

WILL COUNTY COMMUNITY HEALTH CENTER  
GOVERNING COUNCIL

MINUTES

December 3, 2008

---

**MEMBERS PRESENT**

Billie Schimanski, Chair  
JoAnne DeBarbera  
Steve Wilhelmi  
Rev. Lishers Mahone, Secretary  
Tirza Urizar  
John Galvan, Vice Chair

**MEMBERS ABSENT**

Mary Ann Deutsche, Treasurer  
Steven Davis

**WCHD STAFF PRESENT**

John Cicero  
Joy Yasko

**WCCHC STAFF PRESENT**

Mary Coffey, CEO  
Felicia Hughes  
Nicole DeSavieu  
Connie Montemayor  
Paulene Reese  
Martel Warden  
DeAnn Bednowicz

**OTHERS PRESENT**

Michael Woods, Assistant States Attorney  
Phil Mock, Assistant States Attorney  
John Hines, President, Will County Board of Health  
Imelda Delreal – Interpreter for Ms. Urizar  
Mary Kay Ayers, CNM, Doctorate Student

**I. Call to Order**

The monthly meeting of the Will County Community Health Center Governing Council was held at the Will County Community Health Center, 1106 Neal Avenue, Joliet, IL and was called to order at 5:43 p.m. by Billie Schimanski, Chair.

**II. Mission Statement**

Rev. Lishers Mahone read the Mission Statement.

**Roll Call – Quorum present**

Ms. Schimanski announced a change to the Agenda – the Executive Session would be moved to the front of the Agenda.

### III. EXECUTIVE SESSION

At 5:45 p.m. Rev. Mahone moved, Ms. DeBarbera second, to go into Executive Session to discuss personnel/legal matters.

**Roll call vote:** Ms. Schimanski, "Yes"; Rev. Mahone "Yes"; Ms. Urizar "Yes"; Mr. Wilhelm "Yes"; Mr. Galvan "Yes"; Ms. DeBarbera, "Yes".

### OPEN SESSION

Ms. Schimanski declared an Open Session at 6:05 p.m.

### IV. Chair's Comments

Ms. Schimanski reported that Mr. Cicero, Mr. Hines and Ms. Coffey attended the Healthy Community Commission meeting at which Mr. Cicero and Ms. Coffey presented an overview of the Community Health Center. Ms. Schimanski would like Ms. Coffey and Mr. Cicero to give the presentation to the Governing Council. Ms. Schimanski stated it was a very good representation of the health center and thanked Ms. Coffey and Mr. Cicero for their hard work.

### V. Chief Executive Officer's Comments

Ms. Coffey introduced DeAnn Bednowicz, our new Dental Program Manager.

Ms. Coffey noted the Healthy Community Commission meeting went very well and the members were very interested and impressed with the services we offer.

Mr. Cicero and Ms. Coffey will be meeting with Pamela Davis, CEO at Edwards Hospital on December 11<sup>th</sup> and Rick Mace at Adventist Hospital on January 22<sup>nd</sup> to discuss OB services.

Mr. Cicero and Ms. Coffey will meet with Larry Walsh and a lobbyist for assistance in securing additional 330 baseline funding.

Illinois Primary Health Care Association would like to feature one of our patients in a special edition that is being prepared for legislators. The center was chosen because of the relationship with the Health Department and the number of services offered. Ms. Urizar agreed to be the patient featured.

The Center received a \$1,000.00 Community Grant from Wal-Mart.

Barnes & Noble donated \$2,300.00 through a Wal-Mart grant for the Reach Out & Read Program. They also held a fundraiser for our Reach Out & Read Program which was organized by the Alpha Lambda Phi Society of Joliet Junior College. Mayor Claar donated \$300.00 to purchase books for the program. Barnes & Noble gave customers the option of donating to the program and now offer it at their stores nationwide. Rita Giannattassio, Health Education Specialist, coordinated and participated in the program on behalf of the Health Center.

Dr. Cheryl Clarke, an OB/GYN candidate from Texas, is still very interested in the vacancy. Negotiations are underway.

Dr. Milo (Pediatrics), Dr. Balbarin (Family Medicine), Nancy Moore, NP (Pediatrics), Joanne Boyd, NP (OB/Gyn), and Dr. Pillai (Family Medicine) have renewed their contracts for three years.

## VI. APPROVAL OF MINUTES –

Rev. Mahone moved, Ms. DeBarbera second to approve the October 28, 2008 Special Meeting minutes. Ms. Schimanski, "Yes"; Rev. Mahone "Yes"; Ms. Urizar "Yes"; Mr. Wilhelmi "Yes"; Mr. Galvan "Abstain"; Ms. DeBarbera, "Yes". **Motion carried.**

Rev. Mahone moved, Mr. Galvan second, to approve the November 5, 2008 Meeting Minutes. Ms. Schimanski, "Yes"; Rev. Mahone "Yes"; Ms. Urizar "Yes"; Mr. Wilhelmi "Yes"; Mr. Galvan "Yes"; Ms. DeBarbera, "Yes". **Motion carried.**

Ms. DeBarbera moved, Rev. Mahone second, to approve the minutes of the November 5, 2008 Executive Session meeting of the Governing Council. Ms. Schimanski, "Yes"; Rev. Mahone "Yes"; Ms. Urizar "Yes"; Mr. Wilhelmi "Yes"; Mr. Galvan "Yes"; Ms. DeBarbera, "Yes". **Motion carried.**

## VII. Department Financial Reports

Ms. Adamic-Albert reported on the 2009 Budget which was adopted by the Will County Board on November 24, 2008.

Ms. Adamic-Albert reported on the Financial Statement as distributed, reviewing the schedule of revenues and expenditures for the month of October. The State of Illinois remains delinquent in Medicaid payments. To date they are \$2.44 million dollars in arrears.

Mr. Cicero reported there are serious statewide cash flow issues which affect the Health Center and Health Department activities. Mr. Cicero will be working with County committees to determine if we need to borrow money from the County until some of the outstanding payments are received or until June when the tax dollars are disbursed.

Ms. Adamic-Albert presented the provider productivity reports as distributed.

## VIII. Reports from Managers

Ms. Reese, Laboratory Supervisor, reported:

- The extended hours are productive and the providers and patients have expressed their appreciation.
- The new billing process has been implemented.

Ms. Coffey reported that due to negotiations with Quest, we will be receiving a \$40,000.00 account credit.

Felicia Hughes, Office Supervisor & Family Planning Coordinator, provided the following departmental update:

### Registration

- Developing training schedule.
- Developing productivity plan for registration staff. This will help determine any additional training needs; bottlenecks and staffing scheduling needs.
- Training clerks to collect co-pays.

### Billing

- Completed through October 21<sup>st</sup>
- Working with key staff to develop training schedule.
- One vacancy for a Reimbursement Specialist.

#### Appointments

- Working with Kristin Shields, Communication Manager, to establish if phone system capabilities are fully utilized.
- Working on streamlining calls to designated staff beyond the schedulers to help with call flow.

#### Family Planning

- The formal report from Doris DeMorst was received on November 10, 2008. The corrective action plan is due to her by December 9, 2008.
- The Family Planning RFP (Request for Proposal) was ready for downloading on November 12, 2008. The application/proposal is due in Springfield, December 19, 2008 by 4:00pm. Any proposals received after the 19<sup>th</sup> will not be accepted. Notification by the Department regarding funding decisions will be received approximately by March 31, 2009.

On November 20, 2008 Ms. Hughes met with the regional Family Planning Coordinators at the DeKalb County Board of Health. It was an open forum for questions and answers and suggestions.

Nicole DeSavieu, OB Supervisor, presented the OB/Gyne department update as follows:

- An all staff meeting was held and the staff received a brief overview of the Family Planning Audit and results from Felicia Hughes.
- A nurse practitioner candidate was interviewed.
- A total of 1,610 patients were seen in OB/Gyne from October 22<sup>nd</sup>-November 14<sup>th</sup>.
- Dr. Albi returned from vacation on November 17, 2008.
- Paula Overstreet, NP, will be starting on December 15<sup>th</sup>.

Connie Montemayor, Quality/Risk Management Coordinator, Interim Medical Records/Dental Manager presented the following updates:

#### Medical Records

- Turnover of supervision of Medical Records to new Program Manager will be effective January 2009.
- Archiving and Destruction of Medical Records is targeted for January.
- Streamlining the process for Medical Records release of OB patients records to referring hospitals will be undertaken.

#### Dental Clinic

- A new Dental Program Manager started on December 1<sup>st</sup>.
- Dr. Karagiannis began working as a contractor on November 14<sup>th</sup>.
- Dr. Gottumukkula's last day will be December 3<sup>rd</sup>.

#### Quality/Risk Management

- Ongoing work is being undertaken to identify and communicate to involved staff the guidelines and processes for quality reviews.
- Complaints/grievances have been followed through with the parties concerned.

- The results of the Patient Satisfaction Survey for July to September 2008 were shared in the November 14 staff meeting. The areas that can be improved were identified. It was also shared the majority of complaints received were related to provider/staff behavior when interacting with the patients. Tips on Handling Difficult Patients were handed out to staff. The need to complete Incident Reports was stressed.

Ms. Montemayor reported the manager's reports will also be presented at the monthly staff meetings.

Ms. Coffey welcomed Martel Warden back from active duty.

## IX. Old Business

### OB Call Coverage

Ms. Coffey reported the provider on-call schedule for the month of December has been finalized.

Mr. Woods reported negotiations are progressing with Silver Cross Hospital regarding the Physician Service Affiliation Agreement. The agreement is expected to be finalized in January.

## X. New Business

### A. Policies & Forms

Ms. Coffey presented Policy QRM-0034, Hospitalist Discharge Instructions for Follow-Up for approval.

Rev. Mahone moved, second Ms. DeBarbera to approve Policy QRM-0034.

**Roll Call Vote:** Billie Schimanski "Yes"; Rev. Mahone "Yes"; John. Galvan, "Yes"; Tirza Urizar, "Yes"; Joanne DeBarbera "Yes". **Motion carried.**

Ms. Coffey presented the Authorization to Release Medical Records for approval. The expiration date will change from 90 days to one year.

Rev. Mahone moved, second Mr. Galvan to approve the Authorization to Release Medical Records with the expiration date changed to one year. Mr. Wilhelmi moved to use previous roll call, second Rev. Mahone. **Motion carried.**

Ms. Coffey presented the Refusal to Permit Medical Treatment – Adult and Refusal to Permit Medical Treatment – Minor forms for approval. Both forms will be available in Spanish.

Ms. DeBarbera moved, Rev. Mahone second to approve the Refusal to Permit Medical Treatment – Adult and Refusal to Permit Medical Treatment – Minor forms. Mr. Wilhelmi moved to use previous roll call, second Mr. Galvan. **Motion carried.**

### B. Doctorate of Nursing Midwifery Birth Center Project

Ms. Coffey introduced Mary Kay Ayers, CNM, APN. Ms. Ayers is furthering her education and is working on her Doctorate. She is requesting permission to work in the center to complete her project. Her project question is "Could Birth Center care, with midwife providers, be a viable alternative to standard maternity care in the Joliet community and be an acceptable alternative to a culturally diverse, low income, population and low-risk pregnant women?"

This project and residency would last 1 to 1½ years and include:

- Survey of intended population utilizing the birth center model, market survey, or other appropriate tool. Survey tool will be translated into Spanish
- Focus groups of intended population
- Interviews with key stake holders and staff

Findings would be presented to the Governing Council. Discussion ensued.

Mr. Wilhelmi moved, Rev. Mahone second, to approve Ms. Ayers' project as presented. **Motion carried.**

C. Approval of Governing Council Meeting Dates – 2009

Rev. Mahone moved, Mr. Galvan second to approve the 2009 meeting dates. **Motion carried.**

D. Approval of Information & Education Family Planning Materials

The Family Planning Information and Education Materials were reviewed and approved by the Governing Council. This committee of the Governing Council is responsible for reviewing and approving all materials prepared for family planning patients and community outreach. There were no new materials presented this year. An itemized listing of materials was included in the board packet. The Committee members and representation included:

<u>Name</u>	<u>Representation</u>
Billie Schimanski	Professional/Community Citizen
John Galvan	Consumer
Rev. Lishers Mahone	Clergy/Community Citizen
Tirza Urizar	Consumer
JoAnne DeBarbera	Consumer
Steve Wilhelmi	Consumer

After reviewing the materials and considering community standards, patient education and cultural background, Rev. Mahone moved, Ms. DeBarbera second to approve the Information and Education Family Planning Materials. **Motion carried.**

E. Approval of 2009 Budget

Mr. Wilhelmi moved, Rev. Mahone second, to approve the 2009 Budget. **Motion carried.**

F. Approval of Reach Out and Read Contract

Ms. Coffey presented the Reach Out and Read Contract for the Board's approval.

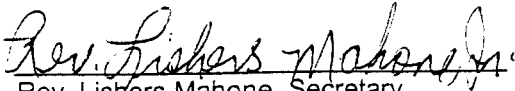
Rev. Mahone moved, Mr. Wilhelmi second, to approve the Reach Out and Read Contract. **Motion carried.**

**VIII. COUNCIL CONCERNS AND COMMENTS – NONE**

IX. ADJOURNMENT

Rev. Mahone moved, Mr. Wilhelmi second, to adjourn. Motion carried and the Regular Meeting adjourned at 7:00 p.m.

Respectfully submitted,

  
Rev. Lishers Mahone, Secretary

  
Cheryl Leone, Executive Assistant