

Legislation Text

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Medical Director's Report - Dr. Zun

Physical Health

Provider Collaboration

- Three Advanced Practice Registered Nurses (APRN) hired
 - Laura Kresch - Full-time Flex Family Practice APRN starting February 17, 2020
 - Leilani Luell - Full-time Family Practice APRN starting February 3, 2020 at Zion
 - Franceliz Recinto - Full-time Family Practice APRN starting February 17, 2020, immunizations at all clinics
- Reallocation of Providers
 - Shami Goyal, MD - moving from North Chicago to Zion February 1, 2020
 - Genevieve Waldschmidt, APRN - currently full-time immunizations, going to part-time immunizations and part-time primary care at Zion
- Offer made to hire one additional Family Practice APRN
- Three physician positions still open, recruitment efforts continue
- All primary care providers met at least one key improvement goal and will receive a quality incentive
- None of the primary care providers met the productivity goals

Clinic Operations

- Patient town hall held at Zion on January 22, 2020 with valuable feedback from the participants
- Executive Director and Medical Director are visiting clinics every other week to reconnect with staff

External Relations

- Ongoing discussions with Rosalind Franklin University concerning grant opportunities
- Meeting planned with Erie Family and Vista to discuss OB collaboration

Behavioral Health

Staffing Levels

- Alecia Greenlee, MD - Part-time Tele-Psychiatrist, started January 16, 2020 at Grand Avenue, Mental Health Outpatient Services.
- Sophie Mbua - Full-time Psychiatric Mental Health Nurse Practitioner (PMHNP) started January 20, 2020 at Grand Avenue, Mental Health Services.
- Currently credentialing
 - Susan Lin, MD - Part-time (0.8 FTE) Psychiatrist at Midlakes; anticipated start March 2020; will treat all ages, including children and adolescent
 - Nimat Akorede - Full-time Psychiatric Mental Health Nurse Practitioner (PMHNP) at Libertyville; anticipated start February 2020; adults only

Departures

- Robert Grunsten, MD - retiring end of March 2020
 - Position already posted and applications received

Dental Health

Workforce Recruitment and Site Staffing

- One position on hold for full-time dental provider at Zion. Currently one FTE is shared with Belvidere Medical Building (BMB); services provided at BMB 3 days per week
- Newly hired dentists recently completed orientation and are now providing clinical services to patients at North Chicago as well as BMB; this accounts for 1.4 FTE hours of care
- Currently all dental assistant positions are filled
- Hosting of dental assistant extern at BMB continues

Dental Operations

- Dental data monitored regularly for productivity, no shows, scope of service data and other data elements
- Productivity for December down as there is one full-time dental provider out at Midlakes; several staff out over the holiday season
- Decrease in unique patients seen at Northshore; working with leadership at Northshore to improve these numbers; will continue to monitor Northshore numbers and make needed adjustments
 - Area around Northshore currently undergoing construction which may be impacting patient visits
 - Additional patients have been added to the schedule
 - Implemented robust calls
 - Engaging in internal referrals as a means of increasing number of unique patients
- No-show rate remains around 30%

Coleman Project and Carryover Activities

- Coleman DPI project active at North Chicago; lessons learned to be used as action items to enhance the dental experience
- Robust calls done at North Chicago
- Informally doing the following activities at Grand Avenue
 - Schedule Jockeying
 - Chart Preparation
 - Dental Huddles
- Formal roll out of dental huddles at all of the dental sites to begin March 2020

None, for information only.