

## Legislation Details (With Text)

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### Medical Director's Report

My activities for the past month were built upon the foundation of focusing on provider collaboration, improving clinic operations, examining patient perception of care and establishing relations with Rosalind Franklin University of Medicine and Science (RFUMS). I have been working on criteria for a bonus plan for professional providers and the means to fund such a plan. The executive team is reviewing a proposal to realign the professional providers reporting structure in order to increase provider collaboration. I established a Provider Leadership Committee and a quarterly meeting of all professional providers. The Lead Provider system is being replaced by a Regional Medical Director program in which two of these directors will divide clinic provider supervision responsibilities between them. I have been working with the Practice Managers to better define the duties and responsibilities of the staff working in the clinics. We are developing checklists for the management staff to better ensure that the necessary functions are being completed. We began the process of developing a flow diagram of patients from registration to discharge in all service areas in order to provide uniformity in our clinic as well as to improve cycle time. We plan to trial Dental Hygienists and Physician Assistants in our agency. Most importantly, the staff have been working diligently to ensure a Joint Commission approval when they come to review the six remaining areas of compliance. Not only are we preparing for their next visit but also improving our survey readiness with a survey readiness handbook. Since Press Ganey patient satisfaction survey has become problematic, we are planning on other means to access the patient experience such as townhall meetings at various clinic sites. Our discussions with RFUMS have been moving forward. We are working on a memorandum of understanding with the university to be followed by additional agreements with selected schools. So far, I have met with the Medical, Psychology and Physician Assistant schools but intend to meet with all schools that may want to place students at the LCHD/CHC. There may be other opportunities of mutual benefit such as the referral of patients from the interprofessional student clinic to LCHD/CHC that need further delineation.

Welcome to our newest provider, Genevieve Waldschmidt, full-time Advanced Practice Nurse for Immunization Services. She started on February 18 and is currently going through orientation to learn about the LCHD/CHC and her new role.

Dr. Teresa Sripada, Flex Psychiatrist for our Behavioral Health Program, is finishing the hiring process and has a tentative start date of April 29, 2019.

We are actively recruiting for our open positions.

- Family Practice Physician for Belvidere Health Center
- Family Practice Physician for Zion Health Center
- Family Practice Physician for North Chicago Health Center
- Advanced Practice Nurse for Midlakes Health Center
- Advanced Practice Nurse for Belvidere Health Center - Specialty Care (STD)/Today Care Clinic
- Regional Medical Director - Recruiting for two Regional Medical Directors. This is a new role created to serve as the supervisor for the providers (Physicians, APNs ad PAs) for a set of clinic sites. This role will also include working with Practice Managers and Nurse Managers to achieve clinical and practice goals.
- Psych Advanced Practice Nurse (4 needed for various programs/sites)
- Psychiatrist for Libertyville and Grand Avenue Health Center

None, for information only.