

**LAKE COUNTY COMMUNITY HEALTH CENTER
GOVERNING COUNCIL
January 10, 2019 Meeting Minutes**

1. **Call to Order:** Governing Council Vice Chair Charles Fornero thanked everybody for coming and called the meeting to order at 12:32 p.m. at the Health Department, 3010 Grand Avenue, Board Room, Waukegan. Due to the late start of the meeting, and in order to vote on items while a quorum was still present, Vice Chair Fornero announced that the Items for Approval would be addressed immediately after Approval of Minutes.

Members Present

Mallory Bejster
Quinton Brown
Charles Fornero
Mary Ross-Cunningham
Robert Tarter

Staff Present

Mark Pfister, MSES, LEHP, Executive Director
Les Zun, MD, Medical Director
Lisa Kroeger, Executive Director Assistant

Members Excused

Carolina Duque
Frederick McConico
Lester Washington
Melissa Withem-Voss

2. **Approval of Minutes:**
A. **December 20, 2018 Regular Meeting Minutes**

Member Tarter made the motion to approve the December 20, 2018 regular meeting minutes. Member Bejster seconded the motion. Member Tarter asked that a correction be made to item 5D, Approval of Slate of Officers for FY19, by removing "the Executive Committee" and replacing it with "to be the Officers of" and to the motion notes by removing "to be the Executive Committee members." Officers are nominated to the Council, not the Committee. They automatically become Executive Committee members by being Officers. All in favor. None opposed. Motion carried and approved.

NOTE: At this point in the meeting, the Council moved to agenda item 5. Items for Approval.

5. **Items for Approval**

- A. **Approval of Provider Credentialing and Privileging:** Nominating Committee Chair Ross-Cunningham informed the Council that the Committee met just prior to this regular meeting and reviewed two (2) appointments and one (1) reappointment and are recommending them for approval. Present at that meeting was the new Medical Director, Dr. Les Zun.

Member Bejster made the motion to approve the two (2) appointments. Member Ross-Cunningham seconded the motion. All in favor. None opposed. Motion carried and approved.

B. **Approval of Professional Staff Reappointments**

Member Ross-Cunningham made the motion to approve the one (1) reappointment. Member Brown seconded the motion. All in favor. None opposed. Motion carried and approved.

C. **Approval of 2019 Committee Appointments**

Member Tarter made the motion to approve the 2019 Committee Appointments. Member Bejster seconded the motion. All in favor. None opposed. Motion carried and approved.

D. Approval of Bylaws

Member Bejster made the motion to approve the Bylaws. Member Brown seconded the motion. Member Bejster asked why in some places it states Chairperson and for the signature it states Chairman. Executive Director Pfister recommended that it be changed to state just Chair, as was recently adopted at the County level, throughout the document. Vice Chair Fornero called for another motion and second to approve the just discussed changes to the Bylaws. Member Tarter made the motion to approve the Bylaws as changed. Member Brown seconded the motion. All in favor. None opposed. Motion carried and approved.

E. Approval of Cooperative Agreement

Member Bejster made the motion to approve the Cooperative Agreement. Member Tarter seconded the motion. Member Bejster asked that the same changes just approved for the Bylaws be made to the Cooperative Agreement. All in favor. None opposed. Motion carried and approved.

F. Approval of FQHC Hours of Operation

Member Brown made the motion to approve the FQHC Hours of Operation. Member Bejster seconded the motion. Member Bejster stated she saw only one note indicating new hours and wanted to know if there were any other new or modified hours or if the hours at all other sites remain the same. Executive Director Pfister confirmed that the School-Based Health Center was the only location with new hours. All in favor. None opposed. Motion carried and approved.

G. Approval of Statement of Agreement and Code of Ethics:

Member Brown made the motion to approve the Statement of Agreement and Code of Ethics. Member Tarter seconded the motion. Executive Director Pfister pointed out that this is something that will be brought back to the Governing Council every year just to assure that there are no changes in a member's relationship with the Health Department and to capture their representation. Member Bejster asked if the attestation pertaining to services obtained within the past 2 years also applies to dependents. Executive Director Pfister confirmed that it does apply to dependents and that language will be added going forward. All in favor. None opposed. Motion carried and approved.

NOTE: At this point in the meeting, the Council moved to agenda item 3. Public Comments to the Governing Council.

- 3. Public Comments to the Governing Council:** There were no members of the public who spoke at this meeting.
- 4. Executive Director's Report:** Executive Director Mark Pfister began by welcoming new prospective Governing Council member Miriam Smith, who was in the audience. She is a consumer, she is also a Latina which is great news for the Council and the Health Department. He hopes that today's meeting will convince her to be a part of this august body. There are also 3 other potential candidates, unfortunately one could not come who was planning on it. Another one got a job and since she is new in her job she did not want to have to tell her boss that she would not be at work in order to come here, so she will be at next month's meeting. He will also be talking with Cynthia Vargas who was a member previously, but her work schedule became too busy to continue as a member. She did recently indicate that her work schedule may allow her to come back and she has a child that was a consumer. Member Duque has also been speaking with Mark about changes in her work schedule, so Ms. Vargas would not be an addition but a replacement for Carolina if that is the direction Carolina decides to go. He also welcomed and introduced the new Medical Director, Dr. Les Zun. Dr. Zun started on December 26 and he and Mark have already visited nine (9) different sites, so he has been to every FQHC with the exception of the school-based health center. Dr. Zun was able to see a lot of different things at different sites and with his breadth of knowledge and understanding there are some things he is going to start working on right away to improve how we

deliver services to our patients and clients. Mark congratulated and welcomed the new slate of officers to their first meeting as such. He addressed Member Tarter's question from last month about the response from our attorney, Jim Bakk, regarding compensation to Council members. While compensation is a possibility, Attorney Bakk recommended putting it at a fixed amount, a per diem, that the Governing Council should direct staff to determine what would be a fair reimbursement, such as a \$20-25 stipend to cover transportation costs rather than paying mileage or using gift cards. Those Governing Council members who don't want it, don't have to accept it, but for those who are finding it challenging to get to meetings because of financial reasons, that is Attorney Bakk's recommendation. Member Tarter asked if it was known what the approximate cost would be to come from various communities within Lake County in order to cover the highest cost. Mark responded that the intent is to cover the whole cost. Vice Chair Fornero asked if it would be appropriate to refer the dollar amount and concept to the Budget Committee to come back with a recommendation? Mark responded it would or the Council can direct staff to come back with a recommendation. Members agreed that they would like to direct staff to come back with a recommendation. Mark stated that staff would look at distance traveled by members, the federal mileage reimbursement rate, do some calculations, and come back with a recommendation. Member Cunningham asked if staff would be picking members up. Mark reiterated that the Health Department would do whatever needs to be done to assure Governing Council members are attending meetings. Member Cunningham asked if prospective members are being asked if they have transportation issues. Mark stated he will be having a discussion with the prospective new members and that transportation will be a part of the discussion. Vice Chair Fornero asked members to submit their ideas to Lisa Kroeger.

6. Approval of Grants: There were no grants for approval at this meeting.

7. Informational Items:

A. **Clinical Quality Measures Report:** Executive Director Mark Pfister informed the Council that next month a presentation will be given on a Plan, Do, Study, Act (PDSA) project to provide information on what is being done to get to the targets listed in the report included in their agenda packet. Vice Chair Fornero stated that he noticed on the obesity for 3-17-year old's in July, the Health Department peak was right up at the National Quality Leaders (NQL) benchmark. Mark stated we're getting closer and that trends are generally moving in the right direction, but we do have variability depending on whose data is plugged in at any given time and went on to give examples in the areas of immunizations and hypertension. Vice Chair Fornero asked why immunizations are not where we want them to be. Mark explained that the requirement for a child to get two flu shots before their 2nd birthday was a big change as it used to be 0-3. We were having some overall process issues pertaining to vaccine not in stock, how we were following up and talking with parents about getting the flu shot, and this year flu is on the upswing and the individuals dying from flu are, unfortunately, the children. Another two children died nationally within the last week from flu. Staff are really pushing the importance of getting a flu shot for multiple reasons: (1) to become a national quality leader, (2) to assure our patients are protected, and (3) additional dollars for assuring all of our children have their full series. Member Tarter asked if there aren't HRSA standards we have to meet, objectives they set for us. Mark stated the HRSA standards are the ones in the report, but that we also have other standards known as HEDIS (Healthcare Effectiveness Data and Information Set), and those are the ones that are more revenue generating, so if we hit national quality leaders then we'll get more dollars if we hit the NQL target. Member Tarter asked if we hit the NQL target, is that going to result in more money. Mark confirmed and stated it also means we're providing better quality care and having better outcomes. Member Tarter asked what the Lake County goal is based on. Mark explained that ultimately, we would like to be at 100% of all of these goals. Staff were given a goal to get to, the LCHD goals, and once a goal is hit it keeps moving up in order to get to the NQL. It's a way to set a realistic trajectory that we can get to in the short-term. Member Tarter clarified his question by stating that none of the Lake County goals are established at less than what some external target is. Mark reiterated that the NQL is the top and if we get there you're talking about being in the top quartile of all FQHC's. For some of the goals we were down in the lower quartiles or quintiles and we're trying to get to that higher level of the FQHC realm. Member Tarter stated he thinks to what trimester a woman should start getting full service, and he knows

there is a standard and he wants to be sure we're always at the standard we're expected to meet. Mark stated that some of the sites individually exceeded the LCHD target, but overall as a system we haven't had the same level, so the report reflects the average of the two. That is something he and Dr. Zun have been talking about, which is reducing the variation between the different community health centers by asking, "how did this community health center at this location achieve this goal whereas the other ones didn't?" What is the patient population? What are the demographics? What were the providers doing? What were the CMA's doing? Those are the different things they're really looking at to make sure there isn't variation between the different community health centers. Vice Chair Fornero asked about NQL targets. Mark explained that every year we have to provide to HRSA an assessment of our UDS measures. Those UDS measures go in to HRSA, HRSA takes all of the FQHC's across the nation and compares all of those numbers and generates an annual report that shows how individual systems compare to each other. Member Bejster stated that what's currently being looked at is 2018 data and asked when the targets would potentially move for 2019. Mark explained that what is currently being worked on is the compilation of 2018 and that is going to be submitted by February 15, 2019, but that the metric is not the same every year. A couple of years ago our vaccination rate for 0-3 was about 80%, but then it was changed from 0-3 to 0-2 and added two flu shots. That means there was a window of 18 months, not two years because you can only give a flu shot to a child after 6 months, so we weren't hitting 2 flu shots within that 18-month window, so we dropped from 80% to 25%. However, thinking about this as a quality improvement process, what is the solution to make sure that child has 2 flu shots in that 18-month window. As he reported last month, the immunization clinic in Waukegan has been closed and vaccinations are now being done at the FQHC's and we will have a roaming APN to ensure we have slots available as they are currently full.

- B. **Governing Council Member Self-Evaluation Results:** Vice Chair Fornero commented that he noticed there were two items with which the members disagreed, one being "Board members communicate effectively with each other," and the other "Board members treat each other with respect and dignity." He stated that this is something the members can strive to change so that everyone is in agreement. Executive Director Mark Pfister pointed out that this is also part of the Code of Ethics that members are now required to sign annually. Vice Chair Fornero noted that there is definitely room for improvement in how the members operate as a team and need to be cognizant of that.
8. **Medical Director Report:** Dr. Zun stated that his first week and a half has been fairly busy with looking at systems and clinics and what can be done to do a better job for patients and clients. He and Mark are working closely together to ensure uniformity, work with providers, make sure the patients are happy with their care, and that we're working with other organizations and educational institutions. Executive Director Mark Pfister added that he is very excited to have Dr. Zun on board, that he is hitting the ground running, and that he has a strong background as a Medical Director. He went on to recognize and thank Dr. May Hassib for her role as Interim Medical Director for the past year.
9. **Dental Director Report:** Dr. Cockey reported that the big accomplishment of 2018 was the opening of the Zion clinic and the dental services provided there. They are slowly moving toward their grant requirement goal of 900 pediatric patients at that site by the end of September 2019. As a department, they saw over 16,000 dental encounters in 2018. Executive Director Mark Pfister added that he is appreciative of the efforts of the dental team to get Zion up and running. There is one item left to complete and that is the implementation of the Panorex machine. Staff exhibited the team approach during a recent boil order in North Chicago. Rather than closing and telling patients the facility was not operable, they sent two of the physical health care teams to the Zion facility to work out of there. The first day there were a few no-shows due to the change in venue but by the second day everyone was going to the new Zion location. Dental staff was sent to 3010 Grand to continue seeing patients there. Business continuity is something he and Dr. Zun will continue working on. We're here for the patients and if we do have other issues, we think out of the box to make sure those patients are still being seen regardless of the location they're at.

10. Director of Finance Report: There was no Director of Finance Report given at this meeting.

11. Reports of Committees: There were no Reports of Committees at this meeting.

12. Old Business: Member Brown brought up a question he had at a previous meeting regarding wait times at the FQHC's and wanted to know if that information had been obtained. He also brought up a previous suggestion of bias training or racism training and would like to know where the Health Department is at on that. Executive Director Mark Pfister stated that we do have the ability to look at wait times through our system and can provide that at the next meeting. With regard to Unconscious Bias or Implicit Bias Training, he is proud to announce that in 2018 every supervisor in the organization went through a 4-hour training. Board of Health members and Governing Council members will go through the same training together and Lisa Kroeger will be working to set a date and time. We are also working with the instructor to try and condense it in to 2-hours, if possible. Not one supervisor said the training was not useful as all of the surveys came back saying it was very useful. We will also be rolling it out to all staff. A video training is available online to all staff.

13. New Business: There was no new business at this meeting.

14. Adjournment and Next Meeting:

Member Brown made the motion to adjourn. Member Ross-Cunningham seconded the motion. All in favor. None opposed. Motion carried and approved. Meeting adjourned at 1:16 p.m.

The next Governing Council meeting will take place Thursday, February 14, 2019 at 12:00 noon at the Health Department, 3010 Grand Avenue, Board Room, Waukegan, IL 60085.

Respectfully submitted,

Lester Washington, Secretary