

Lake County Illinois

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



Meeting Minutes - Draft

Tuesday, July 12, 2022

5:30 PM

3010 Grand Ave., Waukegan, IL 60085

**Lake County Community Health Center Governing
Council**

1. Call to Order

Chair Smith-Taylor called the meeting to order at 5:30 p.m.

Member Lara arrived at 5:39 p.m. so was not present for roll call.

Present 8 - Chair Smith-Taylor, Vice Chair Fornero, Secretary Argueta, Member Chuc, Member Lara, Member Ross Cunningham, Member Tarter and Member Hernandez

Absent 2 - Member Bejster and Member Washington

2. Pledge of Allegiance

Chair Smith-Taylor called upon Vice-Chair Fornero to lead the Pledge of Allegiance.

3. Approval of Minutes

3.1

June 21, 2022 Meeting Minutes

Attachments: [GC Minutes 6.21.22 - DRAFT](#)

Chair Smith-Taylor called for a motion and second to approve the minutes of the June 21, 2022, meeting. Motion by Member Tarter, second by Member Ross-Cunningham. Voice vote, all in favor, motion carried.

Aye: 8 - Chair Smith-Taylor, Vice Chair Fornero, Secretary Argueta, Member Chuc, Member Lara, Member Ross Cunningham, Member Tarter and Member Hernandez

Absent: 2 - Member Bejster and Member Washington

4. Public Comment to the Council

None

5. Executive Director's Report

Executive Director Mark Pfister reported on the following:

1. Colleen Santos is the new Associate Director of Healthcare Operations and Toni Steres is the new Director of Advanced Practice Providers. Toni has been an exceptional LCHD/CHC provider for many, many years and is currently at the Midlakes Health Center. Colleen brings 5+ years of experience with LCHD/CHC as a Staff Nurse, Nurse Manager, Interim Practice Manager, and most recently the Clinical Education and Training Manager. Together they will be the dyad HMA spoke of in their presentation to the Council on June 21, 2022, with Toni managing the provider champions and Colleen managing the practice managers, office managers, and charge nurses. Some of the initial tasks they are going to start working on are standardization (e.g., job roles and descriptions, process, etc.) across all of the clinics, no show rate, cycle time, and time to third next available appointment. Toni will also be taking on the role of being the connection between the providers and operations to ensure the providers have input on operations and changes

as processes are standardized. They will both be providing regular progress reports at future Council meetings.

2. Multiple attempts have been made to connect with Member Lester Washington regarding his attendance. Member Washington previously agreed to start attending meetings again and Lisa Kroeger has made many, many attempts over the last several months to arrange transportation for each meeting but when the day comes he does not confirm with her that he will be attending. Mark and Chair Smith-Taylor will be making arrangements to meet with him to discuss his long term desire to be on the Council. So far, Member Washington's absence has not impacted the Council and its meetings but it could potentially affect having a quorum forcing the Council to meet on an alternate date rather than on the regularly scheduled date.

3. COVID-19: Lake County is still in high community level as is DuPage County and 24 other counties across Illinois. The remaining counties have returned to medium community level. The reason Lake County is still in high community level is due to hospitalizations, not number of cases. The majority of those being hospitalized are individuals age 50 and over that have not received both boosters or their second booster. Health Department patients are being encouraged to get their full series done, and for those over 50 it is being strongly recommended they get their booster shots because the risk ratio is higher without booster doses. Deaths have plateaued this last week and Lake County has been sitting at a total of 1,407 deaths due to COVID-19 which is a testament to the value of vaccinations.

4. The Phase 2 kickoff meeting with HMA was held on Monday, June 27, and Mark, Dr. Zun, Kim Burke, Toni Steres, and Colleen Santos all completed an assessment of their management style. Coaching began this week with Toni having her first session on July 12 with Michele Bosworth of HMA who joined the Council meeting via Teams later that same day. Mark, Pam Riley, and Kim Burke will begin work on the Request for Proposals (RFP) for Phase 3 which takes a deeper dive into whether a move towards value-based care concepts is possible in the near future.

Member Ross-Cunningham asked for an update on monkeypox in Lake County. Mark stated that just today it was confirmed by the CDC that Lake County's one probable case is an actual case of monkeypox. That individual is currently receiving treatment and most likely came in to contact with an infected individual from the Chicagoland/Cook County area. The Health Department has done contact tracing and has vaccinated, with vaccine received from the CDC, those who came in to contact with the Lake County case and were interested in receiving the vaccine. Monkeypox resembles chickenpox but is larger. Anybody can get monkeypox, but across Illinois the majority of cases are in men who have sex with men with the exception being one female case, and case numbers are expanding. The good news is that to-date there have been no deaths. This week the

Health Department, at two of its clinics, will be vaccinating anyone at high risk for monkeypox who desires the vaccine. Health Department staff have also been speaking with providers across Lake County to ensure they are able to recognize the symptoms of monkeypox as there have been two false reports, which is fine as false reports are better than no reports.

Member Fornero asked about a spike in deaths unrelated to COVID. Mark explained that it's not deaths but a resurgence in some infectious diseases that haven't been seen for the last two years. It is theorized that because people were not going out in public they were not being exposed to flu and other respiratory diseases causing them to lose some immunity, and now that people are in increased contact those diseases are spiking. The spike in deaths in 2021 has been linked to gun violence and violence in general.

6. Action items

6.1

Provider Credentialing and/or Privileging - Dr. Zun

Dr. Zun noted that Dr. G-Amlak is a very qualified psychiatrist who will be providing services via telehealth and recommends her appointment.

Chair Smith-Taylor called for a motion and second to approve the appointment of Maaza G-Amlak, MD. Motion by Member Ross-Cunningham, second by Member Fornero. Voice vote, all in favor, motion carried.

Aye: 8 - Chair Smith-Taylor, Vice Chair Fornero, Secretary Argueta, Member Chuc, Member Lara, Member Ross Cunningham, Member Tarter and Member Hernandez

Absent: 2 - Member Bejster and Member Washington

6.2

Provider Reappointment - Dr. Zun

Dr. Zun noted that Dr. Barnett is a psychiatrist and Dr. Bolotnikova is a dentist, and both are long term providers in good standing with the Health Department and recommends their reappointment.

Chair Smith-Taylor called for a motion and second to approve the reappointment of Lynn Barnett, MD and Irina Bolotnikova, DDS. Motion by Member Ross-Cunningham, second by Member Fornero. Voice vote, all in favor, motion carried.

Aye: 8 - Chair Smith-Taylor, Vice Chair Fornero, Secretary Argueta, Member Chuc, Member Lara, Member Ross Cunningham, Member Tarter and Member Hernandez

Absent: 2 - Member Bejster and Member Washington

6.3

Revised Governing Council Committee Appointments for 2022 - Smith-Taylor

Attachments: [2022 GC Committee Appointments - Revised 7.12.22](#)

Member Hegar Chuc asked how the committees work and when they meet. Mark explained that the committees meet as needed. The Governing Council Budget Committee meets once a year and will be meeting jointly with the Board of Health Budget Committee on August 17, 2022. Also on that day, in preparation for the joint budget meeting, the Governing Council Budget Committee will meet with Finance staff to review the FQHC budget. Member Tarter suggested that it might be helpful if Member Hegar Chuc and Member Hernandez, who are new to the Budget Committee, review materials from last year's FQHC budget review meeting. Member Hegar Chuc said she would prefer to wait until the upcoming meeting with Finance staff so that what she is looking at can be explained to her and she can ask questions. Lisa Kroeger will send Member Hegar Chuc and Member Hernandez the agenda and minutes from last year's joint budget committee meeting so they have an understanding of the process and flow.

Chair Smith-Taylor called for a motion and a second to add Member Hernandez to the Budget Committee replacing Member Washington. Motion by Member Fornero, second by Member Argueta. Voice vote, all in favor, motion carried.

Aye: 8 - Chair Smith-Taylor, Vice Chair Fornero, Secretary Argueta, Member Chuc, Member Lara, Member Ross Cunningham, Member Tarter and Member Hernandez

Absent: 2 - Member Bejster and Member Washington

7. Presentations

None

8. Discussion Items

8.1

CQI Update - Hayes

Attachments: [UDS Dashboard](#)

Christina Hayes, CQI Coordinator, reviewed the information provided in the agenda packet. She informed the Council that she and Dr. Zun will be attending the NACCHO conference next week to give a presentation on the great work done by staff on depression screening and follow up during the pandemic.

This matter was presented

9. Medical Director Report

9.1

Medical Director Report - Dr. Zun

Attachments: [Patient Retention 2022](#)

Dr. Zun, Medical Director, reviewed the information provided in the agenda packet.

Chair Smith-Taylor asked if the Patient Retention and Engagement attachment reflected strictly in person visits. Dr. Zun explained that it is all primary care encounters, including telehealth, but does not include nurse visits and labs. Member Hegar Chuc shared that she is diabetic and is supposed to be seen every three months but it has been six months since she last saw her provider at North Chicago because there are no appointments available. Mark Pfister stated that the scheduling of providers is done by Kim Burke and Dr. Zun and he will have them look at the scheduling for North Chicago. Kim added that she and Dr. Zun are aware of access issues at certain clinics, as evidenced in the attachment to her report, and that they, along with Colleen and Toni, are looking at how to make operations more efficient.

This matter was presented

10. Director of Healthcare Operations Report

10.1

Director of Healthcare Operations Report - Burke

Attachments: [FQHC Healthcare Operations Metric Dashboard 07.22](#)

Kim Burke, Director of Healthcare Operations, reviewed the information provided in the agenda packet.

Chair Smith-Taylor asked if appointments are needed for the COVID-19 vaccinations now being given in the clinics. Kim confirmed that an appointment is needed, there are no walk-ins.

This matter was presented

11. Director of Finance Report

11.1

Director of Finance Report - Riley

Attachments: [FQHC May 22](#)

Pam Riley, Director of Finance, reviewed the information provided in the agenda packet. She noted that the audit is not yet final and that it should be done by the end of July, and that the deadline for the filing of the Medicaid Cost Report is July 31, 2022. She also noted that an external medical coding and documentation review was done on all providers, but is not yet final. The review did find that the documentation for quick visits for Vaccines for Children (VFC) done by non-LCHD providers was in error. That meant LCHD medical coding staff had to focus solely on correcting those errors taking them away from working on encounters for the current month, so June in to July is going to show lower revenue. Kim explained that the Health Department provides vaccination services to patients who see non-LCHD providers that see and accept Medicaid patients but don't participate in Medicaid's vaccine program, VFC. VFC requires a lot of tracking and reporting to the

State, which is why those non-LCHD providers don't participate and instead refer their patients to the Health Department for vaccines. The coding audit revealed that those LCHD vaccination visits are not acceptable encounters to bill for as an FQHC. The solution is to find out which non-LCHD providers are referring to the Health Department for vaccinations and either assist them in getting enrolled in VFC so they can serve as the patient's medical home or, if they are unwilling to become enrolled, ask them to turn over the care of those patients to LCHD and we will become their patient-centered medical home. Mark added that he is not interested in enabling those providers any longer. If they are going to take the well child visit and get paid for it, but then refer that patient to the Health Department for their vaccinations, that is very poor patient care. That is why we are going to tell those providers that if they do not want to provide immunizations, the Health Department will take on those patients and provide and bill for their vaccinations.

This matter was presented

12. Added to Agenda

Member Fornero recognized Member Ross-Cunningham on her recent victory in the primary election for her County Board seat. He also thanked Lisa Kroeger for the delicious meal provided.

Member Lara asked if the recent change in hours for the Patient Access Center (PAC) is temporary. Kim explained that the PAC is significantly understaffed which is why the hours needed to be reduced. As soon as staffing is back to normal and those new staff are properly trained, the hours will go back to normal. Member Lara also commended the Health Department for their involvement and mental health support in the response to the mass shooting in Highland Park on the Fourth of July. Mark noted that tomorrow he will be visiting the North Shore Health Center, which is only two blocks away from the site of the tragedy, to speak with and provide support to those staff and patients.

Discussion ensued with some Council members sharing their experience, thoughts, and/or concerns related to that tragic event and the increase in gun violence and violence committed by those in their mid-teens to early 20's.

13. Old Business

None

14. New Business

None

15. Executive Session

15.1

Biannual Review of Executive Session Minutes - Pfister

Lisa Kroeger informed the Council that on June 29, 2022, she met with Attorney Chief Lisle Stalter of the State's Attorney's Office to review the closed session minutes

highlighted on the document provided to each Council member. Upon completion of the review, Chief Attorney Stalter made her determination and recommended that the minutes from February 11, 2020, be opened to the public as they did not contain anything requiring they be kept closed. Lisa then informed the Council that if none of the members have anything they wish to discuss pertaining to those minutes and Chief Attorney Stalter's determination and recommendation, there is no need to enter into Executive Session and action by the Council can now be taken. None of the Governing Council members had anything they wished to discuss so Executive Session was not entered in to.

Chair Smith-Taylor called for a motion and a second to approve legal counsel's recommendation to open to the public the closed session minutes from February 11, 2020. Motion by Member Hegar Chuc, second by Member Hernandez. Voice vote, all in favor, motion carried.

Aye: 8 - Chair Smith-Taylor, Vice Chair Fornero, Secretary Argueta, Member Chuc, Member Lara, Member Ross Cunningham, Member Tarter and Member Hernandez

Absent: 2 - Member Bejster and Member Washington

16. Adjournment

Chair Smith-Taylor adjourned the meeting at 6:47 p.m.