

## AGENDA ITEM 2

### LAKE COUNTY COMMUNITY HEALTH CENTER GOVERNING COUNCIL May 24, 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  
Mary Ross-Cunningham  
Robert Tarter  
Lester Washington  
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**

Patricia White

- 2. Approval of Minutes:**

#### **A. April 26, 2018 Regular Meeting**

*Member Ross-Cunningham made the motion to approve the regular meeting minutes from the April 26, 2018 meeting. Member Brown 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 clinic will be open on June 14<sup>th</sup>. We are very excited for our patients and our staff. The Governing Council is invited to the Zion ribbon cutting ceremony on July 9, 2018 at 1:30 pm. If anyone wants to see the new building before the ribbon cutting ceremony, we can arrange that. We have filled 15 of the 18 positions in the System of Care grant. This grant is for behavioral health and medical care for children and adolescents. We received the final letter from the Joint Commission and we have been accredited for the next 3 years. The Joint Commission will be back to review our progress. HRSA site visit will take place August 21-23.

- 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. Lisa Wolff-Claver (Part-time Dentist) – Dental Head Start/WIC and flex at all sites as needed

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

#### **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:

## AGENDA ITEM 2

1. Chhaya Chandel, MD, all sites as needed, Flex Pediatrician, 16 years
2. Irina Bolotnikov, DDS, Belvidere Heath Center, Part-time Dentist, 6 years

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

- C. Approval of Quality Management System Guide:** The aim of the QMS is to continuously assess and improve the quality of care and service delivery to positively affect health outcomes in our Lake County community. The guide aligns to the mission, vision, and values through the following activities: Setting key performance indicators (KPIs), reviewing and monitoring of KPIs, utilizing data to evaluate program processes and outcomes, reporting and communicating results, and recognizing quality initiatives. We will have a quality academy which will provide training to leaders. Member Washington asked if the Governing Council members could take the training as well. Executive Director Mark Pfister stated yes, we can send out the link for you to participate. Member Tarter asked who will be accountable for meeting the goals? ED Pfister stated The Directors will be held accountable. Director of Clinical Operations says this is not about quality control, but about finding what works. Chairperson Bejster asked if PDSAs could be presented to the Governing Council. ED Pfister stated that when we have a PDSA, they will be presented first to the Quality Council and if it is a successful PDSA, we will bring to the Governing Council.

*Member McConico made the motion to approve the 2018-2019 Quality Management System Guide as presented. Member Washington seconded the motion. All in favor. None opposed. The motion carried and approved.*

- D. Approval of 2017 Annual Report:** The Lake County Health Department is required by statute to produce an annual report. This year's report highlights the organization's progress towards accomplishing its 2017-2019 Strategic Plan goals. The report incorporates data, summaries of key accomplishments, and personal success stories reflecting the five levels of our Health Impact in 3 Years (HI-3) strategy: Social Determinants of Health, Changing the Context, Proactive Sustainability, Clinical Programs, and Prevention & Education. It reveals how successful collaboration within our own programs and with external stakeholders can help to address barriers to health in Lake County. ED Pfister thanked staff specifically Hannah Goering and Brian Louie for the great and creative job they did on the report. Chairperson Bejster said they did such a wonderful job.

*Member Tarter made the motion to approve the 2017 Annual Report. Member Duque seconded the motion. All in favor. None opposed. The motion carried and approved.*

- E. Approval of Scope Change – Changes In Services Listed on Scope:** LCHD/CHC is in the process of updating its scope in anticipation of the August 2018 operational site visit from HRSA. Several scope changes were approved at the April 2018 Governing Council meeting. For the purposes of the scope, Column I services are provided directly by LCHD/CHC; Column II services are provided contractually with LCHD/CHC paying for the services; Column III services are provided through a contractual, referral relationship where LCHD/CHC does not pay for the service. Member Ross-Cunningham asked if we are no longer delivering babies at Vista in Waukegan? ED Pfister stated that before we had an agreement with Vista, who provided the physicians to see our prenatal patients and Vista cancelled the contract. What we decided to do is to enter into a contract with the physicians directly who have continued to see our prenatal patients. The only thing that has changed is who is paying the physicians. Vista used to pay the physicians for seeing our patients, now we pay the physicians directly. All physicians we hire for our prenatal department have privileges with Vista.

*Member Tarter made the motion to approve the removal of mental health services from column III. Member McConico seconded the motion. All in favor. None opposed. The motion carried and approved.*

## AGENDA ITEM 2

*Member Fornero made the motion to approve the removal of substance abuse services from column III. Member Withem-Voss seconded the motion. All in favor. None opposed. The motion carried and approved.*

*Member Tarter made the motion to approve the removal of well child services from column III. Member Duque seconded the motion. All in favor. None opposed. The motion carried and approved.*

*Member Brown made the motion approve the removal of obstetrical care (including prenatal, intrapartum and post-partum care) from column II. Member Tarter seconded the motion. All in favor. None opposed. The motion carried and approved.*

- F. Approval of Governing Council Membership Renewal:** Carolina Duque has completed her one-year term and have expressed an interest in renewing their appointment to the Governing Council. Her new term would end May 2020.

*Member Ross-Cunningham made the motion to approve the renewal of membership for a two-year term for Carolina Duque ending May 2020. Member Fornero seconded the motion. All in favor. None opposed. The motion carried and approved.*

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

**7. Informational Items:**

**A. Patient Satisfaction Survey Results:** With these results, we would give patients a paper survey to complete after their appointment. We are now installing iPads for patients to complete the satisfaction survey. The survey will have clinic specific questions, so we will be able to drill down further unlike on the paper surveys. The data in the packet is compared to Midwest Clinicians Network data, as we wanted to show you comparison data. Member Tarter stated about 20 years ago, we were able to get wait times down, what has happened now that they have gone back up? ED Pfister stated that previously, patients would take a number but that would cause patients to be checked in out of appointment order. Director of Clinical Operations Loretta Dorn stated we have revamped the check-in process at North Chicago which we will be rolling out to all the other sites. We have added a greeter to the check-in process to help assist patients once they arrive at the clinic.

**B. Clinical Risk and Patient Safety Management Report:** The report communicates activities and outcomes related to the identification and reduction of clinical risks, action plan successes achieved, and outstanding issues that need input or support for action or resolution. We now have a new electronic incident reporting system that has been working very well for us. ED Pfister stated he is happy we have found a great system. Previously, all incidents were completed on a paper form and that HR would have to track down the form. Now that everything is electronic, it has made it easier to track and know what is going on.

**8. Chief Medical Officer's Report:** Dr. Hassib's monthly report was included in the Governing Council packet. Member Fornero asked how LCHD is a part of medical marijuana? Director of Business Operations Jerry Nordstrom stated that our providers do not prescribe medical marijuana but can attest to the conditions of our patients. ED Pfister stated that marijuana is still illegal with the federal government and we receive funding from the federal government.

**9. Dental Director's Report:** Dr. Cockey's monthly report was included in the Governing Council packet. Zion dental chairs have been installed in the new clinic. Another month or so and dental will be up and running at the new Zion clinic.

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

**A. FQHC April 30, 2018:** FQHC February report was included in the Governing Council packet. Excess of \$821,299 and we are doing very well. The new auditors are about a month behind. We have had to ask for an extension for the Medicaid cost report and have received the extension until June 30<sup>th</sup>. We are awaiting confirmation from the auditors as to when they will be able to present to the Governing Council. Member Fornero asked why the property tax amounts were

## AGENDA ITEM 2

different in the annual report and the FQHC report. Director of Finance Pam Riley replied that the annual report numbers are for the entire Health Department and what is on the April report is only FQHC. Member McConico asked what the difference was between Medicaid and Medicare? Director Riley stated that Medicare would be a primary insurance and Medicaid your secondary. Member McConico stated that he does have employer insurance, and does he have to use that first? Director Riley stated to present both your insurance card and Medicare card when you come for your appointment. Your employer insurance will be your primary then Medicare your secondary.

- 11. Reports of Committees:** There was no reports at this meeting.
- 12. Old Business:** There was no new business at this meeting.
- 13. New Business:** Member McConico asked what the difference is between the terms mental health and behavioral health? ED Pfister stated that behavioral health encompasses both mental health and substance abuse where mental health does not include substance abuse.

### **EXECUTIVE SESSION:**

*Member Duque made the motion to go into executive session at 1:11 p.m. Member Ross-Cunningham seconded the motion. All in favor. None opposed. The motion carried.*

*Discussion followed in closed session.*

*Member Fornero made the motion to go out of executive session at 1:13 p.m. Member McConico seconded the motion. All in favor. None opposed. The motion carried.*

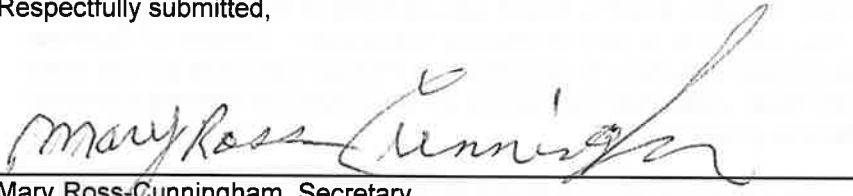
*Member Ross-Cunningham made the motion to keep the Governing Council Executive Session minutes closed to the public. Member Fornero seconded the motion. All in favor. None opposed. The motion carried.*

### **14. Adjournment and Next Meeting:**

*Member Withem-Voss made the motion to adjourn. Member Washington seconded the motion. All in favor. None opposed. Motion carried and approved. Meeting adjourned at 1:13 p.m.*

The next Governing Council meeting will take place Thursday, June 28, 2018 at 12:00 noon at the Health Department Board Room, 3010 Grand Avenue, Waukegan, IL 60085.

Respectfully submitted,



Mary Ross-Cunningham, Secretary