

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 13, 2021

5:30 PM

**Via Zoom (<https://zoom.us/j/91712301006> or 1-312-626-6799,
Meeting ID 917 1230 1006)**

**Lake County Community Health Center Governing
Council**

Pursuant to Section 7(e) of the Illinois Open Meetings Act, the Gubernatorial Disaster Proclamation, and the Written Determination of the Lake County Community Health Center Governing Council Chair, this meeting will be held via audio and video conference and not in the Board Room on the 3rd Floor of the Lake County Health Department at 3010 Grand Avenue, Waukegan, Illinois.

PUBLIC VIEWING: Participation in the meeting will be via zoom at (<https://zoom.us/j/91712301006> or 1-312-626-6799; Meeting ID: 917 1230 1006). Please note that by joining the meeting by video or audio conference your name or phone number may be visible (in whole or in part) to others participating in the meeting. Per the Governor's Disaster Proclamation, in accordance with section 120/7(e)(4) of the OMA, in-person attendance by members of the public will be available in the Board Room on the 3rd Floor of the Lake County Health Department at 3010 Grand Avenue, Waukegan, Illinois.

PUBLIC COMMENT: Public comments are welcomed and encouraged. Emailed public comments received by 8:30 a.m. the day of the meeting will be read at the beginning of the meeting under Public Comment in the order they are received or, at the discretion of the Council Chair, with the agenda item the comment addresses. Comments received during the meeting will be held until the end of the meeting. Please note: Public Comment is limited to three minutes per individual or spokesperson pursuant to the Governing Council Bylaws. All comments received will be included in the Council's meeting minutes regardless of whether they are read aloud at the meeting.

Email public comments to lkroeger2@lakecountyil.gov with the following:

- Subject Title: Lake County Community Health Center Governing Council Meeting
- Name
- Street Address (Optional)
- City, State (Optional)
- Phone (Optional)
- Organization, agency, etc. being represented. (If representing yourself, put "Self")
- Topic or Agenda Item Number followed by Public Comment.

Public in attendance on the 3rd Floor of the Lake County Health

Department at 3010 Grand Avenue, Waukegan, Illinois, may provide public comment. Public with no access to email may leave a message with the Governing Council Office at 847-377-8118.

Present 6 - Member Fornero, Vice Chair Brown, Member Bejster, Chair Smith-Taylor, Secretary Argueta and Member Lara

Absent 3 - Member Washington, Member Tarter and Member Cunningham

1. Call to Order

Chair Smith-Taylor called the meeting to order at 5:33 p.m.

2. Pledge of Allegiance

Chair Smith-Taylor called on Member Fornero to lead the pledge of allegiance.

3. Approval of Minutes

3.1

June 8, 2021 Meeting Minutes

Attachments: [GC Minutes 6.8.21 - DRAFT](#)
[Minutes Attachment 6.8.21](#)

A motion was made by Member Fornero, seconded by Member Bejster, that the minutes of the June 8, 2021 meeting be approved. Roll call vote taken, all in favor, motion carried.

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

Absent: 3 - Member Washington, Member Tarter and Member Cunningham

4. Public Comment to the Council

None

5. Executive Director's Report

Kim Burke, Director of Healthcare Operations, gave the following report as provided to her by Executive Director Mark Pfister:

- Board of Health: President Tim Sashko is working with the Governing Council Executive Committee on completing the Executive Director 2020 evaluation.

- Governing Council: all members have been informed through a meeting invite to hold Wednesday, August 4th at noon open to meet virtually with HRSA reviewers. A link for the virtual meeting will be sent as soon as it is received from the HRSA reviewers. Mark will be contacting each Council member individually to discuss this.

- COVID-19 Update: 62,096 cases; 1,025 deaths; 727,048 doses administered; 50.44% of total Lake County population is fully vaccinated; for age 65 and above, 84% have had at

least one dose and 80% are fully vaccinated; for age 16-64, 64% have had at least one dose and 59% are fully vaccinated; the vast majority of new cases in Lake County is occurring in unvaccinated individuals.

Chair Smith-Taylor asked if the new COVID-19 cases are the Delta variant. Jefferson McMillan-Wilhoit, Director of Health Informatics and Technology, explained that we are beginning to see an uptick in cases and our Communicable Disease team has been looking at the variant profile. Across the State of Illinois, we are seeing more of the Delta variant but we are also seeing some other variants. Also, these types of viruses are called Messenger RNA (mRNA) viruses and they mutate very quickly. We are definitely starting to see the Delta variant become more prevalent in Lake County and we do expect that at some point the Delta variant will overtake the UK variant which is what we currently have. Everyone needs to get vaccinated because that will help protect against those variants. Member Fornero asked if the new cases that are hospitalized are all unvaccinated. Jefferson stated that an analysis is currently being done to determine if the majority of people who are unvaccinated are those getting the severe illnesses.

6. Action items

6.1

Scope Change - Clarification of Services Provided - Burke

Attachments: [Scope Change Proposed](#)

Kim Burke reviewed with the Council the information provided in the agenda packet.

Member Bejster asked for confirmation that pre-natal and post-natal care are under Column I and will remain there and that it is just the delivery services that are being re-categorized to Column III. Kim stated that is absolutely correct. She also added that there will be no impact or change to the patients from a billing standpoint as a result of this scope change.

A motion was made by Vice Chair Brown, seconded by Member Bejster, that the scope change presented be approved. Roll call vote taken, all in favor, motion carried.

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

Absent: 3 - Member Washington, Member Tarter and Member Cunningham

6.2

Change in FQHC Hours of Operation - Burke

Attachments: [FQHC Hours of Operation](#)

Kim Burke reviewed with the Council the information provided in the agenda packet. She explained that the change will move the dental services evening hours at the North Shore Health Center from Tuesdays to Wednesdays. This will help from an operating standpoint

as it is currently dental services only on Tuesday evenings and medical services only on Wednesday evenings. By moving dental services to Wednesday evenings, this places two providers in the facility on the same evening so we will be able to facilitate patient registration with one clerk rather than two.

Member Bejster asked about the note regarding construction at the Belvidere Medical Building (BMB) that indicates an end date of 7/2/2021 and asked if those operating hours automatically revert back to normal now that 7/2/2021 has passed or does the Council need to take action. Kim explained that the Council approved the return to normal business hours as of 7/6/2021 for BMB at their last meeting on June 8, 2021 noting that the date was 7/6/2021 rather than 7/2/2021 due to the Fourth of July holiday.

A motion was made by Vice Chair Brown, seconded by Member Lara, that the change in FQHC hours of operation presented be approved. Roll call vote taken, all in favor, motion carried.

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

Absent: 3 - Member Washington, Member Tarter and Member Cunningham

7. Presentations

7.1

Health Resources and Services Administration (HRSA) Operational Site Visit - Koppit

Attachments: [HRSA OSV Presentation](#)

Denise Koppit, Clinical Compliance Manager, provided this presentation to the Council to prepare them for the HRSA site visit taking place August 3-5, 2021.

Member Fornero commented that it was a wonderful presentation, that he now has a better understanding of the scope of the HRSA site visit, and that all of the information provided will be a very useful reference tool. Chair Smith-Taylor echoed his sentiments. Member Argueta asked if HRSA is a "distinguishment" within the Lake County Health Department or is it a function of the Lake County Health Department so that it can operate as a health department for the community. Denise explained that HRSA is a federal agency and we have to meet their requirements in order to receive funds and to be a federally qualified health center. Member Bejster shared with the Council that she finds it useful during these types of site visits to use presentations provided as a reference tool and to note examples, such as QI initiatives, etc., on the pages that she can refer to during the meeting rather than trying to remember them off the top of her head.

8. Discussion Items

8.1

CQI Update - Hayes

Attachments: [UDS Measures](#)

Christina Hayes, CQI Coordinator, reviewed the information provided in the agenda packet. She noted that small improvements continue to be seen in the focus areas of depression and childhood immunizations. We are currently in the "due" stage of our PDSA to improve childhood weight assessment and counseling. The goal is to improve the percentage of patients age 3-17 with counseling and physical activity from 46% to 90% by the end of 2021. Currently, the care teams are being educated as to what is expected of them, how they can meet the metric, and why this initiative is being done. They are also provided with a dashboard that shows how each provider is performing on the metric, why they did or did not meet the measure with any given patient, and compares providers to each other. Outreach will be done with those providers not doing well to ensure they understand what they are to be doing and to figure out what the issue is. Preventing childhood obesity helps to prevent adult obesity which in turn prevents diabetes, hypertension, cardiovascular disease, etc.

Chair Smith-Taylor commented that serving on the QI Committee really helps her to see how the numbers come together and how the committee works together to ensure the Council receives the information it needs. Also, the hard work they put in to the depression screening and the subsequent outcome was amazing. She unfortunately missed the HR presentation at last month's meeting, but noted that presentation was done at her request as a result of her participation on the committee in an attempt to emphasize the importance of BH staffing so that clients receive the services they need and have a place to go for crisis intervention. The QI Committee works very hard and we need to acknowledge them and their efforts.

8.2

Patient Survey Results - Riley

Attachments: [Patient Survey Results 5.25.21](#)

Pam Riley, Director of Finance, reviewed the information provided in the agenda packet. As a result of the nominal fees action item on last month's agenda, she, Kim Burke, and Diane Pelli decided to have the patient accounts team conduct a brief 4-question survey of our patients during a two-week period in May. The results of the survey reaffirms that our nominal fees are in alignment with our patients. For question #1, we are working to ensure our patients are aware of the sliding fee discount and we are digging deeper to determine if the issue is a matter of terminology, staff, or both. The survey will be conducted on an ongoing basis.

9. Medical Director Report

9.1

Medical Director Report - Dr. Zun

Attachments: [Socio-Demographics](#)

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

packet. He announced that the Regional Medical Director candidate has accepted the Health Department's offer which is an update to Provider Collaboration, bullet #3. In regard to the attachment, with the VA hospital in North Chicago, it is not surprising that we do not serve a lot of veterans.

Vice Chair Brown asked if the Health Department has translators or are there language gaps? Dr. Zun informed the Council that the Health Department has two options to assist with patients who do not speak English, it's many bilingual staff and a translation service called Language Line that is available on an iPad that can be brought in to the exam room or over the phone and has over 240 languages including sign language.

10. Director of Healthcare Operations Report

10.1

Director of Healthcare Operations Report - Burke

Attachments: [Director Healthcare Operations Report Attachment](#)

Kim Burke, Director of Healthcare Operations, reviewed the highlights of her report and its attachment as provided in the agenda packet. She noted that pre-COVID no-show rates were as high as 26-29% and that the reason for the decline is telehealth. In regard to the COVID-19 vaccine update, COVID-19 vaccinations at North Shore and BMB will be discontinued as of next week due to the decrease in scheduled appointments and walk-ins. Evening hours will be added to the 3 remaining vaccination sites of Grand, Midlakes, and Zion. A change in operating hours for the North Chicago Health Center will be brought to the Council at their August meeting due to the major renovations scheduled to begin at that location.

11. Director of Finance Report

11.1

Director of Finance Report - Riley

Attachments: [Director of Finance Report](#)

Pam Riley, Director of Finance, reviewed the information provided in the agenda packet. She informed the Council that the report in the agenda packet is through May 31, 2021, which is the end of the second quarter so we are halfway through the fiscal year. The Medicare cost report, which was due to Medicare by June 30, 2021, was submitted on time. The Medicaid cost report is due August 31, 2021. All of our audits are due by August 31, 2021, as well. The audits are quite delayed this year due to circumstances beyond our control but she will continue to keep the Council informed of its progress. The earliest the auditors would be able to come to the Council would be September.

12. Added to Agenda

Vice Chair Brown commented that he recently received a letter from the Health Department about a data breach and asked for further information. Discussion ensued

and Jerry Nordstrom, Director of Business Operations and agency Compliance Officer, stated he would bring a full report to the Council at their August 10, 2021 meeting.

13. Old Business

None

14. New Business

None

15. Executive Session

None

16. Adjournment

A motion was made by Member Fornero, seconded by Vice Chair Brown, that this meeting be adjourned. Chair Smith-Taylor adjourned the meeting at 6:54 p.m.