

Minutes of the Meeting of the Board of Directors of the Cook County Health and Hospitals System (CCHHS) held on Friday, April 26, 2024 at the hour of 9:00 A.M., at 1950 West Polk Street, Room 5301, in Chicago, Illinois.

I. Attendance/Call to Order

Chair Taylor called the meeting to order.

Present: Chair Lyndon Taylor and Directors Jay Bhatt, DO, MPH, MPA; Robert Currie; Raul Garza; Joseph M. Harrington; Robert G. Reiter, Jr.; Sam A Robinson, III, PhD; and Tanya R. Sorrell, PhD, PMHNP-BC (8)

Remotely Present: Vice Chair Hon. Dr. Dennis Deer, LCPC, CCFC (1)

Absent: Director Mia Webster Cross, MSN, RN (1)

Director Harrington, seconded by Director Currie, moved to allow Vice Chair Deer to remotely participate as a voting member in this meeting. THE MOTION CARRIED UNANIMOUSLY.

Additional attendees and/or presenters were:

Claudia Fegan, MD – Chief Medical Officer
LaMar Hasbrouck, MD – CCDPH Chief Operating Officer
Jeff McCutchan – General Counsel
Erik Mikaitis, MD – Interim Chief Executive Officer
Angela O’Banion – Chief Information Officer
Alisha Patel – Assistant General Counsel

Carrie Pramuk-Volk – Interim Chief Human Resources Officer
Deborah Santana – Secretary to the Board
Neela Satyanarayan - Program Coordinator for the Tobacco Prevention and Control Program
Alex Sauper, MD – Chair, Surgical Critical Care and Head of Robotics Steering Committee
Craig Williams – Chief Administrative Officer

The next regular meeting of the Board of Directors is scheduled for Friday, May 31, 2024 at 9:00 A.M.

II. Employee Recognition (details included in Attachment #2)

Dr. Erik Mikaitis, Interim Chief Executive Officer, recognized a number of employees for their outstanding work.

III. Public Speaker Testimony (Attachment #1)

The following individuals presented public testimony.

1. Domenica Flanagan – NNOC, Re: SANE nursing practice and union’s demand to impact negotiations
2. Feby George – NNOC/NNOC Committee RNs, re: internal nurse practitioner job opportunities in the CCH System

Written testimony submitted (included in Attachment #1)

Francesca Ifyfrann Takpor – NNOC/Public Health Nurse
Linda Magee – NNOC/Public Health Nurse
Susan Harris – NNOC/Public Health Nurse
Laetitia Kalombo – NNOC/Public Health Nurse
Oghonwen Ogbeide – NNOC/Public Health Nurse
Cristina Guerrero – NNOC/Public Health Nurse
Brenda Langford - NNOC

IV. Board and Committee Reports

A. Board of Directors Meeting Minutes, March 22, 2024

Chair Taylor inquired whether any corrections or revisions to the minutes were needed.

Director Harrington, seconded by Director Currie, moved to approve Item IV(A) the Minutes of the Board of Directors Meeting of March 22, 2024. THE MOTION CARRIED UNANIMOUSLY.

B. Audit and Compliance Committee Meeting, April 19, 2024

i. Meeting Minutes, which include the following action items:

- Approval of 2024 CountyCare Compliance Plan
- Approval of 2024 CountyCare Fraud, Waste and Abuse Plan
- Approval of Internal Audit Charter

Director Harrington provided an overview of the Meeting Minutes. The Board reviewed and discussed the information.

Director Harrington, seconded by Director Sorrell, moved to approve Item IV(B) the April 19, 2024 Minutes of the Audit and Compliance Committee Meeting, which include the approval of the 2024 CountyCare Compliance Plan; the 2024 CountyCare Fraud, Waste and Abuse Plan; and the Internal Audit Charter. THE MOTION CARRIED UNANIMOUSLY.

C. Managed Care Committee Meeting, April 19, 2024

i. Meeting Minutes

Director Currie provided an overview of the Meeting Minutes. The Board reviewed and discussed the information.

Director Harrington, seconded by Director Garza, moved to approve Item IV(C) the April 19, 2024 Minutes of the Managed Care Committee Meeting. THE MOTION CARRIED UNANIMOUSLY.

D. Quality and Patient Safety Committee Meeting, April 19, 2024

i. Meeting Minutes, which include the following action items:

- One (1) Stroger Hospital Department Chair Reappointment
- Stroger Hospital and Provident Hospital Medical Staff Appointments / Reappointments / Changes

Director Bhatt provided an overview of the Meeting Minutes. The Board reviewed and discussed the information.

Director Sorrell, seconded by Director Harrington, moved to approve Item IV(D) the Minutes of the Quality and Patient Safety Committee Meeting of April 19, 2024, which include the approval of one (1) Stroger Hospital Department Chair Reappointment, and approval of the Stroger and Provident Hospital Medical Staff appointments / reappointments / changes. THE MOTION CARRIED UNANIMOUSLY.

IV. Board and Committee Reports (continued)

E. Finance Committee Meeting, April 19, 2024

- i. Meeting Minutes, which include the following action items:
 - Contracts and Procurement Items
 - Receive and file Grant Award-Related Items

Director Reiter provided an overview of the Meeting Minutes. He noted that request numbers 4, 22 and 30 under the Contracts and Procurement Items are pending review by Contract Compliance. The Board reviewed and discussed the information.

Director Harrington, seconded by Director Reiter, moved to approve Item IV(E) the Minutes of the Finance Committee Meeting of April 19, 2024, which include approval of the Contracts and Procurement Items, and receiving and filing of the Grant Award-Related Items and Transfer of Funds. THE MOTION CARRIED UNANIMOUSLY.

V. Action Items

A. Contracts and Procurement Items

There were no Contracts and Procurement Items presented directly for the Board's consideration.

B. Any items listed under Sections IV, V and IX

VI. Report from Chair of the Board

Chair Taylor indicated that he did not have anything additional to report.

VII. Report from Interim Chief Executive Officer (Attachment #2)

Dr. Erik Mikaitis, Interim Chief Executive Officer, provided an overview of the reports presented. Dr. Alex Sauper, Chair of Surgical Critical Care and Head of the Robotics Steering Committee, reviewed the information on the Robotic Surgery Program. Carrie Pramuk-Volk, Interim Chief Human Resources Officer, provided an overview of the Human Resources Optimization Update (this report was listed on the Agenda under Item VIII(B)).

Also included for the Board's information were the Divisional Executive Summaries (included in Attachment #2.)

VIII. Informational Reports

The following informational reports were reviewed and discussed.

- A. Quarterly Report from the Cook County Department of Public Health** (Attachment #3) – reviewed by Dr. LaMar Hasbrouck, CCDPH Chief Operating Officer and Neela Satyanarayan, Program Coordinator for the Tobacco Prevention and Control Program
- B. Human Resources Committee Metrics** (included in Attachment #2) - reviewed by Carrie Pramuk-Volk, Interim Chief Human Resources Officer

IX. Closed Meeting Items

- A. Claims and Litigation**
- B. Discussion of personnel matters**
- C. Update on Labor Negotiations**
- D. April 19, 2024 Audit and Compliance Committee Meeting Minutes**

Director Harrington, seconded by Director Reiter, moved to recess the open meeting and convene into a closed meeting, pursuant to the following exceptions to the Illinois Open Meetings Act: 5 ILCS 120/2(c)(1), regarding “the appointment, employment, compensation, discipline, performance, or dismissal of specific employees of the public body or legal counsel for the public body, including hearing testimony on a complaint lodged against an employee of the public body or against legal counsel for the public body to determine its validity,” 5 ILCS 120/2(c)(2), regarding “collective negotiating matters between the public body and its employees or their representatives, or deliberations concerning salary schedules for one or more classes of employees,” 5 ILCS 120/2(c)(11), regarding “litigation, when an action against, affecting or on behalf of the particular body has been filed and is pending before a court or administrative tribunal, or when the public body finds that an action is probable or imminent, in which case the basis for the finding shall be recorded and entered into the minutes of the closed meeting,” 5 ILCS 120/2(c)(12), regarding “the establishment of reserves or settlement of claims as provided in the Local Governmental and Governmental Employees Tort Immunity Act, if otherwise the disposition of a claim or potential claim might be prejudiced, or the review or discussion of claims, loss or risk management information, records, data, advice or communications from or with respect to any insurer of the public body or any intergovernmental risk management association or self insurance pool of which the public body is a member,” and 5 ILCS 120/2(c)(17), regarding “the recruitment, credentialing, discipline or formal peer review of physicians or other health care professionals, or for the discussion of matters protected under the federal Patient Safety and Quality Improvement Act of 2005, and the regulations promulgated thereunder, including 42 C.F.R. Part 3 (73 FR 70732), or the federal Health Insurance Portability and Accountability Act of 1996, and the regulations promulgated thereunder, including 45 C.F.R. Parts 160, 162, and 164, by a hospital, or other institution providing medical care, that is operated by the public body,” and 5 ILCS 120/2(c)(29), regarding “meetings between internal or external auditors and governmental audit committees, finance committees, and their equivalents, when the discussion involves internal control weaknesses, identification of potential fraud risk areas, known or suspected frauds, and fraud interviews conducted in accordance with generally accepted auditing standards of the United States of America.”

On the motion to recess the open meeting and convene into a closed meeting, a roll call vote was taken, the votes of yeas and nays being as follows:

Yeas: Chair Taylor and Directors Bhatt, Currie, Garza, Harrington, Reiter, Robinson and Sorrell (8)

Nays: None (0)

Absent: Vice Chair Deer and Director Webster Cross (2)

THE MOTION CARRIED UNANIMOUSLY and the Board convened into a closed meeting.

Chair Taylor declared that the closed meeting was adjourned. The Board reconvened into the open meeting.

Cook County Health and Hospitals System
Minutes of the Board of Directors Meeting
April 26, 2024

ATTACHMENT #1

Public Statement for Meeting on 4/26/24

Hello, I am Brenda Langford, region 13 board member for NNOC nurses and Chief Nurse Rep for Cook County health.

There have been many presentations about pathways to excellence in order to get magnet status for Cook County Hospital. However, there's nothing excellent about not being able to retain our nursing staff or not being able to fill vacant positions. The HR team and board of directors and Cook County health leadership are wasting money that is paid by taxpayers to educate nurses to further their education and degree then not allowing those nurses opportunities to find placement in those positions in our health system. These nurses are loyal to Cook County health and want to continue to provide care to our patient population that may not necessarily be served elsewhere. This is a problem because we are experiencing for nurses that receive 100% Tuition Reimbursement from Cook County Team obtain advanced degrees as well as problems we are having in hiring for the public health department and with the problems in filling vacant positions in the healthcare budget. Even the leadership in public health has recognized hiring difficulties. Public health leadership has signed onto the request to reclassify the public health nurses pay to be increased in order to fill necessary positions for public health initiatives that are being advertised in the new public health campaign promotions about the services we offer. It is interesting to me that we are investing money in a campaign about our services, yet we are unable to fill the positions because they are not comparative in pay to other departments doing similar work and are being blocked for consideration by HR. Furthermore, we are wasting time, and resources to take all these posting and reclassification concerns through the grievance process. If we cannot come to some kind of resolution to help our nurses be compensated for their services, many nurses will continue to leave Cook County health. If Nurses continue to leave Cook County health, there will be no nurses here who are invested in or are loyal to our mission to serve our patients. Cook County is already showing signs of inability to hire nurses to fill vacant positions. NNOC nurses are asking our commissioners, and board members to take a closer look at the hiring practices and inefficiencies so that we can fill vacant positions that Cook County committed in the last bargaining session to fill to relieve the staffing crisis experienced in Cook County health and to ensure that we have the necessary staffing to fulfill our commitments to serving the patient population of Cook County.

Thank you.

Dear Cook County Health Board of Directors,

Cook County Department of Public Health has unveiled a new campaign focusing on the Public Health Heroes to raise awareness about the role that our department plays in making the communities healthier and safer and a 2023-2025 strategic plan focusing on the communities we serve but fail to give our nurses a competitive wage to allow for adequate staffing to fulfill our agencies vision.

I work in the IL Breast and Cervical Cancer Program and provide breast and cervical cancer screening services for the underserved, uninsured and underinsured women from our communities. I work with women who are scared and worried about breast or cervical cancer and not having the resources to get screened. Mothers worried about their breast or cervical symptoms being cancerous and not being able to afford cancer treatments, or finding resources for our patients who have more than health care needs. I work with the cancer patient who just lost their insurance and cannot afford the cancer treatments get enrolled in the Referral to Treatment Act.

I also assess every enrolled woman for other services needed to meet the social determinants of health, such as access to healthy foods, housing or education resources and work with partner organizations to provide those services to our community members.

I work with partner clinics and care teams to make sure all our women screened get the services needed and orders/documentation needed for their care. I complete care plans for women undergoing diagnostic procedures and work alongside their primary physicians and their care team to make sure all diagnostic procedures are completed. We go out to the public and educate our communities on the importance of health care maintenance and provide them the resources for our program.

As a public health nurse I complete emergency preparedness trainings and am ready to go in the field when needed. I have vaccinated the community to protect them against COVID-19, Flu and the current measles outbreak.

Our daily work mirrors our agencies mission and values, to achieve health equity for all people, yet our nurses face an inequality. Our Human Resource department needs to act now and provide a just wage to the public health nurses who make it their mission to bring our agencies resources to their communities. I have been here for about nine (9) years now, and love what I do because it makes a difference within our communities. I have received many thank you letters from clients who are so grateful for what we do. I believe we deserve this upgrade, and so does our leadership team. We need our Human Resources department to do their part and get this done for us nurses!

Sincerely,

Cristina Guerrero

Good morning:

I'm writing this letter to respond to why the Public Health Nurses should be granted a reclassification /upgrade. I have been a public health nurse for a year and I have found that Public Health Nurses (PHN) play a valuable role to patients after they have been discharged from the hospital. Nursing care also extends after they leave the hospital and I have learned that the PHN is a valuable resource for a lot of patients after they leave the hospital settings.

As a PHN I go and assess the patients for any issues they may have and I assess to make sure the patient is meeting its goals and milestones. I offer community services and refer them to early intervention to provide some source of help for them. I also am a patient advocate and work with various multidisciplinary teams as well as socioeconomic classes. I service both the poor as well as the middle/upper class patients and they all have one thing in common they need our services to help them meet the developmental milestones and receive the care that is needed.

As PHN I on the south suburban communities we encounter some disparities by going into some very under privileged neighborhoods and we go and offer them the care they deserve or need. PHN service high risk infants, drug exposed, Hepatitis B, STD and exposure to lead all which requires some medical assistance, as well as nursing services after discharge from hospitals.

This reclassification is important to help keep Public Health Nurses striving in the Cook County Department of Health. We are doing the same work as Case Managers and offer services to the community as well such as vaccinations and following the infant for 2 years to assure they meet the desired goals and guidelines to meet their milestones. PHN also establish a bond with our clients and family we offer community services to the family besides our patient which is also greatly needed and appreciated.

I feel Public Health Nurses should be acknowledged and granted an upgrade in order to keep the PHN legacy alive. Our pay should be equal to or comparable to case manager position. This is needed to help with recruitment and retention of losing more nurses to Case manager positions and to help with recruiting more Public Health Nurses in the future.

This is why it's important to upgrade the classification as our jobs are very similar and we do the same with our population be it Apors, Lead, STD or Hepatitis B patients. this upgrade is also need to keep the Public Health Nurse from fading out.

Thank you

Susan Harris RN, PHN1

To whom it may concern,

The purpose of this letter is to address the ongoing nursing reclassification issue that Cook County Public Health nurses have been facing for the past two years. Our frustration with the lack of progress in this matter compels us to express our concerns. It was disheartening to find that our request for reclassification was denied, despite the acknowledgment of its reasonableness and justification by the head of the RN department and the Hearing Officer following the reclassification grievance meeting held on February 29th, 2024.

Firstly, it is crucial to understand the significance of Public Health to our communities, which includes promoting and protecting the health of populations while using nursing, social, and sciences to prevent disease and disability. The role of a Public health nurse includes and is not limited to promoting health by educating our public on topics such as maternal and infant mortalities, lead exposure, Breast and Cervical cancer screening, Hepatitis B, and infectious diseases such as TB and Hep B. We conduct screenings and assessments and follow up with the clients as we strive to provide our communities with the best health practices and services available from Public Health.

As a Cook County Public Health Nurse, we work primarily in underserved areas with individuals and families in various settings like homes, clinics, and, community health centers, catering to the needs of vulnerable populations. We manage a caseload of individuals and families assigned by geographic area, assessing their needs, and developing an individualized care plan. As Lead case managers, we perform home visits to educate families on how to safeguard themselves from lead poisoning, provide appropriate referrals to necessary services, track family compliance, maintain comprehensive and up-to-date electronic and paper nursing records, and assist families in carrying out recommendations made by their primary care provider.

Since joining the Lead unit, I have observed an increase in our workload due to the loss of colleagues who have transferred to other case management positions for better-paying positions. That is why the reclassification upgrade is crucial to retain

our staff which will help maintain our day-to-day activities' productivity, prevent work delays, and allow the continuity of care instead of patients having multiple case managers, which then puts a strain on our ability to meet deadlines and maintain the quality of our work.

The reclassification upgrade is needed to ensure that our staff continues smoothly, and the employees remain satisfied, leading to increased work productivity and securing and maintaining the necessary funds for our department's operation. Therefore, we request that action be taken to finalize the nursing reclassification as soon as possible and compensate nurses for what they've been due and deserve.

Thank you for your time and attention to this matter.

Laetitia Kalombo.

Good Morning,

My name is Linda Magee and I am a Cook County Public Health nurse. I have been a nurse with Cook County Health for 32 years, and have spent approximately 22 of those years with Cook County Department of Public Health. I have also worked in the Emergency Department, Endoscopy Unit, and Ambulatory and Community Health network/primary care.

I have always had a passion for Public Health nursing because I feel that Public Health embodies the Cook County Health mission statement. I provide service to some of the most vulnerable and underserved residents of suburban Cook County and strive to overcome health disparities and inequities for my clients. While Public Health nurses have many targeted populations, I work in the APORS program which stands for adverse pregnancy outcome reporting system. The target population for this program is high risk mothers and infants up to two years of age. A wide variety of health concerns are represented in my caseload including drug exposed infants, mothers and babies exposed to communicable disease, congenital malformations, nutritional deficiencies and failure to thrive to name just a few. A home assessment and psychosocial assessment are also a part of the program to address and overcome any barriers preventing optimum growth and development or access to health care for the family. Through assessment, health education, case management and linking families with needed resources, Public Health nurses are on the front lines of building Healthier Communities. In addition, Public Health nurses answer the call and respond to Public Health emergencies as they arise.

Over the past two years, the Public Health department has seen several nurses transfer to the Community Based Care coordinator position for the higher salary attached to the latter position. Both groups of nurses are providing similar case management/care coordination services. I feel this disparity needs to be corrected immediately to retain the Public Health nursing staff serving our communities. Losing even one or two nurses to the other Cook County case management program is statistically significant as we are a smaller department. I feel that nursing leadership works tirelessly to build the team and expand services, but the disparity in pay between the two case management positions causes staff turnover ultimately effecting services to our clients. I have also accepted a position as a Community Based Nurse Care coordinator and plan to transfer out of the Public Health Department because it represents a promotion. The Public Health nurses requested this disparity to be corrected about 2 years ago, but we were not even given the basic courtesy of a response until a grievance was filed. Please show us the respect of compensating Public Health nurses commensurate with our Cook County Nurse colleagues immediately. A long arbitration process will surely impact the ability to retain valued nursing staff at CCDPH.

Thank you for your time and consideration,

Linda Magee

Hello,

I have been working in department of public health since September 2023. I am passionate about working in public's health department because, the field of public health plays a critical role in the promotion of health, prevention of diseases and empowerment of individuals to manage illness and disabilities. The public health department serves residents of suburban cook county. I work in APORS program, which is the Adverse Pregnancy outcomes reporting system. I am a public health nurse 1 and My role in the APORS program is to monitor newborn/infant that are born high risk/ birth defects/or other abnormal conditions. Such as, prematurity, birth defects, endocrine/immune disorders, neonatal or fetal death and prenatal drug exposure, to name a few. I also help to support breastfeeding, monitoring infant growth and development, education on prevention of complications and illness, and referral for evaluation, treatment and supportive services. I feel the upgrade is important to us because, adequate pay helps retain experienced nurses. When nurses are compensated fairly, they are more likely to stay in their roles and ensuring continuity of care.

Thanks

Oghonwen Ogbeide PHN1

Francesca's Statement on Public health Position Re-classification

Good day everyone! All protocols observed.

My name is Francesca Nwora-Takpor, case manager with CCCDPH with Healthy Homes & Lead Poisoning Prevention Unit. I have been working in CCH as an RN in different capacities for the past 24yrs.

On behalf of all Cook County Department of Public health nurses, I am here to humbly submit our formal request to reclassify us to FE position. I am asking that you make us whole by placing us on FE position as it is long overdue due to the services we render to the communities in our county (suburban cook county). Our services have provided a huge access to care, preventive health, and home visits/management to our low-income clients. According to the Collective Bargaining Agreement (CBA) language in Article 5, Section 5.3 which says in:

“B” An RN also may request that his/her position be reclassified, the request will be reviewed by the RN's departmental heads. If the Departmental agrees that the request is reasonable and justified, the Dept head will promote the RN or include this reclassification in the forthcoming departmental budget request. All these three steps have been met and was waiting for HR to sign off. This request started in earnest 2years ago.

We are more than qualified for this position and the work /job description surpassed that of FE position job description. Our Ph nurses have lived up to all the healthcare delivery system challenges, which continues to be dynamic, everchanging with new innovations. During the Covid pandemic, Public Health Nurses played an important role in serving Cook County communities and suburban environs.

Our outreach to the undeserved in our county cannot be overlooked especially, caring for families to meet their physical, social, mental needs such as mother and babies with defects, individuals with mental health, childhood Lead poisoning, clients afflicted with TB, cervical & breast cancer clients. All these groups of clients are followed -up with care after discharge from the hospital until they are completely healed. All these services we do in collaboration with

providers. These are some services our nurses provide to prevent, minimize infection & illness, hospitalization and prevent deaths in our communities.

I am therefore, asking that with all these reasons, that you grant our request and place us on FE position where we rightly belong to improve retention of nurses, make us more productive by boosting our morale and improve staffing which have affected our department. CCDPH nursing is seriously lacking and losing their nurses to other well-paid positions, though we provide more services than other departments. Finally, CCDPH COO, Dr., CNO and Dr B Peters are in support of our reclassification. Our understanding is that HR at this moment does not have the Head of HR to sign off this request. We want this matter to be resolved so that CCDPH will do the work it does best.

Thank you.

Francesca – Case Manager CCDPH

Cook County Health and Hospitals System
Minutes of the Board of Directors Meeting
April 26, 2024

ATTACHMENT #2

Board of Directors Meeting

Dr. Erik Mikaitis, Interim CEO

April 26, 2024



COOK COUNTY
HEALTH

New Hires and Promotions



COOK COUNTY
HEALTH

Welcome

New Hires

Dr. Mallory Williams, Chair of the Department of Trauma and Burn Services, Trauma and Burn

Raphael Parayao, Director of Nursing Operations - Provident Hospital, Nursing Administration

Michele Spikes-Cain, Associate Director Of Nursing, Public Health Nursing

James Nelson, Manager of Clinical Data Analytics, Nursing Professional Development & Education

Danielle Fultz, Manager of Justice Involved Services, Behavioral Health Services*

Lindsey Roden, Manager of Patient Centered Care, Patient Care Services - CORE

Marquietta Hayes, Manager of Population Health and Performance Improvement, CountyCare

Ravanna Bey, Nurse Coordinator II, Provident-MICU, Nursing Administration*

Welcome

New Hires

Yvette Johnson, Nurse Coordinator II, General Medicine - 7W, Nursing Administration

Anthony White, Building Service Supervisor, Environmental Services - Cermak

Susan Clary, Laboratory Services Supervisor, Transfusion Medicine

Congratulations

Promotions

LaShondra Brown, Director of Ambulatory Specialty Care, ACHN

Alecia Boyd, Director of Community Engagement and Health Education, Public Health

Maeve Dixon, Director of Projects and Strategic Initiatives, CountyCare

Rosibell Arcia Diaz, Residency Program Director, Pediatrics - Medicine

Bozena Miltko, Manager of Complex Care Coordination, CountyCare

Maya Vargas, Special Investigations Unit Manager, Corporate Compliance Administration

Keisha French, Supervisor of Revenue Cycle -Training and Quality Assurance, Revenue Cycle



Recognition



COOK COUNTY
HEALTH

3rd Annual Provident Scholarship

Cook County Health, in partnership with Cook County government, has launched the third year of the Provident Scholarship.

The program awards future health care professionals with scholarships between \$10,000-\$20,000.

Scholarships will support awardees who are from, and dedicated to serving, underrepresented communities in Cook County.

For more information:

cookcountyhealth.org/about/careers/provident-scholarship-fund/



**Deadline
May 10**

Commission on Cancer Accreditation

Stroger Hospital's Cancer Center earned full accreditation by the Commission on Cancer, a program of the American College of Surgeons.

Accreditation signifies that Stroger Hospital provides comprehensive, state-of-the-art cancer care. Congratulations to the multidisciplinary team who supported this effort!



A **QUALITY PROGRAM**
of the AMERICAN COLLEGE
OF SURGEONS

Total Health Talks

Cook County Health's podcast, Total Health Talks, is now live!

The goal is to offer a wide range of consumer-focused health topics to elevate CCH's profile and drive interest in the health system as a provider of care.

Visit www.cookcountyhealth.org/podcast or wherever you stream your podcasts to listen!



Honoring Black Maternal Health Week

In honor of Black Maternal Health Week, April 11-17, Cook County Health showcased several physicians on social media to discuss the importance of health equity.

CCH leaders also led a Facebook Live discussion where they talked about what to expect during delivery, and how to care for oneself after delivery.

Thank you to the panelists for highlighting this important topic!



Doctor of the Year

Dr. Chantal Tinfang

Congratulations to Dr. Chantal Tinfang, Family Medicine physician at Provident's Sengstacke Health Center for being voted as Cook County Health's 2024 Doctor of the Year.

Dr. Tinfang has been with Cook County Health since 2009. She is dedicated to preventive care and has worked on several federally-funded projects centered around blood pressure control, particularly with African American patients, including an ongoing project sponsored by the American College of Preventive Medicine in collaboration with the Centers for Disease Control and Prevention.

Congratulations!



Johnson & Johnson Nurse Innovation Fellowship Powered by Penn Nursing and the Wharton School

Beena Peters and Beth Vaclavik

Congratulations to Beena Peters and Beth Vaclavik on being selected as part of the Johnson & Johnson Nurse Innovation Fellowship, powered by Penn Nursing and the Wharton School!

This one-year, team-based nursing fellowship is focused on powering-up nurse-led innovation and leadership within health systems to drive transformative change.



DAISY Award Winner

Rafael Medrano

Congratulations to Rafael Medrano, a perioperative nurse at Provident Hospital, for being recognized as a DAISY Award honoree!

The DAISY Award is a recognition program to celebrate and recognize nurses by collecting nominations from patients, families, and co-workers.



PER21C Graduation

Saadia Carter

Congratulations to Superintendent Saadia Carter for graduating from the PER21C program at the Illinois Law Enforcement Training and Standards Board Executive Institute!

The program is an executive development program designed to expand and enhance senior law enforcement leaders' strategic leadership knowledge, skills, and abilities.



Patient Safety & Experience Poster Fair

Thank you to those who participated in the Patient Safety and Experience Week Poster Fair during our recognition week held April 1-5!

Audience Choice 1st Place	Most Innovative 1st Place	Most Impactful 1st Place	Best Team Project 1st Place	Best Research 1st Place
<p>“Joy in Work”</p> <p>Linda Liu Jasmine Thomas</p> <p>COOK COUNTY HEALTH</p>	<p>“Putting Women’s Health in the Hands of Women and Their Providers: Digital Solutions with Measurable and Meaningful Outcomes”</p> <p>Ashlesha Patel Kelly Metoyer Yoselin Colorado Shalonda Carter Fidel Abrego</p>	<p>“Hey Doc, call me back.” Improving Clinic Phone Line Access for Patient Safety and Satisfaction</p> <p>Reshma Mohiuddin Michael Davidovich Ena Mahapatra</p>	<p>“Joy in Work”</p> <p>Linda Liu Jasmine Thomas</p>	<p>“Feasibility, Acceptability, and Clinical Effectiveness of Advanced Practice Nurse-led Virtual Clinically Integrated Practice Model for the management of Gastroesophageal Reflux Disease in an Outpatient Setting: A Comparative Study (FACE Study)”</p> <p>Simi Joseph</p>
	Most Innovative 2nd Place	Most Impactful 2nd Place	Best Team Project 2nd Place	Best Research 2nd Place
	<p>“Reducing Sitter Cases to Support Safe Patient Care”</p> <p>Gins Thachil</p>	<p>“HBIA-IS Outreach Initiative”</p> <p>Sabrina Dominguez Jennifer Cisneros Juan Guerro Nicolas Ramos Brenda Cortina Rose Veliz Kayla Brown Catherine Huber</p>	<p>“Patient Safety and Process Improvement Project to Reduce Medication Error in Cardiac ICU”</p> <p>Indu Abraham Feby George Sherly Chorath, Douglas Hilo Everett Johnson- Hobson</p>	<p>“Stratification of Severe Maternal Morbidity and Mortality by Race and Ethnicity”</p> <p>Joy Ungaretti Megan Adam Kelly Metoyer</p>



Special congratulations to the winners of the 2024 Patient Safety Week Poster Fair!

Strategic Plan Update













COOK COUNTY
HEALTH

Strategic Initiatives













April 2024



Accomplished

-  Launched acute case management solutions optimization project to reduce length of stay/readmissions/improve revenue capture
-  Cermak's baseline review for Pathway to Excellence completed
-  Social media videos posted recognizing Black Maternal Health Week
-  The lab began acetaminophen and aspirin testing at Provident
-  Provident completed the first left thyroid lobectomy
-  Capital Equipment: 1). Completed four contracts for \$1.075M in capital purchases for bladder scanning, GI scopes, MRI patient Monitors; 2). Cermak Pharmacy replaced 100 pieces of equipment; 3). Completed workstation on wheels project
-  Began scanning vaccinations to automate capture of lot numbers and expirations
-  Concluded the pilot agency request process with Lab
-  Onboarded two hematologists from University of Illinois Health
-  Updated accelerated hiring to provide preference to contractors/interns and exclude contractors with poor performance

Coming Soon

-  Re-designing the geo-localization project to improve patient throughput
-  CCDPH will be launching advertising for the "Let's Get Checked" program to provide home Gonorrhea, Chlamydia and HIV testing
-  CountyCare expanding provider network and expand access for eating disorder treatment
-  Provident and CountyCare are planning a Men's Health Fair scheduled June 8, 2024
-  Updating current procedural terminology codes for Press Ganey Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and Systems Survey
-  Review viability of performing pacemaker insertions and OMFS services at Provident
-  Hosting a cardiology physician education/networking event
-  TigerConnect, digital whiteboard and door sign installation at Provident
-  Completing process enhancements to the Contract Oversight Committee
-  Updated electronic medical record to add nurse orders for vaccines (MMR and Varicella) from CDPH inventory for shelters
-  Provident implementing Stroger's death certificate signing process
-  CountyCare developing a provider directory to improve search functionality

Robotic Surgery Program



Dr. Alex Sauper

Chair of Surgical Critical Care

Head of the Robotics Steering Committee



COOK COUNTY
HEALTH

Program Launch

- Robotic Steering Committee formed late 2023
- Close partnership with Intuitive Surgical (da Vinci surgical robot)
- Staff and Surgeon Training started in the weeks leading up to launch day
- March 8, 2024
 - OR Room 6 opened for dedicated robotic assisted surgery
 - General Surgery - Dr. Sauper
 - First robotic assisted surgery case at CCH



Program Expansion

- April 5, 2024
 - Second OR Room16 opened
 - Urology - Dr. Dobbs
 - Thoracic Surgery - Dr. Geissen
- April 9, 2024
 - Gynecologic Oncology - Dr. Nieves-Neira
- April 22, 2024
 - Bariatric Surgery - Dr. Makiewicz
- April 26, 2024
 - Colon Rectal Surgery - Drs. Chaudhry and Bianchi
- June 12, 2024
 - Benign Gynecology - Dr. Tate
- TBD
 - ENT - Dr. Patel



Case Volume

- General Surgery: 29 procedures to date
 - Cholecystectomy: 11
 - Ventral hernia: 9
 - Inguinal hernia: 7
 - Appendectomy: 2
- Urology: 3
- Thoracic Surgery: 2
- Gynecology Oncology: 3
- Total procedures: 37
- Anticipated additional procedures in April: 25+



Promoting Robotic-Assisted Surgery

- Successful ribbon cutting
 - More than 40 news placements
 - \$1.5M ad value equivalency
- New webpage
- Multiple videos created in English and Spanish
- Videos are being “boosted” across social media channels to increase visibility





Human Resources Optimization Update

Carrie Pramuk - Volk
Interim Chief Human Resources Officer



COOK COUNTY
HEALTH

HR Optimization Vendor Overview

Vendors to partner with HR to optimize operations and accelerate hiring.

Slalom

Process Optimization for Hiring & Recruiting

- Process Standardization & Training Support
- Portfolio Management & Vendor Integration
- Data Management & Reporting
- Communications Management
- Technology Enablement

Deloitte

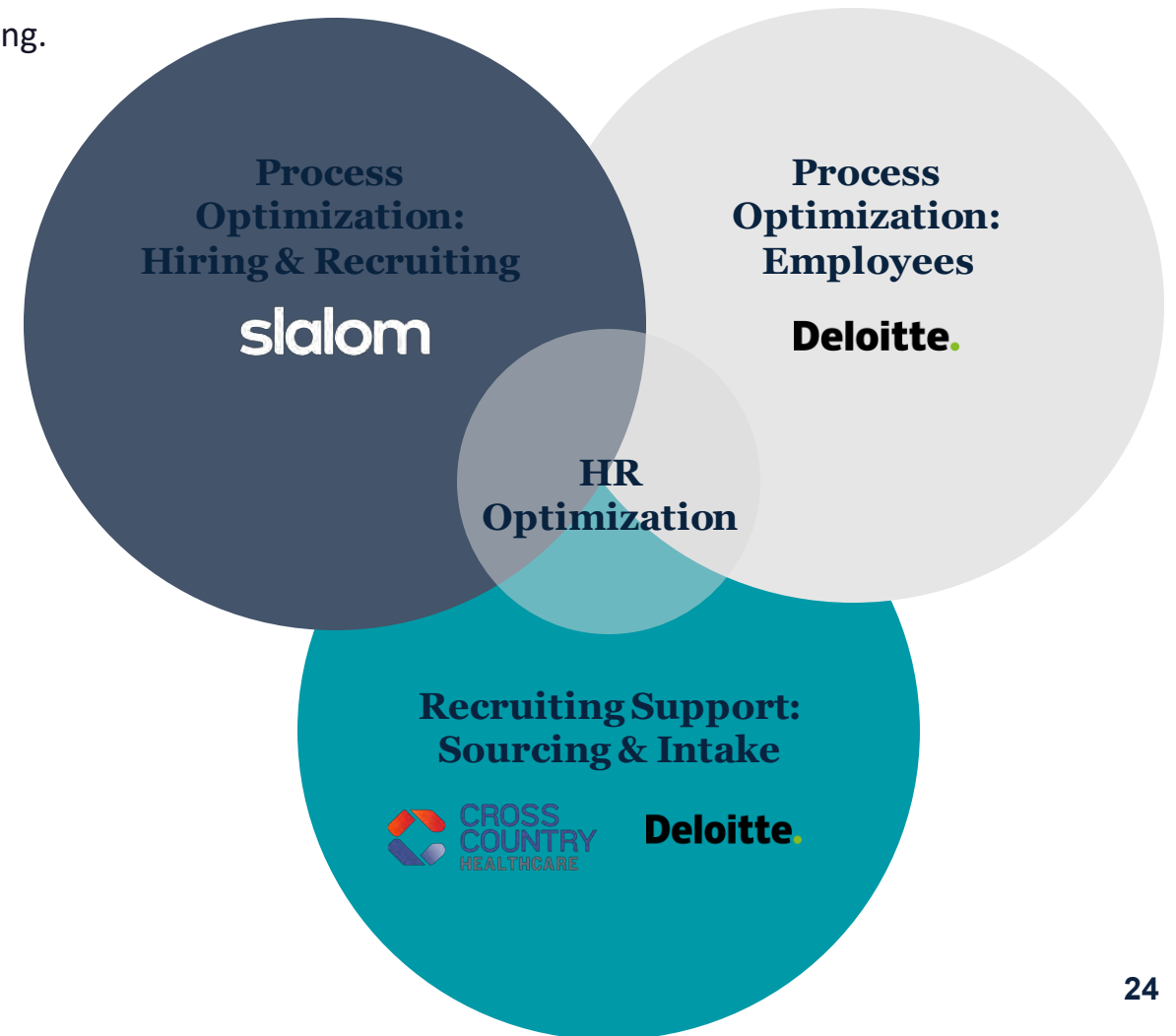
HR Operations Optimization and Workforce Development Support

- Workforce Development
- Classification & Compensation
- HR Operations Technology & Strategy
- HR Operating Model
- Process Standardization
- Recruitment Team Support

Cross Country

Recruiting Support & Marketing

- Recruitment Support – Sourcing & Intake
- Hiring Fairs
- Marketing & Communication Strategy



Vendor Summary: Slalom

ACCOMPLISHMENTS



Managed PMO
Overseeing
4+ Vendors and **20+ Deliverables**

20,000

Hours Saved from Digital Solutions*
*Estimated avg of time savings from digital solutions

18

Tech & Data Solutions
that improved hiring velocity and capacity

243%

Increase in External Hires

3,100

Offers Tracked
via digital solution since April 2022

2,068

Unique Employees Hired
Central

370

Net Workforce Gain
FY 23

Contract Begin: JAN '22

Contract End: JULY '24

WORK COMPLETED

Outreach & Communications

- Modernized online presence with refreshed career page + Nursing Microsite
- Increased and streamlined hiring fair and candidate promotions
- Templated data-focused communication for internal executive audiences

Recruit: Nursing Strategy

- Led design of EPO-compliant Accelerated Nurse Hiring program
- Partnership development
- Nurse focus group & listening sessions
- Weekly expedited hiring process
- Strategic career fairs
- Job description optimization

Data and Reporting

- Executive dashboard and leadership metrics
- Data access to real-time recruiting & pipeline activity
- Metrics standardization
- Data storytelling & recruiting process efficiency analysis
- Workforce retirement analysis

Program Management

- Program governance
- Strategy and roadmap development
- Executive reporting
- Backlog management
- Meeting facilitation

Recruit: Process Improvement

- HR Hiring Playbook development
- Hiring event process redesign or digitization
- Position prioritization & reconciliation
- Recruiter workload management
- Request to Hire tracking

Digital Solutions

- Recruiter workspace hub
- Digital offer & recruiting bonus tracker
- Decision to Hire form
- Request to Hire
- EHS appointment scheduling
- Interview questions submission

Employee Experience

- 130 qualitative interviews & analysis
- Top 5 priority initiatives development in partnership with CEO, CHRO, & CXO
- Action plan road map development
- Employee retention & engagement drive

Class & Compensation

- Centralize Job Description library
- Digital process to request new or updated Job Description
- Class & Comp team digital workspace hub

REMAINING WORK



DATA DASHBOARD: Finalizing multiple dashboard and reporting tools



TECH: Developed Applications and launched Job Description management digital workflow system

WORK TO BE TRANSITIONED

- Data and Technical support to Cook County HR, HIS and Business Intelligence.

Vendor Summary: Deloitte

ACCOMPLISHMENTS



Contract Begin: AUG '22

Contract End: APRIL '24 (pending)

WORK COMPLETED

TALENT ACQUISITION

Increased the Candidate Pipeline and Increased Recruiting Effectiveness through Talent Acquisition operational support including job posting, candidate validation, ARP and Interview Packet, Decision to Hire, Salary Determination, and Sourcing support

WORKFORCE DEVELOPMENT

Enhanced the Employee Experience & Development through Leadership Development, Community Programs, Learning & Development, Onboarding & Offboarding, Leader & Employee Job Aids, SOPs, and Change Management initiatives.

COMPENSATION

Increased Competitiveness & Retention through Job Architecture Harmonization and Compensation Recommendations.

HR SERVICELINK

Enhanced Employee Experience and Faster HR Service through digital solution design including Employee HR Portal, updated Case Management Processes, Automated User Provisioning, Upliftment of User Experience, "Smart" Processes including Automations, and Chatbot and Live Chat functionality

HR OPERATING MODEL, TECHNOLOGY & STRATEGY

Streamlined Strategic HR approach through design of Operating Model, Service Catalog, Governance Model, Processes and Procedures, and Employee HR Guides

Enhanced Employee Experience through identification of opportunities to maximize HR Service Link utility and identification of HR Operating Model and Governance enhancement opportunities

REMAINING WORK



Talent Acquisition: Continue talent acquisition support from sourcing to processing candidates.



Workforce Development: Continue to deliver and develop leadership development training modules, community programs and onboarding enhancements, communications and training support.



HR ServiceLink: Complete and deploy HR self service capabilities.



Compensation: Complete compensation competitive projects and standard operating procedures.

Vendor Summary: Cross Country

ACCOMPLISHMENTS



Contract Begin: MAR '22

Contract End: JAN '25 (pending)

WORK COMPLETED & IMPACT

<ul style="list-style-type: none"> Hiring Fair Success: Supported and coordinated 64 Hiring fairs. Team travel every month to coordinate. Customized approach and dedicated 2 Hiring Fair team member. Solutioned for better reporting and Live tracking for Hiring Fair numbers. Market intelligence and analysis: Compiled a benefits analysis to highlight value of Cook County Health against competitors 	<ul style="list-style-type: none"> Recruiting Support Dedicated recruiting support comprising of 10 team members including 3 onsite HR Assistants and 1 Client Director. Total of 1,270 RTHs assigned since Mar 2022. Total of 519 DTHs audited and completed for offer. – Averaging at 41% conversion rate Weekly department meetings assist with 	<ul style="list-style-type: none"> Marketing: Increased Cook County Health brand reach and candidate engagement with Tik Tok/Indeed marketing strategy resulting in 64.8k impressions/views and 2,282 Hiring Fair attendees Brand reinforcement with Digital Marketing Presence Improved marketing assets and surveys for hiring events to improve outcomes in participation and offers made
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PROJECT COLLABORATIONS AND IMPACT

- Provided recruiting support to County Care-Health Plan Services, Hospital Police Registry, Surgery, Pharmacy, Laboratory and Respiratory Services to meet their demands.
- Conducted an occupational survey on nursing retention crisis in January 2023 highlighting recommendations based on survey results.
- Outreach support for Pilot Accelerated Hiring Program.

WORK TO BE TRANSITIONED

- Hiring Fair Support:** Project Management support and preparation of positions for hiring fairs.
- Marketing Support:** Develop marketing campaigns for job fairs, Provident Scholarships and requisitions
- Recruiting Support:** Handle requisitions from sourcing to decision to hire.
- Department Updates:** Meetings with hiring managers on position status.

CCH Vendor Transition Plan



Key Initiative	Objectives	Tracking Results
RFP - Human Resources Optimization, Consulting, and Support Services <i>Cross Country, Deloitte and Slalom</i>	<ul style="list-style-type: none"> Transition Optimization & Support initiatives to selected vendor Twelve-month (12) contract Automation stabilization transitioned to HR and HIS 	
Extend temporary staffing contracts <i>Catena Solutions and Cornerstone Staffing</i>	<ul style="list-style-type: none"> Current FTEs serve as a bridge through transition w/ RFP Staff augmentation to maintain service levels for Recruitment, HR Operations, HRIS, & Organization Development 	<p>Continue to source, recruit and provide qualified staff 5/1/2024 thru 4/30/2025</p>
Processing Map Launched <i>Deloitte and Slalom</i>	<ul style="list-style-type: none"> Transitioned to Quality, HR, & EPO teams Performance improvement insights to continuously monitor and improve performance. 	<p>Digitized Workflow Insights</p>

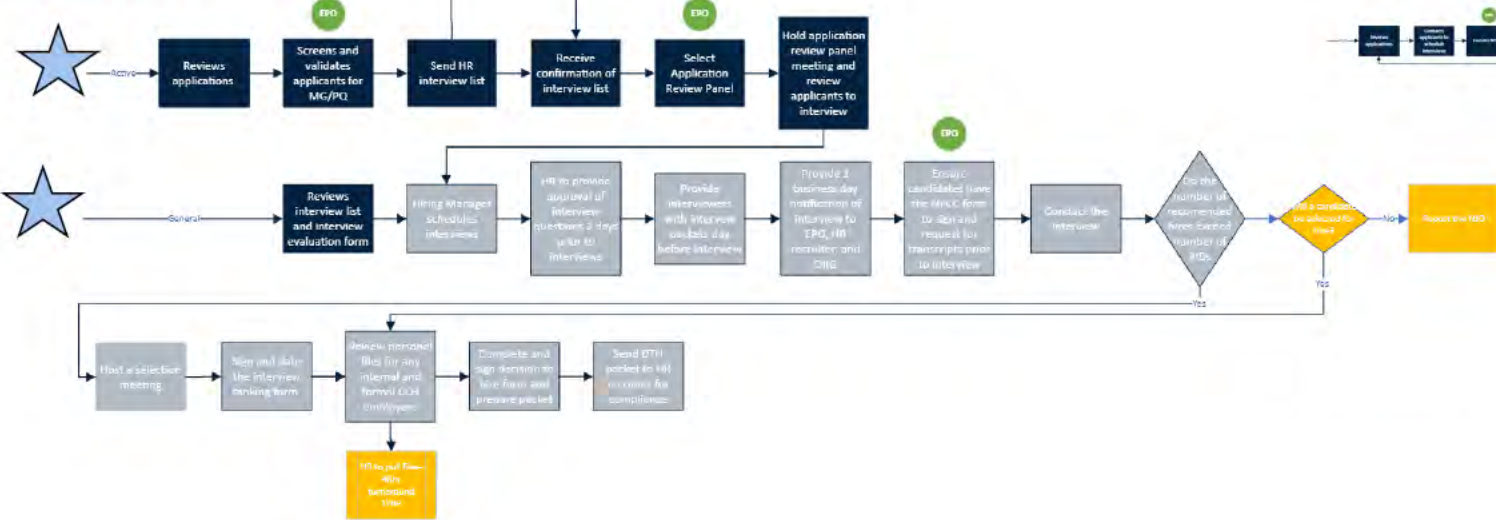
Recruitment & Decision to Hire

HR Recruitment & Hiring Managers

HR RECRUITMENT



HIRING MANAGER



Q&A



COOK COUNTY
HEALTH



COOK COUNTY HEALTH

DR. ERIK MIKAITIS
INTERIM CHIEF EXECUTIVE OFFICER
REPORT TO THE BOARD OF DIRECTORS
APRIL 26, 2024

Employee Recognition

Dr. Chantal Tinfang, Family Medicine physician at Provident Hospital's Sengstacke Health Center was voted as Cook County Health's 2024 Doctor of the Year. Dr. Tinfang has been with Cook County Health since 2009. She is dedicated to preventive care and has worked on several federally-funded projects centered around blood pressure control, particularly with African American patients, including an ongoing project sponsored by the American College of Preventive Medicine in collaboration with the Centers for Disease Control and Prevention.

Congratulations to **Rafael Medrano**, a perioperative nurse at Provident Hospital, for being recognized as a DAISY Award honoree! The DAISY Award is a recognition program to celebrate and recognize nurses by collecting nominations from patients, families, and co-workers.

Beena Peters, Chief Nursing Executive, and **Beth Vaclavik**, Associate Chief Nursing Executive, were selected to be part of the Johnson & Johnson Nurse Innovation Fellowship, powered by Penn Nursing and the Wharton School. This one-year, team-based nursing fellowship is focused on powering-up nurse-led innovation and leadership within health systems to drive transformative change.

CCH Superintendent **Saadia Carter** graduated from the PER21C program at the Illinois Law Enforcement Training and Standards Board Executive Institute. The program is an executive development program designed to expand and enhance senior law enforcement leaders' strategic leadership knowledge, skills, and abilities.

Stroger Hospital's Cancer Center earned **full accreditation by the Commission on Cancer**, a program of the American College of Surgeons. Accreditation signifies that Stroger Hospital provides comprehensive, state-of-the-art cancer care. Congratulations to the multidisciplinary team who supported this effort!

Staff across Cook County Health participated in the **Patient Safety & Experience Week Poster Fair** held on April 5. Thank you to all who participated and congratulations to the poster fair winners.

Audience Choice 1st Place	Most Innovative 1st Place	Most Impactful 1st Place	Best Team Project 1st Place	Best Research 1st Place
"Joy in Work" Linda Liu Jasmine Thomas COOK COUNTY HEALTH	"Putting Women's Health in the Hands of Women and Their Providers: Digital Solutions with Measurable and Meaningful Outcomes" Ashlesha Patel Kelly Metoyer Yoselin Colorado Shalonda Carter Fidel Abrego	"Hey Doc, call me back." Improving Clinic Phone Line Access for Patient Safety and Satisfaction Reshma Mohiuddin Michael Davidovich Ena Mahapatra	"Joy in Work" Linda Liu Jasmine Thomas	"Feasibility, Acceptability, and Clinical Effectiveness of Advanced Practice Nurse-led Virtual Clinically Integrated Practice Model for the management of Gastroesophageal Reflux Disease in an Outpatient Setting: A Comparative Study (FACE Study)" Simi Joseph
	Most Innovative 2nd Place	Most Impactful 2nd Place	Best Team Project 2nd Place	Best Research 2nd Place
	"Reducing Sitter Cases to Support Safe Patient Care" Gins Thachil	"HBIA-IS Outreach Initiative" Sabrina Dominguez Jennifer Cisneros Juan Guerro Nicolas Ramos Brenda Cortina Rose Veliz Kayla Brown Catherine Huber	"Patient Safety and Process Improvement Project to Reduce Medication Error in Cardiac ICU" Indu Abraham Feby George Sherly Chorath, Douglas Hilo Everett Johnson- Hobson	"Stratification of Severe Maternal Morbidity and Mortality by Race and Ethnicity" Joy Ungaretti Megan Adam Kelly Metoyer

Activities and Announcements

On April 9, Cook County Health announced the opening of the **2024 Provident Scholarship Fund** application period! The scholarship program supports students pursuing health care careers who are from, and committed to caring for, underserved communities. The Provident Scholarship Fund offers \$20,000 scholarships to health professional students, including those in medical, dental, physician assistant and nurse practitioner programs and \$10,000 scholarships to undergraduate and allied health students, including those nursing, surgical and radiology technology, respiratory therapy, and paramedic programs. Cook County government and Cook County Health have allocated \$1 million to fund up to 60 scholarships this year. The scholarship program is administered by the Cook County Health Foundation. Applications can be submitted through Friday, May 10, 2024.

In honor of Black Maternal Health Week, April 11-17, Cook County Health showcased several physicians on social media to discuss the importance of health equity. CCH leaders also led a **Black Maternal Health Facebook Live** discussion on April 15 where they talked about what to expect during delivery, and how to care for oneself after delivery. The Facebook Live event garnered nearly 12,000 impressions, 400 clicks and generated 24 calls to the CCH Patient Support Center.

On April 16, Interim CEO Dr. Erik Mikaitis participated in a **roundtable discussion** with the Illinois Department of Public Health, Chicago Department of Public Health, and several other health system leaders to provide feedback on the joint response to the measles outbreak. The group had a productive conversation about highlights and lessons learned from the response, and then opened up the meeting to media for a briefing.

On April 17, Cook County Health **celebrated the launch of the Stroger Hospital robotic-assisted surgery program**. Cook County Board President Toni Preckwinkle joined Interim CEO Dr. Mikaitis and other hospital leaders for a ribbon cutting ceremony. The event generated a significant amount of internal and external awareness about the new program. The ribbon cutting achieved more than 40 news placements with an advertising equivalency value of more than \$1.5 million. The program is being promoted across all CCH communications channels. Nearly 40 robotic-assisted surgeries have taken place over the past month and plans are in place to expand robotic services to other departments, including colorectal surgery, gynecology and ENT.

Legislative Updates

Local

- The week of March 11th, CCH leadership appeared before the following Cook County Board committees to provide testimony and respond to questions from Commissioners.
 - **Finance Committee** – Pam Cassara, CCH CFO addressed questions related to the County’s Monthly Revenues and Expenses Report as well as CCH finances. CCH leadership was also available to respond to questions related to CCH’s Monthly Report which is a compilation of the metrics and presentations made to the CCH Board of Directors from the previous month.
 - **Health & Hospitals Committee** – Dr. LaMar Hasbrouck, Cook County Department of Public Health’s (CCDPH) Chief Operating Officer presented to the committee CCH’s Quarterly COVID-19 & Infectious Disease Update.

State

- There are no General Assembly session days scheduled for this week. Legislators will return to Springfield April 30 for the remainder of the 2023 spring session. The scheduled adjournment date is May 24 and the state fiscal year ends June 30.
- [Senator Ann Gillespie](#) (D-27, Arlington Heights) was appointed by Governor Pritzker to be the Director of the [Illinois Department of Insurance](#). Gillespie is a health care attorney and was the Senate sponsor of legislation in 2023 that establishes a state-based health insurance exchange/marketplace starting in plan year 2026. CCH’s Arlington Heights Health Center is in Senate District 27. A replacement for Gillespie has not been appointed.
- Cook County Health’s 2024 state legislative priorities include:
 - Secure annual appropriations to fund the [Equity and Representation in Health Care Act](#), which provides loan repayment and scholarships to health care providers working at CCH facilities and at FQHCs.
 - Status: \$3M included in Governor’s proposed FY2025 budget for the Illinois Department of Public Health.
 - Protect and strengthen Medicaid.
 - Status: The Governor’s proposed FY2025 budget maintains reimbursement rates, eligibility, and coverage in the Medicaid program. The proposed budget includes \$629M to maintain Medicaid-like coverage for immigrant adults 42+ years; these funds do not allow for the lifting of the enrollment freeze on the immigrant adults and seniors programs that have been in place since 2023.
 - Support legislation that promotes harm reduction and prioritizes treatment instead of only imposing criminal penalties.

- Status: [HB2/SB78](#) would authorize an overdose prevention site in Chicago. [SB1830](#) would reclassify low-level possession of narcotics from a felony to a misdemeanor and offer access to treatment for those who need it. Despite having over a dozen co-sponsors, these bills were not assigned for committee hearings and have not met the committee passage deadlines.
 - Advocate for increased funding to local health departments.
 - Status: [HB4823](#), HA1 would add \$10M to the local health protection grant line in the Illinois Department of Public Health, above the Governor’s proposed FY2025 budget.
- Additional legislation of interest to Cook County Health:
 - [HB5395](#), also known as the Healthcare Protection Act (HPA), sponsored by [Representative Anna Moeller](#), prohibits prior authorization for inpatient mental health care, bans the use of “step therapy”, creates new standards for utilization review, and eliminates short-term limited duration or “junk plans” which have already been banned in 12 other states. The provisions apply broadly to private insurance plans regulated by the Illinois Department of Insurance, with some provisions applying to fee-for-service Medicaid and Medicaid MCOs. The HPA is a [legislative priority of Governor Pritzker](#). The bill passed the House (81-25-2) with bipartisan support and awaits action in the Senate.
 - [HB5142](#), sponsored by [House Majority Leader Robyn Gabel](#), requires state-regulated private insurance plans to cover services provided by doula, lactation consultants, and licensed certified professional midwives. The bill also expands the definition of postpartum coverage to 12 months and requires the coverage of breast pumps and breast pump supplies. The bill passed on partisan lines (72-37-0) and now awaits action in the Senate.
 - [HB778](#), sponsored by [Representative Theresa Mah](#), establishes a new clinical readiness program to provide “direct services to international medical graduate physicians seeking to reestablish their medical careers and obtain residency” in Illinois. The effort would be a collaboration between the Governor’s Office of New Americans and the Illinois Department of Public Health. HB778 passed the House (106-1-0) and awaits action in the Senate.

Federal

• FY 2024 Appropriations Process

On March 23, the President signed on the second and final FY 2024 “minibus,” the Further Consolidated Appropriations Act, 2024. The bipartisan negotiated bill funds the federal agencies covered by six of the annual appropriations bills, including the one which funds the U.S. Department of Health and Human Services (HHS), through September 2024, the end of the current fiscal year.

While most of the federal funding drawn down by Cook County Health flows through the mandatory Medicaid program, discretionary funding for HHS includes public health and behavioral health programs of interest. Overall, the White House and Senate negotiators were able to maintain level funding for many programs in the face of deep cuts called for by the House.

- Ending the HIV (EHE) Initiative and Other Federal HIV Program Appropriations
 - Health Resources and Services Administration (HRSA) Ryan White Program Total: 2.571 billion, the same as FY 2023 enacted.
 - HRSA Ryan White Program EHE: \$165.0 million, the same as FY 2023 enacted.
 - Minority HIV/AIDS Fund: \$60.0 million, the same as FY 2023 enacted.
- Public Health Infrastructure Funding: \$350 million, the same as FY 2023 enacted.
- 988 Suicide & Crisis Lifeline: \$519.618million, \$18 million over FY 2023 enacted.
- State Opioid Response Grants: \$1.575 billion, the same as FY 2023 enacted.

- Substance Use Prevention, Treatment, and Recovery Services Block Grant: \$2.008 billion, same as FY 2023 enacted.
 - Community Mental Health Services Block Grant: \$1.007 billion, the same as FY 2023 enacted.
 - HRSA Behavioral Health Workforce Development & SUD Treatment and Recovery Loan Programs: \$153 billion, the same as FY 2023 enacted.
 - Substance Abuse and Mental Health Services Administration (SAMHSA) Minority Fellowship Programs: \$19.516 million, the same as FY 2023 enacted.
- **FY 2025 Budget and Appropriations Process**
Congress has begun working on FY 2025 appropriations, which begins October 1, with HHS Secretary Javier Becerra and other Administration officials appearing before the House and Senate Budget Committees, Appropriations Committees and Authorizing Committees to promote and defend the President’s budget proposals. Most observers believe that at least one continuing resolution will be required to extend current year funding past the November elections.
 - **Public Health Legislation**
On March 19, the House passed H.R. 766, the Dr. Michael C. Burgess Preventive Health Savings Act, by voice vote. The bill would require the Congressional Budget Office (CBO) to determine if proposed use of preventive health legislation would reduce federal spending beyond the usual 10-year budget window, if requested by Congress. While these evaluations would not be used for official scoring under “paygo” rules, such CBO findings help make the case for health measures which would produce longer term savings.
 - **Biden-Harris Administration Action**
On March 18, the President signed an Executive Order to prioritize federal support for women’s health research and related initiatives. The executive order requires the relevant federal agencies to strengthen women’s health research and data standards.

On March 27, CMS issued a final rule aimed at simplifying enrollment and renewals in Medicaid, Children’s Health Insurance Program (CHIP). The rule, initially proposed in 2022, will standardize processes and apply ACA consumer protections across states. It also eliminates annual and lifetime limits for children, permits children to maintain CHIP coverage whether or not their family is able to pay premiums, and smooths the transfer of children from Medicaid to CHIP when family income rises.

Food As Medicine

As access to healthy food remains a great need for our patients and communities, the Fresh Truck partnership between Cook County Health (CCH) and the Greater Chicago Food Depository (GCFD) continues.

Through April 16, CCH’s Fresh Truck partnership with GCFD resulted in 503 visits to CCH health centers – Arlington Heights, Austin, Belmont Cragin, Blue Island, the CORE Center, Cottage Grove, Englewood, North Riverside, Provident/Sengstacke, Prieto, and Robbins.

Collectively, the Fresh Truck distributions have resulted in the provision of fresh fruits and vegetables, as well as some shelf stable items during the COVID-19 pandemic, to 49,678 households, representing 164,398 individuals. Most of the individuals benefiting from the Fresh Truck screened positive for food insecurity at a CCH health center visit.

The Greater Chicago Food Depository's Fresh Food Truck visits for the month of May include the following ACHN Health Centers.

- May 2 – **Prieto Health Center** – 2424 S. Pulaski Road, Chicago, 60623
- May 14 – **Provident Hospital/Sengstacke Health Center** – 500 E. 51st St., Chicago, IL 60615
- May 17 – **Core Center** - 2020 W. Harrison St., Chicago, IL 60612
- May 16 – **Arlington Heights Health Center** - 3250 N. Arlington Heights Rd. Arlington Heights, IL 60004
- May 23 – **Blue Island Health Center** - 12757 S. Western Ave., Blue Island, IL 60406

Redetermination Events

Cook County Health and CountyCare are currently hosting a series of Rede events in the System's facilities, other FQHCs and community partners. Rede events target CountyCare members living in or close to the Zip Codes of the hosting site. Members receive calls, postal correspondence, email, and texts advising them of the event happening in their vicinity.

- May 1 – **Belmont Cragin Health Center** – 5501 W. Fullerton, Chicago, IL 60639
- May 2 – **Friend Health** – 5635 S. Pulaski, Chicago IL 60629
- May 6 – **North Riverside Health Center** – 1800 S. Harlem Avenue, North Riverside, IL 60546
- May 8 – **Provident Hospital** – 500 E. 51st Street, Chicago, IL 60615
- May 9 – **Alivio Health** - 2021 S Morgan St., Chicago, IL 60608
- May 10 – **Englewood Health Center** – 1135 W. 69th Street, Chicago, IL 60621
- May 13 – **Austin Health Center** – 4800 W. Chicago Avenue, Chicago, IL 60651
- May 14 – **Robbins Health Center** – 13450 S. Kedzie Ave Robbins, IL 60472
- May 15 – **Stroger Hospital** – 1969 W. Ogden, Chicago, IL 60612
- May 15 – **Primecare Health Center** – 5635 W. Belmont, Chicago, IL 60634
- May 16 – **Friend Health** – 5635 S. Pulaski, Chicago IL 60629
- May 16 – **Care for Friends** – 5749 N. Kenmore Avenue, Chicago, IL 60660
- May 17 – **Arlington Heights Health Center** – 3520 N. Arlington Heights Road, Arlington Heights, IL 60004
- May 18 – **Health Fair Leyden Township** - Bradley A. Stephens Community Center, 2620 Mannheim Rd, Franklin Park, IL 60131
- May 21 – **Cottage Grove Health Center** – 1645 S. Cottage Grove Ave Ford Heights, IL 60411
- May 22 – **Provident Hospital** – 500 E. 51st Street, Chicago, IL 60615
- May 23 – **Chicago Family Health Center** – 9119 S Exchange Ave Chicago, IL 60617
- May 24 – **Englewood Health Center** – 1135 W. 69th Street, Chicago, IL 60621
- May 28 – **Lawndale Christian Health Center** – 3750 W. Ogden Ave., Chicago, IL 60623
- May 29 – **Blue Island Health Center** – 12757 S. Western Avenue, Blue Island, IL 60406
- May 30 – **Esperanza Health Center** – 4700 S. California Ave Chicago, IL 60632

CCH Community Advisory Councils

Cook County Health Advisory Councils include patients, community and religious organizations and serve as a way to promote our services in the communities where our centers are located. The Councils provide feedback to our staff and help strengthen our health center's relationships in the community. The councils meet quarterly to provide current information on Cook County Health and as an avenue for members to share information about their organizations.

The 2024 Second Quarter topic presentations include CountyCare's Health Benefits for Immigrant Adults (HBIA) presentation. In addition, the meeting provides updates on Cook County Health, Community Outreach, and each clinic's programs.

Upcoming CAC meeting dates, including the 2024 schedule:

- Blue Island: Wednesday at 1:00 PM: May 15, August 14, November 13
12757 S. Western Ave., Blue Island, IL 60406
- Arlington Heights: Tuesday at 1:00 PM: May 21, August 20, November 19
3520 N. Arlington Heights Road, Arlington Heights, IL 60004
- Prieto: Tuesday at 1:00 PM: June 4, September 3, December 3
2424 S. Pulaski, Chicago, IL 60623
- Robbins: Tuesday at 1:00 PM: June 11, September 19, December 10
13450 S. Kedzie Road, Robbins, IL 60472
- North Riverside: Wednesday at 1:00 PM: June 12, September 11, December 11
1800 S. Harlem Avenue, North Riverside, IL 60546
- Englewood: Thursday at 1:00 PM - June 13, September 12, December 12
1135 W. 69th Street, Chicago, IL 60621
- Provident/Sengstacke: Wednesday at 9:00 AM: July 10, October 9
500 W. 51st Street, Chicago, IL 60609
- Cottage Grove: Tuesday at 1:00 PM: July 23, October 22
1645 S. Cottage Grove Avenue, Ford Heights, IL 60411

Event Participation in May:

Outreach staff will participate in the following events to promote both Cook County Health and CountyCare (especially Redetermination) to attendees.

- 1) May 1, 2024 – Participation in **Mental Health and Wellness Fair** which is hosted by Tiny T-Birds Preschool and Thornwood High School will take place at the Thornwood Highschool located at 17101 S Park Avenue in South Holland, IL 60473.

- 2) May 3, 2024 – Participation in **Chicago’s 2024 Hunger and Health Illinois Regional Summit** which is hosted by Illinois SNAP-Education and Chicago Partnership for Health Promotion and which will take place at Kennedy King College located at 740 West 63rd Street, U Building in Chicago, IL 60621.
- 3) May 4, 2024 – Participation in the **LGBTQIA+ Health & Housing Resource Fair** which is hosted by Chicago Department of Housing, and the Mayor’s LGBTQ+ Advisory and which will be held at the Morgan Park Academy located at 2153 W. 111th Street in Chicago, IL 60643.
- 4) May 4, 2024 – Participation in the **9th Annual Sprint 2 Spring 5K Run/Walk event** which is hosted by Hanover Township Office of Community Health will be held at the township offices located at 250 S Il Route 59 in Bartlett, IL 60103.
- 5) May 4, 2024 – Participation in the **Brighton Park Neighborhood Council Annual Health Fair** which will be held at Shield’s Middle School located at 2611 W 48th St in Chicago, IL 60632.
- 6) May 4, 2024 - Participation in **Illinois Resource Center’s Seventeenth Annual Statewide Summit for Bilingual Parents** which will be held at the Hilton Chicago/Oak Brook Hills Resort and Conference Center located at 3500 Midwest Road in Oak Brook, IL 60523.
- 7) May 4, 2024 - Participation in the **In His Hands Resource Center Inc.’s World’s largest Baby Shower** which will take place at the Matteson Community Center located at 4450 Oakwood Lane in Matteson, IL 60443.
- 8) May 6, 2024 - Participation in the **State Representative Mary Beth Canty Mental Health Fair** which will take place at the Arlington Heights Library located at 500 N. Dunton Ave. in Arlington Heights, IL 60004.
- 9) May 7, 2024 - Participation in the **Berkeley School District 87 SEL Family Night** which will take place at the MacArthur Middle School located at 1310 N Wolf Rd in Berkeley, IL 60163.
- 10) May 11, 2024 – Participation in the **Community Baby Shower** which is hosted by State Representative Kam Buckner, Cook County Commissioner Bill Lowry, State Senator Robert Peters, and Alderman Lamont J. Robinson will take place at the Timothy Community Center located at 4351 S Drexel Blvd in Chicago, IL 60653.
- 11) May 14, 2024 - Participation in the **Cook County Assessor’s Office’s Senior Resource Fair** which will take place at the Cook County Assessor’s Office located at 118 N Clark St 3rd Floor Lobby in Chicago, IL 60602.
- 12) May 15, 2024 - Participation in the **Paul G. Stewart Apartments’ Resource Fair** which will take place at the Cook County Assessor’s Office located at 118 N Clark St 3rd Floor Lobby in Chicago, IL 60602.
- 13) May 15, 2024 - Participation in the **Cook County Assessor’s Office’s Senior Resource Fair** which will take place at the Paul G. Stewart Apartments located at 400 East 41st Street in Chicago, IL 60653.

- 14) May 15, 2024 - Participation in the **Worth Township Community Resource Fair** which will take place at the Township located at 11601 S. Pulaski Road in Alsip, IL 60803.
- 15) May 15, 2024 - Participation in the **Prairie Hills ESD 144 Community Resource Fair** which will take place at the Mae Jemison School located at 3450 W. 177th Street in Hazel Crest, IL 60429.
- 16) May 15, 2024 - Participation in the **Legacy Charter School's 2nd Annual Westside Community Resource Fair** which will take place at the Legacy Charter School located at 3318 W. Ogden in Chicago, IL 60623.
- 17) May 18, 2024 - Participation in the **Sisters Working It Out's Love Hope Cure Walk** which will take place at the Memorial Park located at 12804 Highland in Blue Island, IL 60406.
- 18) May 18, 2024 - Participation in the **Provident Hospital Women's Auxiliary's Health Roundtable** which will take place at the North Washington Park Manor located at 550 East 50th Place in Chicago, IL 60615.
- 19) May 18, 2024 - Participation in the **2024 Health Fair in Leyden Township** which will take place at the Bradley A. Stephens Community Center located at 2620 Mannheim Road in Franklin Park, IL 60131.
- 20) May 19, 2024 - Participation in the **Addus and Mt. Carmel Children of God MB Church's Mental Health Fair** which will take place at the Mt. Carmel Children of God MB Church located at 5141 S Damen Ave in Chicago, IL 60609.
- 21) May 23, 2024 - Participation in the **Greater Auburn-Gresham Development Corporation's Spring Health Fair on the Block!** which will take place at the Former CVS Parking Lot located at 79th and Halsted in Chicago, IL 60620.
- 22) May 25, 2024 - Participation in the **Cook County Bureau of Economic Development's Transforming Places Summer Kick-off Events** which will take place at the Gloria Taylor Park located at 14821 Broadway in Harvey, IL 60426.

DIVISIONAL EXECUTIVE SUMMARY

AMBULATORY SERVICES

Lead Executive: Craig Williams, Chief Administrative Officer, Operations and Development
Reporting Period: March 2024
Report Date: April 15, 2024

Strategic Initiatives • OKR Highlights • Status Updates



Patient Safety, Clinical Excellence & Quality

- ACHN providers will start partnering with members of the County Care team to enhance healthy eating options for ACHN patients. They will be able refer county care patients for these important services to help impact Social Determinants of Health. Doctors and providers will refer patients directly to a nutrition consultant who can support patients around healthier eating and any issues with food security.
- CCH has purchased The Joint Commission AMP tracer tool software to assess regulatory compliance. A specific tool for Primary Care Medical Home was created with the software for the quality team to pilot. We are currently in the process of implementing this new tool. Some examples of clinic tracers that have been found include: expired supplies, no recorded temperatures on weekend medication temperature logs, and corrugated boxes in storage areas.
- The Quality team met with Primary and Specialty leaders to create a robust corrective action plan for each Stroger mock survey finding for follow up and sustainment.



Health Equity, Community Health & Integration

- The AIDS Foundation of Chicago honored Ruth M. Rothstein Core Center with the Roman Buenrostro Legacy Award for over 25 years of extraordinary support and service to the Ryan White case management clients.
- CORE/Cook County HIV Integrated Programs (CCHIP) hosted several events for National HIV Women & Girls Day and provided high level HIV testing events in connection with Northeastern Illinois University, Dominican University, Chicago State University, Bremen High School and Morton East High School to provide sexual health services to adolescents in the community. Event successes include providing services to migrant populations on site who recently were housed in the Bronzeville area. Additionally, CCHIP provided HIV testing at the King Center and will provide permanent sexual health services onsite the 2nd and 4th Thursday of each month.



COOK COUNTY
HEALTH

DIVISIONAL EXECUTIVE SUMMARY

AMBULATORY SERVICES

- This month 225 individuals in the community received a rapid test through targeted HIV screening. Additionally, we identified 13 newly diagnosed clients through routine & rapid screening and 12 clients were linked to care.
- Through the community vaccine program, ACHN continues to provide COVID-19 vaccination to the community and patients. This month, there was a total of 1,319 patients vaccinated. In addition, the CORE Center location is offering the Mpox testing, vaccination, and treatment to patients and the community and a total of 9 patients were vaccinated for Mpox.
- The Primary Care management team is seeing a significant decrease in open provider notes and they are attributing this to the new weekly notification to provider. Last month there were 889 open notes and this month there was 528.
- To support patient access to care, the Patient Support Center answered more than 56,000 patient calls with an average answer speed of under 60 seconds. In addition, there were over 3,000 nurse triage calls answered this month.
- This month, the HealthviewX referral platform for CCH partners to refer specialty and diagnostic patients hit another milestone with 7,000 referrals placed. There are 400 active users and over 7,000 referral orders placed by CCH partners. Currently ophthalmology is the most requested specialty and ultrasound is the most requested diagnostic. The Cerner Provider Portal also went live this month to support partner organizations receiving patient results.
- The Cancer Center Service Line finalized the workflow for referring Cermak patients to outside facilities for care not provided at CCH. In addition, they submitted a purchase requisition for a Complete Blood Count (CBC) Analyzer. They will allow implementation of a “Point of Care” lab in Cancer Center once installed.
- As of March 2024, we have seen 24,795 new arrivals at the Belmont Cragin New Arrival Health Center and 5,340 new arrivals through the Mobile Care Team.
- This month the Mobile Care Team continued to provide care to the New Arrivals in the City of Chicago shelters, completing approximately 307 patient visits. The patients were assessed for immediate needs and scheduled for follow-up appointments at our Belmont Cragin New Arrival Health Center. They were also offered virtual visits with providers for any appropriate needs, and others were sent for in-person evaluations in the emergency department. Furthermore, The Mobile Care Team also provided follow-up appointments for our established patients and was able to deliver pending lab results from past visits.
- The CCH Mobile Care Coordination Team worked with CDPH to screen and assess all new arrivals at city shelters for status of MMR vaccine (Measles). Once a patient is identified as needing MMR, the team works to get them vaccinated onsite or by arranging transportation and appointments to Belmont Cragin New Arrivals clinic.



COOK COUNTY
HEALTH

DIVISIONAL EXECUTIVE SUMMARY

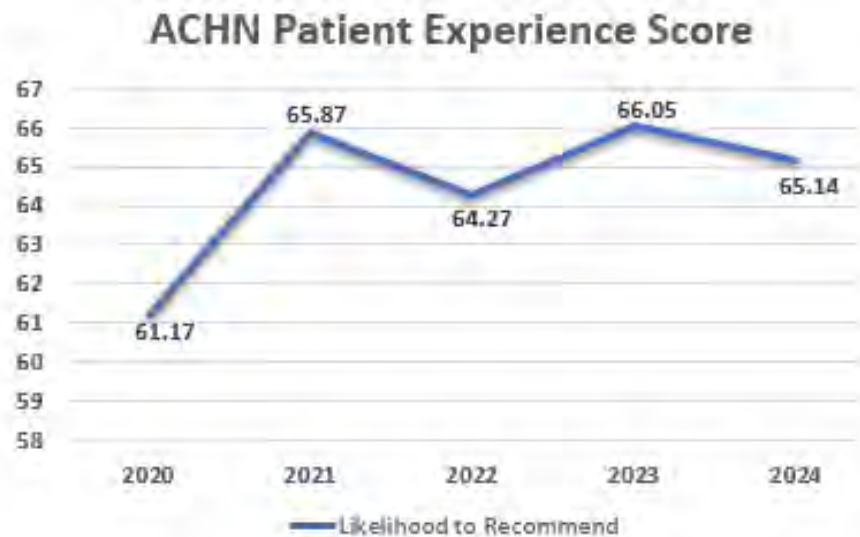
AMBULATORY SERVICES

- The Neurosciences Service Line attended the March Medical Staff meeting at St. Bernard’s Hospital and proposed a partnership to provide tele stroke program. Based on that discussion, we are working with them on exploring a pilot program.



Patient Experience & Employee Engagement

- This month, ACHN saw a 0.4% increase in our overall “Likelihood to Recommend” score year-to-date bringing their score to 65.14%.



- Primary Care saw an increase in their number of surveys received this month from 1,136 to 1,593. In addition, there was an increase in “Likelihood of Recommending” by 1.2%.
- The Specialty Care Team is working to reduce no-shows by collaborating with providers to convert them into telehealth visits. In addition, they are partnering with the marketing team to promote our services to external partners to improve clinic visibility.



Growth Innovation & Transformation

- The Women and Children Service Line finalized the application for a new funding opportunity through HRSA for the Healthy Start grant and is now awaiting the notice of award.
- CCH operations leadership worked with CCDPH and CDPH to respond to the measles outbreak that was emerging across city shelters. CCH community clinics now serve as a community testing site and vaccination for measles. Patients can call our vaccine hotline to speak with a nurse regarding their immunization status and screen for needs of testing as well as schedule appointments. CCDPH



DIVISIONAL EXECUTIVE SUMMARY

AMBULATORY SERVICES

and CDPH were partners in assisting with an increase stock of vaccine inventory to respond to the declared outbreak.

- The Virtual Care team has revised the workflow to include nurses for the purpose of triaging patients prior to them being connected with a provider. The existing staff has been trained on the changes and the HIS team is currently testing the changes made to the platform itself. We will go-live with this revised version of Virtual Care as soon as testing is completed.



Optimization, Systemization & Performance Improvement

- The Behavioral health team finalized the guidelines for the Ambulatory Behavior Health and Social Work Department around continuing education, clinic closure requests, and administrative time in accordance with CBA and CCH policies. These guidelines were presented in the monthly social work meeting.
- The Oracle Behavioral Health module kick-off project was held. The module will assist with the following: reduction insurances denials; reduce administrative time providers spend on clinical notes; improve the quality of the notes to include the extent of the services and care that is being provided to the patients; strengthening the multidisciplinary approach to care by improving the health information exchange; and meet regulatory requirements. There are internal reviews of documentations currently.
- CCH Operations team is working with Financial Counseling to ensure all New Arrivals continue to get screened for Medicaid enrollment after DHS has notified of their onsite team removal at Belmont Cragin. In addition, they worked with the marketing team to develop a one-page flyer with instructions on how to find our new Virtual Immediate Care Clinic for CCH Community clinics to use with their primary care patients as a resource for urgent needs. The flyer will also be posted to our patient portals and websites.



DIVISIONAL EXECUTIVE SUMMARY

AMBULATORY SERVICES



Workforce: Talent & Teams

- ACHN has a total of 172 requests to hire in recruitment (2 on hold; 36 in pre-recruiting; 43 currently posted; 7 to be posted; 36 validations in progress; 33 interviews in progress; 35 decision-to-hire packets; 13 offers accepted, 3 hiring fairs underway). The remaining are the number of people hired this fiscal year.



Fiscal Resilience

- Primary Care: ACHN is below budgeted volumes for February by 1,293 visits and 6.8% below budget year-to-date totaling 66,683 visits in FY2024.
- Specialty Care: ACHN is below budgeted volumes for March by 871 visits and 3% below budgeted volumes year-to-date totaling 97,974 visits in FY2024.
- As of the end of March 2024, ACHN is on track overall on expenses having expended 33% of the budget.

Office / Program / Account	FY24 Budget	Expenses	Obligations (BPA's/PO's)	Expenditures (Expenses + Obligations)	Funds Available	% Expended
4893 - Ambulatory & Community Health Network of Cook						
Grand Total	102,701,913	32,204,704	2,179,991	34,384,695	68,317,218	33%

- We have three non-personnel contracts for \$500k or more. One contract is expired with an amendment in process and no gaps in service.

Contract Number	Contract Name	Agreement Amount	Expiration	Notes/Updates
H18-72-030	Anchor Mechanical	\$ 959,634.00	6/30/2024	COC approved. RFP will go out for new HVAC contract.
H20-25-033	The Chicago Lighthouse	\$ 4,480,000.00	2/28/2024	Amendment in process. No gaps in service
H21-25-012	DaySpring	\$ 2,300,000.00	11/30/2024	RFP will go out for environmental services. Amendment requested to add new clinic at 467 E 31st St. Chicago.



DIVISIONAL EXECUTIVE SUMMARY

CERMAK HEALTH SERVICES

Lead Executive: Jesus “Manny” Estrada, Chief Operating Officer, Cermak Health Services

Reporting Period: March 2024

Report Date: April 19, 2024

Strategic Initiatives • OKR Highlights • Status Updates



Patient Safety, Clinical Excellence & Quality

Cermak formally received accreditation from the National Commission on Correctional Healthcare, NCCHC. Re-accreditation is scheduled for March 2026.



Health Equity, Community Health & Integration

Cermak completed an alternate staffing matrix for mental health services. The new staffing matrix will increase the number of patient programming hours while allowing for better oversight to clinical practice.



Growth Innovation & Transformation

Cermak is currently rolling out Phase 1.5 of telehealth initiative. This phase includes the retrofitting of two rooms in the specialty clinic area in preparation for expanded clinical specialties tentatively scheduled for October, 2023. Phase 2, which entails access to telehealth in all 10 living units, is scheduled June 2024.

Cermak is in the process of finalizing realigned service lines dashboards and KPIs. These tools are used by the respective service lines to measure daily activities and outcomes. Metrics will be reported to System Quality Governance Committee on May 3, 2024.



DIVISIONAL EXECUTIVE SUMMARY

CERMAK HEALTH SERVICES

Optimization, Systemization & Performance Improvement



Cermak rolled out the format/process of reporting housekeeping/cleanliness issues in the Environment of Care Process. New process allows for electronic reporting of cleanliness status.

Cermak, in collaboration with Health Information Systems is introducing electronic signature technology. The goal is to introduce efficiencies into current processes while reducing the need to maintain paper documentation.

Workforce: Talent & Teams



Cermak continues with hiring initiatives to support the continued patient care activity.

Cermak hosted a visit from the Illinois Department of Corrections including the Medical Director and Chief Psychiatrist. The purpose of the visit was to gain information about Cermak's Opioid Treatment Program, considered industry best practice.

Cermak will host a visit by Eskenazi Health in May 2024. The purpose of the visit is to review clinical and operational processes. Eskenazi Health is considering replication of Cook County Health's organizational structure as related to Correctional Health.

Fiscal Resilience



Cermak continues Medicaid enrollment for patients entering the facility. In line with potential to leverage proposed Reentry Section 1115 Waiver which will potentially allow for the generation of revenues for returning residents 90 days ahead of discharge.



COOK COUNTY
HEALTH

DIVISIONAL EXECUTIVE SUMMARY

CERMAK HEALTH SERVICES

Budget to Actual –

Overall, across all accounts, Cermak is on track and JTDC is lower than budgeted expectation through the end of March 2024

Office / Program / Account	FY24 Budget	Expenses	Obligations (BPA's/PO's)	Funds Available	% Expended
4240 - Cermak Health Services of Cook County					
0 - DEFAULT (41195.4240.0) Total	-	(21)	-	21	No Budget
10155 - Administration (41195.4240.10155) Total	12,449,230	5,903,023	16,972	6,529,235	48%
13500 - Environmental Services (41195.4240.13500) Total	2,762,461	790,606	19,651	1,952,204	29%
13945 - Finance (41195.4240.13945) Total	243,273	71,270	-	172,003	29%
14915 - Human Resources (41195.4240.14915) Total	263,532	58,380	-	205,153	22%
15050 - Information Technology (41195.4240.15050) Total	231,171	71,205	-	159,966	31%
15435 - Laboratory Services (41195.4240.15435) Total	641,650	149,030	18,147	474,473	26%
15805 - Material Management (41195.4240.15805) Total	462,003	96,209	40,851	324,944	30%
15895 - Medical Administration (41195.4240.15895) Total	10,760,199	2,822,844	101,581	7,835,774	27%
17015 - Oral Health (41195.4240.17015) Total	2,496,986	686,217	-	1,810,769	27%
17170 - Patient Care Services (41195.4240.17170) Total	46,480,058	9,882,691	784,011	35,813,357	23%
17395 - PCS - Emergency Services (41195.4240.17395) Total	-	0	-	(0)	No Budget
17610 - Pharmacy (41195.4240.17610) Total	9,838,834	2,083,610	777,961	6,977,262	29%
18445 - Quality Assurance (41195.4240.18445) Total	776,331	215,397	-	560,934	28%
18485 - Radiology (41195.4240.18485) Total	845,217	244,918	-	600,299	29%
29235 - 240 General Store Inventory (IV) (41195.4240.29235) Total	-	175,701	-	(175,701)	No Budget
16005 - Health Information Management (HIM) (41195.4240.16005) Total	422,736	117,074	-	305,662	28%
16125 - Mental Health Services (41195.4240.16125) Total	17,258,018	4,289,627	114,869	12,853,523	26%
29165 - General Store Inventory (IV) (41195.4240.29165) Total	271,687	66,283	74,789	130,615	52%
Grand Total	106,203,386	27,724,064	1,948,831	76,530,491	28%



COOK COUNTY
HEALTH

DIVISIONAL EXECUTIVE SUMMARY

CERMAK HEALTH SERVICES

Office / Program / Account	FY24 Budget	Expenses	Obligations (BPA's/PO's)	Funds Available	% Expended
4241 - Health Services - JTDC					
10155 - Administration (41197.4241.10155) Total	1,041,815	94,081	450	947,284	9%
16015 - Medical Services Administration (41197.4241.16015)	731,730	226,525	-	505,205	31%
17015 - Oral Health (41197.4241.17015) Total	309,492	124,880	-	184,612	40%
17170 - Patient Care Services (41197.4241.17170) Total	3,629,502	939,088	81,138	2,609,276	28%
10755 - Behavioral Health (41197.4241.10755) Total	3,971,104	1,052,862	-	2,918,242	27%
Grand Total	9,683,643	2,437,436	81,588	7,164,619	26%



COOK COUNTY
HEALTH

DIVISIONAL EXECUTIVE SUMMARY

CERMAK HEALTH SERVICES

Staffing

CERMAK STAFFING / VACANCY and HR ACTIVITY STATUS

A Look into HR Recruitment Access the dashboard training guide and request new user access through Hiring Central. [→](#)

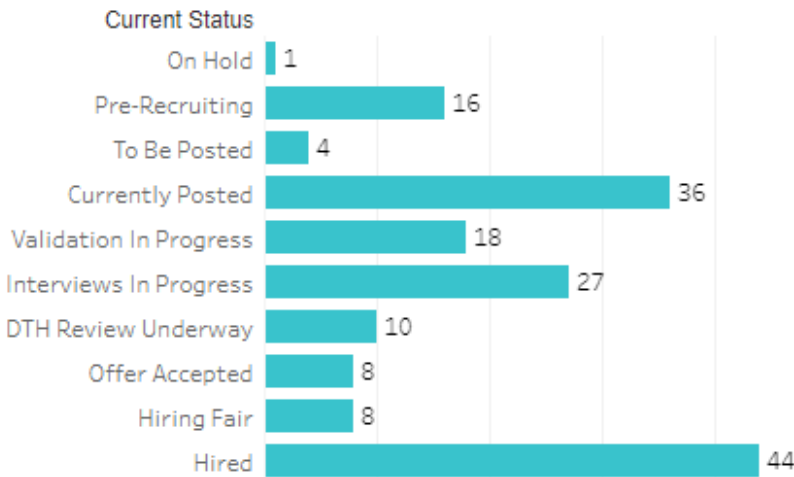
COOK COUNTY HEALTH

Filters: Job Title (All), Job Code (All), Job Classification (All), Union (All), Department (All), Office # (4240), Business Unit (All), Hiring Manager (All), Senior Leader (All), PID (All)

111 Current Requisitions	44 Total Hired	18 Validation In Progress	27 Interviews In Progress	7 Open Interviews (Greater than Two Weeks)	2 Submitted DTHs Older than 5 Days	6 New Hires Starting Soon <small>*Offer Accepted/Hired Status</small>
VIEW DETAILS	VIEW DETAILS	VIEW DETAILS	VIEW DETAILS	VIEW DETAILS	VIEW DETAILS	VIEW DETAILS

What Stage are my Current Requisitions?

* Excludes hired



DIVISIONAL EXECUTIVE SUMMARY

CERMAK HEALTH SERVICES

JTDC STAFFING / VACANCY and HR ACTIVITY STATUS

A Look into HR Recruitment

Access the dashboard training guide and request new user access through Hiring Central. [↗](#)

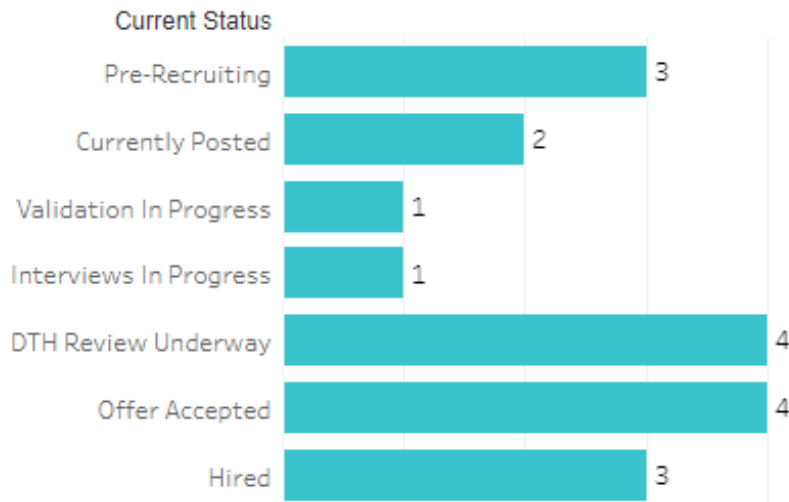
COOK COUNTY HEALTH

Filters: Job Title (All), Job Code (All), Job Classification (All), Union (All), Department (All), Office # (4241), Business Unit (All), Hiring Manager (All), Senior Leader (All), PID (All)

12	3	1	1	2	2
Current Requisitions	Total Hired	Validation in Progress	Interviews in Progress	Open Interviews Greater than Two Weeks	Submitted DTHs Older than 5 Days
			New Hires Starting Soon *Offer Accepted/Hired Status		
			VIEW DETAILS		VIEW DETAILS

What Stage are my Current Requisitions?

* Excludes hired



COOK COUNTY HEALTH

DIVISIONAL EXECUTIVE SUMMARY

CERMAK HEALTH SERVICES

Procurement --

The following contracts for \$500K or more and are set to expire in the next 9 months.

Number	Supplier	Description	Expires On
77000064455	ODP BUSINESS SOLUTIONS LLC	H19-25-077 - Supplies and Services, Office Supplies	21-Nov-23
77000075883	STERICYCLE INC	H20-25-063 - Waste Removal for Medical, Hazardous, Sharps and Pharma Waste	31-Mar-24
H16-72-052	LINDE GAS & EQUIPMENT DIV LINDE NC	H16-72-052 - Service, Certification, Maintenance, and Repair of Medical Gas Systems	31-Mar-24
H17-25-037	CORPORATE CLEANING SERVICES INC	H17-25-037 - Service, Window Cleaning	31-May-24
H18-25-008	MAXIM HEALTHCARE SERVICES INC	H18-25-008 - Service, Temporary Staffing	31-May-24
H18-25-114	KORE SAE, LLC	H18-25-114 - Service, Temporary Staffing	31-May-24
H17-25-114	CROSS COUNTRY STAFFING INC	H17-25-114 - SERVICE, NURSE AGENCY SERVICES	31-May-24
77000054363	LINCOLN PARK DIALYSIS SERVICES INC	H19-25-046 - SERVICES, LINCOLN PARK DIALYSIS SERVICES INC DBA DAVITA INC	30-Jun-24
77000032606	SCHECK & SIRESS PROSTHETICS, INC	77000032606 - SERVICE, CUSTOM ORTHOTICS	31-Jul-24
77000107994	MAXIM HEALTHCARE SERVICES INC	H22-25-052_ Services_Locum Tenens and AP Staffing	14-Aug-24
77000133454	AB STAFFING SOLUTIONS LLC	H22-25-164 SERVICE, PROFESSIONAL RADIOLOGY STAFFING SERVICES	25-Sep-24
77000063015	ALLIED WASTE TRANSPORTATION, INC.	H19-25-103 - Service, Waste Removal Services Throughout CCH	30-Nov-24
77000063013	W W GRAINGER INC	H19-25-063 - Supply, Institutional Supplies for Maintenance, Repair, and Operations	30-Nov-24
77000073375	LINDE GAS & EQUIPMENT INC.	H20-25-023 - SERVICE, MEDICAL GAS	8-Dec-24



DIVISIONAL EXECUTIVE SUMMARY

COOK COUNTY DEPARTMENT OF PUBLIC HEALTH

Lead Executive: LaMar Hasbrouck, MD, MPH, MBA, Chief Operating Officer
Reporting Period: March 25, 2024
Report Date: April, 2024

Strategic Initiatives • OKR Highlights • Status Updates



Health Equity, Community Health & Integration

- In March, CCDPH hosted the last Community Health Worker (CHW) Learning Collaborative meeting where presentations were given by The Lighthouse Institute (Chestnut Health Systems). The presentation showed that participation by community partner organizations in the CHW Learning Collaboratives has improved CHWs' ability to support community members. Over the last 6 months, over 2,500 referrals have been made by CCDPH Community Health Promoters and funded community-based organizations.
- CCDPH activated Incident Command as of Monday, March 25th for measles. Several leaders are serving as section chiefs for this incident and are working in coordination with the Illinois Department of Public Health (IDPH), the Chicago Department of Public Health (CDPH), Department of Emergency Management & Regional Security (DMERS), and Ambulatory Community Health Network of Cook County (ACHN). CCDPH has organized receipt and distribution of 317 measles vaccines from IDPH to suburban ACHN clinics to allow for clinics to administer vaccine to patients.
- Cook County's first suburban measles case was confirmed in Cicero, IL on 3/27. CCDPH nursing staff was deployed to complete first round of home measles vaccinations for suspected exposed individuals. All eligible household members were vaccinated. Additionally, outreach to all suburban hospital infection preventionists was made to make them aware of the potential for measles in their communities.
- The Community Behavioral Health Unit (CBHU) conducted two virtual naloxone trainings for Cook County Pharmacy and CountyCare. There were 99 participants in total.



Optimization, Systemization, & Performance Improvement

- Public Health Nursing Director is working with Creative Health Care Management Consulting regarding the program's readiness for the Pathway



COOK COUNTY
HEALTH

DIVISIONAL EXECUTIVE SUMMARY

COOK COUNTY DEPARTMENT OF PUBLIC HEALTH

to Excellence Journey. If successful, CCDPH will be the first public health agency in the country to obtain this designation.



Workforce: Talent & Teams

- The CCDPH Workforce Development team held the first Fast Start Onboarding Cohort, a 2-day program, this month. 6 new hires were welcomed representing 5 different units/programs.



Fiscal Resilience

- In an effort to build fiscal resilience, CCDPH conducted a financial retrospective that examined non-personnel, corporate expenditures with the intention of forecasting rest of the year spend.

Budget to Actual File: FY24 CCH Budget to Actual April 1, 2024

Office & Account	FY24 Budget	Expenses	Obligations (BPA's/PO's)	Expenditures (Expenses + Obligations)	Funds Available	% Expended	Actual Expenses - % Expended
4895 - DPH Total	21,992,570	4,579,341	190,089	4,769,429	17,223,140	22%	N/A

Staffing

As of March 2024, CCDPH has 58 vacant positions to date (actively recruited) – 7 Requests for Hires (RTH) are awaiting budget approval or to be posted/reposted. The remaining positions are being actively recruited (see table below).

FY24 metrics Snapshot, as of March 2024

RTHs Submitted MTD YTD	Budget Approved	Posted	Postings Closed	ARP Received	Referred for Interview	Interviews Completed	e-DTH submitted	Candidate Offers	Vacancies Filled In March
22/76	7	11	1	4	7	1	6	3	0



COOK COUNTY
HEALTH

DIVISIONAL EXECUTIVE SUMMARY

COOK COUNTY DEPARTMENT OF PUBLIC HEALTH

Procurement

The following contracts for \$500K or more are set to expire in May, but they are currently being reviewed and are expected to be extended.

Contract #	Vendor or Subgrantee Name	Expires On
H21-25-129	AgeOptions	5/31/24
H22-25-154	Flowers Communications Group	5/31/24
H21-25-138	Housing Helpers / Proviso Partners for Health	5/31/24
H21-25-140	Illinois Board of Trustees / UIC School of Public Health	5/31/24
H21-25-139	Raise the Floor Alliance	5/31/24
H21-25-182	United Way of Metropolitan Chicago	5/31/24

**** Month to date (MTD) - Fiscal year to date (YTD-Dec, Jan, Feb, March)



COOK COUNTY
HEALTH

DIVISIONAL EXECUTIVE SUMMARY

HEALTH PLAN SERVICES

Lead Executive: Aaron Galeener, Chief Administrative Officer Health Plan Services

Reporting Period: March 2024

Report Date: April 18, 2024

Strategic Initiatives • OKR Highlights • Status Updates



Patient Safety, Clinical Excellence & Quality

Focus on maternal and child health

Last June, CountyCare was awarded a National Association of Counties (NACo) Award for its Brighter Beginnings Program. [CountyCare's Brighter Beginnings program is the Health Plan's maternal and child health \(MCH\) program](#) uniquely designed to reach, educate, and support CountyCare's MCH population through connections to community resources, a vast network of MCH providers, care management services, benefits and rewards, and access to actionable information. CountyCare provides:

- [Supplemental benefits and rewards](#), like a book club, diapers, sleep safe kits, breast pumps, car seats, and Visa gift card rewards for attending prenatal and postpartum visits.
- Medically tailored meals for pregnant members with gestational diabetes or hypertension.
- A dedicated care management team focusing on MCH population.
- Member education and support, including information on how to find a midwife.

In 2024, CountyCare has been implementing a focused project to support the MCH population, focusing on prenatal and post-partum care (PPC) timeliness, including:

- Additional communications to members about services available to them via text message.
- Incorporation of PPC as quality measures of focus in CountyCare's value-based agreements.
- Launching of new Medicaid covered provider types, including doulas, lactation consultants, and home visitors.
- Continuous improvements to the provider network to increase access.
- Collaborations with community-based workgroups supporting the MCH population.
- Monthly measurement of outcomes with a focus on reducing health inequities.



COOK COUNTY
HEALTH

DIVISIONAL EXECUTIVE SUMMARY

HEALTH PLAN SERVICES



Health Equity, Community Health, & Integration

CountyCare's investment in housing

Over the past several years, CountyCare has made a significant investment in housing. As of March 2024, CountyCare has 79 members housed in the Flexible Housing Pool, an established public-private partnership that provides permanent supportive housing, tenancy support, and social services to members for three years.

- The Flexible Housing Pool was created to break the cycle of homelessness, improve health outcomes, and reduce costs to the public healthcare system.
- CountyCare's investment in the Flexible Housing Pool was featured by the [Institute for Medicaid Innovation](#) in its compendium, "Medicaid Managed Care's Pandemic Pivot: Addressing Social Determinants of Health to Improve Health Equity."
- CountyCare has issued a request for proposals (RFP) to develop a comprehensive Housing Program. This program will expand CountyCare's capacity to support unhoused members.
- CountyCare will continue to focus its limited housing resources on members with behavioral health diagnoses and those in the maternal and child health population.



In March, CountyCare was awarded by the Center for Housing and Health for its continued work to support community members that are unhoused.



Member Experience

Engagement of the new CountyCare Access, Health Benefits for Immigrant Adults and Seniors (HBIA/HBIS) membership

As of April, CountyCare has successfully welcomed over 34,600 members of the HBIA and HBIS programs into a new program called *CountyCare Access*.



COOK COUNTY
HEALTH

DIVISIONAL EXECUTIVE SUMMARY

HEALTH PLAN SERVICES

- The state of Illinois' HBIA and HBIS programs provide Medicaid-like coverage for people who are 42 years old or older, meet income guidelines, and are not eligible for traditional Medicaid due to immigration status.
- Members of both programs residing in Cook County were auto assigned by the Illinois Department of Health & Family Services (HFS) into CountyCare.
- CountyCare is the only plan in Illinois that decided to remove cost-sharing and co-pays.
- The plan had a record high engagement with this membership and 70% of Immigrant Adult members that entered the plan in January received a health risk screening within 60 days of enrollment with the plan.
- Additionally, CountyCare has been hosting redetermination events to support members through the redetermination process. As all members within this program who previously did not go through the redetermination process will be receiving their notice in April, CountyCare has experienced high attendance at these events.



Growth, Innovation & Transformation

Choice membership and the results of the Bring on the Benefits 2023-2024 Choice Campaign

In partnership with the Cook County Health Communications Department, CountyCare had a successful Medicaid choice period with its new marketing campaign, "Bring on the Benefits." The campaign has been running from October 2023 through April 2024 and highlights CountyCare's extensive benefits and provider network on billboards, television, radio, and social media.

The 2023-2024 campaign's results outperformed last year's:

- Total impressions increased 312% compared to similar period last year.



COOK COUNTY
HEALTH

DIVISIONAL EXECUTIVE SUMMARY

HEALTH PLAN SERVICES

- The number of calls and clicks increased 144% and 31% respectively compared to last year.

Additionally:

- Satisfaction with the plan increased to 82%, a record high.
- Likelihood of members to recommend the plan increased from +59 to +76 Net Promoter Score.
- Likelihood of continuing with plan remains very high, with 90% saying they are “very likely” to stay.

The plan has also seen its highest choice enrollment with 34-35% of Cook County Medicaid members choosing CountyCare between January and March.



Optimization, Systemization & Performance Improvement

Change Healthcare data security incident

CountyCare has experienced minimal member interruption as a result of the Change Healthcare security incident as Change Healthcare does not serve as the clearing house for its medical, behavioral, or pharmacy claims. CountyCare's dental and vision has been impacted and is working directly with dental and vision providers to submit claims utilizing alternative methods.

As a result of this incident and its broad impact on the health care industry, CountyCare has is reevaluating its emergency preparedness protocols to further align with the Centers for Medicare and Medicaid Emergency Preparedness Rule in four domains:

- Risk assessment and planning



COOK COUNTY
HEALTH

DIVISIONAL EXECUTIVE SUMMARY

HEALTH PLAN SERVICES

- Policies and procedures
- Communication planning
- Training and testing



Fiscal Resilience

Fraud Waste and Abuse (FWA) and Payment Integrity

On an ongoing basis, CountyCare's Compliance team identifies and recovers overpayments and opportunities for preventive loss savings.

- In its first two quarters of State FY24 reporting, CountyCare has recovered:
 - Over \$359,000 through FWA
 - Over \$844,000 through data mining and clinical audits
- The plan also estimates over \$45,000 in proactive preventive loss savings.

Medical Cost Action Plans

- Opportunities for cost-savings continue to be an area of focus for plan in 2024.



Workforce: Talent & Teams

All Staff Townhalls and Lunch and Learns

Each month CountyCare hosts a “Lunch and Learn” or All Staff Townhall on a different topic. Usually there are over 200 team members in attendance. The goals of these sessions are to provide the growing CountyCare team with information regarding:

- Medicaid Managed Care topics that will provide them with insight on the activities of each CountyCare department.
- Community resources that could benefit our Medicaid members.
- Wellness strategies to improve their health and wellbeing.



COOK COUNTY
HEALTH

DIVISIONAL EXECUTIVE SUMMARY

HEALTH PLAN SERVICES

Budget to Actual Through March 2024

CountyCare's March membership of over 441,179 members was higher than the monthly average budgeted projection of 391,000. The net impact of revenue and expenses remains balanced and within budget.

Office & Account	FY24 Budget	Expenses	Obligations (BPA's/PO's)	Expenditures (Expenses + Obligations)	Funds Available	% Expended
4896 - Health Plan Services						
CONTRACTUAL SERVICE Total	2,478,569,874	1,219,567,226	74,789,405	1,294,356,631	1,184,213,243	52%
OPERATIONS & MAINTENANCE Total	7,748	5,572	-	5,572	2,176	72%
PERSONAL SERVICES Total	46,192,543	11,968,763	-	11,968,763	34,223,780	26%
4896 - Health Plan Services Total	2,524,770,165	1,231,541,560	74,789,405	1,306,330,965	1,218,439,200	52%
Grand Total	2,524,770,165	1,231,541,560	74,789,405	1,306,330,965	1,218,439,200	52%

Staffing

Of the **57 positions** FY2024 in recruitment, **29 (51%) of requisitions have been hired, and 5 new hires are on track to start in the coming weeks.** CountyCare is continuing to prioritize staff recruitment to ensure the continued success of the plan.



Procurement

The following contracts for \$500,000 or more are set to expire in the next 9 months.

Service	Vendor	Description	Type of contract	Contract end date
HEDIS Vendor	Vital Data Technology	Provides State-required quality reporting	Extension	06/30/2024
Non-emergency medical transportation	Transdev (formerly First Transit)	Provides Medicaid-covered non-emergency medical transportation.	Extension	08/31/2024



DIVISIONAL EXECUTIVE SUMMARY

PROVIDENT OPERATIONS

Lead Executive: Arnold F. Turner, MD, Chief Hospital Executive, Provident Hospital

Reporting Period: March 2024

Report Date: April 19, 2024

Strategic Initiatives • OKR Highlights • Status Updates



Patient Safety, Clinical Excellence & Quality

- On March 8, 2024, the installation of the nurse call system was completed and is operational.
- The Provident leadership team met the CPD District #2 Commander Phillips, District Captain Clark, and Chicago Police Department representatives along with the Provident public safety team to discuss our safety concerns and ways we can work together to enhance safety at Provident and the surrounding community. We agreed to have quarterly meetings.
- The Provident laboratory implemented acetaminophen and aspirin testing. This eliminated the delay in care and diagnosing acetaminophen and aspirin toxicity.



Health Equity, Community Health & Integration

- On March 15, 2024, more than 100 patients participated in a colorectal cancer screening awareness program.



COOK COUNTY
HEALTH

DIVISIONAL EXECUTIVE SUMMARY

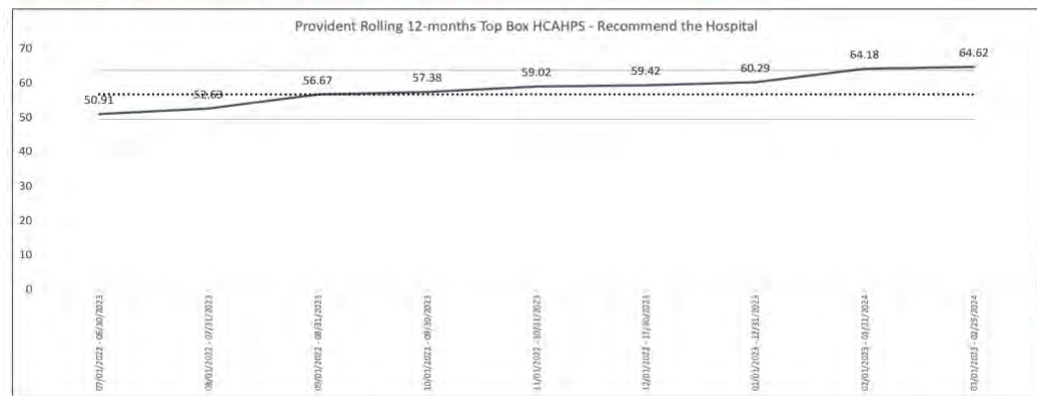
PROVIDENT OPERATIONS



Patient Experience

Op Ex Patient Experience Workgroup

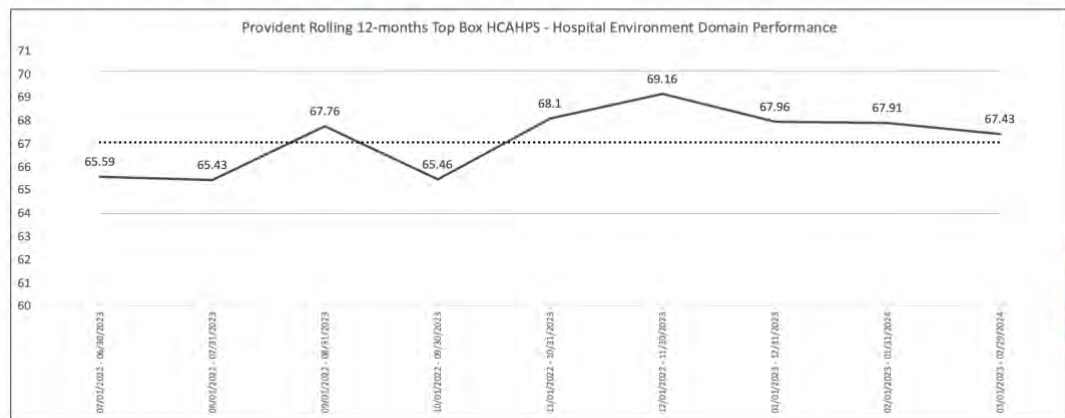
Rolling 12-months HCAHPS Top Box Score for Recommend the Hospital



The goal is the 75th percentile for Likelihood to Recommend the Hospital Domain.

HCAHPS Measures

Rolling 12-months HCAHPS Top Box Score for Hospital Environment Domain



The goal is the 58th percentile for the Hospital Environment Domain



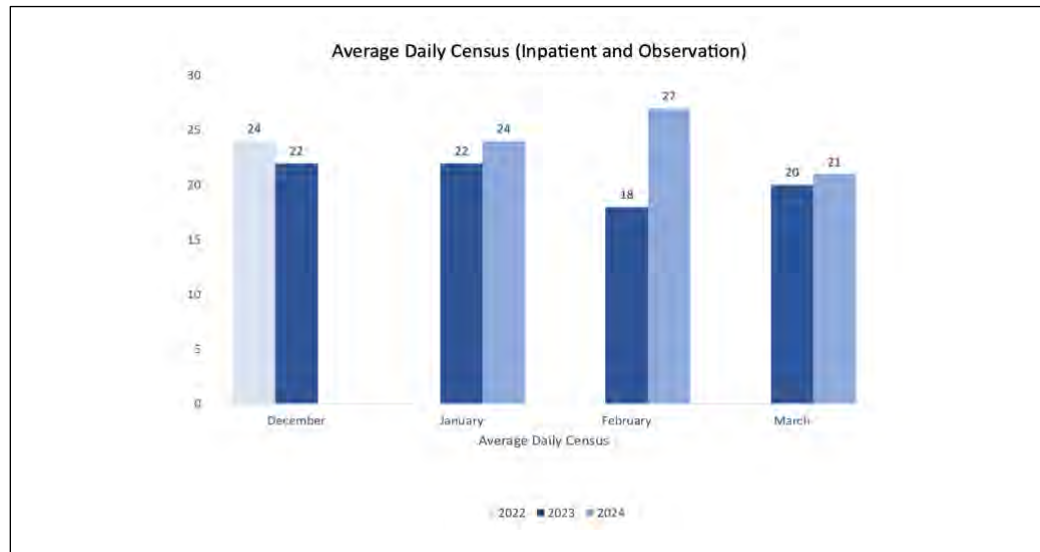
DIVISIONAL EXECUTIVE SUMMARY

PROVIDENT OPERATIONS



Growth Innovation & Transformation

- Provident surgery services expand to include thyroidectomies when Dr. Amna Khokar performed a left thyroidectomy on March 27, 2024. The surgery went well, and the patient was discharged home after the surgery.
- Working with HIS, we identified space for new telecommunications closet on the first floor that meets CCH HIS standards. This closet will not only accommodate current projects on the first floor but will also add room for future project.



Optimization, Systemization & Performance Improvement

- Clinical Engineering is now providing onsite coverage at Provident Monday through Friday. They are not only covering the OR but also making rounds in the departments



COOK COUNTY
HEALTH

DIVISIONAL EXECUTIVE SUMMARY

PROVIDENT OPERATIONS



throughout the hospital to address any equipment issues and to conduct performance maintenance.

- The Provident Leadership Team met the nurse call system vendor to discuss and plan the electrical power shutdown necessary to continue the work on the telecommunications closet. The meeting included the managers of the departments that will be affected. Weekly meetings were scheduled with the departments to ensure that the necessary preparations are completed. The first shutdown took place on Saturday, April 13, 2024, involving the west side of the hospital.
- The System Director of Quality Improvement, assessed the work process and of the surgical (GI) navigators to standardize their work to allow performance metrics, decrease colonoscopy cancellations, and increase productivity.



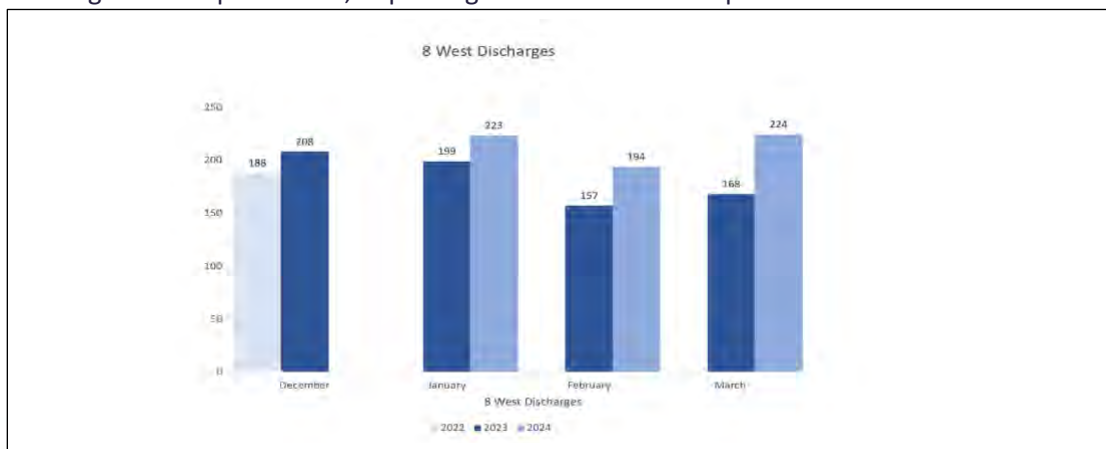
Workforce: Talent & Teams

- 8 West med/surg unit nurse manager and an ICU nurse were added to the nursing department staff.
- Two carpenters and an electrician were added to the facilities department (B&G) staff.



Fiscal Resilience

Discharges were up in March, improving the reimbursement potential for Provident.



DIVISIONAL EXECUTIVE SUMMARY

PROVIDENT OPERATIONS

Budget to Actual

Office	FY24 Budget	Expenses	Obligations (BPA's/PO's)	Expenditures (Expenses + Obligations)	Funds Available	% Expended
4891 - Provident Hospital of Cook County						
Non- Personnel	19,669,531	2,956,137	1,595,098	4,551,235	15,118,296	23.14%
Personnel	20,205,835	6,359,350	-	6,359,350	13,846,485	31.47%
4891 - Provident Hospital of Cook County Total	39,875,366	9,315,487	1,595,098	10,910,585	28,964,781	27.36%

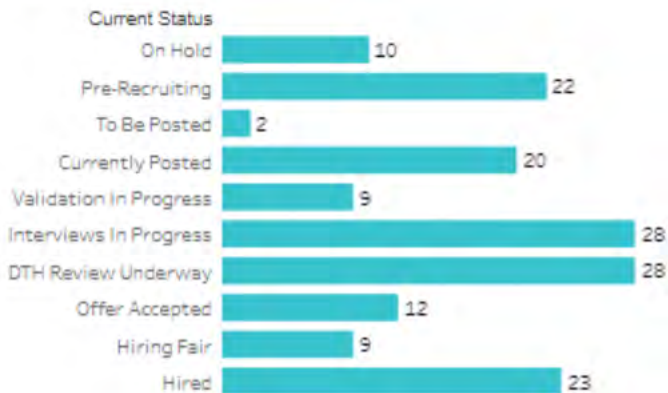
- The actual spend should not exceed 37.43%.

Staffing



What Stage are my Current Requisitions?

* Excludes hired



COOK COUNTY
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DIVISIONAL EXECUTIVE SUMMARY

PROVIDENT OPERATIONS

Procurement

- The following contracts for \$500K or more and are set to expire in the next 9 months.

<u>Contract #</u>	<u>Vendor Name</u>	<u>Expires</u>
H22-25-090	Dialysis Care Center Management, LLC	05/22/2024
H22-25-187	ADT Commercial, LLC	Ext In progress
H21-25-011	Dialysis Care Center Management, LLC	11/30/2024
H21-25-136	Hospital Medicine Associates LLC	Ext in progress



COOK COUNTY
HEALTH

DIVISIONAL EXECUTIVE SUMMARY

STROGER OPERATIONS

Lead Executive: Donnica Austin-Cathey, Chief Hospital Executive, Stroger Hospital
Reporting Period: March 2024
Report Date: April 22, 2024

Strategic Initiatives • OKR Highlights • Status Updates



Patient Safety, Clinical Excellence & Quality

- In Rehabilitation, pediatric competency was updated to improve onboarding and mentoring to the specialty patient population.
- The Physical Therapy Manager is currently involved with the falls committee; discussing bed/chair alarm effectiveness and providing evidence to the committee.
- Imaging quality improvement turnaround times for Emergency Department CT and Inpatient CT are being reviewed. The department continues to trend below the goal of 4 hours for inpatient CT services and 2 hours for ED CT Services.
- Ovation has started reviewing laboratory sections for compliance with CAP accreditation standards. The Blood Bank is the first section to be audited.
- Nursing has contracted with a vendor who is working to outline next steps for Magnet or Pathway to Excellence in Nursing.
- Nurse leaders completed abstracts and safety boards which were presented during safety week.



Health Equity, Community Health & Integration

- Rehabilitation integration into High-Risk Clinic (HRC) were completed. Direct patient care in High-Risk Clinic is now occurring 3 days a week.
- The Physical Therapy Manager was invited to pediatric quarterly meeting, presented broadly to clerks and providers, and had breakout session with clerks to train on plan of care Start/Extend, and pre-registration recurring process. The team is still ironing out issues with accurate registrations.



COOK COUNTY
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DIVISIONAL EXECUTIVE SUMMARY

STROGER OPERATIONS

- Radiology continues to collaborate with Humbolt Park Health to outsource MRI Services and is currently working with St. Bernard to outsource CT services.
- Dr Singh and the Microbiology team were instrumental in ensuring measles PCR test requests were sent out to IDPH with the correct forms filled out and processed in a timely manner. A true testament to how flexible the lab has been when dealing with the various outbreaks in our community.
- Hosted another blood drive on March 15, 2024. Collected a total of 16 donors, goal was 20. Next blood drive is May 22, 2024.



Patient Experience

- Physical Therapy educational classes are now offered at Blue Island and Provident in addition to Harison Square to improve access to care.
- The patients can view their imaging exams via the portal which decreases the request for CD's.
- The Picture Archiving and Communications System (PACS) department can digitally transfer and receive imaging with hospitals who have subscriptions with the AMBRA application.
- The PACS Department is collaborating with the Medical Records Department to centralize the release of information for radiology reports and CD request from patients and attorneys.
- During the day shift, on duty administrators who are proficient in Spanish conduct leadership rounds with patients to improve patient satisfaction and promote discharge planning.



COOK COUNTY
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DIVISIONAL EXECUTIVE SUMMARY

STROGER OPERATIONS



Growth Innovation & Transformation

Imaging Capital Projects Updates:

Procurement In Process for the following capital requests

1. Arlington Heights Urgent Care – The location for the CT scanner was identified.
2. CT Scans – (1 Inpatient CT and 1 Emergency Department CT)
3. CT Simulator for Radiation Oncology
4. Interventional Angiography Suite
5. MRI Scanner replacement
6. Mobile MRI (Mobile MRI Vendor was selected - (Shared Medical Services Inc.) The contract is under legal review. Phase 1 includes one mobile MRI which should be functional by mid-May 2024.

Approved 2023 & 2024 Capital

7. ED X-Ray Units X 2
 - GPO vendor selected GE Medical budgetary quotes obtained.
 - Projected installation completion 11.30.2024
8. Rad Room 3 Replacement
 - GPO vendor selected GE Medical budgetary quote obtained.
 - Projected installation completion 11.30.2024
9. PET CT Project in process
 - Projected installation completion 11.30.2024
10. Linear Accelerators – Board Approved August – Capital Contract in process
 - Projected installation completion 11.30.2024

Approved 2022 Capital Projects in Process - Gennaro Piscitelli

11. Carestream Portable X-ray Unit - Capital Contract in process
12. MRI Patient Monitors – Iradimed - Capital Contract in process



Optimization, Systemization & Performance Improvement

- In Rehab, inpatient daily worklist for clinicians were automated to note room changes, discharges and need for prioritization which improves efficiency getting clinical staff on the inpatient floors sooner.
- Leaders worked with NICU doctors to discuss HRC Rehab workflow – great questions, good feedback, signs of progress to standardizing patient referral for rehab services.



COOK COUNTY
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DIVISIONAL EXECUTIVE SUMMARY

STROGER OPERATIONS

- Interventional Radiology (IR) workflow redesign in process, scheduling and staff responsibilities. The Imaging Nurse manager started, Imaging Manager start date is tentatively April 22, 2024, and JCAHO Readiness rounding taking place.
- Hospital throughput initiative - Phlebotomy morning draws completed by 7am - 75% for February. Below goal of 80%. Continue to meet Individually to review performance and time/attendance.
- Revised test orders for glucose tolerance testing for OB patients went live on March 13, 2024. New orders for 1 hour, 2 hour and 3-hour glucose testing were created based off of feedback from Dr Ungaretti.
- Restarted conversations with Cross Country to adopt electronic time keeping capabilities for their agency employees. System will not allow the employee to clock in unless they are onsite at their work location. Will eliminate the need for paper-based timecards that have to be faxed to Cross Country on a weekly basis.
- The lab is working with a vendor and B&G to complete training for new remote temperature monitoring system.
- Laboratory is piloting the agency approval form for CCH. So far five requests have been submitted and approved.
- In the lab, work has started on the interface for all Cepheid point of care devices located throughout ACHN and Cermak. Once live, results from Cepheid testing will automatically be uploaded into Cerner. Anticipated go-live in late April.



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DIVISIONAL EXECUTIVE SUMMARY

STROGER OPERATIONS



Workforce: Talent & Teams

- In Rehab, 8 departmental vacancies in HR processes (3 job offers accepted, 1 decision to hire in HR, 3 posted and 1 awaiting posting once the person retires on March 29 2024).
- In Radiology, reclassification of job titles is in process and paygrade upgrade analysis and recommendation completed. The team will be scheduling a meeting with HR and compensation regarding the recommendations.
- Revised Medical Technologist job description for Class and Comp review. Revisions reflect the CLIA Testing personnel qualification changes that will go into effect December 28, 2024.
- Revised Clinical Laboratory Assistant job description was submitted to remove the requirement for the typing test which as previously eliminated most of the applicants.
- More than 25 new employees have started in the Stroger Emergency Department and Trauma Division.



Fiscal Resilience

- Business Intelligence working on building reports for billed CPT units by Rehab staff.
- Had one-on-one with agency staff regarding their time reporting and unpaid time.
- Currently assessing the charge capture process in the Interventional Radiology department which includes denials, authorizations, and reimbursement.
-

Office (Department) & Program Area by Major Account Class	FY24 Budget	Expenses	Obligations (BPA's/PO's)	Expenditures (Expenses + Obligations)	Funds Available	% Expended
4897 - John H. Stroger Jr. Hospital of Cook County Total	1,081,999,228	302,360,335	79,961,056	382,321,390	699,677,837	35%



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Cook County Health and Hospitals System
Minutes of the Board of Directors Meeting
April 26, 2024

ATTACHMENT #3



Cook County Department of Public Health

Quarterly Report Q2 – Tobacco Prevention and Control Program

to the Cook County Board of Commissioners in their capacity as the Cook County Board of Health

April 26, 2024



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Cook County DEPT. of
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Neela Satyanarayan, MPH

Program Coordinator for the
Tobacco Prevention & Control
Program

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Additional Information



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Public Health Heroes League



Episode 2: Smoke and Mirrors



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The Challenge

Youth Tobacco Use



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Public Health Challenge

Tobacco use remains the largest preventable cause of disease, disability, and death in the U.S.



Flavored tobacco products play a key role in attracting youth and young adults: Increases the likelihood that they become regular smokers.



High nicotine exposure is dangerous: Causes addiction and harms the developing adolescent brain that control attention, learning, mood, and impulse control.



Predatory marketing practices: Leads to Black Americans disproportionately impacted by tobacco-related disease and death.

Middle and high schoolers who reported current e-cigarette use, **89.4%** used **flavored products** and **25.2%** used an **e-cigarette** daily.

*Data reported by the National Youth Tobacco Survey, 2023

85% of Black smokers smoke menthol cigarettes compared to **29%** of White smokers.

* Nicotine & Tobacco Research, 22(10): 1673-1675, 2020.



Program Overview

Goals & Strategies



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CCDPH Tobacco Prevention & Control Program

GRANT DETAILS	Illinois Tobacco-Free Communities Grant (ITFC)	~\$785,000.00 each FY	Project period: July 1 – June 30	4.0 FTE
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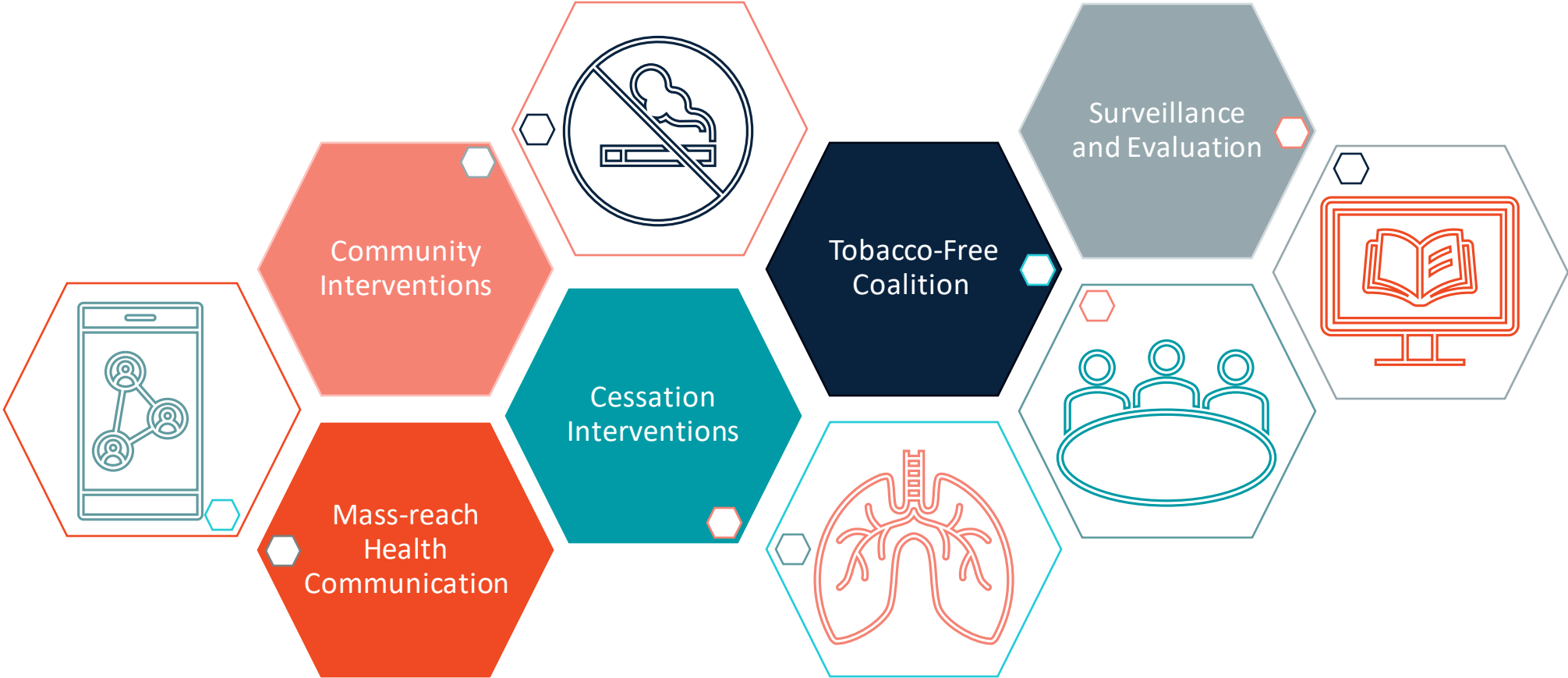
PROGRAM OBJECTIVES

- IDENTIFY AND ELIMINATE TOBACCO-RELATED DISPARITIES
- ELIMINATE EXPOSURE TO SECONDHAND SMOKE
- PREVENT INITIATION AMONG YOUTH AND YOUNG ADULTS
- PROMOTE QUITTING AMONG ADULTS AND YOUTH



CCDPH Tobacco Prevention & Control Program

Implementing Evidence-based Strategies





Program Highlights

Strategy Implementation



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Ordinance Enforcement

ORDINANCE	Cook County Youth Tobacco Control Ordinance		Cook County Clean Indoor Air Ordinance	Smoke-Free Illinois Act
	Licensing tobacco retailers and compliance		Smoke-free indoor public places	
NOTABLE AMENDMENTS	T21	Liquid flavored nicotine products sales ban	E-cigarettes included definition of smoking	
	Effective Year	2019	2023	2014
JURISDICTION	Unincorporated suburban Cook County			Unincorporated suburban Cook County, Municipalities without local ordinance
CCDPH ACTIVITIES	Educate Investigate complaints Conduct annual compliance checks			



In the Media: Recent Cook County Ordinance Amendment

The collage features three main media elements:

- FOX 32 CHICAGO:** A snippet of a news article with the headline "Cook County nicotine p..." and a sub-headline "River Flood Warning".
- HOMewood-FLOSSMOOR CHRONICLE:** A snippet of a news article with the headline "Cook County flav..." and a sub-headline "Cook County liquid ni...".
- Mobile News App:** A screenshot of a news application showing a video of the ordinance announcement. The video title is "County officials announce ordinance banning sale of flavored nicotine products". The app interface includes navigation options like "Sports Betting", "Suburbs", "Ask Amy", and "Today in History".



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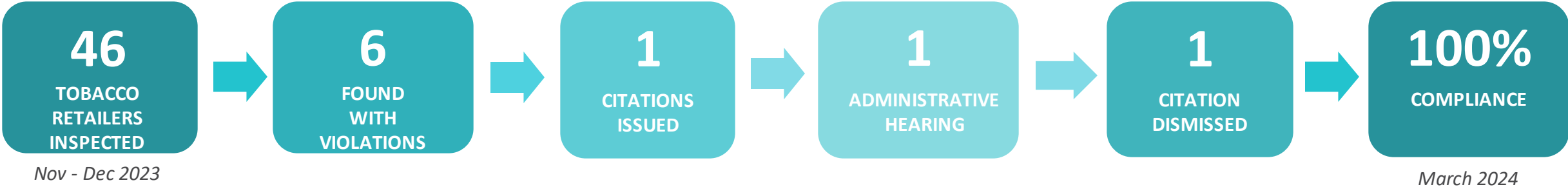
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Ordinance Enforcement Results

Cook County Youth Tobacco Control Ordinance (Chapter 54, Article V)

- ❖ **Flavored liquid nicotine products sales restriction amendment approved** – *May 25, 2023*
- ❖ **Education and outreach to tobacco retailers and public** – *June – July 2023*
- ❖ **Amendment effective** – *July 24, 2023*
- ❖ **CCDPH and Cook County Sheriff’s Office conduct annual inspections in unincorporated Cook County** – *Nov – Dec 2023*



Community Interventions

Promote Tobacco-Free Living Policies for:

- Tobacco-free parks
- Tobacco-free college campus
- Smoke-free multi-unit housing

Provide Technical Assistance to:

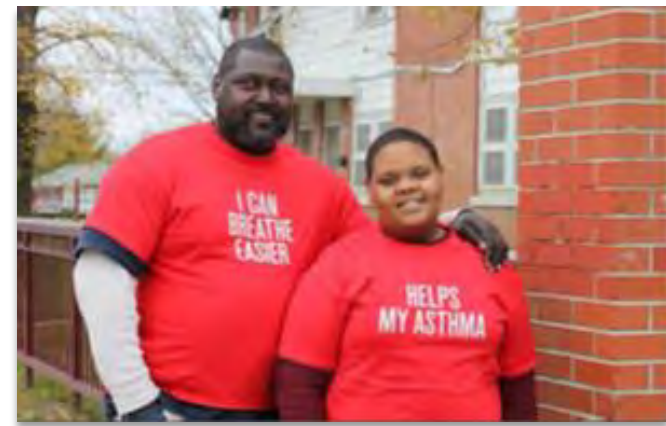
- Municipalities
- Park districts
- Multi-unit housing property owners
- Community-based health organizations
- K-12 Schools and Higher Ed Institutions



Youth group from Youth Crossroads Inc. conducting a tobacco litter clean-up awareness project in Glaeser Park in Richton Park, IL.



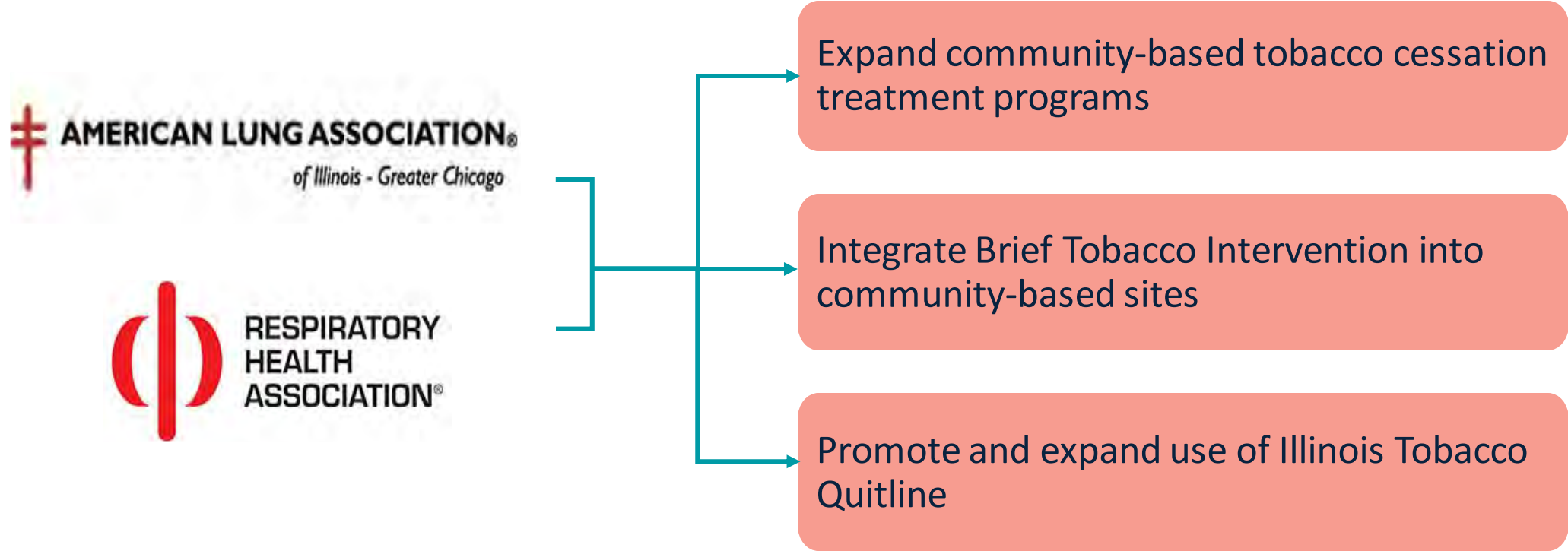
Youth group from Youth Crossroads Inc. conducting a tobacco litter clean-up awareness project in Glaeser Park in Richton Park, IL.



Family supporting Housing Authority of Cook County (HACC) multi-unit housing becoming 100% smoke-free.

Cessation Interventions

CCDPH subcontracts with following organizations to implement evidence-based cessation programming:



Tobacco-Free Coalition



Coalition Partners

CCDPH (Lead)

American Cancer Society - Cancer Action Network

American Heart Association

American Lung Association

Respiratory Health Association

Tobacco Free Kids

Other suburban Cook County Local Health Departments



Mass-reach Health Communication

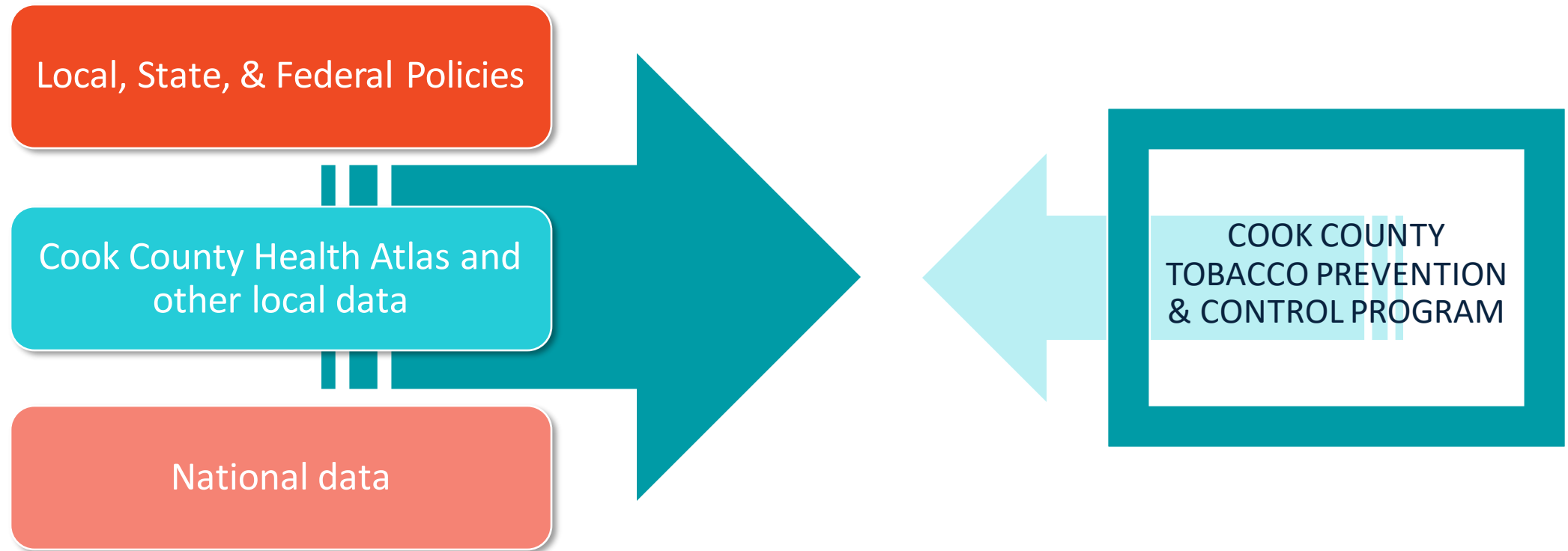
MEDIA CAMPAIGN	Key messages	Cessation Prevention Education
	Target audiences	Youth & Young Adults
	Language	English*
	Channels	Social media TikTok, Snapchat, YouTube, Streaming audio
	Impressions	2.3 million targeted impressions



DRAFT social media post

*Social media assets will be available in five languages (English, Spanish, Arabic, Simplified Chinese, Polish) on CCDPH's website.

Monitoring and Surveillance



Thank you!



FOR QUESTIONS, PLEASE CONTACT:



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Prevention & Control Program

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Appendix



Additional information on topics covered
in this presentation



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Monitoring Tobacco Related Policies & Trends

Local

- Evanston – passed comprehensive flavors sales ban
- Maywood – exploring sales and tobacco licensing restrictions
- Skokie – enforcing partial ban from 2020
- Unincorporated Cook County – flavored liquid nicotine products sale restriction

State

- Restricting shape of e-cigarettes (SB2662)
- Industry backed, ‘registration’ of products bills (HB5069)
- Tobacco tax bills (multiple)

Federal

- Passed - Graphic health warnings on cigarette packs and advertising
- Paused - banning the manufacturing and sale of menthol cigarettes and flavored cigars
- CCDPH submitted public comment in support of rulings
- Product trends – tobacco-free nicotine pouches

