

## AGENDA ITEM 2

### LAKE COUNTY COMMUNITY HEALTH CENTER GOVERNING COUNCIL July 26, 2018 Meeting Minutes

1. **Call to Order:** Governing Council Vice-Chair Lester Washington thanked everybody for coming and called the meeting to order at 12:06 p.m. at the Health Department, 3010 Grand Avenue Waukegan Board Room.

#### **Members Present**

Carolina Duque  
Charles Fornero  
Frederick McConico  
Mary Ross-Cunningham (arrived at 1:05 p.m.)  
Robert Tarter  
Lester Washington  
Patricia White

#### **Staff Present**

Mark Pfister, MSES, LEHP, Executive Director  
Jennifer Keel, Executive Assistant of Clinical Operations  
Loretta Dorn, Director of Clinical Operations  
Pam Riley, CPA, Director of Finance  
May Hassib, MD, Interim Medical Director  
Omar Cockey, DMD, Dental Director  
Kim Burke, Director of Managed Care  
Jerry Nordstrom, Director of Business Operations

#### **Members Excused**

Mallory Bejster  
Quinton Brown  
Melissa Withem-Voss

2. **Approval of Minutes:**

#### **A. June 28, 2018 Regular Meeting and Executive Session Minutes**

Member Fornero had some changes to the June 28<sup>th</sup>, 2018 minutes. Member Fornero stated on #13 – New Business, the minutes should not state “I or me” but should say which member made the statements. Also, to add ED Pfister to the sentence that stated I apologized to Member Brown. Changes will be made by Executive Assistant Jennifer Keel.

*Member Tarter made the motion to amend the original motion and to approve the regular meeting minutes from the June 28, 2018 meeting with the changes stated. Member White 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:** Executive Director Mark Pfister stated the Governing Council will be approving the FY19 budget today. Two members of the Governing Council Budget Committee, Member Tarter and Member Withem-Voss, met with the Board of Health Budget Committee last week. Pam Riley, Director of Finance, is to go over high-level pieces in the budget. Zero based budget approach. Managed Care Organizations (MCO) are still an issue with the agency and would apply to the FQHC. Capital development plan does impact the clinic sites with half to maintain Belvidere Health Center. He security vendor will be increasing their costs by 25%. Member White asked under management care medical, is that supplemental insurance or what is that? Pam Riley replied that is the funds we receive from the MCOs. Member Duque asked what is the transfer from other funds? Pam Riley stated that is FICA and IMRF for employees. Member Fornero asked on taxes, if there was an increase of property tax? Member Tarter stated the budget committee members studied the budget packet and met with staff who successfully answered all their questions.

ED Pfister confirmed that what we proposed is a balanced budget to the Board of Health. FQHC did have an enhancement of local tax dollars. Vice-Chair Washington asked what if they cut Medicaid? ED Pfister stated that LCHD has funds to keep solvent, so if the government starts gutting certain revenue streams, that LCHD has funds to help cover. The fund is to keep our doors open and is currently at \$37

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million. LCHD would then look for other ways to fund the health department or look at different ways to pay for services.

*Member Tarter made the motion to approve Fiscal Year 2019 Budget as presented. Member Fornero seconded the motion. Roll Call vote yielded 6 ayes: Tarter, McConico, Duque, White, Washington, and Fornero. All in favor. None opposed. The motion carried and approved.*

ED Pfister invited Lake County Health Department Human Resources Director, Lorraine Harris, to speak about implicit bias training. Lorraine Harris stated that the executive team, human resources, and the inclusion and diversity council have been working on having an inclusive environment at the Lake County Health Department. We want staff to feel empowered and feel comfortable asking questions, sharing their ideas, and speaking their minds when they feel something is a problem. We need to identify where implicit bias exist and make sure it does not impact the way Lake County Health Department (LCHD) leads, follows, or serves our customers. What is implicit bias? Implicit bias refers to the perceptions, attitudes, and stereotypes that affect our understanding, actions, and decisions in an unconscious manner. Implicit bias is also known as unconscious bias. Past experiences can affect our perception and dictate how we look at the world and can influence our behaviors, feelings towards individuals or groups of people. Implicit bias can influence our decisions in hiring practices and career development. LCHD strives to maintain a healthy culture, we want to be proactive and equip our leaders with the necessary tools to effectively lead and develop their staff to minimize any negative interactions.

To achieve that goal and to ensure similar interactions like the one that happened to Governing Council Member Brown never happens again, its necessary to invest in professional assistance to ensure our employees are receiving effective training experience. In the next two to three months, LCHD will have an instructor led course for our leadership and we will utilize the implicit biased e-learning the Lake County Human Resources issued for their employees will be used for our regular staff. We feel that leadership needs to have in person training where they can have interaction and do activities and really understand the message. Staff will then be able to go to their manager with questions. Some of the objectives we are considering for this leadership training are: understanding implicit and explicit bias, impacts of those biases on decision making and services to customers, identifying personal bias, examining impulses and instincts, and managing and correcting biases.

The leadership team is very supportive of this and the inclusion and diversity council has been talking about this for the past several months. Member White asked if this training is going to be supporting, attract and retain African Americans in this organization? Lorraine Harris responded that she had mentioned hiring practices and that the training will go deep into that issue. It is important to have a diverse hiring committee, so you get different points of view. Vice-chair Washington asked when this training will take place? Lorraine Harris responded that it will take place in the next two to three months. Member White asked if the Governing Council will be invited? Lorraine Harris responded that yes, you are definitely welcome to attend. Member McConico asked if the training will be videotaped? Lorraine Harris responded that she is not sure if it will be taped but we can look into that. ED Pfister stated he would need to see the content of the training before we decide on videotaping. There is roll playing and we want to make sure staff are truly interacting. When you have a video camera, it can inhibit people. This training is not going to be a stand-up lecture, it is more interactive. Once ED Pfister reviews the content, he can make a decision on videotaping.

Lorraine Harris stated that LCHD has around 100 managers, so we would like to do around 4 sessions of 25 people each so that smaller groups will interact more. Member McConico stated when he was a substitute teaching in Mundelein, he saw a video called Race: The Power of an Illusion by the California Newsreel. It is supposed to be the most formative documentary on race relations. Member McConico highly recommends it. ED Pfister stated that LCHD has that video. Lorraine Harris stated that the inclusion and diversity committee had a training where parts of that video were played for staff.

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### 5. Items for Approval

**A. Approval of Healthcare Practitioner Credentialing and Privileging:** The Personnel Committee has reviewed the credentialing and privileging of the following providers and has recommended approval from the Governing Council:

1. Dr. Joshua Nathan (Full-time) – Behavioral Health Medical Director

*Member Fornero made the motion to accept the credentialing and privileging of the above-mentioned provider. Member Duque seconded the motion. All in favor. None opposed. The motion carried and was approved.*

**B. Approval of Professional Staff Reappointments:** There were no staff reappointments presented at this meeting.

**C. Approval of Change in Scope – Removal of old Zion Community Health Center location:** The Lake County Health Department and Community Health Center has opened a new facility in Zion, Illinois. The new facility – at 1911 27th St. – will replace the old facility – at 1819 27th St. The old facility is therefore removed from scope. Director of Clinical Operations Loretta Dorn stated that the old Zion building has already been torn down. Member McConico asked if it had been paved yet. Loretta Dorn state no, not yet.

*Member McConico made the motion to approve the removal of the 1819 27<sup>th</sup> St. Zion facility from the scope of service on file with the Health Resources and Services Administration (HRSA). Member White seconded the motion. All in favor. None opposed. The motion carried and was approved.*

**D. Approval of Submittal of Section 330 Budget Period Renewal:** The Section 330 grant is LCHD/CHC's Federally Qualified Health Center (FQHC) funding from the Health Resources and Services Administration (HRSA). As part of the Section 330 grant requirement, the LCHD/CHC is obligated to submit an annual progress report, the Budget Period Renewal (BPR), to HRSA. The BPR for the 2019 grant year is due September 7, 2018. This BPR will cover the period from February 1, 2019 to January 31, 2020 and will include a progress report, a budget narrative and a summary of key changes in the local environment. LCHD/CHC is asking for the Governing Council's approval to have staff complete and submit this application to HRSA. The Governing Council is responsible for making decisions regarding LCHD/CHC's FQHC designation. As this application will allow LCHD/CHC to continue to operate as an FQHC for another year.

*Member McConico made the motion to approve for staff to complete and submit the Section 330 Budget Period Renewal progress report to the Health Resources and Services Administration (HRSA). Member Tarter seconded the motion. All in favor. None opposed. The motion carried and was approved.*

**E. Approval of Changes to the Sliding Discount Schedule for Dental Services:** As discussed at the last Governing Council meeting, the Lake County Health Department and Community Health Center (LCHD/CHC) is planning to change its sliding fee discount schedule for dental services. We are now submitting this agenda item with the proposed change to the Governing Council for approval. The change will go into effect on October 1 to allow for patient notification, training and Electronic Health Record upgrades.

- Option 1: LCHD/CHC would implement a nominal fee structure for diagnostic, preventative, restorative and periodontic services. Nominal fees would depend on income and family size. Prosthodontic services (i.e., dentures or partials) would also have a nominal fee structure. The fees for these services would be higher to cover the cost of lab fees. Proposed fees for prosthodontic services under option #1 are:

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	Nominal Fee 100% and under	Flat Rate 101%-129%	Flat Rate 130%-179%	Flat Rate 180%-200%
Diagnostic, Preventative, Restorative, Periodontics, Endodontics, Oral Surgery	\$ 60.00	\$ 75.00	\$ 90.00	\$ 105.00
New Prosthodontics	\$ 687.00	\$ 777.00	\$ 867.00	\$ 957.00
Prosthetic Repair	\$ 132.00	\$ 142.00	\$ 152.00	\$ 162.00
Miscellaneous	\$ 205.00	\$ 235.00	\$ 265.00	\$ 295.00

- Option 2: LCHD/CHC would implement a nominal fee structure for diagnostic, preventative, restorative and periodontic services. Nominal fees would depend on income and family size. Prosthodontic services (i.e., dentures or partials) would also have a nominal fee structure. The fees for these services would be higher to cover the cost of lab fees. Proposed fees for prosthodontic services under option #2 are:

	Nominal Fee 100% and under	Flat Rate 101%-129%	Flat Rate 130%-179%	Flat Rate 180%-200%
Diagnostic, Preventative, Restorative, Periodontics, Endodontics, Oral Surgery	\$ 65.00	\$ 80.00	\$ 95.00	\$ 110.00
New Prosthodontics	\$ 717.00	\$ 861.00	\$ 897.00	\$ 987.00
Prosthetic Repair	\$ 132.00	\$ 142.00	\$ 152.00	\$ 162.00
Miscellaneous	\$ 215.00	\$ 263.00	\$ 275.00	\$ 305.00

In both options, clients over 200% of the Federal Poverty Level would be assessed full charges. Based on 2017 encounters, LCHD/CHC projects that option 1 would provide lower costs to clients but would result in an estimated net loss of \$10,714.06 to LCHD/CHC's overall program income for dental services. Option 2 would result in an estimated net gain of \$7,560.29. Business Manager Diane Pelli stated that LCHD has done their due diligence according to the 330 grant and the fees for over 200% poverty are similar to fees in the area.

Member Fornero asked if it would not be consistent to follow the policy of the Health Department to go with option #1 which would make it more affordable to the patients? Business Manager Diane Pelli answered that both options fit our requirements. Member McConico asked if the sliding fee will include senior citizens he spoke to ED Pfister about? ED Pfister answered yes, cost will depend on where they fall on the schedule of discounts.

*Member Tarter made the motion to approve Option #1 for the proposed sliding discount schedule and nominal fee for dental services with a start date of October 1, 2018. Member Fornero seconded the motion. Roll Call vote yielded 6 ayes: Tarter, McConico, Duque, White, Washington, and Fornero. All in favor. None opposed. The motion carried and approved.*

**6. Approval of Grants:** There were no grants for approval presented at this meeting.

**7. Informational Items:**

- A. CQI Update:** Clinical Operations Director Loretta Dorn presented the Key Performance Indicators (KPI) which continue to show improvement. National Quality Leaders are health centers that are

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the highest performers compared with national standards and benchmarks in key clinical areas. We continue to work hard to improve our numbers.

**B. Influenza Vaccine Update:** ED Pfister stated the influenza vaccine are very important to our staff. By having staff get a flu vaccine, LCHD will help with infection control. Currently, LCHD has a voluntary process. Last year we created a policy and tracking system to track staff who did and did not get the influenza vaccine. LCHD would like to pass a mandatory influenza vaccine policy. If staff have a reason to not get the influenza vaccine such as for religious or medical reasons, staff will have to wear a mask. Cook, DuPage, and Winnebago counties currently have a mandatory influenza vaccine policy for their staff. Member White asked if the vaccine is active or inactive? ED Pfister replied that the vaccine LCHD uses is inactive. Member White asked if LCHD gives the vaccine to children? ED Pfister stated yes, for children between the ages of 6-24 months, two shots are required for the influenza vaccine. It will be another big push for children to get their influenza vaccine. There is a 50% higher probability of dying if you do not get the influenza vaccine. Not getting the influenza vaccine is 100% ineffective. LCHD usually receives the vaccine in late August to early September. Member McConico asked if the Governing Council members can receive the influenza vaccine for free? ED Pfister stated yes, just bring your Governing Council ID and LCHD can provide the vaccine.

**8. Chief Medical Officer's Report:** Dr. Hassib's monthly report was included in the Governing Council packet.

**9. Dental Director's Report:** Dr. Cockey's monthly report was included in the Governing Council packet. Hope to have dental at the new Zion clinic up and running on August 27<sup>th</sup>, 2018. Supplies have been ordered and training on the equipment will be provided to staff.

**10. Director of Finance's Report:**

**A. FQHC June 30, 2018:** Excess of 1,235,303. LCHD had \$1 million dollars for the new Zion clinic and must drawdown \$790,000. We only have \$210,000 still to drawdown. Medicare is at 77%. Medical fee is trending above budget. Medicaid cost report has been filed and the audit is complete. RSM audit firm will present to the Governing Council at the August meeting.

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

**12. Old Business:** There was no Old Business at this meeting.

**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 Fornero made the motion to adjourn. Member White seconded the motion. All in favor. None opposed. Motion carried and approved. Meeting adjourned at 1:17 p.m.*

The next Governing Council meeting will take place Thursday, August 23, 2018 at 12:00 noon at the Health Department Board Room, 3010 Grand Avenue, Waukegan, IL 60085.

Respectfully submitted,



Mary Ross-Cunningham, Secretary

