

# Lake County Illinois

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



## Meeting Minutes - Final

Thursday, April 11, 2019

12:00 PM

3010 Grand Ave., Waukegan, IL 60085

**Lake County Community Health Center Governing  
Council**

**1. Call to Order**

*Member McConico arrived at 12:09 p.m.*

**Chair Withem-Voss called the meeting to order at 12:02 p.m.**

**Present** 8 - Chair Withem-Voss, Vice Chair Fornero, Brown, McConico, Tarter, Cunningham, Smith and Vargas

**Absent** 2 - Secretary Washington and Bejster

**2. Approval of Minutes**

**2.1**

March 14, 2019 Meeting Minutes

**Attachments:** [GC Minutes 3.14.19 - DRAFT](#)

*Member Fornero asked the Council to turn to page 6 of 8, item 10.1 Director of Finance's Report, and referenced his question from the last meeting pertaining to the use of "Personal Services" as a category heading. He stated he feels that should be "Personnel Services" and asked if it was possible to get it changed. Director of Finance Pam Riley will look in to it.*

**A motion was made by Member Fornero, seconded by Member Brown, to approve the March 14, 2019 minutes. The motion carried unanimously.**

**Aye:** 7 - Chair Withem-Voss, Vice Chair Fornero, Brown, Tarter, Cunningham, Smith and Vargas

**Absent:** 2 - Secretary Washington and Bejster

**Not Present:** 1 - McConico

**3. Public Comment to the Governing Council**

**None**

**4. Executive Director's Report**

*Executive Director Mark Pfister announced to the Council that the Myra Rubenstein Weiss group is donating funds for the Health Department which will provide 200 free mammograms for uninsured women and men. He is traveling to Highland Park Hospital this afternoon to accept the check. Kim Burke and her team have already begun moving forward with the mammograms by providing an expedited appointment process for patients through the NorthShore University Health System where the mammograms will be done. He then asked Kim Burke to speak to the Council on what is being done to reduce our no-show rate. Kim informed the Council that on April 1, 2019, the Health Department began sending texts to patients reminding them of their upcoming appointment. This is being piloted through 3 Health Department providers with an average no-show rate of 27%. Those providers are located at the Grand Avenue clinic and at the Libertyville clinic. A reminder text is sent 72 hours in advance of the patient's appointment and they have the ability to confirm or cancel their appointment via that text.*

*If they cancel, the appointment is removed from the NextGen system opening up access to other patients. Clinical staff will run reports that show who has cancelled so phone calls can be made to help that patient reschedule their appointment. If the patient does not respond within the 72 hours, they will be sent another text reminder 48 hours prior to their appointment. If they do not respond to that second text, 24 hours prior to their appointment they will be called. For Monday appointments, calls will be made on the prior Friday. Texts will be sent based on the patient's language preference as noted in the system, with English and Spanish being the primary languages offered. Throughout the program's pilot process, needed corrections and tweaks will be made before rolling it out agency-wide. Member Smith asked if numbers on the different populations were obtained in order to determine the languages offered as not everyone speaks just English or Spanish. Kim responded that while there a number of different languages spoken, English and Spanish are most common, which is why they chose to start with those. Also, it has to be determined if the system has the capability for additional languages before selecting and adding them. Member Smith asked if adding the top 4 languages in the County can be determined as well as adding a note to the text reminders informing the patient that if they need a translator they can call the clinic. Kim stated that the Patient Access Center phone number will be on all texts to patients in case they need to speak with someone regarding the text they received, but one of the challenges is the limit to the number of characters allowed in each text. Mark added that while \$60K has been budgeted for the program, there is a charge for every text sent which is why the program is currently being piloted. On the other hand, if the no-show rate decreases and appointments are kept as a result of the program, we get the encounter resulting in increased revenue which will help offset the cost of the texts. Member Brown asked if no cost text messaging is an option since so many carriers offer it. Mark explained that this is an automated system that is connected to our other systems, so it does not work like the cell services offered by public carriers. Member McConico asked how missed appointments will be handled. Mark stated that he and Dr. Zun will be working on a policy to address that. Kim will report on the status of the pilot at next month's meeting. Mark added that he and Dr. Zun met with Norm Stephens, CEO of Vista Health System, a few weeks ago to discuss a number of issues. The primary concern was that Quorum Health, Vista's parent company, was potentially going to sell Vista but due to the work done by Norm to reduce costs and increase revenue, Vista is once again a safety net hospital which will generate additional dollars to keep them in the black. This week they met with Michael Ploszek, President of Advocate Condell Medical Center, to discuss enhancing our potential services with Condell by looking at OB/GYN models so our adult female patients can potentially deliver at Condell. Also discussed was mental health services and the building of behavioral health capacity, as well as setting up some additional potential referrals to specialty care for our patients. The matter of Council member reimbursement will again be discussed under Old Business, as was done at prior meetings.*

**5. Items for Approval**

**5.1**

Provider Credentialing and Privileging: Batch #125

*Items 5.1 and 5.2 were addressed and voted on as one item.*

**A motion was made by Member Fornero, seconded by Member Cunningham, that these items be approved. Motion carried unanimously.**

**Aye:** 8 - Chair Withem-Voss, Vice Chair Fornero, Brown, McConico, Tarter, Cunningham, Smith and Vargas

**Absent:** 2 - Secretary Washington and Bejster

## 5.2

Professional Staff Reappointments

*This item was bundled and voted upon with item 5.1.*

## 6. Approval of Grants

### 6.1

Illinois Department of Public Health (IDPH) Title X Family Planning Grant

**Attachments:** [19.04. FP 98K](#)

*Mark Pfister explained to the Council that this is the normal Title X Family Planning grant with \$98,000 in additional funding. Member Tarter asked if there was a change in the caseload with the additional revenue. Mark deferred to Sara Zamor, Associate Director of Prevention, who stated she is not aware of a change to the caseload. Member Tarter stated that a lot of the money does not appear in the budget, is that because it's being used to offset current salaries. Mark confirmed that it is.*

**A motion was made by Member Fornero, seconded by Member Brown, that this item be approved. The motion carried by the following roll call vote:**

**Aye:** 8 - Chair Withem-Voss, Vice Chair Fornero, Brown, McConico, Tarter, Cunningham, Smith and Vargas

**Absent:** 2 - Secretary Washington and Bejster

## 7. Information Items

### 7.1

CQI Update

**Attachments:** [Clinical Dashboard Update Feb 2019](#)

*Christina Hayes, CQI Coordinator, asked if there were any questions in regard to the clinical quality indicators provided in the agenda packet. There were none. Member Tarter suggested that the red color be removed from the annual target numbers at the bottom where it states "N/A" so that it doesn't look so bad. Christina agreed and stated it would be done for the next meeting. She then shared with the Council that she was recently at one of the clinics where she noticed APN Toni Steres celebrating. She asked Toni the reason for the celebration and Toni shared with her a story about "Tom," a male*

patient in his late 50's, who came to the clinic for treatment of his high blood pressure. Since "Tom" is a babyboomer, Toni recommended he have a screening for Hepatitis C. Not only did "Tom" test positive for Hep C, his liver enzymes were dangerously high and he had already started developing cirrhosis of the liver. He was very sick and didn't even know it. She referred him to a specialist for follow-up and treatment. "Tom" was unable to arrange for transportation to get to his referral appointment, so he ended up walking over 2 hours to see the specialist. When "Tom" returned to the clinic to see Toni, he told her he wasn't going to be able to start treatment with the specialist because it was too much of a burden to get to the appointments. He was essentially giving up, but Toni was not. She was determined to treat him for his Hep C because she wanted to make sure he wasn't going to need a liver transplant or die prematurely. Thanks to a partnership between the Lake County Health Department, the Our Community Walgreen's, and a program called ECHO Chicago, Toni was able to treat "Tom's" Hep C through consultation with the Hepatologist. The ECHO Chicago curriculum in Hep C is intended to extend primary care capacity to treat Hep C at local community health centers through telemedicine, essentially. "Tom" underwent 12 weeks of Hep C treatment under Toni's care. At 4 weeks of treatment his viral load was reduced from 4.9 million copies to just 31 copies. At 8 weeks of treatment his virus was undetectable and at 12 weeks his liver enzymes were back to normal levels. A case manager with our STI program has been following "Tom" since his treatment began and will continue to follow him for 6 months after his treatment at which time Toni will run another test to ensure the virus has cleared from his system. None of this would have been possible had it not been for the critical thinking and problem solving mindset of our STI program and the dedication of Toni, his provider. The STI program was instrumental in bringing the ECHO Chicago program in to our health centers. STI staff were trained in Hep C case navigation, and then some of our providers were onboarded to work through the curriculum, as well. Finally, they established a partnership with Our Community Walgreen's to help get medications approved for our patients. The entire process took approximately 8-9 months and we currently have 2 providers who are treating patients for Hep C throughout Lake County. This is important because obtaining treatment for Hep C can be difficult, especially if the patient is on Medicaid. This is due to the low number of providers trained to treat Hep C who also accept Medicaid. Also, Medicaid historically would wait until a patient is quite sick before allowing treatment. They are now changing that by allowing treatment to begin sooner. The medications for Hep C have improved greatly, as well, with the treatment taking about 8 weeks, a few side effects, high cure rate, and not a lot of medication interactions. Since partnering with ECHO Chicago in February 2018, we have been able to treat 40 Lake County residents for Hep C. Member Fornero referred back to the dashboards provided in the agenda packet, specifically diabetes, and the increase from 25% to 38% in the beginning of 2019 and asked what it means. Christina explained that the increase from January to February is a result of the inclusion of patients whose A1C is unknown. They were previously not included but now are as that is how HRSA looks at it. Member Fornero then pointed out that the NQL target is 4% meaning they only want to see 4% of the population above 9%.

Mark explained that HRSA has an A1C greater than 9, which is high, but the metric is saying we want people that have an A1C greater than 9 to be less than 4% of the total. So, we really want all those 9's to become an 8, 7, or 6 and then it will be less than 4%. Member Fornero then asked about Immunizations, specifically in regard to measles. Mark explained that a relatively high percentage of our patients have had the MMR, and staff are currently working on breaking down that data to determine how many have not and getting those patients in. Lake County does not yet have a measles case.

**8. Medical Director's Report**

**8.1**

Medical Director's Report

*Dr. Zun, Medical Director, informed the Council that his detailed report is contained in their agenda packet and proceeded to provide them with a brief overview.*

**9. Dental Director's Report**

**9.1**

Dental Director's Report

*Dr. Cockey, Dental Director, provided a brief overview of the key points of his report as contained in the agenda packet.*

**10. Director of Finance's Report**

**10.1**

February 2019 FQHC Financial Report

**Attachments:** [FQHC Feb 19](#)

*Pam Riley, Director of Finance, provided a brief overview of the key points of her report as contained in the agenda packet.*

**11. Reports of Committees**

*Chair Withem-Voss provided a report on the Personnel Committee meeting which took place just prior to the Governing Council regular meeting. Personnel Committee Chair Bejster was absent so Council Chair Withem-Voss attended in her place.*

**12. Old Business**

*Mark Pfister once again addressed the matter of Council member reimbursement. He turned the floor over to Member Fornero who distributed a handout summarizing some of the points made during discussions held on this same matter at previous meetings. Member Fornero proceeded to read the handout aloud to the Council (a copy of the handout has been saved to the file for this meeting). Mark thanked Member Fornero for his diligence in drafting the document. He then reiterated what was discussed in his conversations with Attorney Jim Bakk and what the HRSA requirements are. Attorney Bakk recommended a fixed rate of \$20 or \$25 per meeting attended rather than having the members track mileage and submit expenses for reimbursement. Mark has recommended and still recommends the \$25 fixed rate. HRSA requirements are clearly*

outlined in the body of the suggested motion which was re-distributed to each member, but as was requested by Council members at the March 14, 2019 meeting, Mark has had staff member Dave McDermott reach out to HRSA on the question as to whether or not Federal funds could fund a \$100 stipend. HRSA's answer is that Federal funds can not be used for a \$100 stipend and they are not aware of any FQHC providing a stipend. Mark reiterated that while Federal funds can not be used for a \$100 stipend, they can be used to provide the previously recommended fixed rate of \$25 per meeting attended. Therefore, the motion made at last month's meeting for a \$100 stipend would not be valid as Federal funds can not be used. Also, we are not a 501c3 not for profit, which operates under different rules. We have to work within the rules and regulations under the County, a government entity. HRSA did say that local funds could be used to fund a \$100 stipend, but the only local funds we get that could be used are donations or local tax dollars, which then makes it a question for the State's Attorney's office. Mark then summarized that HRSA will not allow Federal dollars to be used for the funding of the \$100 stipend, but that HRSA will allow a reimbursement of the expenses incurred for childcare, transportation, or mileage. He then recommended that the Council approve the original suggested motion from last month for the fixed rate of \$25 so that members who would like to receive reimbursement for mileage can begin doing so, and then direct him to go to the State's Attorney's office and to have a County Board discussion to see if there is any ability to provide a stipend for this Governing Council. He would also have to go to the County Board as this becomes a budget and political question due to the allowance of local tax dollars to fund a stipend for the Governing Council while many other County commissions are not receiving any dollars for volunteering their time to the different committees they serve on. Member McConico stated that Mark's explanations make it sound as if the Council's request for a \$100 stipend is unethical. Mark stated that is not his intent. Member Brown stated that he receives a stipend for his service on CAHISC (Chicago Area HIV Integrated Services Council) that is issued by the Chicago Department of Public Health Finance Department, which he believes is overseen by HRSA. Mark explained that may be an allowable expense in the grant dollars they are receiving, . Member Brown stated that in the financial report included in the agenda packet there is an expense category titled Stipend with a budget of \$5,500 and asked what that is for. Diane Pelli, Business Manager, explained that those are foundation funds used for the community health workers of Friends for Health. Member Brown stated he has seen it in every financial report since he's been on the Council. Mark explained that certain donations, certain grants, give the Health Department the authority to use those funds in that manner but that the HRSA 330 grant, which the Governing Council oversees, does not allow for it. Member Fornero stated he doesn't understand why it would be a political question. Member McConico responded to Member Fornero by stating, "Why should we be reimbursed when all of the other County committee members are not," and Mark stated that that is correct and exactly why it is a political question. Member McConico again stated that it is not unethical to ask for a stipend, that it is alright to ask, and that he wanted to make that clear. Mark confirmed that it is absolutely alright to ask and not at all

*unethical. Member Brown moved that this item be tabled until the Council can hear from the County in a report from Mark. Mark stated that if the Governing Council would like certain members to begin receiving reimbursement for mileage that can be done now without a motion. Members would just have to begin submitting a mileage reimbursement form, but it would be at the current Federal Mileage Reimbursement Rate per mile. Member Fornero stated he agrees with Mark's recommendation to approve the \$25 fixed rate with Mark going to the State's Attorney's office and made motion a to do so. Member Brown reminded Member Fornero that he has already made a motion to table this discussion. Chair Withem-Voss then asked for a second to Member Brown's motion. Member Tarter seconded the motion to table. Chair Withem-Voss asked for any discussion. Member Vargas asked how this was going to be presented to the State's Attorney's office and whether it was going to be made known to them who is declining the reimbursement. Mark reiterated that any member is free to decline the reimbursement at any time. Member Fornero stated he recommends against voting to table and that the better option is to vote for the \$25 reimbursement. Chair Withem-Voss asked if there was any further discussion, there was none. A voice vote was taken on tabling the item and that vote is reflected above.*

**A motion was made by Member Brown, seconded by Member Tarter, that this item be tabled. Motion carried by the following vote:**

**Aye:** 5 - Chair Withem-Voss, Brown, McConico, Tarter and Smith

**Nay:** 1 - Vice Chair Fornero

**Abstain:** 2 - Cunningham and Vargas

**Absent:** 2 - Secretary Washington and Bejster

**13. New Business**

**None**

**14. Executive Session**

**None**

**15. Adjournment and Next Meeting**

**A motion was made by Member Brown, seconded by Member Tarter, that this meeting be adjourned at 1:13 p.m. Next regular meeting is Thursday, May 11, 2019.**

**Aye:** 8 - Chair Withem-Voss, Vice Chair Fornero, Brown, McConico, Tarter, Cunningham, Smith and Vargas

**Absent:** 2 - Secretary Washington and Bejster