

# Lake County Illinois

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



## Meeting Minutes - Final

Thursday, May 9, 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 12:15 p.m.*

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

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

**Absent** 2 - Bejster and Cunningham

**2. Approval of Minutes**

**2.1**

April 11, 2019 Meeting Minutes

**Attachments:** [GC Minutes 4.11.19 - DRAFT](#)

**A motion was made by Member Tarter, seconded by Member Fornero, to approve the April 11, 2019 minutes. The motion carried unanimously.**

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

**Absent:** 2 - Bejster and Cunningham

**Not Present:** 1 - McConico

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

**None**

**4. Executive Director's Report**

*Executive Director Mark Pfister reported on the following:*

*1. The Health Department had a great employee recognition breakfast at Thunderhawk Golf Club on Friday, April 12. Several employees were honored, notably one 45-year, one 40-year, and several 35-year which demonstrates the longevity of staff. He thanked Chair Withem-Voss, Member Tarter and Member Smith, for their attendance. Some of the Board of Health members were also in attendance.*

*2. Kim Burke, Director of Healthcare Operations, is at a meeting with the Illinois Department of Healthcare and Family Services (HFS) to discuss the integrated health home (IHH). As a reminder, IHH was provided in a presentation to the Council at the October 25, 2018 meeting. This program is now undergoing a complete revamp due to the change in State administration with the election of a new governor.*

*3. On Tuesday, May 7, 2019, an ethylene oxide (EtO) training for medical providers was conducted.*

*4. It has been a challenging couple of weeks for Lake County with the anhydrous ammonia spill in Beach Park on Thursday, April 25, 2019 and the explosion at the AB Specialty Silicones plant in Waukegan on Friday, May 3, 2019. The individuals exposed during the ammonia spill are now recovering and water wells in that area have been tested. The soil*

*touched by the anhydrous ammonia has been removed. It was found that the farmer transporting the ammonia tank did not correctly connect the hoses resulting in the leak. He expressed his condolences to the families and loved ones of those who lost their life in the AB explosion. Hydrogen gas is thought to be the cause.*

*5. Staff are already well in to the budget process and Pam Riley, Director of Finance, will be presenting that to the Council later in the meeting.*

**5. Items for Approval**

**5.1**

Medical/Dental Practitioner Privileging - "Batch #126"

**A motion was made by Member Fornero, seconded by Member Tarter, that this item be approved. Motion carried unanimously.**

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

**Absent:** 2 - Bejster and Cunningham

**5.2**

Professional Staff Reappointments

**A motion was made by Member Fornero, seconded by Member Smith, that this item be approved. Motion carried unanimously.**

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

**Absent:** 2 - Bejster and Cunningham

**5.3**

FY2020 Budget Timetable - Riley

**Attachments:** [FY2020 Budget Timetable](#)

*Pam Riley, Director of Finance, informed the Council that work on the budget has begun. Budget books will be ready by July 10, 2019. July 17, 2019, is the joint meeting of the Governing Council Budget Committee and the Board of Health Budget Committee. Members of the Governing Council and the Board of Health not serving on their respective Budget Committee are also welcome to attend. At that meeting the FQHC budget will be addressed first, so Governing Council Budget Committee members are free to leave after that. Diane Pelli, Business Manager, will be in contact with the Council's Budget Committee to schedule their preliminary meeting for sometime between July 10 and July 17. Recommendation of the budget to the County Board will take place at the Governing Council meeting on August 8, 2019.*

**A motion was made by Member Brown, seconded by Member Tarter, that this item be approved. Motion carried unanimously.**

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

**Absent:** 2 - Bejster and Cunningham

**5.4**

Scope Change - Removal of Head Start Sites from Scope - Pfister

*Mark Pfister reminded the Council that when HRSA came for their site visit, they announced that they did not want to have the Head Start sites as part of the scope any longer so the Council now needs to vote to remove them. Member Brown asked if the School-based Health Center (SBHC) was part of that. Mark explained that the Round Lake SBHC is not included in this item as it is different from Head Start and so will remain part of the scope. He also informed the Council that conversations are taking place with the Waukegan School District to potentially add a SBHC.*

**A motion was made by Member Brown, seconded by Member Fornero, that this item be approved. Motion carried unanimously.**

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

**Absent:** 2 - Bejster and Cunningham

**5.5**

HRSA Integrated Behavioral Health Services (IBHS) Grant Application - Pfister

*Mark Pfister reminded the Council that one of the roles of the Governing Council is the approval all applications for grant funds within the FQHC. The grant application before them fits with our vision and mission.*

**A motion was made by Member Tarter, seconded by Member Fornero, that this item be approved. Motion carried unanimously.**

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

**Absent:** 2 - Bejster and Cunningham

**6. Approval of Grants**

**6.1**

University of Chicago ECHO Program \$5,000 - Zun

**Attachments:** [ECHO 5K](#)

*Dr. Les Zun, Medical Director, explained that the University of Chicago administers education to our staff through subject specific internet modules helping to increase their skill levels. We are receiving \$5,000 for doing it which will be used to fund a computer interface between the ultrasound and the electronic medical record (EMR).*

**A motion was made by Member Tarter, seconded by Member Brown, that this item be approved. Motion carried unanimously.**

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

**Absent:** 2 - Bejster and Cunningham

**7. Information Items**

**7.1**

CQI Update

**Attachments:** [2019 March Clinical Dashboard](#)

*Jefferson McMillan-Wilhoit, Director of Health Informatics, presented this item to the Council. Member Fornero pointed out that obesity for January and February is at 63-62%. Does that mean the Health Department is doing more counseling? Jefferson explained it indicates that for those who have a high body mass index (BMI) we're doing the appropriate level of nutrition counseling. Member Fornero then asked if the NQL target is the same as the NQL results. Jefferson explained that it is, that every year NQLs get reset and the Health Department should be receiving their's from HRSA within the next 3-4 months. Member Fornero noted that diabetes is at 39% for March, above the NQL target, and the trend is going up. Jefferson explained that we do want that number below the NQL target, but to keep in mind that there is a measurement difference between the years. Also, historically, we have not included those who are not tested and that the numbers today include those who do not have a HbA1c. We need to be doing our best for our diabetic patients and are looking to optimize the scheduling of visits with our nutritionist. Results of that study will be brought to the Council in a couple of months. Member Vargas asked what is being done when working with the latino population, or other communities, where food is a large part of the culture. It was explained that the nutritionists do take that in to consideration when working with clients.*

**This matter was presented**

**7.2**

Clinical Risk and Patient Safety Management - Koppit

**Attachments:** [Risk Report](#)  
[Risk Training Plan](#)

*Denise Koppit, Clinical Compliance Manager, presented the plan to the Council. She reminded them that as a Federally Qualified Health Center (FQHC), the LCHD/CHC is eligible for lawsuit coverage under the Federal Torts Claims Act (FTCA). As part of the terms of this coverage agreement, the FQHC is expected to have and manage an active clinical risk management program. The Governing Council last reviewed and approved the annual Clinical Risk and Patient Safety Management (CRPSM) Plan at their March 22, 2018 meeting. The purpose of the plan is patient safety, to minimize clinical errors, to ensure everyone is involved so that a culture of safety exists within the organization, and to address issues that may arise. She then proceeded to review and explain the attached Clinical Risk and Patient Safety Committee Report which focused on those items brought to light during The Joint Commission visits on January 23, 2018, September 24, 2018, and March 18, 2019. She also explained that in March 2018, the Health Department*

*switched to a new digital incident management system which has helped immensely by immediately routing reports to managers and supervisors. Previously, all incidents were completed on paper and required multiple signatures. The attached report of incident reports for the last year was then reviewed. Member Fornero asked how complaints made through social media are monitored. Denise explained that Hannah Goering, Communications Manager, and her staff monitor the Health Department's social media pages and bring complaints/concerns to the attention of managers and supervisors. Member Brown asked what the protocol is for patients seen in the emergency room. Mark Pfister explained that patients who self-present at the ER would need to give their LCHD/CHC Care Continuity card to ER staff in order for their PCP to be notified of the visit. For patients referred to the ER by LCHD staff, the LCHD provider notifies the ER that the patient is on their way in and LCHD will follow up with the patient soon after. Member Smith asked why the incident reporting is so much higher at the Belvidere location. Denise explained that it is being looked in to but it is a larger facility with more patients, more patients mean more staff, more staff means the potential for a higher number of reports being entered. Member Smith then asked how the ipad surveys fit in with the incident reporting. Mark explained that the input done on the ipads is a customer satisfaction survey and is separate from the incident reporting system. Denise added that all staff also go through a 2.5 hour training on how to de-escalate tense situations involving clients/patients. Member McConico asked if that training was something that Council members could attend. Mark stated he will have Denise look to see when the next training will be and work with Lisa Kroeger on communicating that information to the Council members.*

*(Member Vargas had to leave at 1:02 p.m.; Member McConico left at 1:03 p.m.)*

**This matter was presented**

**8. Medical Director's Report**

**8.1**

Medical Director's Report - Zun

*Dr. Les Zun, Medical Director, reviewed his report with the Council, as it was part of the agenda packet. Mark Pfister informed the Board that Dr. Zun has now been with the Health Department for 5 months and has done a great job in the brief period.*

**This matter was presented**

**9. Dental Director's Report**

**9.1**

Dental Director's Report - Cockey

*Dr. Omar Cockey, Dental Director, reviewed his report with the Council, as it was part of the agenda packet. Mark Pfister thanked Dr. Cockey for his efforts in the recruitment of the recently posted new position of dental hygienist. Adding dental hygienists to the staff will free up the dentists' time enabling expanded access to care for patients. Member Fornero*

asked how long the Zion dental clinic has been open. Dr. Cockey stated it opened September 7, 2018. Member Fornero asked about the goal of 900 unique patients and wondered if it wasn't set too high, since we are currently at only 300, thus far. Dr. Cockey responded that he did not set the goal, but rather inherited it, and will do his best to attain it. Mark further explained that the 900 was part of a grant application previously submitted to The Illinois Children's Healthcare Foundation (ICHF). The ICHF included in their grant that a certain number of new pediatric patients were to be seen, so the application was submitted for 900. Also, at that time we were working with a not-for-profit dental care for children that was being moved out of their current facility so we expected our numbers to greatly increase. Unfortunately, an agreement with them could not be reached as they wanted to remain separate from the FQHC.

**This matter was presented**

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

**10.1**

March 2019 FQHC Financial Report - Riley

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

Pam Riley, Director of Finance, reviewed her report with the Council, as it was part of the agenda packet. She pointed out a few items to explain the increase from the prior month. FQHC Reimbursements was previously at 65%, as of this report it's at 70%. Managed Care Public Aid was previously at 68%, as of this report it's at 70%. And, Medical Fees are trending above budget. Medicaid MCO PMPM, which has the two components of incentives from the managed care companies and meaningful use, is not hitting the budget. The reasons are that the incentives from the managed care companies are based on HEDIS measures and other incentives so it's hard to predict when those dollars will be received. Also, the meaningful use dollars were greater at the implementation of the process and not meant to increase over time. Mark Pfister added that meaningful use came out of the Health Information Technology for Economic and Clinical Health Act (HITECH Act) which is intended to increase the number of providers utilizing electronic health records (EHR) and this will run out in 2021. For expenses related to laboratory fees, it's low as there is a backlog. We have been working with Quest Diagnostics to make some changes to their billing as a result of this. Member Fornero asked why there were no dollars listed for Biohazard Waste Disposal. Pam explained that there are some expenses but they are included in the general budget as we use Stericycle. Member Brown asked why line items with no dollars associated with them appear on the report. Pam explained that there may have been at one time so the account number still shows up, but indicated that they can be removed from the report going forward. She also informed the Council that the audit is not yet complete. The auditors are coming back on May 21, as the deadline is May 31.

**This matter was presented**

**11. Reports of Committees**

None

**12. Old Business**

**12.1**

Board Member Expense Reimbursement - Pfister

*Mark Pfister reminded the Council that HRSA does allow for reimbursement of mileage and childcare expenses, that the Health Department attorney previously recommended a fixed rate of \$25 rather than mileage reimbursement because the \$25 fixed rate would be easier, and that the 501(c)(3) rules would not apply as the FQHC is not a privately held entity. He also reminded them that the Governing Council gets its authority through the HRSA requirements, whereas the Board of Health gets its authority through State statute. In that State statute, under ILCS County Code, it states that Board of Health members can receive a stipend of X amount. For the Governing Council, there is no such statement. That is the difference between the Board of Health and Governing Council. He also, at Member Brown's request, had Sara Zamor, Associate Director of Prevention, contact CAHISC, the organization that Member Brown is affiliated and she confirmed that CAHISC members do receive a per month stipend, but that stipend is not coming out of grant funds. Rather, the City Council of the City of Chicago appropriated and approved the stipend that CAHISC members receive. Mark also informed the Council that he reached out to the State's Attorney to get a legal review on Council members potentially receiving a \$100 stipend and if the State's Attorney determines it is legal, the State's Attorney will also have to look at other Lake County commissions and committees that are volunteer to determine if it would set a precedent by using local tax dollars. Member Brown stated that that doesn't have anything to do with us, we are the Governing Council and other committees do not matter, and that he is getting fed up with this. That at the last meeting Mark brought in politics and that he and the other members of the Council felt disrespected by his tone. He is getting hot and ready to leave. He also stated that he, Member Washington, and Member McConico demand an apology from Mark for his comments at last month's meeting as it shows a lack of respect. After last month's meeting they wrote a note to Mark and left it at the reception desk. At this point, Member Brown stated he is leaving the meeting. Mark explained that he had no intention of disrespecting anybody, that he felt and stated that the request for reimbursement was not an unethical ask, but that if some members are perceiving a tone that is not his intent at all. He doesn't mean to be disrespectful, he is just informing the Council members of the process this is going through and that if we exceed the \$25 fixed mileage rate previously proposed, the stipend would have to be added as a line item in the budget which means the dollars to pay for it would be tax dollars. Member Fornero stated he is satisfied with the process and response to-date. Member Brown stated that "this is the Governing Council and that means we oversee it and deserve a certain level of respect, we're not supposed to be talked to like we're just some underling that you just poke around. The title is Governing Council and there is authority granted to us, this is disrespectful, we can't adjourn because there is no quorum, and I'm out of here."*



**13. New Business**

**None**

**14. Executive Session**

**14.1**

Personnel Matters - Pfister

**With the departure of Member Vargas, Member McConico, and Member Brown, a quorum was no longer present so Executive Session was not held.**

**15. Adjournment and Next Meeting**

*The next regularly scheduled meeting is Thursday, June 13, 2019 at noon.*

**Chair Withem-Voss adjourned the meeting at 1:28 p.m.**