

Divisional Reports

Strategic Highlights & Opportunities of CCH Operating Divisions

November 19, 2021



COOK COUNTY
HEALTH

Introduction

Moving forward, as part of the CEO report, divisional updates will be provided to ensure that the CCH Board of Directors has a deeper understanding of operational successes, opportunities and challenges.

Areas to be covered include:

- Stroger Hospital
- Provident Hospital
- Ambulatory Care
- Correctional Health
- Public Health
- Health Plan Services
- Administrative (Regulatory, Legislative, Strategic Initiatives, etc)

Strategic Highlights

- Cardiac Catheterization improvements and expansions of neuroscience and oncology programs are underway.
- Working with the vascular surgery and podiatry team to develop a limb salvage service line both at Provident and Stroger campuses.
- At CORE Center, a Medication Assistant Treatment Bridge Clinic was implemented with access to walk-in appointments to transition high risk patients with opioid use disorders to CCH ambulatory clinics.
- Expansion of the Pre-Exposure Prophylaxis services to Arlington Heights Community Health Center for individuals at risk for HIV infection.
- Began an adolescent clinic at Belmont-Cragin.
- Reduced wait times in the following surgical specialty areas by increasing capacity and allowing direct scheduling from ACHN.
 - 34% decrease in Urology wait time to be seen over the last 4 months
 - 50% decrease in Podiatry wait time to be seen over the last 4 months
- YTD primary care volume is tracking with budget while specialty is lagging slightly.
- Continue to provide COVID vaccines at all community health centers, including boosters and began administration of COVID vaccine for 5-11 year olds. Hours have been expanded at several sites.
- Initiated collaboration with the American Foundation of Suicide Prevention to explore how to effectively train ambulatory medical staff on best practices for suicide prevention.
- General Medicine Clinic, Englewood Community Health Center, and John Sengstacke Health Center received recognition from the American Heart Association and the American Medical Association for best practices in hypertension care for 2021. Last year, we received recognition for participation. This year, we received "silver" level recognition.
- We had a successful Joint Commission survey and overwhelming acknowledgement from the surveyors that our providers and physicians were highly engaged in the process.

Strategic Opportunities/Challenges

- Working with Human Resources to prioritize hiring needs
- Received approval from the Illinois Department of Professional Regulations (IDFPR) for continuing education hours (CEUs) for our social workers, allowing us to make improvements in the areas of professional development and staff retention.
- Kicking off Fiscal Year 2022 with annual action plans for primary care and specialty care.
- Developing process improvement trainings for Ambulatory leadership to adopt DMAIC and LEAN principles as part of each clinic's quality improvement initiatives.