

# Divisional Reports

Strategic Highlights & Opportunities  
For CCH Operating Divisions for April  
2022

May 27, 2022



COOK COUNTY  
**HEALTH**

A faint, light orange graphic of a stethoscope is positioned on the left side of the slide, extending from the top left towards the bottom center. The background is a solid, medium orange color.

# Ambulatory Care

# Strategic Highlights

April 2022

## COVID

- We marked our 1 millionth vaccine dose at the North Riverside Health Center.
- We completed eighteen pop-up events, vaccinating 303 people in community-based clinics.
- In April, our COVID vaccine clinics including mobile unit administered a total of 4,453 vaccines: 195 first doses, 276 second doses, 1,144 Booster 1, 2,838 booster 2.

## Financial Highlights or Challenges

### Primary Care

- In April 2022, we are behind budget for the month by 2,595 visits totaling 72,007 visits in FY2022, which is behind budget for the year by 13,753 visits.

### Specialty Care

- In April 2022, we are above budget for the month by 671 visits totaling 30,799 visits in FY2022, which is behind budget for the year by 9,287 visits.

## Operating Highlights and Challenges

### Primary Care

- We finalized details to provide hot meals to address food insecurity for families at our Robbins Health Center. Between June 6 and September 2, meals will be offered on Monday, Tuesday, and Thursday.
- For Diabetes a1c > 9 data: as an organization we are already in the top ten percent decile compared to other organizations. We are targeting control at the top five percent level if we hit the twenty-four percent level.

### Specialty Care

- Our volumes continue to trend in the right direction as we focus on scrubbing schedules to reflect our true volume and productivity benchmarks.
- We are opening TB clinic at our Arlington Heights Health Center.

# Strategic Highlights

April 2022

## **Women and Children’s Clinics**

- In April, we completed a walk through at Arlington Heights and submitted documentation for site approval through IDPH. We attended the Community Advisory Council meetings for Provident/Sengstacke and Cottage Grove to highlight Family Planning services and continued our community outreach efforts and attended the Sisters Working It Out First Annual Breast Cancer awareness 5k walk, where we provided health education and clinic resources.

## **Healthy Families**

- After closing Q3, the Healthy Families Initiative has 18 families enrolled and conducted 66 virtual visits with families on various early childhood development topics.

## **Patient Support Services**

Our Patient Support Center (PSC) answered 37,300 patient calls in April with an average answer time under sixty seconds.

- Our merged COVID-19 testing, and vaccination call center answered 3,000 calls in April, which continues a trend of decreasing volume across the last three months.
- We converted 1,150 lightly used “walk-in” primary care appointment slots for new and follow up patients in primary care with 89% utilization.
- Efforts supporting Radiology MRI resulted in a nearly seven percent increase in the number of patients scheduled and nearly four percent increase in patients seen. comparing April to March. May will be the first full month making MRI reminder calls for the PSC.

## **Infectious Disease and HIV/AIDS Care**

- At CORE, we opened a new clinic—COVID Long Term Clinic to serve patients who were previously treated for COVID but continue to experience on-going symptoms or issues related to COVID.
- Our Cook County HIV Integrated Program/CCHIP expanded Hepatitis/FibroScan services to Provident; hosted a Pre-Exposure Prophylaxis (PrEP) Provider Champion training for staff at Englewood Health Center and participated in several community outreach events across the Chicago area and the South Suburbs to raise program awareness.

## **Community Vaccination Program**

- We completed eighteen pop-up events, vaccinating 303 people in community-based clinics.
- In April, our COVID vaccine clinics including mobile unit administered a total of 4,453 vaccines: 195 first doses, 276 second doses, 1,144 Booster #1, 2,838 booster #2.



# Cermak Health Services

# Strategic Highlights of Challenges

## April 2022

- Ongoing Patient Vaccination. From February 2021 through April 2022, 15871 COVID Vaccination doses have been dispensed.
- Current vaccination rates of active patients housed in the jail are 62.3% have received at least one dose and 55.4% have received two doses.

# Operating Highlights and Challenges

## April 2022

- Jail census has decreased due to IDOC accepting patients. Currently housing 183 detainees remanded to the custody of IDOC.



Cook County Department  
of Public Health

# Strategic Highlights

## April 2022

### COVID-19 Response

- 50,465 of vaccinations at 1,579 mobile clinics to date (since Jan 2021)
- 4,676 of in-home vaccinations to date (since Jan 2021)
- 380,320 of rapid antigen tests (BinaxNOW & iHealth) distributed

### COVID-19 Response Highlights

- Cases remained in “LOW” per CDC until 4/28/22 when suburban Cook County moved into the “Medium” community level (more than 200 cases per 100,000 in the past seven days)

### Agency Wide

- On April 12, the Building Healthy Communities Request for Proposal was posted. Funding through Building Healthy Communities will support on-going COVID-19 response, resiliency and recovery. It aims to continue to prevent and control the spread of COVID-19, lessen the health, social and economic impacts, and reduce COVID-19 disparities. April 12, 2022; information sessions for community-based organizations were held April 19<sup>th</sup> and 20<sup>th</sup> for Suburban Cook County with attendance with 90 participants for each call.



# Strategic Highlights

## April 2022

### Environmental Health

- Routine inspections: 303; Emergency Food Borne inspections: 0; Nuisance complaints responded to: 43; COVID mitigation violations received & responded to: COVID Order tickets/citations issued: 0
- The State of Illinois expanded the Cottage Food Law, which caused an increase in applications that CCDPH received and needed to respond to/process.
- **Highlight**
- Finalized survey instruments for the Cook County Health Survey (Healthy Suburban Cook County Survey) and the Youth Risk Behavioral Survey.

### Lead Poison Prevention

- The HUD grant program began work on nine housing units in April

### Financial Highlights or Challenges

- CCDPH, as the managing department, submitted a Year 2 Continuation Grant in the amount of \$3 million as part of the CDC Community Health Workers for COVID-19 Response & Resilient Communities awarded to CCH.

### Looking Ahead

- The Epidemiology Unit will launch the Cook County Health Atlas website for the public by the end of May.



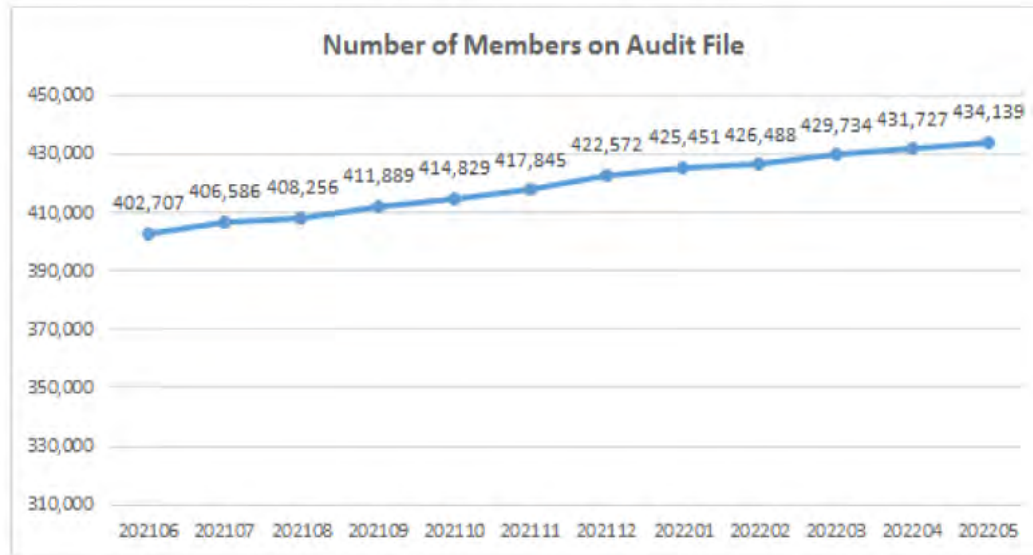
# Health Plan Services

# Strategic Highlights

## March 2022

- Between June 2021 and May 2022, CountyCare saw a net growth of over 31K members while maintaining service levels for members and providers.

**CountyCare membership, June 2021-May 2022**



- 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.
- CountyCare continues to prepare in anticipation that the PHE will likely be extended through mid-October, which would potentially delay Medicaid redetermination resumption to December 2022.

# Strategic Highlights and Challenges

## March 2022

### Admission, Discharge, and Transfer Implementation:

- In alignment with the HFS implementation of the new admission, discharge, and transfer (ADT) vendor, CountyCare established a no-cost data sharing agreement in November.
- 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 >200 hospitals and >500 skilled nursing facilities (SNFs) statewide.

### Call Center Highlights

- In Q1 of 2022, CountyCare's call center answered 86% of calls within 30 seconds or less and had a <3% abandonment rate (exceeding the state targets of 80% within 30 seconds and abandonment rate of <5%).

### Looking Ahead

- CountyCare is continuing to implement initiatives to improve its Medical Loss Ratio (MLR) through its medical cost action plan process.
- CountyCare is completed a Social Risk Factors of Health Workplan in alignment with HFS's most recent contract amendment with Cook County Health, has submitted the Plan to HFS, and is starting implementation.

A stylized, dark blue outline of a hospital building on a blue background. The building features a central tower with a cross at the top, a grid of windows, and a base with a T-shaped structure and three small squares. The text 'Provident Hospital' is overlaid in white.

# Provident Hospital

# Strategic Highlights

## April 2022

- The Provident ICU opened on Tuesday, April 5, 2022 and admitted its first patient on April 11, 2022.
- Provident Operations and Laboratory leadership collaborated with CCH Operations, Regulatory, and Laboratory leadership to prepare for the upcoming CAP survey on May 12, 2022.

### Looking Ahead

- Convening a steering committee to coordinate necessary activities to resume ambulance runs.
- Resume in-patient hemodialysis services at Provident.



# John. H. Stroger, Jr. Hospital

Click to add text

# Strategic Opportunities/Challenges

April 2022

## Operating Highlights and Challenges

### **Physical Capacity:**

- Closely monitoring global contrast media shortage for radiology.
- Ample capacity for inpatients, given April Covid declines.

### **Throughput:**

- Transport time response now down to half of prior response time, and just above target using new dispatch software. Will roll out system/methodology to housekeeping next.
- Reduced 3-month lead-time for outpatient MRI scheduling for making the 3<sup>rd</sup> next available appointments down to 2 months.

### **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.

### **Patient Satisfaction:**

- Held additional Patient Family Advisory Council to gain additional perspectives about scheduling, experiences, translator services, etc.