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Medical Director's Report - Dr. Zun

Physical Health

Provider Collaboration

- Rajbir Grewal, MD, started on Monday, October 12, 2020. She will be working at Midlakes Health Center as a full-time family physician.
- Betsy Luka, MD, will be starting on December 7, 2020. She will be working at North Chicago as a full-time family physician.
- Miles Hang, MD, will be starting January 11, 2021 at North Chicago and Zion as a full-time family physician.
- Seema Khan, MD, did not accept the request to work full time.

Clinic Operations

- Leadership is closely monitoring the COVID-19 patient numbers being seen in the clinics to ensure patient and staff safety. Appointment time for these patients has been lengthened to ensure patient flow. At this time, no additional modifications in services are needed.
- Care Team Staffing continues to be focused on to ensure that each clinic site has the appropriate staff.
- Implementation of our new patient appointment confirmation system, Relatient, was completed. Patients now receive email, text and/or voice reminders regarding their upcoming appointments and can cancel or confirm via email, text, or voice mail.
- Implementation of our new patient satisfaction survey, also through Relatient, was completed. On the day after their appointment, patients receive an email or text with the survey link. Currently, we have a 6% response rate to surveys.

External Relations

- Discussions with Lake County area hospital leadership are ongoing to update the agreement for coordination of healthcare referrals and to encourage the hospitals to accept Lake County Health Department and Community Health Center patients for specialty care who lack insurance coverage.
- Dr. Zun lectured for the American College of Osteopathic Emergency Physicians' Scientific Assembly.
- The pharmacy resident, Sobia Hasan, PharmD, and her supervising pharmacists, Sneha Srivastava, PharmD, and Danielle Candelario, PharmD, from Rosalind Franklin University are providing

pharmaceutical consultations for patients and providers every Friday 8:00 am to 11:30 am at the Belvidere Health Center starting October 30, 2020.

Regulatory

- Infection Control remains the focus in preparation for The Joint Commission (TJC). Staff are receiving education on disinfecting and sterilizing equipment as well as autoclave procedures and equipment maintenance.
- Review and revision of clinical policies and accompanying protocols is ongoing.

Psychiatry - MAT

Provider Collaboration

- No updates at this time.

Clinic Operations

- There have been no significant FQHC-related changes in clinical operations. A majority of services continue to be provided using phone or video.
- Sophie Mbua, Psychiatric APN at Grand Health Center, has resigned. Her last day was October 29, 2020. Recruitment efforts will be made to fill the vacancy.

External Relations

- No updates at this time.

Regulatory

- Preparation for TJC continues.

Dental Health

Provider Collaboration

- Recruitment efforts continue for the full time Dental Hygienist position at the Midlakes Health Center.
- All dental clinics continue to provide patient care.

Clinical Operations

- Mitigation systems have been delivered and installed. Completion of unit tagging is anticipated by the end of the October or early November.
- Dental Staff have been trained in utilization of the mitigation units.
- Once the tagging process has been completed, service expansion shall include restorative care, dentures, and dental sealants.

Regulatory

- TJC readiness is ongoing. We have been working closely with the compliance team as well as the infection preventionist.
- The sterilization rooms across all clinics are in the process of being reorganized, decluttered, and standardized. Workflows within the instrument processing area are being implemented.
- Annual Sterilization Training via eLearning is planned for mid-November.
- Dental and WH Medical Assistant staff will be scheduled for their Infection Control and Sterilization Observational Competencies in mid-December.

None, for information only.