

Divisional Reports

Strategic Highlights & Opportunities
For CCH Operating Divisions for February 2022

March 25, 2022



COOK COUNTY
HEALTH

A large, faint, light-orange graphic of a stethoscope is positioned on the left side of the page, extending from the top left towards the bottom center. The graphic is composed of thick, rounded lines representing the tubing and chest piece of the stethoscope.

Ambulatory Care

Strategic Highlights

February 2022

Process Improvement Training

- In partnership with Quorum Health Resources (QHR), we launched a training program in process improvement (PI) and Lean techniques for our directors, managers, and medical leads. Twenty-nine of our clinics participated. Each one is now leading their own PI/Lean project to improve things such as wait times in the clinic.

ARPA FUNDS

- We kicked-off our ARPA-funded project to enhance community behavioral health care and access by adding additional social workers to CCH's Ambulatory sites and adding afterhours to behavioral health clinics in the community. We submitted to HR request-to-hire forms for nineteen new positions that will support the project.

Primary Care

- Morton East Health Center received \$100k in funding to provide post-COVID-19 suicide-prevention outreach to adolescent youth.
- At our Englewood Health Center, we provided food boxes to eighty-seven families to help address food insecurity in the community.
- The Blue Island Chamber of Commerce nominated our Blue Island Health Center for the quality care and service our care teams provide to the surrounding community. A dinner for the nomination was held on March 19, 2022 at Beggar's Pizza in Bur Oak, Illinois.
- Our Cottage Grove Health Center was recognized for partnership resilience with Dixmoor West Harvey School District. Children of the West Harvey School district have achieved 100% vaccine compliance and many of their families have become our patients. We are in discussion to add our Robbins Health Center as an additional medical home for the West Harvey School District.

Specialty Care

- Our specialty team chose to focus on dwell time for our process improvement projects. Each of our clinics launched the projects by obtaining data on existing dwell times. Our goal is to reduce dwell time to under 120 minutes for procedure-based clinics, and our goal for non-procedure, consult-based specialty services is to reduce dwell time to 90 minutes.

MCH DHS Healthy Family Grant

- Our grant is now competitive for the year 2022 application. Our CCH grant team and current HF management team submitted a letter of intent to reapply and request additional funding to bring more staff onboard. Our current model is yielding positive outcomes for our high risk families, linking them to preventative care, specialty care, increasing adherence to care, achieving 1:1 child and parent development using a trauma informed curriculum (Growing Great Kids), and linking these families to food, clothing, and housing resources, including safe sleep and safe travel items for children. We are asking for five additional family support workers, which will increase our team from two to seven and enable us to cover most of Ambulatory division.

Strategic Highlights

February 2022

MCH WIC Grant (Women, Infant and Children)

- We hired a WIC Coordinator who will support the director of WIC and operations in our five locations.
- We contracted with two peer breastfeeding counselors who offer breastfeeding support to WIC participants at our Cottage Grove and Robbins locations.
- We are currently formalizing a WIC nutritionist internship partnership with RUSH University School of Dietetics to begin in Summer of 2022.
- Soon, we will begin formalizing an internship program with Catholic Charities for nutritionist internships.

Patient Support Services

- Our patient support center answered more than 40,500 patient calls in February with an average answer speed under sixty seconds.
- Our CCH non-emergency transportation fleet completed 3,850 patient transports in February. Sixty percent of these trips were for CountyCare members.

Infectious Disease HIV/AIDS Care

- Our CORE/Cook County HIV Integrated Program finished the CDPH Ryan White fiscal year, ending February 28, 2022, by serving 5,729 patients. Eighty-three newly diagnosed HIV positive patients were identified and seventy-five were linked to care (ninety percent linkage); CCHIP retention to care rate was seventy-six percent; CCHIP viral suppression rate was eighty-three percent; and we linked 243 patients to PrEP services/treatment to prevent the transmission of HIV.

Strategic Opportunities/Challenges

- Dr. Marcus, the chair of Breast Oncology, was awarded \$95k in renewal funding for two positions, genetics assistant and patient navigator, to support navigating low income and medically disadvantaged female patients to get mammograms completed, thereby helping decrease the incidence of breast cancer amongst our patients.



Cermak Health Services

Strategic Highlights

February 2022

- From February 2021 through February 2022, 15,151 COVID Vaccination doses have been dispensed. Patients are offered Pfizer, Moderna and Janssen. Booster vaccinations are being administered to patient population.
- Current vaccination rates of active patients housed in the jail are 63% have received at least one dose and 56% have received two doses.

Strategic Opportunities/Challenges

January 2022

- Increase in jail census. Trending suggest census for 2022 to be in excess of 6000 detainees. Notable increase in patients on the mental health caseload.
- IDOC has started accepting transfers. Currently housing 789 detainees remanded to the custody of IDOC.
- Currently reviewing expanding tele health opportunities on the jail complex.
- Continued preparation for NCCHC accreditation
- Capital upgrade to heating and cooling systems for Cermak Building scheduled for fiscal 2022

A teal shield with a rounded top and a thick teal border. Inside the shield is a white cross with rounded ends. The text "Cook County Department of Public Health" is written in white, sans-serif font across the center of the shield.

Cook County Department
of Public Health

Strategic Highlights

February 2022

COVID

- CCDPH and partners have provided 1,607 vaccinations at 139 clinics in February for a total of 49,282 vaccinations at 1,396 of Clinics (data as of 2/25)
- The Southland Hypervisibility plan was launched to improve vaccination rates and awareness in areas of suburban Cook with the lowest COVID vaccination rates. 13 billboards, 10 bus ads, 10 bus shelters, and 1,600 posters showcased a theme of protection and featured pictures of real community members.
- Conducting planning meetings for the implementation of the Healthy Suburban Cook County Survey, the Cook County Health Atlas, and Work Development for the COVID Crisis Grant.
- Mitigation Order requiring masking and proof of vaccination lifted 2/28
- Supreme Court decision on TRO held up the authority of health departments & schools
- February 17 webinar hosted by Dr. Ron Lubelchek on COVID outpatient treatment options

Non-COVID

- Overdose Prevention Sites (OPS) brief released on February 23. First in a series of harm reduction research briefs aimed at providing succinct summary & compilation of evidence for harm reduction interventions to prevent opioid-involved overdose deaths.
- CCDPH partnered with Chicago Food Policy Action Council to host the 17th Annual Chicago Food Justice Summit on February 23-25, 2022. Over these three days more than 900 participants attended interactive virtual presentations that were recorded
- The Des Plaines Tuberculosis Clinic is in the process of preparing to move to the Arlington Heights community health center.



Health Plan Services

Strategic Highlights

February 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 March 2022 exceeding 429k.
- Between January-December 2021, CountyCare saw a net growth of over 42K members while maintaining service levels for members and providers at all points (i.e., call center, care management, utilization management).
- 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.
- This will allow the care management and utilization management teams to access real-time alerts for CountyCare members' emergency department and admission activity at the 191 hospitals and 510 skilled nursing facilities (SNFs) statewide.
- **Vendor contract renegotiation:** CountyCare has completed contract renegotiations for FY 2022 with two of its vendors, resulting in an expected \$16M in total savings, compared to the initial budget target of \$10M.
- **Staff Relocation to Harrison Square:** CountyCare has vacated 600 W. Jackson St. with cost savings of over \$600,000. CountyCare is slated to relocate to Harrison Square in Q2 of 2022.
- Claim auto-adjudication increased to 85% and there was a decrease in claims pended in November.
- Time to pay claims continues to decrease month over month and is ended this past week under 30 days.
- In January the PHE was extended to April 16 and in preparation, CountyCare has developed a multi-prong strategy to retain members who are up for redetermination.



Provident Hospital

Strategic Highlights

February 2022

- In preparation to reopen ICU, the contract for TeamHealth was signed on 02/23/2022. Leadership continues to work with department and division chairs to complete clinical protocols, admission criteria, and specialty coverage. ACR Mammography 3-D accreditation documentation was received on January 31, 2022.

Strategic Opportunities/Challenges

February 2022

- Start fluoroscopy
- Prepare staffing models and clinical protocols for establishing ambulance runs
- ACR accreditation of Nuclear Medicine



John. H. Stroger, Jr. Hospital

Strategic Highlights

February 2022

- Covid Volume has declined by 90% down to 11 inpatients
- Designing additional cardiac cath lab space on Stroger 3rd floor
- Working with vendors to obtain additional covid testing options for clinics and ER to improve turn-around times and increase throughput and care time efficiencies
- Applying for Homeland Security dollars for security measures including cameras, badge access and location monitoring.
- Capital equipment planning for FY23 is underway
- Stroger's dietary and kitchen program passed the City of Chicago's annual inspection.
- Regulatory readiness "boot camp" for leaders being scheduled for April
- Continuous Survey Readiness group (CSR) meeting in April to review charter, best practices, mock survey plans
- Brought in new pediatric dietician to provide education and counselling for parents of diabetic children
- New event reporting and tracking system (EMRS – Event management and Reporting System) being implemented
- Working with Cook County's capital team and outside specialist vendor to improve wayfinding to help with patient satisfaction and throughput

Strategic Opportunities/Challenges

February 2022

- Implementing new Objectives and Key Results (OKR) project tracking mechanisms to ensure a leadership focus on initiatives and outcomes
- Surgical volume growth
- Cancer Service Line planning
- Creating Covid-19 telehealth prescription-writing strategy for anti-viral medication Paxlovid for rapid distribution of drug via mail-order overnight or to patient's local pharmacy of choice.
- Conducting joint active-shooter safety training drills between hospital police and Illinois State Police
- Engaging consultant to evaluate campus environmental/carbon footprint and identify opportunities for reduction. Scope will include energy use, supply chain, renovations and construction.