

## Legislation Details (With Text)

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**Title:** Director of Healthcare Operations Report - Burke  
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**Attachments:** 1. FQHC Healthcare Operations Metric Dashboard 09.22

Date	Ver.	Action By	Action	Result
9/13/2022	1	Lake County Community Health Center Governing Council	presented	

Director of Healthcare Operations Report - Burke

**FQHC Healthcare Operations Metrics Dashboard**

Review of attached metrics dashboard.

**Community Health Workers (CHW) incorporated into Care Teams**

In September, we started incorporating CHWs into the medical care teams. The CHW will work with designated patients on:

- Diabetes control and support
- Appointments for children who are behind on their vaccinations
- Appointments for pediatric dental cleanings and exams
- Connecting patients to community resources when a need is identified

**Staffing Update**

Staffing challenges continue related to hiring Patient Access Center (PAC) clerks. Medical Assistant (MA) recruitment has improved as we are down to one MA vacancy.

None, for information only.