

Lake County Illinois

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



Meeting Minutes - Final

Thursday, July 11, 2019

12:00 PM

3010 Grand Ave., Waukegan, IL 60085

**Lake County Community Health Center Governing
Council**

1. Call to Order

Chair Withem-Voss called the meeting to order at 12:10 p.m.

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

Absent 2 - Secretary Washington and Cunningham

2. Approval of Minutes

2.1

June 13, 2019 Meeting Minutes

Attachments: [GC Minutes 6.13.19 - DRAFT](#)
[GC 2019 Attendance To-Date](#)

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, Brown, McConico, Tarter, Bejster, Smith and Vargas

Absent: 2 - Secretary Washington and Cunningham

3. Public Comment to the Governing Council

None

4. Presentations

4.1

Vaccine Hesitancy - Gassman

Attachments: [Vaccination Presentation](#)

Mark Pfister, Executive Director, reminded the Council that at their last meeting on June 13, 2019, Member Washington requested training on what Council members should say to those in the community they come in contact with who express vaccine hesitancy. He introduced Jennifer Gassman, Director of Clinical Education and Training, who provided a presentation on vaccine hesitancy and what Council members can do in the community to spread the word on the importance of vaccinations.

5. Executive Director's Report

Mark Pfister, Executive Director, reported that the State has determined we no longer have to purchase Medicaid Children's Health Insurance Program (CHIP) private vaccines and then be reimbursed. The plan for this change will be announced at the next Council meeting. A successful townhall meeting was held at the North Chicago Health Center, which resulted in four potential Latina candidates for the Council. Language may be a bit of an issue but we are looking in to possible solutions. Two of those candidates were very outspoken at the townhall meeting and very interested in representing consumers, so they appear to be a good fit to the Council mission and hopefully we can get them on board.

6. Items for Approval

6.1

Provider Credentialing and Privileging - "Batch #128"

Personnel Committee Member Fornero informed the Council that the Personnel Committee met just prior to this regular meeting to review the credentialing and privileging of the providers listed and asked for the Council's approval. Mark Pfister commented that he will have Kim Burke, Director of Healthcare Operations, give a credentialing process presentation at the next Council meeting on August 8, 2019.

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

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

Absent: 2 - Secretary Washington and Cunningham

6.2

Professional Staff Reappointments

Personnel Committee Member Fornero informed the Council that the Personnel Committee met just prior to this regular meeting to review the reappointment of the providers listed and asked for the Council's approval.

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

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

Absent: 2 - Secretary Washington and Cunningham

6.3

Change in Operating Hours at Belvidere Medical Building - Zun

Leslie Zun, M.D., Medical Director, referred to the information provided in the agenda packet and asked for approval of the change.

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, Brown, McConico, Tarter, Bejster, Smith and Vargas

Absent: 2 - Secretary Washington and Cunningham

7. Approval of Grants

None

8. Information Items

8.1

CQI Update - Hayes

Attachments: [Updated Clinical Dashboard](#)
[FQHC Patient Satisfaction Results 7.1.19](#)

Christina Hayes, CQI Coordinator, provided an update on the clinical quality measures and patient satisfaction survey results. For clinical quality measures we continue to perform at the same level as we have been over the last few months with areas for improvement being immunizations, diabetes, and colorectal cancer screening rates. There is a newly formed Quality Improvement Committee that is working on these specific measures to come up with a plan to improve those metrics. Member Tarter asked how the CQI measures are tied in to the provider incentive plan. Dr. Zun responded by informing the Council that the incentive plan went in to effect June 1, 2019, and providers are incentivized by meeting or exceeding the Key Performance Indicators (KPIs). There are 5 specific KPIs for the pediatricians and 5 for the internal medicine and general family practice providers. At this point it is too soon for a report on the incentive plan, but he will be providing reports in the future. Member Tarter asked if those are just for the providers or for the team. Dr. Zun stated it is currently only the provider, though there is some discussion about expanding it in the future to the team. Christina then addressed the patient satisfaction survey results and the attachment in the agenda packet. The results are for medical and dental services, it's aggregated, with a rating scale of 1 to 5. Member Vargas asked how the Health Department is going to address the issue of patient parking at the North Shore Health Center now that the lot across the street has been sold, is it felt that this will affect patient attendance, and are patients going to have to pay for the parking garage nearby. Mark Pfister informed the Council that Jerry Nordstrom, Director of Business Operations, has been attending hearings with regard to that new development and that there is actually going to be more parking than is currently available as the developer is building new parking on the East side of the health center. We will just have to be vigilant about who is parking in those spaces so that it is our patients and not visitors, rather than residents, of the new residential development. Theoretically, they will be marked as Lake County Health Department parking spots. Member Brown asked why there is not designated expectant mother parking at any of the clinics. Mark said it was a good suggestion and he will pass it along to Facilities. Member Bejster addressed the access measure part of the survey and asked if it specifically relates to the amount of time before a patient is able to see their provider or are there other things included. Christina explained that there are a couple of different questions asked within that category such as getting through on the phone, convenience of office hours, ease of getting appointments, courtesy of staff, and waiting time but it doesn't really address parking or similar issues. It's more about access to service than access to sites. Member Brown asked if the data is gathered from the ipads available throughout the clinics as those ipads are frequently not charged and, therefore, not useable, and what is being done to ensure they are charged and that patients know they are there for them to take the survey. Jefferson McMillan-Wilhoit, Director of Health Informatics, responded stating there are a few different challenges being faced with the ipads. The first one is charging and we are going to be

working on moving the chargers to behind the front desk, rather than out in the waiting area as patients are unplugging them in order to charge their own personal devices. Second is the ipads are not always connecting to the WiFi. The WiFi network has been upgraded to reduce that issue and we are working on other solutions, such as having staff check the ipads every day to ensure they are charged and connected. Thirdly, we are looking at moving away from the wall-mounted ipads and toward a more patient-centered ipad where the patient would receive an ipad upon presenting at the front desk and would complete a number of tasks on it, not just the survey. Mark also noted that training on how to access the patient portal will be included on those patient-centered devices, as well. Member Brown stated that the portal is really hard for him to log in to. Jefferson explained that patients who provide an email address are automatically registered for the portal within 24 hours of their visit. Mark stated he will have Lisa Kroeger provide Jefferson with the email addresses of those Council member who are consumers and Jefferson will have his staff confirm they are registered for the portal.

This matter was presented

8.2

Improved Service Delivery Draft Proposal - Zun

Dr. Zun addressed the proposal contained in the agenda packet and asked for Council members' serious consideration of how to address patients who are chronic no shows. He highlighted the three levels of occurrence outlined and the steps to be taken by staff. He also reviewed the steps to be taken in regard to late arrivals, walk-ins and medication refills. Member Brown asked if surveillance, taking the service to the patient, was plausible or feasible as is done in the STI program. Dr. Zun stated that is what we're trying to accomplish, the only difference is that staff is reaching out to the patient to find out what their needs are and how best to address those needs. We're really trying to address the chronic no shows. For those that need care we will do what we can to accommodate them, such as Uber transportation. Member Vargas commented that the open access is a good idea as it gives the responsibility to the patient to access the care they need. Member Tarter asked what the walk-in rate is. Dr. Zun explained we currently don't have those numbers as the walk-in clinic is a proposed service we are going to be providing at the Belvidere Medical Building. Member Brown asked if patients will be moved up in the schedule if there is a no show. Mark stated that, theoretically, if there is a no show and the next patient on the schedule is there they will be seen sooner. Member Bejster asked of the 33% how many are chronic? Dr. Zun explained that he doesn't have the exact number, but it is small.

This matter was presented

8.3

Utilization Update on Providing Advocacy, Dignity and Shelter (PADS) - Zun

Dr. Zun stated this item is to let the Council know what's happening with the medical services we provide at PADS, which is the service for the homeless. Our numbers have been going down the last few years, for unique patients and medical encounters. He has

looked in to why the numbers have decreased, as the number of homeless has not, but could not find an answer other than there is not as great a need. Member Brown asked if the services provided to PADS clients are free or are their insurance companies being charged. Dr. Zun explained they are treated like any other patient. If they have coverage, that coverage is billed. If not, a sliding scale is used. Diane Pelli, Business Manager, added that while there is a nominal fee, the homeless have the option of filling out a form that will waive that additional fee as long as it's acceptable to HRSA and that this option has been available since April 2019.

This matter was presented

9. Medical Director's Report

9.1

Medical Director's Report - Zun

Dr. Zun reviewed his report as provided in the agenda packet. He highlighted efforts being taken to address health literacy, the search for a Director of Physical Health, and the upcoming consultant, The Coleman Associates, dramatic performance review at the North Chicago Health Center. He is hoping that when The Coleman Associates finish their work, it will not only have addressed the access issues but the no show rates, as well. They were quite successful with the Access clinic in Chicago, and we anticipate that same result here. Member Bejster asked if they were only going to be working at the North Chicago clinic or if they were going to be visiting all of the clinics. Dr. Zun explained that it will be the North Chicago clinic only as we're hoping to take the knowledge we gain and apply it to our other locations. Doing all sites would have greatly exceeded our professional services limits and would have required a Request for Proposal (RFP). Our relationship with Rosalind Franklin continues as we had our first medical student start this week in pediatrics at our North Chicago clinic with Dr. Alesna. He also addressed the North Chicago townhall meeting and thanked Chair Withem-Voss for her participation and contributions. There were 18 patients who attended and shared some really valuable information, questions, and concerns. The townhall meeting will continue at each of our clinic sites. Chair Withem-Voss shared that the attendees seemed very pleased to be able to sit down and speak with who they considered to be the heads of the organization and to know that their voices were being heard. Member Bejster asked if Council members would be able to attend the other planned townhall meetings. Mark stated he welcomes the idea but doesn't want patients to feel overwhelmed, so he would prefer it be kept to one or two members at each event.

This matter was presented

10. Dental Director's Report

10.1

Dental Director's Report - Cockey

Dr. Cockey reviewed his report as provided in the agenda packet.

This matter was presented

11. Director of Finance's Report

11.1

May 2019 FQHC Financial Report - Riley

Attachments: [Director of Finance Report](#)

Pam Riley, Director of Finance, reviewed the May 2019 FQHC financial report as provided in the agenda packet. She noted that we had an extension until June 30, 2019 to file The Medicaid cost report and that deadline was met. The County did finalize the audit, so she will be working with the auditors to have them attend an upcoming Council meeting to present their full report.

This matter was presented

12. Reports of Committees

Mark Pfister noted that the revised Bylaws were sent to the Strategic Planning Committee members for their review and feedback. Those revisions will be presented to the Council at their August meeting for review, and voted upon at the September meeting. The Budget Committee will have a learning session on July 17, 2019, with Diane Pelli and then vote on the budget at the Joint Budget Committee meeting with Board of Health.

13. Old Business

None

14. New Business

None

15. Executive Session

None

16. Adjournment and Next Meeting

A motion was made by Member Tarter, seconded by Member Bejster, that this meeting be adjourned. Motion carried unanimously. Meeting adjourned at 1:43 p.m. The next regular meeting is Thursday, August 8, 2019.

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

Absent: 2 - Secretary Washington and Cunningham