehealth In Person](#)

Dr. Zun reviewed the highlights of his report and its attachment as provided in the agenda packet.

Member Bejster asked if there will continue to be payment for telehealth visits and, if so, are there conversations happening around the types of appointments that could be transitioned to telehealth to reduce no show rates and assist with continuity of care. Mark addressed the first part of the question by stating that the Illinois Primary Healthcare Association (IPHCA) and others are continuing to advocate to keep telehealth going as this is the future of medicine based on the multitude of health tracking devices people use. Unfortunately, there currently is some political risk because while the State of Illinois and Senator Durbin is convinced Telehealth works, at the Federal level there is always concern

and rigidity regarding fraud and related issues. Dr. Zun addressed the second part of the question by stating that there are some limitations to moving to telehealth for all Health Department patients and clients such as vaccinations, high blood pressure checks, and glucose monitoring, and that there are criteria used to determine if someone can be seen in a telehealth setting. Behavioral Health is the exception as they can provide almost all of their services via telehealth. The Patient Access Center (PAC) has a list of services that can be provided via telehealth while everything else would be in-person.

Member Fornero noted that Dr. Zun's report references ARPA funds and asked if all of the Health Department's COVID-related expenses have been reimbursed. Mark explained that reimbursements have been received from multiple sources: HRSA CARES, HRSA ARPA, FEMA, and IDPH through CARES and ARPA funding, which funds the Pandemic Health Navigator (PHN) grant. The ARPA funds referenced in Dr. Zun's report were initially intended for the hiring of COVID response staff, but since we are no longer hiring those staff, those funds (\$8M+) are being repurposed for improving our processes, preparing for value-based care, improving our technology, and the FQHC management consultants. Mark noted that while some of those reimbursements have been received, it took a long time to get them. For example, the PHN grant took over a year to come through.

10. Director of Healthcare Operations Report

10.1

Director of Healthcare Operations Report - Burke

Attachments: [FQHC Healthcare Operations Metric Dashboard 03.22](#)

Kim Burke reviewed her report and attachment as provided in the agenda packet.

Member Hegar Chuc complimented the PAC on providing patients and clients with the option of a call back rather than waiting on hold for the next available scheduling clerk, and for always returning the call. Kim explained that there is a new call center platform, five9, which offers callers the option of a call back while holding their place in line so that when their turn comes up the system automatically outreaches to the caller at the number they designated. It also offers callers the option of leaving a voicemail which gets worked in to the staff queue for outreach.

Chair Smith-Taylor commented that during the week of the last Council meeting, March 8, 2022, she lost 2 family members and as a result she needed urgent access to a therapist. Felicitas Manzano, senior clerk at Grand Avenue, was amazing in making that happen. Ms. Manzano was empathetic yet professional, and her concern was heartfelt. She wants Ms. Manzano to know how much she appreciated it and for the rest of the team to know that their hard work in ensuring calls are answered and returned, and appointments are made, is greatly appreciated. Kim thanked the Chair for her kind words and stated she would share them with Ms. Manzano.

Member Fornero asked what is meant by "third next available appointment" on the metrics dashboard. Kim explained that the information provided on the attachment are the metrics used to monitor access to providers. "Third Next Available Appointment" indicates the average wait time for an appointment at the clinic indicated. The reason "third next available appointment" is used is because if a patient called today for an appointment and there was a cancellation for tomorrow, it would be a false number to say that the next available appointment is tomorrow when in actuality it's weeks out and, in some cases based on clinic location, it's months out. Appointment availability depends upon each provider's schedule and cancellations. There is also the system where we send emails, texts, and voicemails to patients asking them to confirm or cancel their upcoming appointment. It's all very fluid. Member Fornero asked if "Cycle Time" means from the moment a patient signs in until they leave. Kim stated that it does.

11. Director of Finance Report

11.1

Director of Finance Report - Riley

Attachments: [FQHC Feb 22](#)

Pam Riley reviewed her attachments as provided in the agenda packet. She noted that the audit is progressing within its usual time frame. The Pandemic Health Navigator Grant will be part of the single audit which impacts the FQHC and, therefore, the Governing Council. It is anticipated the audit will be completed by the end of May.

12. Added to Agenda

None

13. Old Business

None

14. New Business

None

15. Executive Session

None

16. Adjournment

A motion was made by Member Ross-Cunningham, seconded by Member Fornero, to adjourn this meeting. Chair Smith-Taylor adjourned the meeting at 6:08 p.m.