

AGENDA ITEM 2

LAKE COUNTY COMMUNITY HEALTH CENTER GOVERNING COUNCIL June 22nd, 2017 Meeting Minutes

1. **Call to Order:** Governing Council Chairperson Mallory Bejster thanked everybody for coming and called the meeting to order at 12:02 p.m. at the Health Department, 3010 Grand Avenue Waukegan Board Room.

Members Present

Mallory Bejster
Mary Ross-Cunningham
Robert Tarter
Lester Washington
Melissa Withem-Voss
Frederick McConico
Carolina Duque
Patricia White

Staff Present

Mark Pfister, MSES, LEHP, Executive Director
Jennifer Keel, Executive Assistant to Clinical Operations
Loretta Dorn, RN, MSN, CQM Director of Clinical Operations
Robert Saqueton, MD, Chief Medical Officer
Omar Cockey, DMD, Dental Director
Pam Riley, Director of Finance
Adam Carson, Director of Strategic Initiatives
Jerry Nordstrom, Director of Business Operations
Kim Burke, Director of Managed Care
David McDermott, MPH, Grants Program Manager
Kristin Preihs, Continuous Quality Improvement Coordinator

Members Excused

Maria Elena Lara

2. Approval of Minutes:

A. May 25th, 2017 Regular Meeting & Executive Session Minutes

Member Ross-Cunningham made the motion to approve the regular meeting and executive session minutes from the May 25th, 2017 meeting. Member Washington seconded the motion. All in favor. None opposed. Motion carried and approved.

3. **Public Comments to the Governing Council:** There were no members of the public who spoke at this meeting.
4. **Executive Director's Report:** RFP for the Zion Health Center renovation should be going out the first week in July. We should have a bid for approval by the Board of Health and Governing Council in August so we can move forward. Bids should come in favorably since the construction is all on the inside of the building. We are on target and the goal is to have the new site open by June 2018.

We have something called 340b from HRSA. This allows us to get lower cost medications for our patients. This is our first audit for 340b. The audit will take place on July 10th, 2017. We have been working with a consultant, BKD, to prepare for this audit. BKD came in to do a mock audit on June 21st. They are following the medication from prescription to purchase to use. Overall the mock audit went very well. We have a few things we need to prepare for, but we are on target.

Last month, the new organizational chart for clinics was passed out to the Governing Council members. Dr. Saqueton has been interviewing candidates for the Lead Physician positions. Dr. Saqueton has identified and interviewed four candidates. Loretta Dorn has been reviewing resumes and is interviewing candidates for the Practice Manager positions.

Staff have been working on the check in and rooming patients at the North Chicago Health Center. CQI staff have taken an in-depth look at how we bring patients in from a quality improvement perspective. It was taking about 28 minutes to check in patients but staff have worked on the process and have been able to cut down the time it takes to 5 minutes. That is a great success we have had out of North Chicago. It's much better customer service and as a team we have talked about being customer

AGENDA ITEM 2

centered. Loretta Dorn stated that we got rid of the number system at North Chicago and now have a greeter in place to direct patients.

5. Items for Approval

A. Approval of Healthcare Practitioner Credentialing and Privileging: There were no practitioner credentialing and privileging for approval.

B. Approval of Professional Staff Reappointments: There were no professional staff reappointments for approval.

6. **Approval of Grants:** There were no grants for approval.

7. Informational Items:

A. CQI Update: Key Performance Indicators (KPI) continue to show improvement. National Quality Leaders are health centers that are the highest performers compared with national standards and benchmarks in key clinical areas. National Quality Leaders are awarded funding for hitting measures. HRSA decides the measures. We are striving towards the highest quality of care. We are looking at how we can best use the i2i system. We are currently working on standard practice guidelines for immunizations across all clinics. There are too many choices in NextGen and standardizing will help eliminate issues. Chair Bejster asked if there is a plan in place for low results? Director of Clinical Operations, Loretta Dorn replied that a PDSA would be completed. The PDSA would show what can be done to improve. We can't fix everything at once, but we can try to find a way to make the most improvement. We want to make sure we are in good shape for when HRSA return in 2019. Member Tarter asked if the measures are incorporated into performance appraisals? Executive Director Mark Pfister replied that yes, they will once we have the standardization across all sites and the new management structure in place to monitor the data closely.

B. 2017 Payor Mix: Director of Managed Care, Kim Burke will provide this information monthly. No substantial changes from last month. There will only be 4-7 MCO slots available, down from 12. The state was supposed to make their decision on MCOs by June 30th but now their decision will be announced in July.

C. Risk Management Update: FTCA is now requiring additional risk management items and require a risk management plan. Denise Koppit has received her risk management certification. We will bring a risk management update to the Governing Council every six months.

D. New Life Recovery Center Flag Presentation: Staff and consumers of the William's Consent Decree (WCD) program came to present the Recovery Flag that they created. The flag stands for hope, empowerment, support, and serenity. The flag is a visual representation of recovery and mental health. The WCD will be holding a Recovery Conference in September 2017 in Waukegan. Member Washington stated that you can get the flag turned into an app. that could take you directly to the recovery center website. Member White asked what kind of addictions? Consumer Daniel Ilahi stated mental health and drug addictions.

8. **Chief Medical Officer's Report:** We have completed the recruitment of the Lead Physician positions for Midlakes, Belvidere, North Shore and North Chicago Health Centers. Will be discussing with the selected providers and moving on to the next steps with an official announcement hopefully coming next week. Created training needs for these positions like NextGen super user training and HR issues training. Also, these providers will attend trainings in September in Springfield, IL. Two of the providers will go this year and the other two will go next year. New provider Dr. Dunlap will start in August for addictions treatment. We are continuously working on bringing on new providers.

9. **Dental Director's Report:** Dr. Omar Cockey 's monthly report was included in the Governing Council packet. BMB dental to open June 26th and they will have Saturday hours.

10. **Director of Finance's Report:** \$73,948 in excess. Medicaid lower and Medicare is higher. Revenue reflects the payer mix that Kim Burke presented. On commodities, expenses are higher in the drug and medicine line. State of IL made a change where we must now purchase private vaccines for CHIP kids. Previously, we could use free vaccines from the state, but now we have to purchase ourselves. We are

AGENDA ITEM 2

getting revenue from these vaccines. The final year end audit report had no findings from the regular and single audit. Auditor will be coming to the Governing Council meeting in either July or August to go over results. Final stages of going through our budget. State grants are same amount as last year.

11. Reports of Committees: There was no reports at this meeting

12. Old Business: Director of Business Operations Jerry Nordstrom came up to remind the Governing Council members that they need to complete compliance training and will send out a second link for cultural competence training. We can have the computer room available after the next meeting for any member that needs to complete these trainings. Chair Bejster asked how long the trainings take, and Jerry Nordstrom replied 35-40 minutes and the cultural competence should take about 20 minutes.

13. New Business: There was no new business at this meeting.

14. EXECUTIVE SESSION: There was no executive session at this meeting.

15. Adjournment and Next Meeting:

Member Ross-Cunningham made the motion to adjourn. Member White seconded the motion. All in favor. None opposed. Motion carried and approved. Meeting adjourned at 12:41 p.m.

The next Governing Council meeting will take place Thursday, July 27th, 2017 at 12:00 noon at the Health Department Board Room, 3010 Grand Avenue, Waukegan, IL 60085.

Respectfully submitted,

Mary Ross-Cunningham, Secretary