

Legislation Text

File #: 21-1545, **Version:** 2

Director of Healthcare Operations Report - Burke

FQHC Healthcare Operations Metrics Dashboard

Included in this report is the first FQHC Healthcare Operations Metrics Dashboard which highlights a comparison of the following:

- Third Next Available Appointment
- No Show Rates
- Cycle Time (amount of time a patient spends in the clinic for an appointment)
- Visit Types (in person, video telehealth, telephonic telehealth)
- Patient Satisfaction Survey Results

COVID-19 Vaccine Update

COVID-19 vaccine administration for FQHC patients and community members continues at the Grand, Midlakes, and Zion Health Centers. Providers and their care teams continue, at each visit, to encourage patients and their eligible family members and friends to get vaccinated.

Construction Update

Zion: Construction of a simulation lab (clinical staff skills training and testing area) and additional dental exam room are complete. The site is awaiting furniture to be delivered in October.

North Chicago: As of September 20, 2021, all North Chicago Health Center (NCHC) staff have been relocated to the Belvidere Medical Building (BMB). The Respiratory Illness Clinic (RIC - centralized clinic for patients with COVID-19 symptoms) has also been relocated to BMB. Construction activities began at NCHC on September 20, 2021.

Staffing Update

All FQHC sites are currently experiencing challenges with hiring and maintaining support staff, especially Certified Medical Assistants (CMAs). LCHD/CHC is competing with the private sector and other FQHCs offering CMAs a sign-on bonus and higher hourly rate. For example, Northwestern Medicine is paying a \$2,000 sign-on bonus + \$3.00 more/hour to CMAs, and Erie Family Health Center (FQHC) is paying a \$500 sign-on bonus. The LCHD/CHC Executive Team submitted a new program request to the County Board along with the FY22 budget to provide LCHD/CHC the ability to pay a sign-on bonus. In addition, FQHC Leadership is working with FQHC Finance and Human Resources to review and increase our current support staff's hourly rate and provide a "stay-on" bonus in order to retain existing employees. Furthermore, FQHC Leadership is looking at changing the minimum requirements for CMAs to allow certification to be obtained within the first 90 days of employment in order to attract new graduates.

None, for information only.