

## AGENDA ITEM 2

### LAKE COUNTY COMMUNITY HEALTH CENTER GOVERNING COUNCIL June 28, 2018 Meeting Minutes

- 1. Call to Order:** Governing Council Chairperson Mallory Bejster thanked everybody for coming and called the meeting to order at 12:07 p.m. at the Health Department, 3010 Grand Avenue Waukegan Board Room.

#### **Members Present**

Mallory Bejster  
Quinton Brown  
Carolina Duque  
Charles Fornero  
Frederick McConico  
Robert Tarter  
Lester Washington  
Patricia White  
Melissa Withem-Voss

#### **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**

Mary Ross-Cunningham

- 2. Approval of Minutes:**

#### **A. May 24, 2018 Regular Meeting and Executive Session Minutes**

*Member Brown made the motion to approve the regular meeting and Executive Session minutes from the May 24, 2018 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:** The new Zion Health Center is now open. Executive Director Mark Pfister went to meet the first client to be seen at the new site, but they did not show up for their appointment. The new clinic is beautiful, and we are excited for the people to use the site. We have a lot of patients that live in Zion but go to our Belvidere Health Center. We are going to reach out to them letting them know we have a new building.

The Joint Commission has given us ambulatory care approval. Clinical Operations Director Loretta Dorn stated that staff are meeting as a team every week to make sure things are getting done and we are collecting, tracking, and trending the data required so when the Joint Commission comes back in August we will have the data we need.

A lawsuit has been filed by the state of Texas along with other "Red" states to halt the Affordable Care Act (ACA). The Trump Administration is not going to defend the lawsuit which is very unusual. This lawsuit threatens coverage for 20 million Americans and would end senior's prescription drug discounts. It would start allowing insurance companies to deny people with re-existing conditions. It would also strip additional funding to public health system and would impact our FQHC. We are keeping an eye on this. Member Duque asked what the timeline is? ED Pfister states that we do not know the timeline, there have been some briefs and filings, but it is just getting started. Member White asked if it could go to the Supreme Court? ED Pfister stated that it's still in its beginning stages. This is another attack on our health centers and patients.

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Member Fornero asked if the ACA is for everyone to get coverage? ED Pfister stated yes, this lawsuit would take away the individual mandate. Illinois has expanded Medicaid, but not every state does. I just wanted to make you aware even though we have had success, it is still being threatened.

### 5. Items for Approval

**A. Approval of Healthcare Practitioner Credentialing and Privileging:** There were no credentialing and privileging presented at this meeting.

**B. Approval of Professional Staff Reappointments:** The Personnel Committee has reviewed the reappointments of the following providers and has recommended approval from the Governing Council:

1. Lynn Barnett, MD, Peterson Clinic, Contractual, Psychiatrist, 2 years
2. Joseph Nano, MD, North Chicago Health Center, Full-time, Family Medicine, 8 years

*Member Fornero made the motion to accept the reappointments of the above-mentioned providers. Member McConico seconded the motion. All in favor. None opposed. The motion carried and was approved.*

### 6. Approval of Grants: The following item were presented for approval:

**A. Approval of \$60,821 in additional funding from the AIDS Foundation of Chicago for the Medical Management Clinic:** The Lake County Health Department and Community Health Center has been awarded \$60,821 in additional funding from the AIDS Foundation of Chicago to support the Medical Management Clinic (MMC). Funds will be used to add a non-medical case manager to the MMC team. The grant period for the project is April 1, 2018-March 31, 2019.

*Member Brown made the motion to approve \$60,821 in additional funding from the AIDS Foundation of Chicago to support the Medical Management Clinic. Member McConico seconded the motion. Roll Call vote yielded 9 ayes: Bejster, Brown, Tarter, McConico, Duque, White, Withem-Voss, Washington, and Fornero. All in favor. None opposed. The motion carried and approved.*

### 7. Informational Items:

**A. HRSA Site Visit Overview:** HRSA will be here soon so we wanted to get you prepped for their visit. HRSA is our largest federal funder. They will ask you questions, but they do not expect you to be an expert. HRSA will want to meet with as many of you as possible privately to review board functions and activities. A few key things to know:

- We operate 9 permanent health center sites including one school-based health center (at Round Lake High School) and one outpatient substance abuse program (3004 Grand Avenue)
- We operate 4 "seasonal" sites plus HEAD START outreach sites and PADS sites
- Over 40,000 patients served annually
- Patients served from all over Lake County, but most come from Waukegan, North Chicago, Zion, Highwood and the Round Lake Area.
- 2/3 of our patients live below 100% of the Federal Poverty Level (2017 UDS)
- 32% of our patients are uninsured, 62% have Medicaid insurance or are dually eligible Medicaid/Medicare (2017 UDS)
- 31% of our patients are best served in a language other than English
- Health Center budget is approximately \$32-33M per year

**B. Utilization Update – PADS Shelters:** This agenda item is a summary of LCHD/CHC's outreach health services provided at PADS locations. PADS outreach health services are available each year from October until April. During the 2017-2018 PADS season, services were provided on Mondays at Shepherd of the Lakes Lutheran Church in Grayslake and Tuesdays at First Presbyterian in Libertyville. This was the first full PADS season where LCHD/CHC operated without grant support. While services were reduced slightly (down to two days a week from an average of 2.5 days/week) as a result of the reduction in funding, LCHD/CHC was able to provide

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a similar number of visits relative to previous years. Total expenses for the program (\$27,978.62) were also less than revenue generated from billable visits (\$40,094.06) for the PADS season so the program was self-sustainable. LCHD/CHC anticipates a similar implementation plan for the 2018-2019 season.

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

**D. Changes to Sliding Discount Schedule for Dental Services:** Business Manager Diane Pelli explained that in anticipation of the 2018 Health Resources and Services Administration (HRSA) site visit, we evaluated our existing sliding fee discount schedules to ensure compliance with HRSA requirements. We identified that the dental sliding fee discount schedule was not fully compliant with these requirements. Additionally, we recently received clarification from HRSA on the allowability of classifying dental services specifically into "service fees" and "lab/supply fees." This is allowable by HRSA and is designed to cover more of the agency cost for expensive dental services like dentures or partials that include supplies or laboratory work. We will be proposing the use of a nominal fee rather than a percent charge for dental services. We currently use a nominal fee for medical services. Nominal fees provide more transparent information to patients on the cost of services at the time of payment and, with medical services, have had a higher collection rate than percentage charges. Member Tarter asked how does this effect overall collections? Diane Pelli stated that our goal is to break even. Giving the rates ahead of time has made us successful at collecting from patients. We are testing the process.

**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. Chair Bejster asked dental is not up and running at Zion yet, correct? Dr. Cockey replied yes, it is not up and running yet. He will let the Governing Council know when it is ready to open. We are getting there.

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

**A. FQHC May 31, 2018:** Excess of \$634,404. It has dropped from April as we were a little over \$800,000. If you look at our revenue, Medicaid and Medicare is at 77% so we have gone up. FQHC report has been received from the auditors and we were able to turn in our Medicaid cost report. Cost report deadlines have been met. We do not have the overall financial reports yet. Hopefully we will get the rest of the reports soon. Member Fornero asked about the \$21 in revenue and where that came from. Business Manager Diane Pelli responded that is from jury duty. When an employee must go to jury duty, they can turn in their jury duty pay to us and they will get paid for the days.

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

**12. Old Business:** Member Brown stated at the last meeting we discussed wait times and he wanted to get his own data. From walking in the door to check-in in at the window, it took 3 minutes and 36 seconds for a nurse to come out and see him. Member Brown felt that was really good. Also, in consultation with the nurse to the doctor, it was 31 minutes 42 seconds.

**13. New Business:** Member Brown also wanted to discuss an incident he had at the Belvidere Health Center. He wrote a statement about what happened. Member Brown was in a waiting room at BMB working on an iPad when confronted about what Member Brown was doing and who he was. When Member Brown told them who he was and what he was doing, Member Brown wasn't believed. Being approached that way made Member Brown feel attacked and embarrassed. Member Brown felt discriminated against and did not know why he wasn't being believed. Member Brown stated it was a belittling experience as a black man. Member Brown had to think about his actions and words so that the person confronting Member Brown would not escalate the situation to the point of the police being called

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and Member Brown felt he could be arrested or killed. This has all been play out in the national news and it can happen anywhere. Member Brown didn't want to come back to the health department at the same time, it made Member Brown want to come back to change things. Bias and racism do exist and if we talk openly and acknowledge these things, there is a chance we can change things for the better. Learned behavior can be unlearned. Member Brown would like to challenge the health department to take on the topic of racism and bias seriously and to take advanced steps to address these issues in the clinic. Member Brown knows the Lake County Health Department (LCHD) can do better. ED Pfister replied that staff involved have apologized to Member Brown about this issue and the way they handled it. There is a concept of implicit bias, which is unconscious bias. LCHD created a sign that states everyone is welcome and the last thing we want is for anyone to feel unwelcome. Member Brown was even wearing his Governing Council badge and when he showed the employee his badge, the employee involved felt the need to still go confirm Member Brown was working with the STI clinic. What LCHD are going to do as an agency is look at the training provided and how people are greeted when they come to our clinics. ED Pfister apologized to Member Brown, LCHD could have done a better job. BMB is a difficult building as we have a lot of people who go there for harm reduction or WIC who don't have an appointment, so they don't check in at the front desk. LCHD are looking at ways to improve BMB.

Member Duque stated that with her job, Member Duque was at BMB for a training and the front desk person was not nice and was unprofessional. It was bad customer service. ED Pfister stated this all goes back to our core values. For example: If I'm sitting at that front desk and I'm giving poor customer service, what is the rest of the experience going to be? Member Brown said that it gave him the feeling of not wanting to come back, and that is not the feeling ED Pfister wants our patients to have. Everyone coming to the clinics should feel welcomed. When staff are talking on the phone, staff should be smiling, you can hear the smile on the other end. If a patient goes up to the front desk and they do not welcome you, or smile at you, it's the same concept. Chair Bejster said she is glad Member Brown shared his experience with us. ED Pfister stated he wants the Governing Council members to be honest with us, tell us what is going on at the clinics and share your experiences with us. ED Pfister stated he appreciates how Member Brown presented that to the Governing Council, Member Brown started with something optimistic and ended with something for LCHD to work on.

Member Duque asked who would be contacting members for HRSA site visit? Does everyone have to come? Dave McDermott replied that Jennifer Keel will be the person contacting you. Everyone from the Governing Council is invited, but we understand not everyone is available to attend.

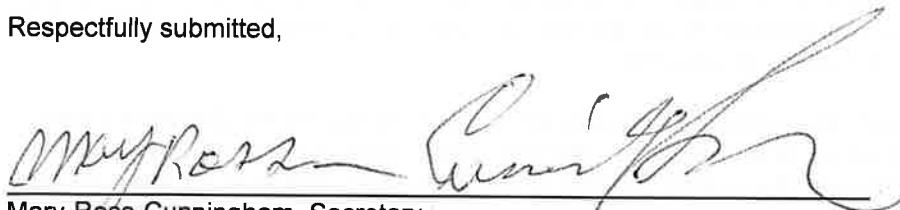
**14. EXECUTIVE SESSION:** There was no executive session at this meeting.

**15. Adjournment and Next Meeting:**

*Member White made the motion to adjourn. Member Fornero seconded the motion. All in favor. None opposed. Motion carried and approved. Meeting adjourned at 1:39 p.m.*

The next Governing Council meeting will take place Thursday, July 26, 2018 at 12:00 noon at the Health Department Board Room, 3010 Grand Avenue, Waukegan, IL 60085.

Respectfully submitted,



Mary Ross-Cunningham, Secretary