

Divisional Reports

Strategic Highlights & Opportunities
For CCH Operating Divisions for March 2022

April 29, 2022



COOK COUNTY
HEALTH

The background is a solid orange color. On the left side, there is a large, stylized, light-orange outline of a stethoscope. In the center-right area, there is a light-orange target graphic consisting of three concentric circles with a small dot in the middle.

Ambulatory Care

Strategic Highlights

March 2022

COVID-19 Incentive Program

- We hosted the second \$100 gift card giveaway at our community health centers for anyone making an appointment to receive their first, second, third doses and booster vaccinations. We used marketing to raise awareness in the communities we serve. The number of appointments built matched the number of gift cards available, guaranteeing that everyone who made an appointment received a gift card. Through this incentive promotion, we distributed a total of 1,700 gift cards.

Appointment Project (Increasing Access and Improving No-Show Rates)

- Our patient support center started making reminder calls to all patients scheduled for MRI's to increase show rates/remove patients already seen, to free up capacity for waiting patients.
- Our CCH radiology team members are calling, and rescheduling Stroger MRI patients scheduled three to six months in the future into recently vacated appointments and into available capacity at Provident.

Women and Children Health

- We completed a virtual video tour of Stroger hospital to market prenatal, hospital delivery services, and children's services for CCH. Our plan is to execute a social media marketing campaign to drive brand and service line awareness.

Financial Highlights or Challenges

Primary Care

- In March 2022, we are above budget for the month by 1,208 visits totaling 70,714 visits in FY2022, which is below budget for the year by 17, 767 visits.

Specialty Care

- Our specialty operations team focused on achieving target volumes with continued strategic efforts to fill schedules, reschedule no-shows, and outreach to make personal patient reminder calls. The team partnered with the specialty providers to close gaps on incomplete notes, which enabled Business Intelligence to accurately attribute volume of patients seen and reconcile them with the number of notes completed for capturing the necessary charges.
- Because of our efforts to improve our show rate, we are making ongoing progress in the following areas.
 - Sengstacke specialty clinic identified additional opportunities to close the gap on our no-show rate and improve our patient experience scores.
 - Access is improving month over month at our Blue Island specialty clinic, the Professional Building campus clinics, and the Stroger Campus clinics.
 - Increasing access in our high demand services resulting in a declining overall backlog of our patients waiting in the queue for appointments

Strategic Highlights

March 2022

Women and Children's Clinics

- Our HEDIS compliance was 80% with vaccines for 2 years old.
- Pediatric Specialty Rheumatology clinic has begun every Monday morning.
- Stroger Women's Clinics - We have a new Urogynecologist, allowing us to offer this specialty clinic every Tuesday. March was the second Saturday clinic offering Pediatric Endocrinology, AYAC, and Family Wellness appointments.
- The Illinois Family Planning grant agreement was signed, allowing our Family Planning team to move forward with grant expansion to Arlington Heights, Sengstacke, and Belmont Cragin. While we have seen a decrease in grant-funded Family Planning volume, as has the entire state, expansion efforts will allow us to increase our volume across the system.
- We have been working with South Cook regional area schools to expand our outreach efforts to increase our adolescent volume. We are preparing for the FY23 application, which will be competitive and would allow the sites to return to federal Title X funding.

Patient Support Services

- Our patient support center answered 48,900 patient calls with an average answer speed under sixty seconds.
- We converted 850 lightly used "walk-in" primary care appointment slots for new and follow up patients in primary care. This process will continue in April.
- The merged COVID-19 testing and vaccination call center answered almost 4,000 calls. This volume continues to decrease.
- Our CCH non-emergency transportation fleet completed 5,644 patient transports. Sixty-three percent of these trips were for CountyCare members.

Infectious Disease HIV/AIDS Care

- We collaborated with community-based organizations in locations of high socioeconomic hardship and areas near CCH Ambulatory sites. We held community events in collaboration with Chicago State University, the National Kidney Foundation, Olive Harvey, Wright College, Above & Beyond Recovery Center. Additionally, we distributed more than eighty-five home HIV test kits.
- We will expand our Peds/Adolescent HIV and PrEP services at Blue Island Health Center through collaboration with the Stroger Division of Adolescent Medicine. We will also fully support the existing PrEP services at Englewood Health Center with health educators, PrEP coordination, and resources to promote program retention. PrEP champions for both locations are Drs. Simpson, Edoigiawerie, Albanese, Dharmapuri, and Rowe.
- We began developing a telephone warmline to provide guidance to Cook County residents of where they can go and obtain HIV/STI testing, pre-exposure prophylaxis (PrEP) and post exposure prophylaxis (PEP) services within the Cook County Health system.

Oral Health

- We are ahead in visits for the month by 511, budgeted for 1,224 visits and totaling 1,735 visits for the month.

Clinic Highlights and Challenges

Staffing, supplies, volumes, safety

- Six of our clinical sites will participate in a state funded program to help impact the health disparity problem for residents of the west side of Chicago. Community Health Workers will partner with our medical teams to outreach and serve patients in ten high-risk zip codes. The following conditions will be addressed in this program.
 - HTN
 - DM
 - Depression
 - Serious Mental Illness
 - Adverse Childhood Events
 - Substance Use Disorder

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Cermak Health Services

Strategic Highlights

March 2022

- From February 2021 through February 2022, 15,376 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.
- Preparation for NCCHC Accreditation. Expected 2022. Continued accreditation for JTDC. Surveyed April 2022.

Strategic Opportunities/Challenges

March 2022

- IDOC has begun accepting transfers. Currently housing 351 detainees remanded to the custody of IDOC.

A large, stylized teal shield shape is positioned on the left side of the image. Inside the shield is a teal cross with rounded ends. The background is a solid teal color.

Cook County Department of Public Health

Strategic Highlights

February 2022

Non-COVID

- Staff across units executed plans for braiding federal dollars to enable CCDPH to award close to \$11 million dollars in grants to communities through the Building Healthy Communities Initiative. Eligible organizations will be able to apply to undertake various strategies that builds COVID resiliency and advances health equity in their communities.
- The Behavioral Health Unit (BHU) is working with the Justice Advisory Council to conduct a landscape analysis to identify state crisis intervention initiatives and crisis intervention programs and providers in suburban Cook County and determine unmet need.
- Cook County Department of Public Health collaborated with Illinois Public Health Institute (IPHI) and Illinois Alliance to Prevent Obesity (IAPO) to develop survey questions to learn more about how suburban Cook County K-12 school districts are meeting state health and wellness standards and any potential barriers to implementation/resource needs.
- The CD Unit was selected once again as a Council of State and Territorial Epidemiologists (CSTE) host site, making this the fourth 2-year cycle for which we have qualified to host Applied Epidemiology Fellows over the past 8 years.
- Planning for the release of the Building Healthy Communities Grant (BHC) program.
- The Des Plaines Tuberculosis Clinic continues to prepare for a to move to the Arlington Heights Ambulatory Network location.

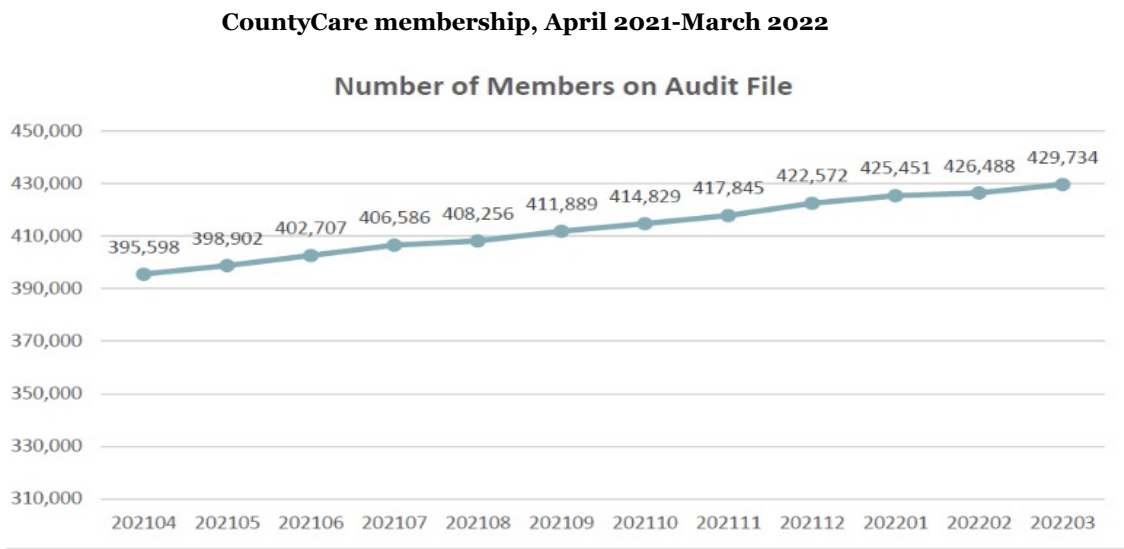


Health Plan Services

Strategic Highlights

March 2022

- Between April 2021 and March 2022, CountyCare saw a net growth of over 34K members while maintaining service levels for members and providers.



- In March, CountyCare kicked off an initiative to prepare for the resumption of Medicaid redetermination at the end of the PHE. After the end of the PHE, approximately ~25K members will be up for redetermination each month.
- Opportunities for cost-savings and quality improvement continue to be an area of focus for Health Plan Services in 2022.
 - Intergovernmental transfer (IGT):** We are working with the state regarding a revised IGT structure that would result in a savings of \$15-20M in 2023
 - 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.

Strategic Highlights and Challenges

March 2022

- Between April 2021 and March 2022, CountyCare saw a net growth of over 34K members while maintaining service levels for members and providers.
- CountyCare was selected by the Institute for Medicaid Innovation as a case study to highlight innovative initiatives that address social risk factors during the pandemic.
 - As a result of its Community Reinvestment Proposal, CountyCare's partnership with the Flexible Housing Pool to provide permanent supportive housing to 66 CountyCare members will be shared as a best practice.
- **Advancing Health Equity:** CountyCare, in partnership with Healthcare and Family Services and ACCESS was also selected as a participant in the Advancing Health Equity Learning Collaborative for the second year. The Advancing Health Equity Learning Collaborative, funded by the Robert Wood Johnson Foundation, convenes seven teams from seven states to design integrated payment and health care delivery reforms to reduce health disparities.
- Health Plan Services selected a care management, end-stage renal disease/dialysis, and actuarial vendor as the result of RFPs. CountyCare will now begin contract negotiations and steps towards implementation.



Provident Hospital

Strategic Highlights

March 2022

- The mobile MRI scanner installation and staff training was completed and the first patient scan was performed on march 1, 2022. In addition, the staff completed training and the first fluoroscopy was performed on march 1, 2022

Strategic Opportunities/Challenges

March 2022

- Complete staffing models and clinical protocols for establishing ambulance runs
- Expecting a successful CAP survey scheduled for may 12, 2022



John. H. Stroger, Jr. Hospital

Strategic Opportunities/Challenges

March 2022

Throughput:

- Successfully implemented software upgrade to dispatching system for patient transporters. Results are already reducing response time of transporters to begin patients' movement, thereby reducing total transport times.
- Redesigning admitting center to improve access and reduce holding times of patients in the emergency room
- Re-evaluating surgical block and anesthesia coverage models.
 - Nearly a 3-month lead-time for outpatient MRI scheduling for making the 3rd next available appointments

Regulatory:

- Planning for Stroke Center survey in May
- Coordinating with external agencies to conduct annual training exercise in June for a mock “mass casualty” event
- Regulatory readiness “boot camp” for leaders being scheduled for April

Quality:

- Celebrated a year's worth of improvements with leadership team around sepsis, hand hygiene and pressure ulcers.

Patient Satisfaction:

- Satisfaction with meals has improved from the 33rd percentile in January up to the 57th percentile in March.