

## Legislation Text

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Director of Healthcare Operations Report - Burke

### **FQHC Healthcare Operations Metric of the Month: “No Show Rate”**

A “no show” is defined as a patient who has a scheduled appointment and does not attend that appointment. This metric is important for us to monitor for multiple reasons, such as:

- Why did the patient miss their scheduled appointment?
- Is there anything that LCHD can do to help the patient keep their next appointment?
  - Assistance with getting to their appointment (assist patient with working with their MCO to arrange transportation)
  - Appointment times/clinic hours do not meet our patient needs (more evening, Sat, Sun appointment hours needed?)
- A no show leaves a vacant appointment slot that another patient could have been scheduled in.

Comparison of 6 months pre-COVID-19 (Oct 2019 - March 2020) v. COVID-19 (Oct 2020 - March 2021) dates of service (DOS).

- October 2019 - March 2020 DOS: 24% no show rate in general medicine appts.
  - \*October 2020 - March 2021 DOS: 15% no show rate in general medicine appts.
- \*NOTE:** Telehealth (telephonic and video) visits implemented during this timeframe.

**9% reduction** in no show rate during COVID-19 with telehealth visits (provider can “meet/see” the patient “where they are at”)

This metric demonstrates the positive impact that telehealth has had on our patient population and why current telehealth standards/reimbursements need to continue post-COVID-19.

### **COVID-19 Vaccine Update**

- LCHD FQHC is one of four FQHC’s in Illinois to receive direct shipment of vaccine from the State. We are currently receiving 400 doses/week which varies from week to week between Moderna (2 dose) and Johnson and Johnson (1 dose).
- LCHD FQHC has been accepted to receive direct shipment of vaccine from HRSA of an additional 900 doses/week once all of our FQHC mass vaccination clinics are operational.
- LCHD patients are currently receiving COVID-19 vaccines at the Grand Avenue Health Center, Zion Health Center, and Midlakes Health Center mass vaccination clinics. North Shore Health Center and Belvidere Medical Building are our next mass vaccination sites to go live.
- We continue to use the LCHD AllVax portal (<https://allvax.lakecohealth.org>) for COVID-19 vaccination registration and appointment scheduling.
  - Starting 4/12/21, we will have staff dedicated to doing outreach to our patients to assist with AllVax registration and appointment scheduling.

### **Construction Updates**

**BMB:** Hallway ceiling demolition and new ceiling installation has begun and is on track for project completion. Internal Infection Control and Safety staff are working closely with Facilities staff to ensure that all regulatory/certifying organizations' standards are being met and continually adhered to.

**Zion:** Construction of a simulation lab (clinical staff testing area) and additional dental exam room are scheduled to begin in early May. These activities will not interfere with health center operations.

None, for information only.