

Lake County Illinois

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



Meeting Minutes - Final

Tuesday, March 14, 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. Member Hernandez arrived at 5:35 p.m. and Member Argueta arrived at 5:37 p.m., so neither were present for the vote to approve the minutes.

Present 9 - Chair Fornero, Vice Chair Smith-Taylor, Secretary Lara, Member Argueta, Member Bejster, Member Chuc, Member Hernandez, Member Ross Cunningham and Member Tarter

2. Pledge of Allegiance

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

3. Approval of Minutes

3.1

February 14, 2023 Meeting Minutes

Attachments: [GC Minutes 2.14.23 - DRAFT](#)

Chair Fornero asked for clarification on the following from the Executive Director's report.

--Item 1, Access Lake Update, "Benefits will include....." Mark stated that the items listed (avoided uninsured ER visits, increased physician participation, avoided high cost charity care) are some of the resulting benefits of having Access Lake.

--Item 5, biannual meeting with Board of Health President, Vice President, Governing Council Chair and Vice Chair, "moving forward with different strategies." Mark explained that we're all part of the one strategic plan but the Board of Health needs to be aware that this Council has some other strategies that relate directly to FQHC operations of which they are in charge while the Board of Health is in charge of personnel, facilities, etc., overall.

Chair Fornero called for a motion to approve the minutes of February 14, 2023. Motion by Member Tarter, second by Member Bejster. 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

Not Present: 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) Behavioral Health Presentation: Sam Johnson will present at the April meeting due to the comprehensive agenda this evening.

2) Access Lake Update: Two hospitals have confirmed their participation, Northwestern

Lake Forest and Vista. Advocate Condell and Good Shepherd, NorthShore Highland Park and CTCA-City of Hope is finalizing legal review of the by-laws and incorporation documents.

3) Medicaid Enrollee Awareness: Client education is in process for re-determination and health department staff are confirming addresses to assure our clients receive any correspondence that comes from the State.

4) Independent Contractor Medical Director: As a reminder, we now have a Medical Director at every Health Center, except at Belvidere Medical Building. Therefore, we only need to hire an independent contractor Medical Director that will approve credentialing/privileging of providers, chair and conduct peer reviews and sign off on standing orders and standard practice guidelines. Dr. Zun's final day was last Friday, March 10, 2023, and the revised independent contractor Medical Director role will be posted tomorrow. Dr. Al-Bana will serve as interim Medical Director until an independent contractor is hired.

5) COVID-19: Community Level is low. Current case rate 67.19 per 100K and new COVID-19 admissions rate is 8.8 per 100K. These are the lowest rates in months.

6) Statement of Economic Interest: Council members will be receiving an email from the County Clerk's office with instructions to complete their SEI. This document is a requirement and failure to complete it will result in a fine. Council members can contact Lisa Kroeger or Mark Pfister for assistance, if needed.

6. Action items

6.1

Provider Credentialing and/or Privileging - Burke

Kim Burke, Director of Healthcare Operations, informed the Council that the Personnel Committee met just prior to this regular meeting to review the application for credentialing and privileging of Evelyn Chou, APRN, and recommends approval.

Chair Fornero called for a motion to approve the privileges of Evelyn Chou, APRN.

Motion by Member Bejster, second by Vice Chair Smith-Taylor. No discussion.

Voice vote, all in favor, motion carried.

Aye: 9 - Chair Fornero, Vice Chair Smith-Taylor, Secretary Lara, Member Argueta, Member Bejster, Member Chuc, Member Hernandez, Member Ross Cunningham and Member Tarter

6.2

Sliding Fee Schedule of Discounts - Riley

Attachments: [Sliding Fee Schedules](#)

Pam Riley, Director of Finance, reviewed the information provided in the agenda packet noting that this is an annual routine action item.

Chair Fornero called for a motion to approve the Sliding Fee Schedule of

Discounts. Motion by Vice Chair Smith-Taylor, second by Member Hernandez. No

discussion. Voice vote, all in favor, motion carried.

Aye: 9 - Chair Fornero, Vice Chair Smith-Taylor, Secretary Lara, Member Argueta, Member Bejster, Member Chuc, Member Hernandez, Member Ross Cunningham and Member Tarter

6.3

Annual Compliance Work Plan Review and Approval - Nordstrom

Attachments: [Compliance Work Plan 2022 Annual Summary](#)
[Compliance Work Plan 2023](#)

Jerry Nordstrom, Director of Business Operations, reviewed the information provided in the agenda packet.

Chair Fornero called for a motion to accept the summary of accomplishments for the 2022 Compliance Work Plan and approve the 2023 Compliance Work Plan. Motion by Member Tarter, second by Vice Chair Smith-Taylor. No discussion. Voice vote, all in favor, motion carried.

Aye: 9 - Chair Fornero, Vice Chair Smith-Taylor, Secretary Lara, Member Argueta, Member Bejster, Member Chuc, Member Hernandez, Member Ross Cunningham and Member Tarter

6.4

Clinical Risk and Patient Safety Management - Koppit

Attachments: [Clinical Risk & Patient Safety Management 3.1.23](#)
[Risk Training Plan 2023](#)

Denise Koppit, Clinical Compliance Manager, reviewed the information provided in the agenda packet.

Chair Fornero called for a motion to approve the Clinical Risk and Patient Safety Management Plan. Motion by Member Ross Cunningham, second by Member Bejster. No discussion. Voice vote, all in favor, motion carried.

Aye: 9 - Chair Fornero, Vice Chair Smith-Taylor, Secretary Lara, Member Argueta, Member Bejster, Member Chuc, Member Hernandez, Member Ross Cunningham and Member Tarter

7. Presentations

None

8. Discussion Items

8.1

CQI Update - Hayes

Attachments: [UDS Measures](#)

Christina Hayes, CQI Coordinator, reviewed the information provided in the agenda packet. Member Tarter asked if there has been coordination with the WIC Program with regard to Prenatal Care Early Entry and Low Birth Weights. Christina explained that low birth weight data is being reviewed for possible connections with WIC and other early

intervention programs.

This matter was presented

8.2

Uniform Data System (UDS) 2022 Submission Review - Gajauskas, Steres

Attachments: [2022 UDS Summary](#)
 [Annual 6B Comparison](#)

Toni Steres, Provider Operations Director, and Greg Gajauskas, Healthcare Analytics Manager, reviewed the PowerPoint slides provided in the agenda packet.

Member Tarter asked why the patients who haven't been seen aren't still considered health department patients. Mark explained that they are, they just may have gone somewhere else so they're no longer on our rolls. Member Tarter then stated that this isn't a patient population figure but a patient visit figure. Mark clarified that it's unduplicated patients that had a visit in 2022. Member Tarter commented that it's a substantial drop in the number of patients that has the potential for long-term impact. Mark commented that all of the FQHC's across the nation are experiencing a lack of providers as they cannot compete with hospitals that pay providers \$100K more. Member Ross Cunningham asked if the individuals on the New Client Wait List are referred somewhere else for service. Mark explained that if it is an acute care situation, there are various acute care sites they can go to but if it's something more chronic, we will work to try and get them in as quickly as possible otherwise they may have to go to an emergency department. The other hope is that there are other providers in Lake County willing to take Medicaid patients. The big challenge is the unfunded, uninsured patients because there aren't enough licensed practitioners on staff to see patients. Member Tarter commented that there seems to be a disconnect between WIC and all of the other women's health programs. Mark explained that 100% of the women seen in Women's Health have been referred to WIC and Family Case Management (FCM), if eligible, and that 60% of those referred to FCM have gone through FCM intervention, 35% chose not to go through intervention, and the remaining 5% either lost the pregnancy or left health department care. The data is being reviewed for the impact of FCM intervention and if a significant difference is found between women who went through FCM compared with those who did not, then for those 35% we need to ask them what we need to do to get them in the program. Now that we have Tableau and the data housed in it, what are we doing with that data, how are we using it to make change. Member Argueta asked what different ways to educate parents on vaccinations will be utilized. Toni stated that research will be done as there is a lot of good literature available. One of the ideas being considered is a video to be played in the waiting rooms to get parents thinking about it. We will also be looking at what our providers and staff are saying to clients, how they are approaching it and stressing the importance of vaccinations and the risks of not vaccinating. Mark added that the new health center Medical Directors will be ensuring providers are trained up on it and that documentation within the electronic health record (EHR) is happening in front of the client. We will also be reviewing NextGen for any additional functions we could be utilizing to better automate the process. Secretary Lara asked if vaccination information is provided to parents during prenatal visits. Toni

confirmed that this is being done and that connections are being made all along the way to ensure that the baby remains a health department client. Clients are also provided with other reliable sources of information such as the CDC rather than social media. Mark reiterated that clients are hearing it from their health department provider, from the WIC program, and from FCM, a total of three different sources and programs. Member Chuc asked if it would be possible to provide the schools with educational materials for the students regarding vaping. Mark explained that the health department has staff that goes to and works with the schools not only on tobacco use and vaping use, but also alcohol and other drugs. Member Chuc stated that her child, who is in the Waukegan school district, has never mentioned it. Mark stated that he will speak with those staff to ensure the message and the information is being provided as Waukegan school district is the largest in the county. Member Hernandez asked if consideration has been given to expanding the team of CHW's to assist with community education on these specific issues. Mark confirmed that leadership is working on making this part of the care team by involving the CHW's.

This matter was presented

8.3

Environment of Care - Koppit

Attachments: [Environment of Care Plan 3.1.23](#)

Denise Koppit, Clinical Compliance Manager, reviewed the information provided in the agenda packet.

This matter was presented

8.4

2022 Annual Report - Nordstrom

Attachments: [2022 Annual Report 20230308](#)

Jerry Nordstrom, Director of Business Operations, reviewed the information provided in the agenda packet. Mark noted that the 84% quit rate for clients receiving 1-on-1 tobacco cessation counseling is a phenomenal number, in fact double to triple the national average, as most 1-on-1 tobacco cessation counseling programs might get 30% of the individuals to quit.

This matter was presented

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 reviewed the proposed changes to the Governing Council Bylaws and reminded the Council that this is for consideration and discussion only as these changes will be brought back to the Council for approval at their meeting on Tuesday, April 11, 2023. He explained that the suggested change to Article IX - Officers, paragraph B, is based upon comments he received from past Council officers regarding the timing of the HRSA site visit which is every three (3) years so a new officer could potentially come on

board during a site visit year. The suggested change to Article XIII - Order of Business, adds roll call of members to the agenda, changes provider to licensed independent practitioner (LIP) to be consistent with a recent policy change, and removes Medical Director report which will now become part of Kim Burke's Director of Healthcare Operations Report. The suggested change to Article XIV - Amendments makes it a two-thirds majority of the members present rather than the entire membership. Lastly, the name changes to the signature page are in keeping with the change in officers as a result of the recent election. Member Tarter expressed his concern over the change to Article IX - Officers as he feels two to four years as an officer can be a burden, and enacting this change will compromise paragraph H, Nomination of Officers, as it states the committee will nominate annually. Member Tarter proposed voting on the housekeeping items and bringing back the term of office change for further discussion. Mark agreed that the language under Nomination of Officers does need to change noting it was an oversight, but informed Member Tarter that voting on this item cannot take place as it is on the agenda as a discussion item only, not an action item. Mark suggested that the Council's motion for next month be to accept those changes they want to accept and table the change to Article IX - Officers, paragraph B and H.

This matter was presented

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 03.23](#)

Kim Burke reviewed the information provided in the agenda packet. Vice Chair Smith-Taylor asked if there is a plan in place to streamline the assessment process or provide a referral for those individuals on the new client wait list in need of a behavioral health (BH) appointment. Kim turned the question over to Toni Steres. Toni explained that if a client is scoring a specific number on the depression screening, primary care BH is called for an automatic assessment however, as the Council is aware, our resources are currently limited. Vice Chair Smith-Taylor then asked if the new client wait list includes BH clients. Kim confirmed that the list is only general medical clients, not BH. Vice Chair Smith-Taylor asked for the total number of clients waiting for a BH appointment. Mark reiterated that while the wait for general medical appointments is an issue, the wait for BH is even worse, in fact dire. There are several BH programs on the verge of reducing services dramatically or closing. People do not want to work in BH and finding a counselor is nearly impossible. At our drop-in center in Zion and in Waukegan, we have only one staff member at each location. In our Child and Adolescent Behavioral Health Services (CABS) program we aren't able to take on any new children unless they are approved and come through the State Screening, Assessment and Support Services (SASS) program. People do not want to pursue a degree in BH, and those that do want to work remotely because they can make more money providing telehealth. We have more funds now than we've ever had to fund positions for our residential and rehab programs but no one is applying for those positions and we can't compete with what those other entities are paying. Member Chuc asked why overseas providers are not

brought in. Mark explained that in the American medical system, in order to keep salaries high, supplies are kept low, and that demand commands higher salaries. It's a business based on profit and our business is not to make a profit but to serve those that are not served.

This matter was presented

11. Director of Finance Report

11.1

Director of Finance Report - Riley

Attachments: [FQHC Financial Report Jan 23](#)

Pam Riley reviewed the information provided in the agenda packet. There were no questions from the Council.

This matter was presented

12. Added to Agenda

None

13. Old Business

None

14. New Business

Mark Pfister welcomed Julie Sharp, the health department's new Strategic Planning Analyst who will be working with Christina Hayes. Julie was previously with Kane County Illinois and also the Public Health Foundation working on quality improvement for many years.

15. Executive Session

None

16. Adjournment

Chair Fornero adjourned the meeting at 7:00 p.m.