

# Divisional Reports

Strategic Highlights & Opportunities  
For CCH Operating Divisions for January 2022

February 25, 2022



COOK COUNTY  
**HEALTH**



# Ambulatory Care

# Strategic Highlights

## January 2022

- CCH's Ambulatory Services was selected by America's Essential Hospitals to present at their National Conference *VITAL 2022*. Two presentations were selected – *The Compassionate Journey* and *The Community Mass Vaccination Program*.
- Our Patient Support Center answered more than 41,000 patient calls with an average answer speed of sixty seconds.
- We completed insurance verification retraining provided by the revenue cycle department for all scheduling staff.
- Our newly merged Covid-19 testing and vaccination call center answered more than 12,000 calls.
- Our primary care community sites will begin copayment collection and training as part of our concerted focus on improving revenue capture.
- We are working to reduce specialty care backlogs by removing duplicates and patients already seen, adding new patient access for advanced practice providers, and rewriting Cerner triage rules to move patients not needing in person visits to eConsult.
- To continue addressing access matters, our specialty team is focused on optimizing the use of Advanced Practice Providers and maximizing e-consult services for several specialties. The specialty team is partnering with our patient support center to fill vacant slots and develop an opportunity for patient self-scheduling for services with immediate access.
  - GI Stroger backlog decreased from 89 to 12 due to added slots and templates for APP's.
  - Hand Orthopedics Stroger Backlog decreased from 335 to 0 due to added slots and templates for APP's.
  - Orthopedics backlog decreased from 255 to 207 due to added slots and templates for Advanced Practice Nurses.
  - Hematology backlog decreased from 268 to 227 due to rerouting orders to eConsult.

### COVID-19

- The last day of operation for the re-opened mass vaccination sites (Matteson, Forest Park, DesPlaines) sites was February 13, 2022. In the four weeks we were open, we administered 15,713 COVID-19 vaccines to community members.
- We began giving away \$100 gift cards as part of a comprehensive incentive program to increase vaccination rates. We distributed the first \$250,000 worth of gift cards in less than one day to patients at the mass vaccination sites, throughout our community health centers, and at Stroger and Provident hospitals.
  - The week before the gift card promotion, we saw an average of 400 people a day across all of Cook County Health's fifteen sites offering vaccination. On the first day of the promotion, we saw approximately 2,500 people. Despite having exhausted our gift card supply, the next day we saw nearly 1,700 people at our three mass vaccination sites alone. We were thrilled with the response, and this helped us understand the positive impact of incentive programs.
  - We also want to highlight that 44% of the vaccines we administered for the promotion were first doses!

# Strategic Opportunities/Challenges

## January 2022

- Across oral health, we are focusing on patient access and volumes by reviewing all appointment templates, slot utilization, and no-shows.
- We received equipment early in January enabling our Cottage Grove and Robbins community dental clinics to do digital radiographs.
- We expanded elective surgeries at Provident by adding an additional full day of block time to better serve our patients.
- We are working on a project proposal to form a limb salvage program.
- Working with Human Resources to prioritize hiring needs across ambulatory.



# Cermak Health Services

# Strategic Highlights

## January 2022

- Ongoing Patient Vaccination. From February 2021 through January 31, 2021, 14,897 COVID Vaccination doses have been dispensed.
- Current vaccination rates of active patients housed in the jail are 64% have received at least one dose and 54% have received two doses.
- Preparation for National Commission on Correctional Health Care (NCCHC) Accreditation continues. Survey is expected in 2022. JTDC reaccreditation survey also expected in 2022.

# Strategic Opportunities/Challenges

January 2022

- Increase in jail census. Trending suggest census for 2022 to be in excess of 6,000 detainees. Transfers to the Illinois Department of Corrections have stalled again with more than 850 detainees remanded to IDOC remaining at Cook County Jail.
- COVID protocols, testing and vaccination remain critical strategies to mitigate and contain COVID at the jail.

A teal shield with a rounded top and a thick teal border. Inside the shield is a white cross with rounded ends. The text is positioned to the right of the shield.

# Cook County Department of Public Health

# Strategic Highlights

## January 2022

### COVID

- To date, CCDPH's mobile program has administered more than 47,675 vaccinations at 1,257 locations.
- To date, CCDPH partner providers completed 4,223 in-home vaccinations
- To date, CCDPH has distributed 361,640 BinaxNOW tests to organizations
- Distributed thousands of KN95 masks to CBOs, FQHCs and municipalities

### Non-COVID

- CCDPH's Opioid Overdose Prevention Team updated two resources for community stakeholders – a research brief that summarizes the research evidence on overdose prevention sites and an opioid ShinyApp with 2020 overdose mortality counts. The research brief will be shared on our website, the ShinyApp is available [here](#). Opioid data in the ShinyApp is also available by municipality.
- Registration is now open for the 17<sup>th</sup> Annual Chicago Food Justice Summit that will be held virtually on Feb 23-25, 2022. The theme of this year's summit will be Collective Care, highlighting how, in the face of a global pandemic, neighbors, mutual aid networks, cooks, and local growers showed up for us and showed up for each other. CCDPH is partnering with Chicago Food Policy Action Council to plan this year's event which will include a panel session on Cook County's Good Food Purchasing Initiative. You can learn more and register for this year's summit at <https://www.chicagofoodpolicy.com/chicagofoodsummit>.
- Routine inspections: 50; nuisance complaints responded to:33; COVID mitigation violations received & responded to: 66 COVID Order tickets/citations issued: 2

# Strategic Opportunities/Challenges

January 2022

- New time-saving Sexually Transmitted Disease surveillance workflow is planned to roll out by the end of the second quarter.
- Moving forward with planning for the Healthy Suburban Cook Survey, Health Atlas, and the Youth Risk Behavioral Survey. Creation of a survey to assess data across units at CCDPH to understand existing data streams, ongoing projects, grant, assessment, or evaluation requirements, databases, data collection, practices, and indicators of interest specific to each unit to be incorporated using Qualtrics.
- CCDPH plans to launch WePlan 2025 within the next 4-6 weeks.
- Working with Human Resources to prioritize hiring needs.



# Health Plan Services

# Strategic Highlights

## January 2022

- Due to the increase in the Medicaid population and hold on redeterminations until the end of the Public Health Emergency (PHE), CountyCare continues to experience significant growth with membership in January 2022 exceeding 425k.
- In January, CountyCare was notified that it will retain 50% auto-assignment within Cook County beginning in March in comparison with Blue Cross Blue Shield, Aetna, and Molina's 16.7% and Meridian's 0% auto-assignment.
- On January 31, CountyCare's Health Plan Care Management team transitioned to CCH's home-grown care management system, CMIS.
- In alignment with the Healthcare and Family Services (HFS) implementation of the new admission, discharge, and transfer (ADT) vendor, CountyCare established a no-cost data sharing agreement in November and completed its ADT implementation this past month with Collective Medical Technologies.
- As part of CountyCare's contract with Healthcare and Family Services, CountyCare has made a commitment to invest in diverse minority- and women-owned businesses that are certified by the state Business Enterprise Program (BEP). To meet this commitment, in January, CountyCare transitioned 60% of its call center to PCG Consulting Group (PCG). Based in Cook County, PCG reflects the diversity of its community with 79% of employees coming from local underserved areas. The remaining 40% of call center operations will transition by July 1, 2022.
- Claim auto-adjudication increased to 85% and there was a decrease in claims pended in November.
- Timeliness to pay claims continues to decrease month over month and is currently close to an average of 30 days.
- As of January, 33 CountyCare members have been placed in permanent housing through the Flexible Housing Pool and 3 members are in bridge housing.
- In 2021, over 14K emergency home delivered meals were provided to members as part of CountyCare's meals program due to the COVID-19 pandemic.
- In 2021 it was identified that 4.4K CountyCare members had visited the emergency department due to ESRD/CKD. CountyCare issued a request for proposal and in January, selected a vendor to improve the care management of members with ESRD/CKD to improve quality outcomes and reduce unnecessary utilization of the emergency department.

# Strategic Opportunities/Challenges

## January 2022

- Opportunities for cost-savings and quality improvement continue to be an area of focus for Health Plan Services in 2022. Under its Medical Cost Action Plan structure, CountyCare has identified over \$40M of estimated costs savings opportunities for County FY2022 across the areas of Pharmacy, Network Management, Medical Management, and Operations.
- Development of additional value-based care models and additional expansion of the CountyCare PCP network.
- CountyCare is continuing to implement initiatives to improve its Medical Loss Ratio (MLR) through its medical cost action plan process.
- Working with Human Resources to prioritize hiring needs.



# Provident Hospital

# Strategic Highlights

## January 2022

- ACR Mammography 3-D accreditation documentation was received on January 31, 2022
- ICU reopening expected this Spring
- Offering monoclonal antibody therapy to reduce COVID-19 hospitalizations.

# Strategic Opportunities/Challenges

January 2022

- HVAC system being addressed to ensure optimal OR and procedure needs.
- General facilities upgrades continue including painting, lighting and furniture continue.
- Preparing for accreditation surveys for lab and nuclear medicine.
- Planning staffing levels for expansion of med-surg and the reopening of the emergency room to ambulance runs.
- Working with Human Resources to prioritize hiring needs.



**John. H. Stroger, Jr. Hospital**

# Strategic Highlights

## January 2022

- Covid Volume has declined by 80% down to 25 inpatients
- Surgical volumes recovering
- 4x daily throughput meetings to coordinate care and improve access, reduce length of stay and reduce ER boarding times
- First Stroger Hospital Patient Family Advisory Council on February 23<sup>rd</sup>

# Strategic Opportunities/Challenges

January 2022

- Working with County's capital planning team on wayfinding at Stroger Hospital
- “Geographic” localization being pursued to cohort similar patients to make clinician rounding easier, to improve quality, and potentially reduce LOS being evaluated.
- Disbursing EVS and Transportation employees to specific departments or nursing units to help with speed/throughput being piloted and targeted for expansion.
- Evaluating options for expanded chaplaincy services.
- Working with Human Resources to prioritize hiring needs.