

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 03.23

Date	Ver.	Action By	Action	Result
3/14/2023	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.

New Client Wait List

As of March 2, 2023, there are 3,669 individuals on our general medicine new client wait list, 2,726 adults and 943 pediatrics. These individuals are looking to establish care in our following health centers:

- Belvidere Medical Building: 35%
- Midlakes: 27%
- North Chicago: 13%
- Zion: 10%
- Grand: 8%
- North Shore: 4%
- Libertyville: 3%

Staffing Update

Open positions:

- Patient Access Center (PAC): 1 Lead Clerk, 1 Triage Nurse, 1 Clerk
- Health Center Clerk: 4
- Health Center Community Health Worker (CHW): 2
- Health Center Medical Assistant: 5
- Health Center Staff Nurse: 2
- Practice Manager: 1
- Health Center Medical Director/Provider: 1
- Dental Assistant: 2
- FQHC Therapist: 4 (out of 7)
- FQHC Psychiatrist: 2 (PT)

HRSA ARPA Funding

We are awaiting HRSA's approval of our request for extension to March 31, 2024.

School Based Health Center (SBHC)

The SBHC annual audit was conducted by the Illinois Department of Public Health on February 15, 2023. The audit results were positive with no findings.

Dental Update

Access to dental services was added at the Zion Health Center by having one of our Dental Hygienists there 3 days a week.

Delta Dental Grant

In January 2023, the CHWs made 400 outreach telephone calls and scheduled 12 appointments. Given the low rate of appointments scheduled through these outreach attempts, we will be pivoting our outreach starting in March 2023 to primarily school-focused outreach.

None, for information only.