

AGENDA ITEM 2

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

1. **Call to Order:** Governing Council Chairperson Mallory Bejster thanked everybody for coming and called the meeting to order at 12:05 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
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

Robert Tarter
Patricia White

2. **Approval of Minutes:**

A. February 22, 2018 Regular Meeting & Executive Session Minutes

Member Ross-Cunningham made the motion to approve the regular meeting minutes from the February 22, 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:** We are mandated by state statute to have an annual report. In addition to the written report, we decided to create a video to talk about our accomplishments in 2017. We wouldn't be able to do what we do without the support of the Governing Council, Board of Health, and the County Board. Thank you to Mallory Bejster and Tim Sashko for being in the video. Video was shown to the Governing Council. Chairperson Bejster stated the video turned out great.

The new Zion clinic is on target to be up and running on time to open in June. We will have a ribbon cutting ceremony on July 9th at 1:00 pm at the new Zion site. The current building will be demolished, and a parking lot will take its place. We are looking forward to all of you attending the ribbon cutting ceremony.

Our next Governing Council meeting is May 24th and we need everyone there to approve items before the FTCA audit in June. It is imperative you attend in May. Thank you for all you do for the Health Department. If you cannot attend, please tell Jennifer. If we do not have a quorum for May 24th, we will reschedule the meeting for another day in May.

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. Faya Kacos-Shiu, (Full-time) - Licensed Clinical Social Worker for our Mental Health Program at the Belvidere Health Center

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2. Dr. Ashok Nagella (Full-time) - Child/Adolescent Psychiatrist for Behavioral Health Program at Grand Ave.
3. Kimberly Watts, (Full-time) - Licensed Clinical Social Worker. Ms. Watts is transitioning from non-FQHC to FQHC for our Addiction Treatment Program (ATP)

Member Ross-Cunningham made the motion to accept the credentialing and privileging of the above-mentioned providers. Member Washington 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:

1. Danilo Alesna, MD-North Chicago Health Center, Full-time, Pediatrician, 22 years
2. Elisabeth DeSaPereira, MD-Grand Ave. Health Center, Contractual with Genoa, Child & Adolescent Psychiatrist **Previously worked full-time at Grand Ave., until she retired in October 24, 2017, 22 years
3. Grettel Donahue, MD-Belvidere Health Center, Part-time, Pediatrician, 2 years
4. Joseph Gibes, MD-North Shore Health Center, Flex working with Residents, Family Medicine, 11 years
5. Shehwar Khan, MD-All sites as needed, Flex, Family Medicine, 4 years
6. Ann Trauscht, MD-Belvidere Health Center, Part-time, Family Medicine, 26 years
7. Miriam Whiteley, MD-North Shore Health Center, Flex working with Residents, Family Medicine, 10 years

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

C. Approval of Clinical Risk and Patient Safety Plan: As a Federally Qualified Health Center, the Lake County Health Department (LCHD) is eligible to participate in and receive medical malpractice liability coverage from the Health Resources and Services Administration (HRSA). This coverage provides protection with the Federal government acting as our primary insurer. There is no cost to the LCHDCHC. LCHD must meet specific requirements to attain a deemed status. Renewal of this application must be done on an annual basis. With increasing focus on patient safety and minimizing clinical risks, LCHD has created a Clinical Risk and Patient Safety Plan. This Plan captures and documents the risk related specific goals, activities and communications of the organization. We now also have an electronic system for reporting and tracking incident reports.

Member Washington made the motion to approve the Clinical Risk and Patient Safety Plan as presented. Member McConico seconded the motion. All in favor. None opposed. The motion carried and approved.

D. Approval of Schedule of Discounts: The Department of Health and Human Services has updated the federal poverty guidelines for 2018. Primary Care Services is required to provide services at a discounted rate for those individuals and families who earn annual income greater than 100% and up to and including 200% of the federal poverty guidelines. The Medical, Dental and Mental Health programs in Primary Care that are included in the FQHC are required to follow section 330(k) (3) (G) for the Public Health Services Act, 42 USC. A nominal fee/ flat rate based on poverty levels for medical and laboratory services was previously approved by the Governing Council and is referenced on the attached form. The federal poverty guidelines have changed, and we are requesting to update our sliding fee scale accordingly as of April 1, 2018.

The Family Planning Program under Title X of the Public Health Services Act and Illinois State regulations under the Illinois Family Planning Services Code requires a schedule of discounts for income to 250% of the federal poverty guidelines with 5 – 8 breaks, which must be no higher than 25% and proportional. This change in federal poverty guidelines is requested to go into effect on July 1, 2018.

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Member Fornero made the motion to adopt the updated Department of Health and Human Services federal poverty guidelines for the sliding fee scales for Medical, Family Planning, Behavioral Health and Dental services provided in the FQHC as of April 1, 2018 and July 1, 2018 as recommended. Member Withem-Voss seconded the motion. All in favor. None opposed. The motion carried and approved.

- E. Approval of 2018 Compliance Work Plan:** The summary for the 2017 Compliance Work Plan briefly describes accomplishments and evidence of work to satisfy the identified gaps or areas for improvement. The 2018 Compliance Work Plan provides a general description of work to be done across a wide range of compliance-related topics. The proposed activities and outputs for the coming year address current and future needs for new or improved policies, procedures, and resources. The resulting changes to the plan promote compliance and support staff efforts across a range of responsibilities. If you have any additional questions after today's meeting, please contact Jerry Nordstrom.

Member Washington asked if anyone can attend the grants training. Jerry Nordstrom responded that we are currently putting the training together and that we can present something to the Governing Council.

Member Brown made the motion to accept the summary for the 2017 Compliance Work Plan and to approve the proposed 2018 Compliance Work Plan. Member Ross-Cunningham seconded the motion. All in favor. None opposed. The motion carried and approved.

- F. Approval of Scope Change – Changes in Operating Hours:** In anticipation of the HRSA operational site visit scheduled for August 2018, LCHD/CHC is bringing its full slate of operating hours to the Governing Council for approval. While no major changes have occurred in the operating hours, this agenda item will show current approval by the GC for the site's business hours. We have increased hours at several locations to expand evening and Saturday hours. The School Based Health Center changes increase days open from three to four days along with evening hours to accommodate parents who work during the day.

Member Washington made the motion to approve the full slate of operating hours for all Lake County Health Department and Community Health Center Federally Qualified Health Center locations. Member McConico seconded the motion. All in favor. None opposed. The motion carried and approved.

- G. Approval of Scope Change – Changes in Services Listed on Scope:** In anticipation of the HRSA operational site visit scheduled for August 2018, LCHD/CHC is making several minor adjustments to its scope of services. This agenda item submits those proposed changes to the Governing Council for approval. In March of 2018, LCHD reviewed the current services, sites and other activities listed on the scope to see how they aligned with current services being delivered. This step was taken to identify any potential changes that should be made in anticipation of the HRSA site visit scheduled for August 2018.

LCHD is proposing that five changes be made to the current scope of services and other activities on file with HRSA. These changes are listed below with a brief explanation on each. Please note that these do not represent any service changes. Rather, these changes are being taken to align the current scope with actual services currently being provided. Executive Director Mark Pfister stated that health fairs do not accomplish what we want to do. We want people to have a medical home. We still provide information at different fairs, but we do not offer services. We want to make sure people are getting continuous care. Member Washington asked about transportation for clients? ED Pfister stated that we are looking at possibly working with Lyft or Uber, but there are some contractual issues. By changing the scope, we are transporting clients in employee's personal vehicles. Member Washington stated that Catholic Charities is having issues with transportation. ED Pfister stated that transportation is a major issue in Lake County. We need feedback from our clients, so we know what they need. We are looking at different options for our clients.

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Member Fornero made the motion to approve the addition of screening services under column II. Member Washington seconded the motion. All in favor. None opposed. The motion carried and approved.

Member Ross-Cunningham made the motion to approve the addition of transportation services under column I and column III. Member Withem-Voss seconded the motion. All in favor. None opposed. The motion carried and approved.

Member Fornero made the motion to approve the removal of mental health services from column II. Member Withem-Voss seconded the motion. All in favor. None opposed. The motion carried and approved.

Member Brown made the motion to approve the removal of substance abuse services from column II. Member Ross-Cunningham seconded the motion. All in favor. None opposed. The motion carried and approved.

Member Withem-Voss made the motion to approve the removal of Annual Health Fairs from Form 5C: Other Activities and Locations. Member Ross-Cunningham seconded the motion. All in favor. None opposed. The motion carried and approved.

- H. Approval of FY2019 Budget Timetable:** The Joint Budget Committees of the Board of Health, Governing Council and TB Board, will begin work following preparation of the proposed FY2019 budget by the Executive Director and senior staff. July 11th – budget packets will be sent out to the Governing Council. July 18th at 6:00 p.m. – Budget presentations to the Governing Council and Board of Health budget committee members. July 27th – Governing Council will approve the budget at the regular Governing Council meeting.

Member Washington made the motion to adopt the Budget Timetable for the process of developing the FY2019 budget. The Budget Timetable will be subject to modification as needed to complete the process of budget development in time for approval by the Board of Health on July 25, 2018 and Governing Council on July 26, 2018. Member Fornero seconded the motion. All in favor. None opposed. The motion carried and approved.

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

- A. Approval of 18,300 in funding from Illinois Department of Public Health for Title X Family Planning Program:** The Lake County Health Department and Community Health Center has been awarded \$18,300 in additional funding from the Illinois Department of Public Health to support the Title X Family Planning Program. Funds will be used to offset existing salary, benefit and supply costs. The grant period for the project remains July 1, 2017 – June 30, 2018.

Member Ross-Cunningham made the motion to approve \$18,300 in additional funding from the Illinois Department of Public Health to support the Title X Family Planning Program. Member Washington seconded the motion. All in favor. None opposed. The motion carried and approved.

7. Informational Items:

- A. 2017 UDS Data Review:** We still do not have the comparison data between us and other health centers. That data should be available towards the end of the summer. Member McConico asked if we have others that come and look at what we are doing? ED Pfister stated yes, we have the Joint Commission and we are working on our accreditation. We are working on the ambulatory survey and completing our findings report. Member Washington asked if we have a call center and what the protocol is. ED Pfister responded that yes, we have a call center. The call center schedules appointments for our clinics. Kim Burke has been promoted to Director of Healthcare Operations and we will be transitioning the Call Center under her. She will be looking at the model and how we are staffing. Diane Pelli has been doing a lot of training with our frontline staff. We want to make sure you get the same customer service at each of our health centers.
- B. 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.

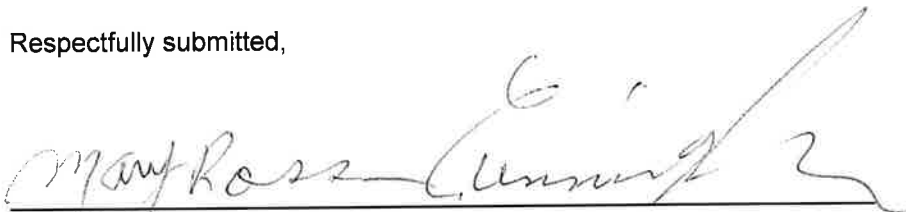
C. Infection Control Plan: The attached Infection Control Plan will be presented to both HRSA and Joint Commission. The plan shows how we insure patients do not get infections from our health centers.

- 8. Chief Medical Officer's Report:** Dr. Hassib's monthly report was included in the Governing Council packet. Member Washington asked what we are doing to let people know what we are doing? ED Pfister stated we have found out that people do not like to read things anymore, so we are getting the word out on social media. We do not have competitors who have all the same services we have so we must get the word out to the community. For Zion, we got people on the ground going door to door to talk about the health center. A lot of people who live near the Zion Health Center didn't even know we were there.
- 9. Dental Director's Report:** Dr. Cockey's monthly report was included in the Governing Council packet.
- 10. Director of Finance's Report:**
 - A. FQHC February 28, 2018:** FQHC February report was included in the Governing Council packet.
 - B. FQHC March 31, 2018:** FQHC March report was included in the Governing Council packet. Pam Riley stated the new audit firm is auditing and won't be done until the end of May. The results will be brought to the Governing Council once complete.
- 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 Brown asked about following up with patients after their appointment. He had received a referral for a specialist. After his appointment with the specialist, the specialist's nurse called to check on him. Member Brown stated he knows doctors have issues with time, but can our nurse's follow up with patients? ED Pfister stated that we are going to look at staffing to make sure everything is done appropriately and effectively.
- 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 Brown seconded the motion. All in favor. None opposed. Motion carried and approved. Meeting adjourned at 1:29 p.m.

The next Governing Council meeting will take place Thursday, May 24th, 2018 at 12:00 noon at the Health Department Board Room, 3010 Grand Avenue, Waukegan, IL 60085.

Respectfully submitted,



Mary Ross-Cunningham, Secretary

