

# Lake County Illinois

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



## Meeting Minutes - Final

**Tuesday, October 13, 2020**

**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 June 26, 2020, 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](mailto: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.

**1. Call to Order**

Vice Chair Fornero called the meeting to order at 5:34 p.m.

**Present** 6 - Vice Chair Fornero, Member Washington, Member Tarter, Member Bejster, Member Cunningham and Secretary Smith

**Absent** 4 - Chair Withem-Voss, Member Brown, Member Vargas and Member Argueta

**2. Pledge of Allegiance**

Member Cunningham led everyone in the pledge of allegiance.

**3. Approval of Minutes**

**3.1**

September 8, 2020 Meeting Minutes

**Attachments:** [GC Minutes 9.8.20 - DRAFT](#)

A motion was made by Member Tarter, seconded by Member Washington that the September 8, 2020 minutes be approved. Roll call vote taken, all in favor, motion carried.

**Aye:** 6 - Vice Chair Fornero, Member Washington, Member Tarter, Member Bejster, Member Cunningham and Secretary Smith

**Absent:** 4 - Chair Withem-Voss, Member Brown, Member Vargas and Member Argueta

**4. Public Comment to the Council**

None

**5. Executive Director's Report**

*Executive Director Mark Pfister reported on the following:*

*-He thanked Member Cunningham for her support and efforts on the County Board in rescinding the previously approved ordinance that declared County employees would not be paid for the three fixed holidays of Labor Day, Thanksgiving Day, and the day after Thanksgiving. As a reminder, the Board of Health had already concurred to fund Health Department staff for Thanksgiving Day so that they would not have two unpaid days within a pay period. Those holidays will now be paid as a result of changes in the CARES Act funding and improvements to our position for fiscal year 2020.*

*-Earlier today he emailed photos to Council members of the progress on the new heated sidewalk at the 3010 Grand Avenue main entrance. The completion of that project will be the end of the capital improvements for 2020.*

*-We may be moving in to a possible Fall/Winter COVID-19 surge. Over the last several days, Lake County is averaging 120 new cases per day. Increases are still being seen in*

*the LatinX and African American populations. As of October 10, 2020, Region 9 is at a positivity rate of 6.2%, Lake County at 5.3%, and McHenry County at 8.6%. In Lake County there have been 18,541 cases and 483 deaths to-date. There have been over 200,000 deaths nationwide due to COVID-19 while over the last 5 years, the nation has not exceeded 60,000 deaths per year due to influenza.*

*-He met yesterday, October 12, 2020, with Jefferson McMillan-Wilhoit, Director of Health Informatics & Technology, and Anna Yankelev, Strategic Planning Analyst, to add Governing Council members, as well as Board of Health members, to the annual action planning teams. They will be reaching out to Council and Board members shortly after the Strategic Plan is rolled out to staff to begin setting up those meetings. This is being done to ensure members are much more involved in the strategic planning process than they have been in the past.*

## **6. Action items**

### **6.1**

Professional Staff Reappointments - Dr. Zun

*Dr. Zun turned the floor over to Personnel Committee Chair Bejster who informed the Council that the reappointment information for the providers noted in the agenda packet was reviewed in the Personnel Committee meeting which took place just prior to this regular meeting and the Committee recommends approval.*

**A motion was made by Member Cunningham, seconded by Member Washington, that this item be approved. Roll call vote taken, all in favor, motion carried.**

**Aye:** 6 - Vice Chair Fornero, Member Washington, Member Tarter, Member Bejster, Member Cunningham and Secretary Smith

**Absent:** 4 - Chair Withem-Voss, Member Brown, Member Vargas and Member Argueta

### **6.2**

Provider Privileging - Dr. Zun

*Personnel Committee Chair Bejster informed the Council that the request for additional privileges for the providers noted in the agenda packet was also reviewed in the Personnel Committee meeting which took place just prior to this regular meeting and the Committee recommends approval. Dr. Zun clarified that these providers are requesting to do additional procedures, hence the request for additional privileges.*

**A motion was made by Member Cunningham, seconded by Member Bejster, that this item be approved. Roll call vote taken, all in favor, motion carried.**

**Aye:** 6 - Vice Chair Fornero, Member Washington, Member Tarter, Member Bejster, Member Cunningham and Secretary Smith

**Absent:** 4 - Chair Withem-Voss, Member Brown, Member Vargas and Member Argueta

### **6.3**

Revised Provider Credentialing and Privileging - Dr. Zun

*Personnel Committee Chair Bejster informed the Council that the revised credentialing*

*and privileging information for the providers noted in the agenda packet was also reviewed in the Personnel Committee meeting which took place just prior to this regular meeting and the Committee recommends approval. Dr. Zun explained that the privileging and credentialing form for these providers needed to be revised to reflect that they are residents and will be supervised by a psychiatrist on staff at the Health Department.*

**A motion was made by Member Cunningham, seconded by Member Washington, that this item be approved. Roll call vote taken, all in favor, motion carried.**

**Aye:** 6 - Vice Chair Fornero, Member Washington, Member Tarter, Member Bejster, Member Cunningham and Secretary Smith

**Absent:** 4 - Chair Withem-Voss, Member Brown, Member Vargas and Member Argueta

#### 6.4

Provider Credentialing - Dr. Zun

*Personnel Committee Chair Bejster informed the Council that the credentialing information for the provider noted in the agenda packet was also reviewed in the Personnel Committee meeting which took place just prior to this regular meeting and the Committee recommends approval. She clarified that this provider will not be given privileges, only credentials, and asked Kim Burke, Director of Healthcare Operations and Physical Health, to explain. Kim informed the Council that HRSA requires that for any external professional services contracts the Health Department enters into, the Health Department is responsible for providing credentialing of any providers under that contract who will be interacting with FQHC patients. In this case, the Health Department has a contract with Libertyville Imaging so that Health Department patients can be sent there for services not provided within the FQHC sites. The credentials reviewed today by the Personnel Committee are for the radiologist who reads those films. Contracted providers undergo the same process as providers employed by the Health Department which is verification of license, verification of DEA, sanction check, NPDB check, etc. , but they are not issued privileges as they are not part of the Health Department's medical staff.*

**A motion was made by Member Cunningham, seconded by Member Bejster, that this item be approved. Roll call vote taken, all in favor, motion carried.**

**Aye:** 6 - Vice Chair Fornero, Member Washington, Member Tarter, Member Bejster, Member Cunningham and Secretary Smith

**Absent:** 4 - Chair Withem-Voss, Member Brown, Member Vargas and Member Argueta

#### 6.5

Change in FQHC Hours of Operation - Burke

**Attachments:** [FQHC Hours of Operation](#)

*Kim Burke informed the Council that the hours of operation for all of the FQHC sites are presented for the Council's review, but that the primary changes from the hours last approved by the Council are as follows:*

- Dr. Arshad, pediatrician, recently moved from Belvidere Medical Building to Midlakes Health Center. Hours at Midlakes are being changed to reflect the evening and Saturday hours that Dr. Arshad will be working.
- The hours of operation for the Substance Abuse Program (SAP) were not included before for Council's review and approval, but they will be going forward as it is also an FQHC site.

**A motion was made by Member Washington, seconded by Member Smith, that this item be approved. Roll call vote taken, all in favor, motion carried.**

**Aye:** 6 - Vice Chair Fornero, Member Washington, Member Tarter, Member Bejster, Member Cunningham and Secretary Smith

**Absent:** 4 - Chair Withem-Voss, Member Brown, Member Vargas and Member Argueta

## 6.6

Annual Approval of Title X Educational Materials - Dr. Zun

**Attachments:** [Title X Educational Brochures](#)

*Dr. Zun reminded the Council that every year they are required to review and approve the educational materials part of the previously known Title X Family Planning grant. Member Tarter stated that he noticed that on the back of some of the brochures is a list of the locations where the services are provided and asked why the 3010 Grand site is not included in that list since primary care services are provided there. Dr. Zun explained that the reason 3010 Grand was not included is because there is not a separate family planning clinic that occurs there. Family planning services are provided at 3010 Grand through primary care, but it is not a separate service as in the other clinics. Member Tarter stated that if a patient comes to 3010 Grand asking for birth control, they are not sent to Women's Health at Belvidere. Dr. Zun stated that is correct, that if a patient comes to 3010 Grand requesting birth control it would be provided to them, but at the other sites there is a specific provider and a clinic that does family planning and that specific service is not located at 3010 Grand. Member Tarter stated that the list of service delivery sites on the brochures should be as complete as possible, and that it should match the list of sites just approved under item 6.5. Dr. Zun said that the one site to be considered differently would be the Substance Abuse Program as family planning services are not provided there. Diane Pelli, Business Manager, clarified that because the funds for family planning are coming from the State, the State has to approve each site where family planning grant dollars are being expended. Member Tarter pointed out that it's already been stated that birth control services would be provided at any site. Diane clarified that to go against the grant that the Health Department is receiving from the State for family planning services, that for any of the costs to be included with that grant, it has to be an approved site through the State's family planning grant program. Mark stated he would have staff go back and look at the grant requirements and if what Diane has stated is the case, 3010 Grand could not be included as a family planning site paid for by the grant. If what Diane has stated is not the case, then 3010 Grand could be added to the list of sites, otherwise he is recommending to leave the list "as is" to follow the grant guidelines. He also clarified that*

*it's not that the Health Department is not doing family planning through other sources, it's a matter of what the requirements of this grant are and why it has to be brought to the Council for approval. Member Tarter stated he understands and appreciates that it will be looked into. Member Bejster stated that in the American Psychological Association's seventh edition for writing and formatting there is an important chapter on using bias-free language in writing and she feels there are opportunities in these materials to use more inclusive language that may not exclude some of those patients and individuals reviewing and using them. She requested that staff review the materials for those opportunities and she would provide via email a link to the bias-free language information. As an example she cited the Dating Safety brochure where it specifically states, "males and females are equal in dating relationships," but pointed out that not every dating relationship is between a man and a woman and suggested using the word "partners," where possible. Overall, she feels the materials use inclusive language well but that there are opportunities to make the language even more inclusive. Member Tarter stated that he thinks the approval of these materials should be tabled as they are not ready for distribution in their current state. Diane Pelli stated it is an annual review but would have to look in to it further to determine if it has to be done by a certain date. Lisa Kroeger added that according to Council meeting history this item has previously been on the November agenda. Member Cunningham asked if the Health Department will lose the grant if these items are not approved today. Mark stated that the grant would not be lost, that it may be a red flag against the grant, but he is comfortable tabling it until the November meeting. Member Smith asked what Mark meant by red flag. Mark explained that he is not worried that it won't be approved in November but any time grant deliverables are not met the reviewer of that grant could say that something was not accomplished. Funding would not be pulled but we want to have as clean a grant as possible with all deliverables met. \*After the vote Mark reminded the Council that the Title X grant is no longer a Federal grant, it is a State grant, which is why the funding and the review now comes from the State of Illinois.*

**A motion was made by Member Washington, seconded by Member Tarter, that this item be postponed until the November 10, 2020 meeting to allow for additional review and revision to the Title X brochures presented. Roll call vote taken, all in favor, motion carried.**

**Aye:** 6 - Vice Chair Fornero, Member Washington, Member Tarter, Member Bejster, Member Cunningham and Secretary Smith

**Absent:** 4 - Chair Withem-Voss, Member Brown, Member Vargas and Member Argueta

## 6.7

Governing Council Member Reappointments - Pfister

**Attachments:** [Bejster, Mallory - Signed](#)  
[Ross Cunningham, Mary - Signed](#)  
[Washington, Lester - Signed](#)

*Mark Pfister stated that it is his honor to recommend for reappointment to an additional*

*two-year term the three members noted in the agenda packet.*

**A motion was made by Member Tarter, seconded by Member Fornero, that this item be approved. Roll call vote taken, all in favor, motion carried.**

**Aye:** 6 - Vice Chair Fornero, Member Washington, Member Tarter, Member Bejster, Member Cunningham and Secretary Smith

**Absent:** 4 - Chair Withem-Voss, Member Brown, Member Vargas and Member Argueta

## 6.8

Proposed 2021 Governing Council Meeting Dates - Pfister

*Mark Pfister stated that he wants to continue the regular and alternate meeting dates adopted for 2020, however, he pointed out that since the institution of the alternate meeting dates not one has needed to be used and he is so appreciative of the Council having a quorum at every regular meeting in 2020. He recommended approval of the dates presented and asked that if there are any dates that the majority of the members are seeing an issue with to please bring them up now so that those changes can be made, if needed. There were none.*

**A motion was made by Member Bejster, seconded by Member Cunningham, that this item be approved. Roll call vote taken, all in favor, motion carried.**

**Aye:** 6 - Vice Chair Fornero, Member Washington, Member Tarter, Member Bejster, Member Cunningham and Secretary Smith

**Absent:** 4 - Chair Withem-Voss, Member Brown, Member Vargas and Member Argueta

## 7. Presentations

*None*

## 8. Discussion Items

### 8.1

CQI Update - Hayes

**Attachments:** [UDS CQI Report](#)

*Christina Hayes, CQI Coordinator, began by thanking Member Smith for joining the Quality Improvement Committee (QIC). She stated that Member Smith will give great insight from the patient perspective and will help in representing all FQHC patients as well as the Governing Council. Christina then reviewed the performance measures as provided in the agenda packet. She stated that in regard to the depression screening measure, the QIC is committed to ensuring that all FQHC patients are regularly screened and appropriately treated for depression. The first step taken was to analyze how to properly capture and document depression screening in the patient follow-up plan. An audit of a sampling of patient charts was done and issues were found in the reporting. Some patients who actually do meet the measure requirements were being reported as not meeting them. The team then met with NextGen staff to identify the issue and fix it. That system correction resulted in a 2% increase in the compliance rate bringing it from 68.6% to 70.8%. They*



then assessed the processes for screening and managing depression and found that there is a lot of variation across Health Department services and providers with how they are approaching it. Some provider teams are screening patients at every visit, some are doing it only once a year, some are giving patients a mental health questionnaire to complete while they wait for their appointment and using that to do an assessment, and some are having a conversation with the patient during intake. Based on this, the QIC is creating a standardized depression screening process for all of the FQHC sites. That standardized process will require a depression screening be done on every patient at every visit, and that it be done verbally in the exam room so that possible non-verbal clues can be detected. The screening will be completed by nursing staff and the provider will be responsible for addressing any indications of depression. A substance abuse tool will be integrated into the depression screening so that it can be detected and the proper treatment provided. A next step is to also develop a training and communications plan. Once everything is complete, the entire standardized process will be rolled out to all Health Department FQHC sites ensuring it can be integrated in to the clinic work flow and that it is something being consistently done with every patient at every visit. Member Bejster stated that she appreciates the work being done by QIC on depression screening as it is very important, especially now with COVID-19 and the onset of winter where people are potentially going to be even more isolated. Member Smith thanked Dr. Zun and the QIC for the opportunity and honor to be a part of the team, she is excited for the work they are doing, and looks forward to future meetings.

## **9. Medical Director's Report**

### **9.1**

Medical Director's Report - Dr. Zun

Dr. Zun reviewed the highlights of his report as provided in the agenda packet. Kim Burke added that from an operations standpoint, they are focusing on staffing to ensure there is an appropriate number of staff to support providers at all clinic sites. There were no questions from Council members.

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

### **10.1**

Director of Finance's Report - Riley

**Attachments:** [Director of Finance Report](#)

Pam Riley, Director of Finance, reviewed the item attachment as provided in the agenda packet. Member Smith asked what happens to the CARES Act funding not utilized by the December 30, 2020 deadline. Pam stated those unspent funds would have to be returned. Member Smith asked if the Health Department is looking at programs to see where those funds could be distributed and utilized rather than lose them. Pam assured that Dr. Zun and Kim are looking in to program needs, but some of the funding is very specific as to how and where it can be utilized. Mark added that the Health Department is doing everything it can to utilize those dollars, but that some of the funding streams are paying

*for the exact same thing and, therefore, the Health Department can't double and triple dip. He also stated that he is very concerned about funding for telehealth and asked the Council members to assist in advocating for telehealth to be paid for as an encounter in perpetuity, and not just during COVID-19. Telehealth has been very valuable in allowing patients to keep a scheduled visit without having to be physically present which has decreased the no-show rate. Member Bejster asked if the Council could draft a letter of support to be sent to legislators. Mark said that is definitely something he may ask for in the future after the outcome of the November 3, 2020 Presidential election is determined.*

**11. Added to Agenda**

*None*

**12. Old Business**

*None*

**13. New Business**

*Member Fornero noted that he recently visited the Zion clinic for the first time and was very impressed with the new facility and the professionalism of the staff.*

*Member Smith added that she recently visited the Libertyville clinic for her flu shot and had a wonderful experience. She is always impressed by the amount of literature and information available to patients. She reminded everyone to get their flu shot.*

*Mark reminded the Council members that as Council members they can get their flu shot at the Health Department free of charge, or if they have insurance, they can get it at places like CVS or Walgreen's at no cost.*

**14. Executive Session**

*None*

**15. Adjournment**

**A motion was made by Member Bejster, seconded by Member Cunningham, that this meeting be adjourned. Vice Chair Fornero declared the meeting adjourned at 6:30 p.m.**