

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
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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
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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

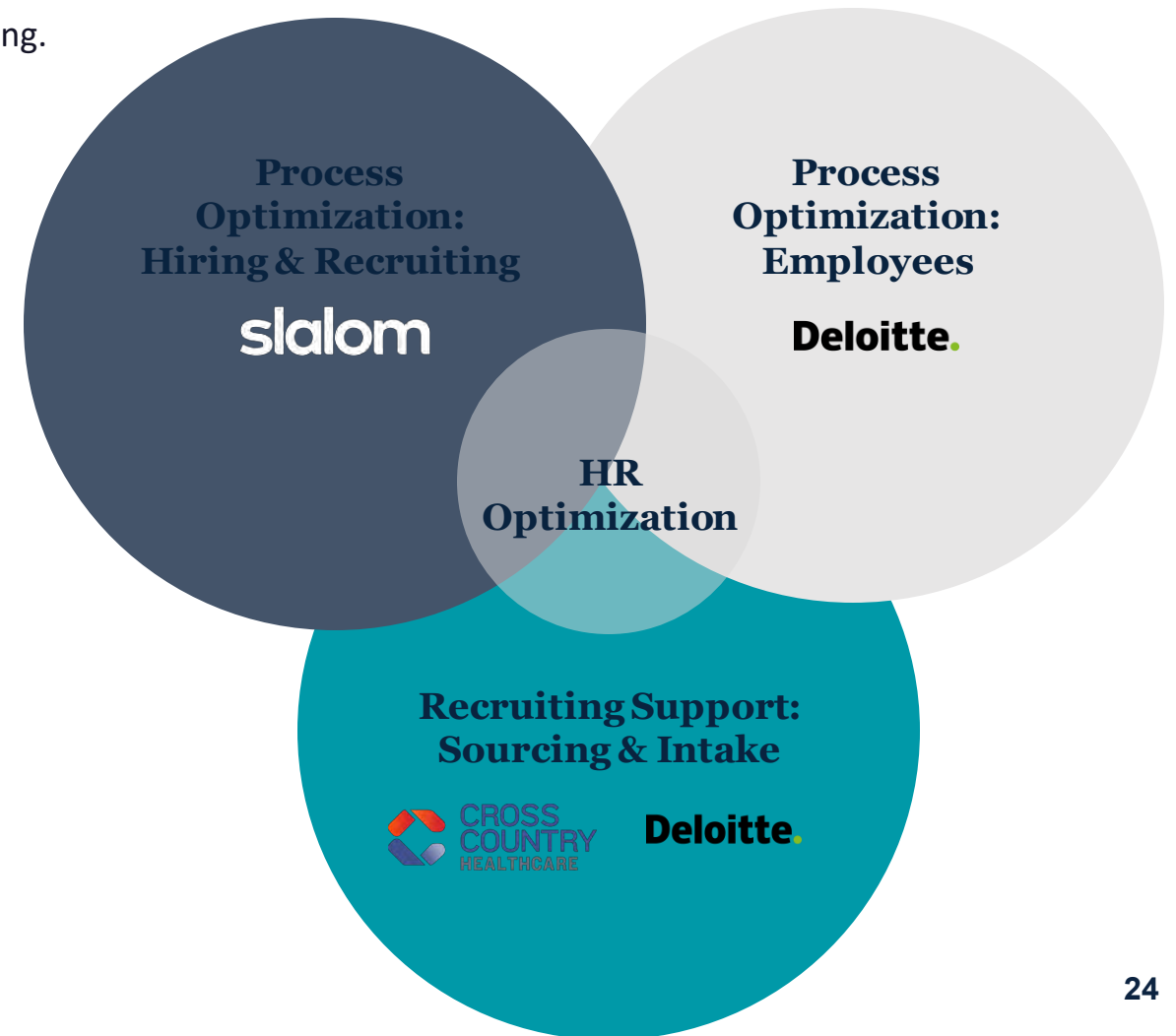
HR Operations Optimization and Workforce Development Support

- 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
<p>RFP - Human Resources Optimization, Consulting, and Support Services <i>Cross Country, Deloitte and Slalom</i></p>	<ul style="list-style-type: none"> Transition Optimization & Support initiatives to selected vendor Twelve-month (12) contract Automation stabilization transitioned to HR and HIS 	
<p>Extend temporary staffing contracts <i>Catena Solutions and Cornerstone Staffing</i></p>	<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>
<p>Processing Map Launched <i>Deloitte and Slalom</i></p>	<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>

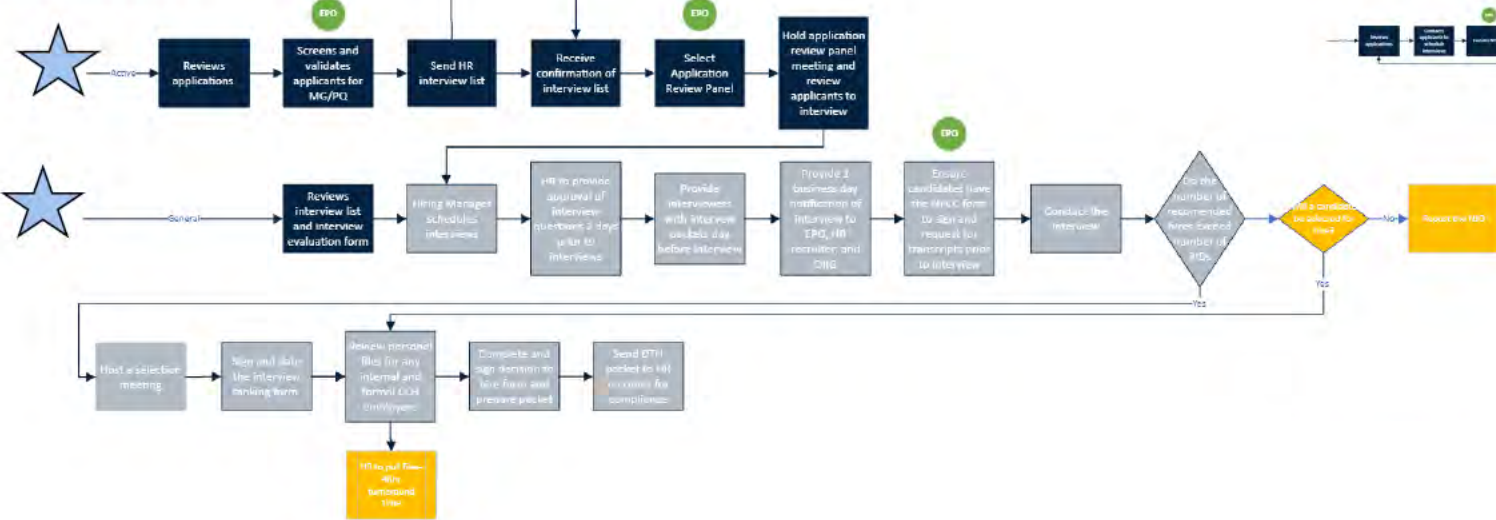
Recruitment & Decision to Hire

HR Recruitment & Hiring Managers

HR RECRUITMENT



HIRING MANAGER



Q&A



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