

DIVISIONAL EXECUTIVE SUMMARY

AMBULATORY SERVICES

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

Strategic Initiatives • OKR Highlights • Status Updates



Patient Safety, Clinical Excellence & Quality

- The ACHN team held their townhall May 31, 2024, and received positive feedback from providers. This is a townhall overseen by ambulatory medical leaders highlighting and communicating to front line providers in the ambulatory setting. These townhall meetings consists of a Q&A session for frontline providers to communicate with ACHN leadership; updates on the latest improvements & offerings in ambulatory specialty clinics; and how to stay Joint Commission ready.
- The Quality team created a slide deck for the ACHN Townhalls. The content of the slides included Joint Commission regulatory requirements geared towards providers and past citations.
- The Primary Care Medical Home (PCMH) Tracers were completed for 11 ACHN sites, using the Joint Commission Tracer Tool.



Health Equity, Community Health & Integration

- Core participated in a Quality Improvement Project to improve the viral suppression (lab value) of patients. The Director of Quality & Evaluation traveled to Rockville, Maryland to present our program results to our funder, Health Resources & Services Administration. A decrease in viral suppression by 6% was a significant improvement in preventing the spread of new HIV cases.
- In May, CORE had a total of 45 patients re-engaged to ambulatory care and social services after being out of care more than 12 months.
- This month 140 individuals in the community received a rapid test through targeted HIV screening. Additionally, we identified 7 newly diagnosed clients through routine and rapid screening and 7 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 667 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 12 patients were vaccinated for Mpox.



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- To support patient access to care, the Patient Support Center answered more than 55,000 patient calls with an average answer speed of under 60 seconds. In addition, there were over 3,500 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 11,500 referrals placed. There are 430 active users and currently ophthalmology is the most requested specialty and ultrasound is the most requested diagnostic. Phase II of the Cerner Provider Portal is underway and will include Lab, Radiology and Pathology.
- The Cancer Center Service Line refined the patient transport workflow from Infusion Center/Professional Building Oncology clinic to the Emergency Department.
- As of May 2024, we have seen 28,255 new arrivals at the Belmont Cragin New Arrival Health Center and 8,900 new arrivals through the Mobile Care Team.
- Since the Mobile Care Coordination team began screening and vaccinating the new arrivals at the Landing Zone, a total of 3,617 patients have been registered, 3,593 vaccinated with MMR, and 1,002 with varicella. Of the 3,617 patients, 68 % of the new arrivals were sent same-day to Belmont Cragin to get their initial medical screening. The remainder were scheduled to be seen the following day. In addition, because some patients are returning to the Landing Zone after leaving the shelter, our team has also been able to follow up on positive lab results from prior visits that were unreachable.
- We continue to have care coordinator staff at every city shelter as a resource to the new arrivals. Additionally, CCH will start providing services on Sundays effective June at the Landing Zone.



Patient Experience & Employee Engagement

- This month, ACHN saw a 1.02% increase in the overall “Likelihood to Recommend” score year-to-date bringing their score to 65.66%.

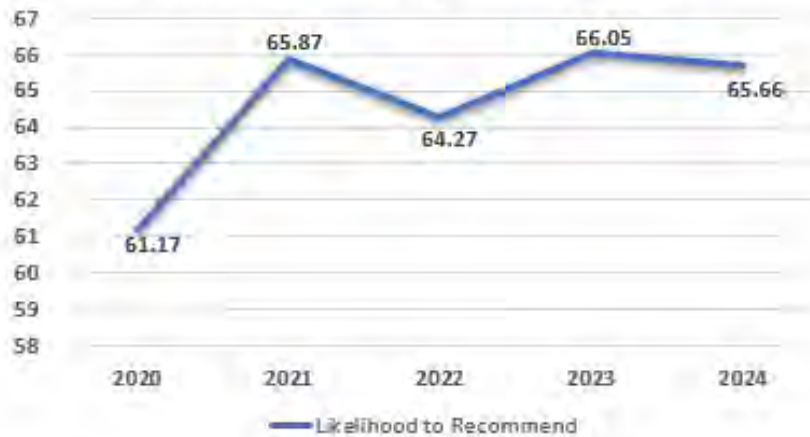


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ACHN Patient Experience Score



- Although the Specialty Care Team saw a 2% decrease in show rates this month, there was an 11% increase in volume due to the team continuing to prioritize improving access and optimizing workflows to enhance the overall experience.
- ACHN recognizes Clinic C (Asthma/Allergy) as a “Clinic on the Rise” for having the highest top box score improvement this month by 7%. In addition we also recognize Arlington Heights and Austin Health Center who also exceeded the year-end target for “likelihood to recommend in Primary.” Primary Care saw a 1.43% increase in patient experience scores this month.



Growth Innovation & Transformation

- The Neurosciences ICU ribbon cutting was held on the 28th of May and it had great press coverage. In addition, May was stroke awareness month and several of the Neuroscience team members participated in education segments on stroke prevention and awareness.
- The team continue to meet to discuss the implementation of Urgent Care services at the Arlington Heights location. Additionally, the medical leadership has met to finalize the scope of service and immediate care providers' job descriptions.



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Optimization, Systemization & Performance Improvement

- The Behavioral health team completed a comprehensive review of current Electronic Medical Record notes across all disciplines to be able to identify what needs to be developed for future state for the transition of new behavior health module upgrade. In addition, the psychiatry waiting list queue continues to be addressed on a regular basis and has been reduced from 550 to 326.
- The Behavioral Health team also met with Legal to initiate contract and application to be a direct referral for the Chicago Bank Furniture. This will be a resource for patient in need of furniture.
- All CORE nurses completed trainings and are now using the Pyxis machines for medication administration on the nursing units. Additionally, the nursing leaders completed the 8 hour Cook County Health Nursing Professional Development & Education.



Workforce: Talent & Teams

- ACHN has a total of 173 positions currently in recruitment. (31 currently posted; 55 validations in progress to verify candidate meets the qualifications; 24 interviews in progress; 40 decision-to-hire packets being reviewed; 18 offers accepted, 1 hiring fair underway and 4 on hold awaiting repost). To date we have hired 80 people this fiscal year.



Fiscal Resilience

- Primary Care: ACHN is below budgeted volumes for May by 912 visits and 3.4% below budget year-to-date totaling 104,461 visits in FY2024.
- The Primary Care team continue to focus on filling provider vacancies which continue to impact volumes most notably at Belmont Cragin and North Riverside. There are several offers for providers in the Northwest cluster out at this time, however they must undergo the credentialing and onboarding process which can take a few months.
- Specialty Care: ACHN is above budgeted volumes for May by 3,248 visits and 11% above budgeted volumes year-to-date totaling 191,907 visits in FY2024.



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- As of the end of May 2024, ACHN is on track overall having expended 48% of the 54% budgeted projections year-to-date.

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	179,319,432	77,667,063	7,856,199	85,523,262	93,796,170	48%

- We have five 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. Vendor chosen however Supply Chain has concerns over pricing. This may impact service as there may be a potential gap in service. SC assured ACHN that the contract would be awarded before the prior contract expired.
H20-25-033	The Chicago Lighthouse	\$ 4,480,000.00	2/28/2024	Amendment in process. No gaps in service
H21-25-012	DaySpring Janitorial Svcs	\$ 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.
H18-25-037	Alivio Medical Center	\$ 1,106,745.09	4/30/2024	No gaps in service. Six month extension in process. Contract extension are maxed. RFP will go out for new Patient Navigator award.
H17-25-064	Medspeed	\$ 3,843,844.06	11/30/2024	ACHN needs to reach out to Labs/Pharmacy regarding next steps. SC recommends a RFP



DIVISIONAL EXECUTIVE SUMMARY

CERMAK HEALTH SERVICES

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

Reporting Period: May 2024

Report Date: May 20, 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.

Cermak Health Services and our CCSO partners hosted representatives from Association for Professional in Infection Control and Epidemiology (APIC) for a facility tour and review of congregate settings best practices for infection control. This visit precedes a future APIC certification training and creation of custody settings guidelines for best practices for Infection Control. APIC will provide on-site training to staff.

Cermak’s Dr. Zawitz and CORE Center’s Dr. Monica Mercon and Lindsey Roden had their “Opt-out Testing Implementation and Linkage to Care for People Living with HIV and/or HCV in a Large Urban Correctional Facility” abstract accepted as an e-poster (virtual poster) at HIVR4P 2024, the 5th HIV Research for Prevention Conference, which will take place in Lima, October 2024. This abstract summarized some of the initial results of the Cook County Jail’s intake Opt-Out screening for HIV and HCV. This opt-out program is one of the largest in the country in a custodial setting.



Health Equity, Community Health & Integration

In honor of PRIDE month, Cermak’s Dr. Patrick Ennis represented CCH as a panelist at the Jesse Brown VA Medical Center for a discussion called “Out At The Office”. This panel event was hosted by the Illinois Medical District Professionals Rallying for Inclusion, Diversity and Equity (IMD PRIDE). Dr. Ennis and the other panelists (including health care leaders, experts, and advocates) addressed DEI, implicit



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CERMAK HEALTH SERVICES

bias, health issues disproportionately affecting the LGBTQ+ community, and psychological safety in the workplace. They shared specialized services available for the LGTBQ+ community outreach and engagement efforts for LGBTQ+ staff, and solutions to ensure high quality care.



Growth Innovation & Transformation

Cermak rolled out Phase 1.5 of telehealth initiative. This phase included the retrofitting of two rooms in the specialty clinic area. Phase 2, which entails access to telehealth in all 10 living units, is scheduled summer 2024.

Cermak is pleased to announce that two Cermak leaders, Dr. Jorelle Alexander, Chair of the Department of Oral Health and Ms. Antionette Williams, RN, Director of Nursing Cermak, Patient Care Services have successfully passed the exam to earn title of Certified Correctional Health Professional (CCHP) from the National Commission on Correctional Health Care (NCCHC). NCCHC is the regulatory agency that certifies Correctional Health facilities, which includes Cermak Health and JTDC.



Optimization, Systemization & Performance Improvement

On May 28, 2024 Cermak Health Services in collaboration with the Cook County Sheriff's Office opened a dedicated alternative housing unit to provide targeted services to patients who require intensive individual therapeutic services due to a history of violence. The unit is known as Alternative Behaviors for Life Experience (ABLE).

Cermak experienced a major unexpected system downtime on May 21, 2024, all new Cermak admissions and discharges stopped processing in Cerner. The Cermak Analytics team quickly identified the issue and emergently responded, taking lead over several different interagency organizations to determine root cause and



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CERMAK HEALTH SERVICES

resolve. Cermak's expedient identification and leadership in resolving of issue reduced the estimated total downtime from 15 hours to only 3.5 hours.



Workforce: Talent & Teams

Cermak hosted a mural painting party for. It was well attended by both Cermak and Cook County Sherriff Staff. All who participated thoroughly enjoyed the opportunity to use their creativity while taking a brief respite from their daily responsibilities. We are very excited to see the final outcome that marks a piece of Cermak history. The final unveiling will be hosted in June 2024.

Cermak Patient Care Services completed their skills fair this week. Today is the last day of the fair and so far, 90% of the staff from Cermak have successfully completed the skills lab. Next week we will complete the fair at JTDC. Additionally, Patient Care Services leadership completed professional shared governance training. Finally, leadership continues to prepare for our Midwest Correctional health conference confirming speakers and motivating staff to prepare poster presentations specific to correctional health.



Fiscal Resilience

Cermak continues Medicaid enrollment for patients entering the facility. We are still planning/preparing for the 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.



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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 May 2024

Office / Program / Account	FY24 Budget	Expense	Obligations (BPA's/PO's)	Funds Available	% Expend
4240 - Cermak Health Services of Cook County					
0 - DEFAULT (41195.4240.0) Total	-	2,930	-	(2,930)	No Budget
10155 - Administration (41195.4240.10155) Total	12,449,230	6,305,232	33,841	6,110,156	51%
10160 - Administration and Clerical (41195.4240.10160) Total	-	-	3,571	(3,571)	No Budget
13500 - Environmental Services (41195.4240.13500) Total	2,762,461	1,266,559	17,039	1,478,862	46%
13945 - Finance (41195.4240.13945) Total	243,273	117,723	-	125,550	48%
14915 - Human Resources (41195.4240.14915) Total	263,532	106,566	-	156,966	40%
15050 - Information Technology (41195.4240.15050) Total	231,171	120,093	-	111,078	52%
15435 - Laboratory Services (41195.4240.15435) Total	641,650	249,023	5,629	386,998	40%
15805 - Material Management (41195.4240.15805) Total	462,003	164,137	29,081	268,784	42%
15880 - Med/Surg - Administration (41195.4240.15880) Total	-	-	2,810	(2,810)	No Budget
15895 - Medical Administration (41195.4240.15895) Total	10,760,199	4,615,603	97,174	6,047,423	44%
16480 - Nursing - Administration (41195.4240.16480) Total	-	-	283	(283)	No Budget
17015 - Oral Health (41195.4240.17015) Total	2,496,986	1,011,526	-	1,485,460	41%
17170 - Patient Care Services (41195.4240.17170) Total	46,480,058	17,567,402	756,208	28,156,448	39%
17395 - PCS - Emergency Services (41195.4240.17395) Total	-	1	-	(1)	No Budget
17610 - Pharmacy (41195.4240.17610) Total	9,838,834	3,352,513	214,335	6,271,986	36%
18445 - Quality Assurance (41195.4240.18445) Total	776,331	340,933	-	435,398	44%
18485 - Radiology (41195.4240.18485) Total	845,217	409,178	-	436,039	48%
19650 - Storerooms (41195.4240.19650) Total	-	-	18	(18)	No Budget
29235 - 240 General Store Inventory (IV) (41195.4240.29235) Total	-	286,311	6,836	(293,148)	No Budget
16005 - Health Information Management (HIM) (41195.4240.16005) Total	422,736	201,109	-	221,627	48%
16125 - Mental Health Services (41195.4240.16125) Total	17,258,018	6,688,833	33,904	10,535,281	39%
19635 - Store Room (41195.4240.19635) Total	-	-	141	(141)	No Budget
20475 - Txbl GO Ser 2009B BABS Bond Fd (41195.4240.20475) Total	-	5,050	-	(5,050)	No Budget
29165 - General Store Inventory (IV) (41195.4240.29165) Total	271,687	127,778	92,055	51,854	81%
15485 - Law Administration (41195.4240.15485) Total	-	-	562	(562)	No Budget
Grand Total	106,203,386	42,938,500	1,293,488	61,971,397	42%



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CERMAK HEALTH SERVICES

Office / Program / Account	FY24 Budget	Expense	Obligations (BPA's/PO's)	Funds Availabl	% Expend
4241 - Health Services - JTDC					
10155 - Administration (41197.4241.10155) Total	1,041,815	146,814	94,951	800,050	23%
16015 - Medical Services Administration (41197.4241.16015) Total	731,730	370,796	-	360,934	51%
17015 - Oral Health (41197.4241.17015) Total	309,492	188,275	-	121,217	61%
17170 - Patient Care Services (41197.4241.17170) Total	3,629,502	1,669,500	11,936	1,948,066	46%
19815 - Support Services Administration (41197.4241.19815) Total	-	-	356	(356)	No Budget
10755 - Behavioral Health (41197.4241.10755) Total	3,971,104	1,739,090	-	2,232,014	44%
Grand Total	9,683,643	4,114,475	107,243	5,461,925	44%



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CERMAK HEALTH SERVICES

Staffing

CERMAK STAFFING / VACANCY and HR ACTIVITY STATUS

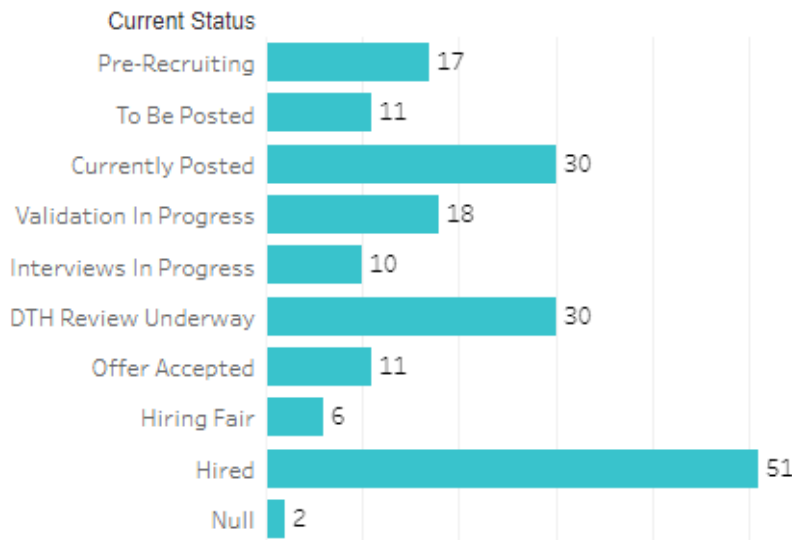
A Look into HR Recruitment
 Access the dashboard training guide and request new user access through Hiring Central. [↔](#)

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))

118 Current Requisitions <small>*Excludes Hired</small>	51 Total Hired	18 Validation in Progress	10 Interviews in Progress	5 Open Interviews Greater than Two Weeks	26 Submitted DTHs Older than 5 Days	12 New Hires Starting Soon <small>*Offer Accepted/Hired Status</small>
				VIEW DETAILS	VIEW DETAILS	VIEW DETAILS

What Stage are my Current Requisitions?



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CERMAK HEALTH SERVICES

JTDC STAFFING / VACANCY and HR ACTIVITY STATUS

A Look into HR Recruitment

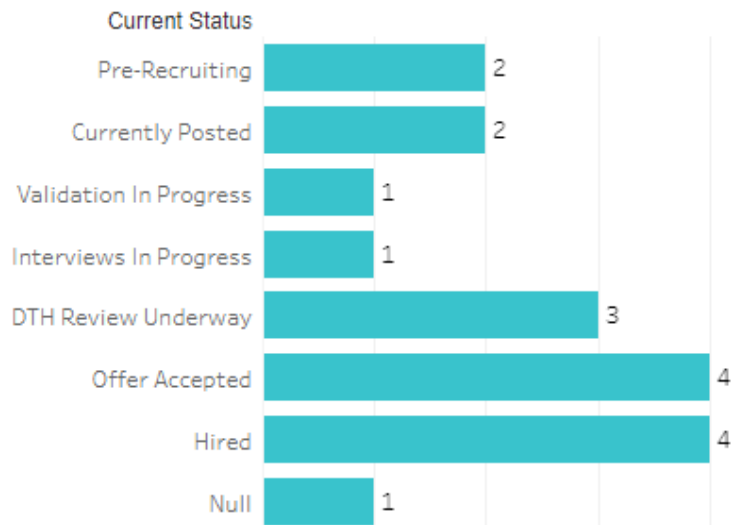
Access the dashboard training guide and request new user access through Hiring Central. [↗](#)

COOK COUNTY HEALTH

Filters: Job Title (All) | Job Code (All) | Job Classification (All) | Union (All) | Department (All) | Office # (4242) | Business Unit (All) | Hiring Manager (All) | Senior Leader (All) | PID (All)

12 <small>Current Requisitions *Excludes Hired</small>	4 <small>Total Hired</small>	1 <small>Validation in Progress</small>	1 <small>Interviews in Progress</small>	1 <small>Open Interviews Greater than Two Weeks</small>	2 <small>Submitted DTHs Older than 3 Days</small>	<small>New Hires Starting Soon *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?



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Procurement --

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

Numb	Supplier	Description	Expires On
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	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
H18-25-114	KORE SAE, LLC	H18-25-114 - Service, Temporary Staffing	31-May-24
77000125793	TANDYM GROUP LLC	H22-25-171, RECRUIT TEMPORARY QUALIFIED MENTAL HEALTH PROFESSIONAL (QMHP)	30-Jun-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
77000064455	ODP BUSINESS SOLUTIONS LLC	H19-25-077 - Supplies and Services, Office Supplies	21-Nov-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
77000091769	QUEST DIAGNOSTICS INC	H21-25-034_ SERVICE, REFERENCE LABORATORY TESTING	31-Dec-24



DIVISIONAL EXECUTIVE SUMMARY

COOK COUNTY DEPARTMENT OF PUBLIC HEALTH

Lead Executive: LaMar Hasbrouck, MD, MPH, MBA, Chief Operating Officer
Reporting Period: May 2024
Report Date: June 17, 2024

Strategic Initiatives • OKR Highlights • Status Updates



Health Equity, Community Health & Integration

- The Environmental Health Unit's Food Protection Program passed its 5-year audit and review by the Illinois Department of Public Health (IDPH) and was commended for having an excellent program.
- The Tobacco Prevention & Control Program collaborated with the Communications Unit to launch the [Unfriend Tobacco Campaign](#) on May 13, 2024. The goal of this initiative is to promote independence from tobacco and vape products. Free resources are available to help adults and youth quit smoking, vaping, or other tobacco use.
- The Lead Poisoning Prevention and Healthy Homes completed inspection of three residences, where children tested positive for Elevated Blood Lead (EBL) levels between January and March 2024. EBL units are currently being prioritized. Additionally, Cook County Department of Public Health (CCDPH) also sent out 415 radon test kits with educational materials over the last two quarters.



Optimization, Systemization, & Performance Improvement

- CCDPH attended a round table discussion hosted by the Raise the Floor Alliance with the US Department of Labor Acting Secretary, focused on Deferred Action for Labor Enforcement (DALE). DALE navigators and recipients shared their experiences and highlighted successes that are strengthening labor enforcement.



Fiscal Resilience

- On May 29th the Illinois General Assembly passed a budget of approximately \$21M for State Fiscal Year 2025 for local health departments reversing a proposed \$5M budget cut.



COOK COUNTY
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COOK COUNTY DEPARTMENT OF PUBLIC HEALTH

Budget to Actual

Budget to Actual File: FY24 CCH Budget to Actual June 4, 2024

Office & Account	FY24 Budget	Expenses	Obligations (BPA's/PO's)	Expenditures (Expenses + Obligations)	Funds Available	% Expended
4895 - DPH Total	21,992,570	7,379,327	385,443	7,764,770	14,227,800	35%

Staffing

As of May 2024, CCDPH has 55 vacant positions to date (actively recruited) – 4 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 May 2024

RTHs Submitted MTD/ YTD	Pre- Recruiting	To be Posted	Postings currently	ARP Received	Interviews in Progress	e-DTH underway	Candidate Offers	Vacancies Filled In May	YTD position filled
24/69	4	1	3	4	3	4	2	2	12

Procurement

The following vendors or subgrantee \$500K or more are all active contracts.

Contract #	Vendor or Subgrantee Name	Expires On
H21-25-129	AgeOptions	5/31/25
H22-25-154	Flowers Communications Group	Being reviewed
H21-25-138	Housing Helpers/Proviso Partners for Health	Being reviewed



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COOK COUNTY DEPARTMENT OF PUBLIC HEALTH

H21-25-140	Illinois Board of Trustees/UIC School of Public Health	Being reviewed
H21-25-182	United Way of Metropolitan Chicago	Being reviewed

**** Month to date (MTD) - Fiscal year to date (YTD)

*****Vendor or Subgrantee contract dates are in the process of being reviewed.



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HEALTH PLAN SERVICES

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

Reporting Period: May 2024

Report Date: June 15, 2024

Strategic Initiatives • OKR Highlights • Status Updates



Patient Safety, Clinical Excellence & Quality

HEDIS

In May, CountyCare finalized its measurement year 2023 Healthcare Effectiveness Data and Information Set (HEDIS) quality results. CountyCare's HEDIS results contribute to the HealthChoice Illinois Report Card and plan comparison quality scores from the National Committee for Quality Assurance (NCQA), both of which will be released in the fall.

- **CountyCare is excited to have seen improved health outcomes in key areas of focus for the health plan, including primary care engagement, maternal and child health, and follow up after hospitalization for mental health.**
- **CountyCare improved in 15 of 17 of hybrid measure rates from the prior year.**

In alignment with Healthcare and Family Services' quality priorities, CountyCare will continue to focus on behavioral health, immunizations, maternal and child health, and primary care engagement for the rest of the 2024 HEDIS measurement year.



Health Equity, Community Health, & Integration

National Association of County (NACo) Awards for CountyCare's Health Equity Initiatives

CountyCare achieved three 2024 NACo Awards for its FoodCare program, Member Demographics Data Improvement, and Redetermination.

Additionally, CountyCare's application for Addressing Food Insecurity Among Medicaid Members won Best in Class in the Health Category. CountyCare's FoodCare program provides emergency home delivered meals, money towards food, registered dietician visits, Supplemental Nutrition Assistance Program application support, and medically tailored meals. **As of April 2024, after one year of following the roll out of the FoodCare program, over 43,000 members are enrolled.**



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HEALTH PLAN SERVICES



Member Experience

CAHPS

In May, CountyCare's 2023 Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey closed. The annual CAHPS survey is one opportunity for members to tell CountyCare what they think about the services we provide. The survey is anonymous, voluntary, and administered to a statistically significant number of members. CAHPS is part of a national project by the National Committee for Quality Assurance (NCQA) and contributes to CountyCare's quality ratings.

CountyCare's results are now final and will be used to make improvements to health plan's services and offerings over the next year:

- **Survey respondents:** Over 380 adults and over 430 children completed the survey, with a response rate of 14.6% and 12.9%, respectively.
- **Rating of Health Plan:** CountyCare has focused on improved member experience and "Rating of Health Plan" over the past year. Between 2023 and 2024, CountyCare's rates increased from 81.2% to 83% for adults and 75.5% to 78.6% for children.
- **Improvements in member experience:** For adults and children, CountyCare saw improvement in the "Getting Needed Care" and "Rating of Specialist" categories. Adult respondents had improved scores for "Getting Care Quickly" and children improved in the "Rating of Health Care" category.
- **Opportunities for improvement:** CountyCare saw slight decreases in "How well Doctors Communicate," "Rating of Personal Doctor," and "Customer Service" for both adults and children. These will be areas of focus over the next year.



Growth, Innovation & Transformation

Aster Judge's Choice Award for 2022-2023 Campaign, "There's a Plan for That"

In partnership with the Cook County Health Communications Department, CountyCare won the Aster Judge's Choice Award for Total Advertising Campaign for "There's a Plan for That." This award is given to winners receiving a perfect score from judges. It is the first time we have received this award for CountyCare. The campaign ran from October 2022 through May 2023 and highlighted CountyCare's extensive benefits and network.



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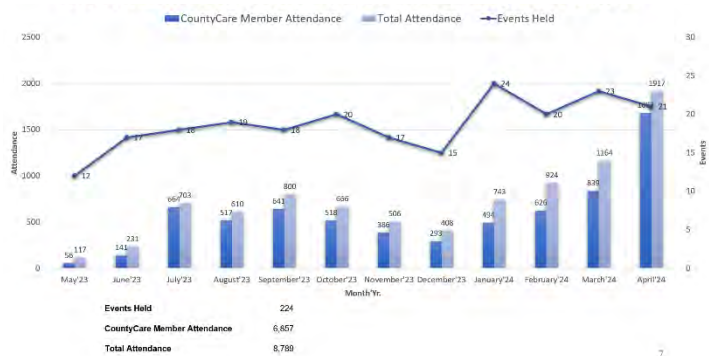
HEALTH PLAN SERVICES

In late May 2024, the CCH Communications team and CountyCare leadership kicked off planning for the 2024-2025 open enrollment campaign. Various campaign concepts will be tested by focus groups before going to market in the fall.

Redetermination events

Nearing the one-year anniversary of the resumption of Medicaid redetermination, CountyCare has continued to execute a comprehensive member education and outreach strategy to support members with redetermination, including a communications campaign through mail, text, phone, email, the CountyCare website, social media, and community events.

- **CountyCare has consistently shown a higher than expected retention rate of over 83% month over month, exceeding the overall state retention rate of 73%.**
- As of April, CountyCare has hosted over 220 Redetermination Events with an attendance of over 8,700 individuals, including over 6,800 CountyCare members.
- During April and May, CountyCare saw heightened attendance of up to 100-150 individuals at Redetermination Events due to the Health Benefits for Immigrant Adults and Seniors population going through redetermination in May.
- **Beginning in May, the Illinois Department of Human Services began attending CountyCare's Redetermination Events to support members with their redeterminations on site. We are thankful for this partnership and our ability to better support our members through the Medicaid renewal process.**



Optimization, Systemization & Performance Improvement HEDIS Technology Vendor Transition

In alignment with its focus on quality, optimization, and performance improvement, in 2023, CountyCare held a competitive request for proposals for a new HEDIS vendor that



COOK COUNTY
HEALTH

DIVISIONAL EXECUTIVE SUMMARY

HEALTH PLAN SERVICES

would be responsible for prospective quality reporting and the health plan's annual HEDIS submission. CountyCare kicked off the implementation with a new HEDIS partner in early 2024 and went live at the beginning of June. For the next phase of this implementation, CountyCare has established a partnership with a technology company to integrate with provider electronic health record systems and capture additional supplemental quality data.



Fiscal Resilience

Value-based care

CountyCare utilizes the Health Care Payment Learning and Action Network (HCP-LAN) methodology of alternative payment models (APMs) to establish annual goals for medical spending within value-based care arrangements.

- **In recent years, CountyCare has been a leader in the Illinois Medicaid market with over 50% of medical spending within a Category 3 or 4 alternative payment models.** Category 3 and 4 include shared savings, downside risk, and population-based payment APMs.
- **This month, CountyCare and Cook County Health established a first-of-its-kind shared savings agreement with additional pay-for-performance (P4P) incentives tied to improving health outcomes in the areas of maternal and child health and behavioral health, among others.**
- 75% of total CountyCare medical spend is projected to be within any APM category in calendar year 2024.



Workforce: Talent & Teams

Staff Townhalls

Three times per year, the Health Plan Services' Staff Engagement Committee and leadership partner to host an All Staff Virtual Townhall to thank the team, provide an overview of the health plan's recent successes, provide an overview on key initiatives in process, and solicit feedback from the teams. Health Plan Services held its most recent All Staff Town with highlights on care management for the Health Benefits for Immigrant Adults and Seniors, provider network improvements, and progress on strategic implementations.



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DIVISIONAL EXECUTIVE SUMMARY

HEALTH PLAN SERVICES

Budget to Actual Through May 2024

CountyCare's May membership of over 434,604 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	1,656,368,696	38,450,406	1,694,819,102	783,750,772	68%
OPERATIONS & MAINTENANCE Total	7,748	5,572	-	5,572	2,176	72%
PERSONAL SERVICES Total	46,192,543	19,075,716	622	19,076,339	27,116,204	41%
4896 - Health Plan Services Total	2,524,770,165	1,675,449,985	38,451,028	1,713,901,012	810,869,152	68%
Grand Total	2,524,770,165	1,675,449,985	38,451,028	1,713,901,012	810,869,152	68%

Staffing

Of the **88 positions FY2024 in recruitment, 45 (51%) of requisitions have been hired, and 8 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.

43 Current Requisitions <small>*Excludes Hired</small>	45 Total Hired	10 Validation in Progress	11 Interviews in Progress	3 Open Interviews Greater than Two Weeks	2 Submitted DTHs Older than 5 Days	8 New Hires Starting Soon <small>*Offer Accepted/Hired Status</small>
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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
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: May 2024

Report Date: June 21, 2024

Strategic Initiatives • OKR Highlights • Status Updates



Patient Safety, Clinical Excellence & Quality

- For the first time ever, the Provident Nursing Team ended the month of May with no patient falls, catheter-associated urinary tract infections (CAUTIs), central line-associated blood stream Infections (CLABSIs), and ventilator-associated pneumonia (VAPs). These are common quality metrics tracked by hospitals as an indicator of quality care.
- Operating Room temperature and humidity control equipment (Variable Air Volume boxes) installation began on 05/31/2024 with a targeted completion date of 06/30/2024.



Health Equity, Community Health & Integration

- The Defender Charities selected a member of the Provident staff to serve as the first ever judge for the Bud Billiken Parade. Two candidates were submitted and they selected LaToya Buchanan.
- Provident participated in the city-wide disaster drill on May 9, 2024 yielding some great insight and enhanced awareness on strategies to optimize to respond to large scale events.
- Hand hygiene observations continue to meet the robust goal of > 305 observations/month. Compliance has reached an all time peak at 84% since this level of observation has been achieved.



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DIVISIONAL EXECUTIVE SUMMARY

PROVIDENT OPERATIONS



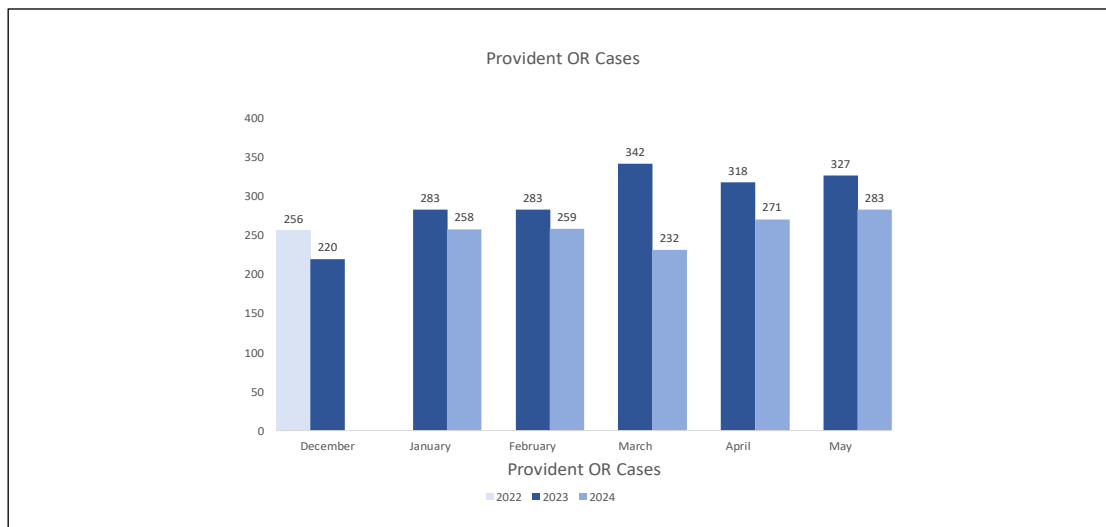
Patient Experience

- The I-Rounding tool was launched at Provident in May which will enable real world tracking and logging of trends as "leading" indicator to survey.
- The new nurse call system is now completely wired throughout inpatient and Emergency Department areas.
- The funding for a dishwasher for the Dietary Department at Provident was approved. Once installed, patients will receive their meals on reusable dishes that maintains the food temperature. This will not only improve our patient satisfaction Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) score but will also decrease the cost per patient-day at Provident.



Growth Innovation & Transformation

- Capital approval was received for additional endoscopy equipment which will support further growth in endoscopy.
- The monthly surgical volume has resumed an upward trend.



DIVISIONAL EXECUTIVE SUMMARY

PROVIDENT OPERATIONS



Optimization, Systemization & Performance Improvement

- The kickoff meeting for the bio tech trash compactor was held.
- Left Without Being Seen (LWBS) is near goal (4%) at 4.55%-down nearly 60% from 4th quarter 2023.



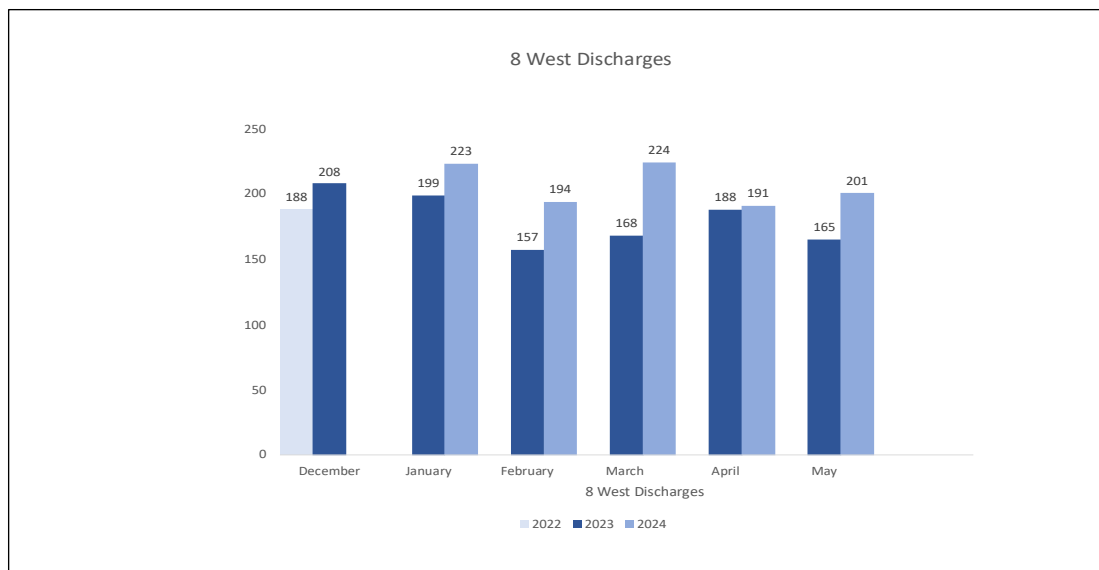
Workforce: Talent & Teams

- Additional hiring for behavioral health has started at Provident Hospital.
- Provident Leadership Teams attended an American Nurses Credentialing Center (ANCC) provider webinar.



Fiscal Resilience

- Endoscopy saw the highest single month procedures completed in < 1 year with 97 plus cases completed in May.
- The average monthly discharges remains greater than 200.



DIVISIONAL EXECUTIVE SUMMARY

PROVIDENT OPERATIONS

Budget to Actual

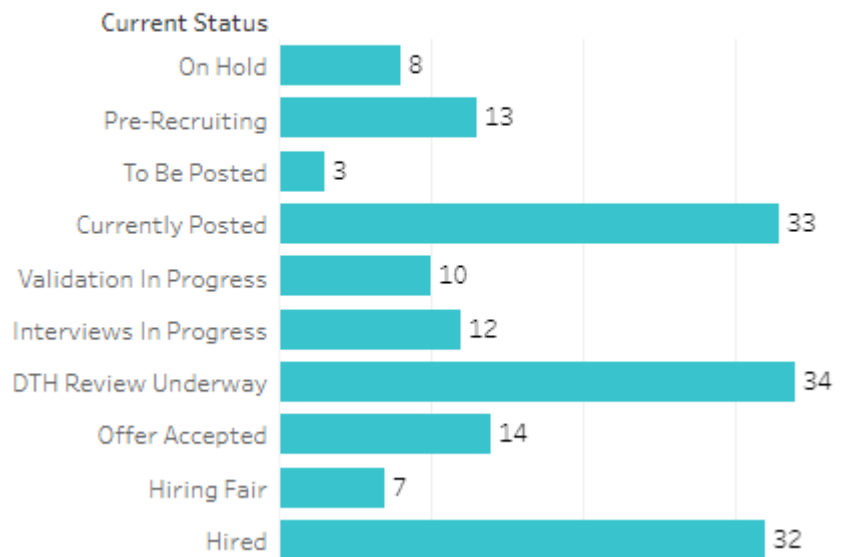
Office	FY24 Budget	Expenses	Obligations (BPA's/PO's)	Expenditures (Expenses + Obligations)	Funds Available	% Expended
4891 - Provident Hospital of Cook County						
Non- Personnel	20,543,860	4,588,959	1,876,047	6,465,006	14,078,855	31.47%
Personnel	24,156,520	11,567,249	-	11,567,249	12,589,271	47.88%
4891 - Provident Hospital of Cook County Total	44,700,380	16,156,208	1,876,047	18,032,255	26,668,126	40.34%

The actual spend should not exceed 54.64%

Staffing

120 Current Requisitions <small>*Excludes Hired</small>	32 Total Hired	10 Validation in Progress	12 Interviews in Progress	2 Open Interviews Greater than Two Weeks	7 Submitted DTHs Older than 5 Days	10 New Hires Starting Soon <small>*Offer Accepted/Hired Status</small>
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What Stage are my Current Requisitions?



Procurement -



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DIVISIONAL EXECUTIVE SUMMARY

PROVIDENT OPERATIONS

- 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



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STROGER OPERATIONS

Lead Executive: Donnica Austin-Cathey, Chief Hospital Executive, Stroger Hospital
Reporting Period: May 2024
Report Date: June 21, 2024

Strategic Initiatives • OKR Highlights • Status Updates



Patient Safety, Clinical Excellence & Quality

- The Imaging Department has been continuing to collaborate with the medical physicist to begin the American College of Radiology (ACR) accreditation process for the Nuclear Medicine and Positron Emission Tomography/Computed Tomography (PET CT) Department.
- The laboratory submitted the College of American Pathologist accreditation package for review prior to upcoming on-site inspection. The inspection window will be open late August through late November.
- Nursing fall rate for the month of May was 1.17/1000 patient days. We remain below state and national average of 3.5.



Health Equity, Community Health & Integration

- An Equitable Safe Sleep initiative (EESI) work continues in partnership with the Emergency Department.
- Chicago Department of Public Health "Family Connects" project has been working with our postpartum patients. Chicago residents are currently being served as the organization works to possible partner with the suburban areas as well.



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DIVISIONAL EXECUTIVE SUMMARY

STROGER OPERATIONS



Patient Experience

- The Picture Archiving and Communication System (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.
- Nursing leaders continue with hardwiring the C-I-CARE values and the Commit to Sit Rounding programs for the inpatient units.
- The Emergency Department has added an additional Spanish interpreter from 6 am - 2 pm, Monday through Friday assist with patients.



Growth Innovation & Transformation

- The mobile MRI unit is fully operational Monday through Friday 8 am - 4 pm. Also, we continue to collaborate with the Capital Planning Department in the development of an Imaging Capital equipment installation plan.
- In preparation for the PET CT capital project, the first phase of the project consisted of relocating the Dexa unit from Clinic P to the General Radiology area.
- The laboratory-initiated project planning discussions on upcoming new equipment installations. Starting with refurbished Abbott Architects and the new Beckman Urinalysis platform this summer.



DIVISIONAL EXECUTIVE SUMMARY

STROGER OPERATIONS



Optimization, Systemization & Performance Improvement

- The Imaging Department will continue to collaborate with the HIM Department to standardize the release of information process which will include the release of CD's and legal requests which are currently being released by the Imaging PACS team.
- The phlebotomy morning draws completed by 7 am were 75% for the month of May which meets the benchmark.
- The Laboratory has finalized workflow for the electronic blood component pickup form. Nursing education put together communication surrounding the changes and anticipate go-live in June.
- There have been ongoing conversations with Cross Country to adopt electronic time keeping capabilities for their agency employees. This will eliminate the need for paper based timecards that have to be faxed to Cross County on a weekly basis.



Workforce: Talent & Teams

- Departmental performance appraisals are being conducted in Rehabilitation for all service lines.
- Physical Therapy Associate Manager, Blue Island Outpatient Occupational Therapist and Provident Physical Therapist have been hired and onboarded.
- The Radiology Department is currently working on reclassification of job titles and paygrade upgrade analysis has been completed.
- The Laboratory Services Quality Manager started May 6, 2024.



Fiscal Resilience

- Physical Therapy Manager attended financial counselor's Inservice on Immigrant Medicaid and provided update to Rehabilitation department leaders.
- The Rehabilitation Department has been working with the preauthorization department on possible ways to deal with time extensions needed for plan of care to be completed at Cook County Health.



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DIVISIONAL EXECUTIVE SUMMARY

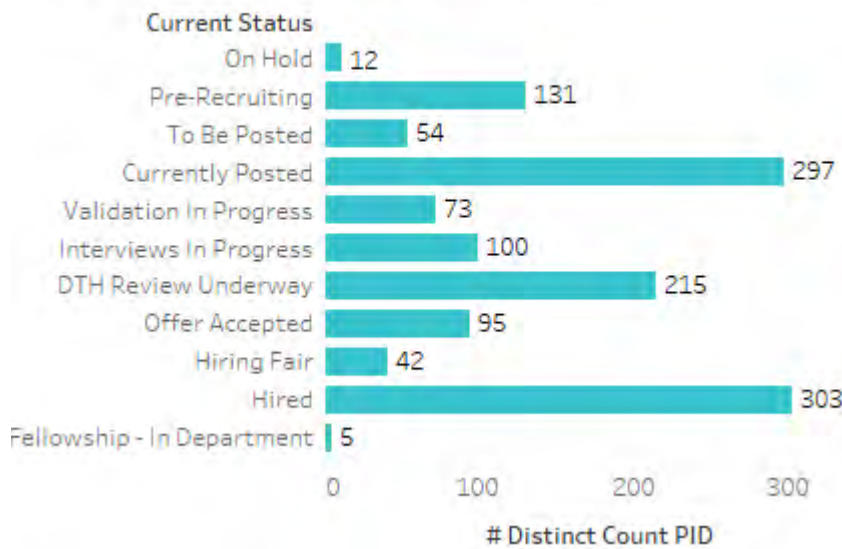
STROGER OPERATIONS

- The Radiology Division continues to collaborate with the Director of Revenue Integrity to identify a CCH Resources to assist with the charge capture process in the Radiation Oncology Department.

Human Resources - Recruitment



What Stage are my Current Requisitions?



COOK COUNTY
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DIVISIONAL EXECUTIVE SUMMARY

STROGER OPERATIONS

Stroger - FY24 Budget

Office & Account	FY24 Budget	Expenses	Obligations (BPA's/PO's)	Expenditures (Expenses + Obligations)	Funds Available	% Expended
4897 - John H. Stroger Jr. Hospital of Cook County Total	1,078,198,005	491,469,488	76,837,995	568,307,483	509,890,522	53%



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