

Divisional Reports

Strategic Highlights & Opportunities of CCH Operating Divisions

January 28, 2022



COOK COUNTY
HEALTH



Ambulatory Care

Strategic Highlights

- The Patient Support Center answered more than 36,400 patient calls in December with an avg. speed of answer under 60 seconds. CCH merged and relocated the COVID-19 testing and vaccine call center staff to the Harrison Square building.
- The CCH non-emergency transportation fleet completed more than 4,300 patient transports in December (62% of the trips were for CountyCare members).
- We reduced the Dermatology referral wait list by 27% and Hematology by 20% over the last month.
- Our Heart Failure Clinic accommodates all patients discharged from Stroger with a diagnosis of heart failure within fourteen days.
- We have a new Cardiology Post-Service Clinic. Here, all patients who were seen by the cardiology consultative team in-hospital (on wards & CCU) are guaranteed an appointment post-hospital within seven to ten days and seen by the cardiologist who followed them in-hospital (this promotes excellent continuity of care and helps prevent readmissions).
- CCH continues to work to optimize schedules to improve access for complex patients. Currently, we are working with the medical subspecialties to streamline the referral ordering process to schedule patients more efficiently for a specialty appointment.
- CCH enrolled 295 participants MCH HRSA Healthy Start Grant for the year 2021. Our goal is to identify and enroll 300 pregnant women, 300 pre-conception or postpartum women or children, and 100 men by March 2022.

COVID-19

- Working in collaboration with state and local authorities, CCH reopened mass vaccination sites in Forest Park, Matteson and DesPlaines. Hours of operation will be Tuesday through Saturday, 8am to 6pm, and Sundays 10am to 4pm. Patients can make appointment or walk-in. We continue to offer vaccinations at all CCH community health centers as well as at Stroger and Provident hospitals.
- Our Morton East community health center assisted the Morton East School District with vaccinating students who were not vaccinated/non-compliant with the district's vaccination mandate.
- Cook County Health provides COVID testing at six locations by appointment. More information is available on the CCH website.
- CCH will provide Paxlovid and Molnupiravir (a monoclonal antibody) for high-risk immunocompromised patients and patients with contraindications for the COVID-19 vaccines. We are training staff to follow receipt of the new prevention modality.

Strategic Opportunities/Challenges

- CCH continues to work to optimize schedules to improve access for complex patients. Work is currently underway with the medical subspecialties to streamline the referral ordering process to schedule patients more efficiently for a specialty appointment.
- Reviewing ways to co-locate services to enhance the patient experience and deliver high quality and coordinated services.
- Identifying services with immediate access to pilot patient self-scheduling.
- Working to launch dental services at Belmont Craigin, Blue Island, and North Riverside community health centers.
- Intend to launch process improvement (PI) training for lead providers and managers, with the goal of providing to them an educational foundation in PI methodologies to improve efficiencies within clinics and improve priority metrics.
- Procuring new computers with video capability that will enhance the provision of telehealth and virtual meeting functions for staff, as well as tablets to assist with translation needs and improve provider documentation
- Working with Human Resources to prioritize hiring needs across ambulatory.



Cermak Health Services

Strategic Highlights

- Ongoing Patient Vaccination. Through December 31, 2021, more than 13,600 doses of COVID vaccine have been administered to patients at Cermak including boosters for those eligible.
- Current vaccination rates of active patients housed in the jail are 63.1% received at least one dose and 52.7% have received two doses.
- Preparation for National Commission on Correctional Health Care (NCCHC) Accreditation continues. Survey is expected in 2022. JTDC reaccreditation survey also expected in 2022.

Strategic Opportunities/Challenges

- Expanded housing footprint due to COVID uptick has required ongoing pivoting of staff and services to areas formally shuttered.
- Transfers to the Illinois Department of Corrections have stalled again with 775 detainees remanded to IDOC remaining at Cook County Jail.
- COVID protocols, testing and vaccination remain critical strategies to mitigate and contain COVID at the jail.
- Working with Human Resources to prioritize hiring needs across ambulatory.



Cook County Department
of Public Health

Strategic Highlights

COVID

- From December 1-31, 2021, our vaccine providers reported 1,383 total vaccine doses administered at 23 completed mobile/pop-up vaccination clinics at community sites
- To date, CCDPH partner providers completed 3613 in-home vaccinations
- To date, CCDPH has distributed 335,780 BinaxNOW tests to organizations
- Contact tracing:
 - December: 68,228 cases; 50.1% attempted in 48 hours, 68.9% attempted overall.
 - December: 4,416 contacts, 89.8% attempted in 48 hours, 94.7% overall.

Behavioral Health

- CCDPH distributed 191 kits of naloxone, an opioid overdose reversal medication, to six suburban organizations in December, including the Maywood Public Library District, the Harvey Police Department, and the Robbins Police Department. As of the end of December 2021, 739 kits have been distributed to law enforcement agencies, and 231 kits have been distributed to community-based partners. CCDPH has been prioritizing distribution to police departments in underserved communities and community partners that serve people who are at risk for opioid overdose.

Chronic Disease Prevention / Health Promotion

- CCDPH is partnering with Chicago Food Policy Action Council to help organize the annual Chicago Food Justice Summit, being held virtually February 23-25, 2022. There will be a Cook County Good Food Purchasing Session highlighting the County's Good Food Purchasing Policy implementation in panel discussion.

Strategic Opportunities/Challenges

- Communicable Diseases received a \$100,000 grant from NACCHO to support infection prevention assessments and other activities around long-term care facilities.
- Working with community-based organizations to extend contracts for hosting COVID-19 clinics and providing health education within the community.
- Working with Human Resources to prioritize hiring needs.



Health Plan Services

Strategic Highlights

- MCO Contract Extension with State of Illinois HFS through 2025
- Continued membership growth, now exceeding 425,000
- Quality initiatives underway to meet state defined quality measures for 2021
- Completed in-sourcing of care management contract in 4th quarter 2021
- Staff re-location to Harrison Square expected in 1st quarter, 2022, with cost savings of over \$600,000 from current office space.
- Health Plan Services total profit through November 2021 is \$10M. Closing FY 2021 year-end with a balanced budget
- IGT renegotiation with targeted savings of \$15-\$20M
- Administrative contract renegotiations with targeted savings of over \$10 million with over \$15M completed through December

Strategic Opportunities/Challenges

- Transitioning to new care management system developed internally at CCH planned for February 1st, 2022
- Multiple RFPs are currently posted and/or under review.
- Call Center Service Level Agreement (SLA) have improved.
- Dedicated cost reduction efforts to reduce MLR spend are underway.
- Preparations for open enrollment period for Medicaid and Medicare underway.
- Working with Human Resources to prioritize hiring needs



Provident Hospital

Strategic Highlights

- Offering monoclonal antibody therapy to reduce COVID-19 hospitalizations.
- Installation of the MRI scanner is complete.
- Phase 1 Ambulance Bay renovation work is underway with expected completion in 1Q22.
- Developed surge plan to expand hospital capacity during COVID surge.
- Dialysis center partnership with University of Chicago is underway.

Strategic Opportunities/Challenges

- HVAC system being addressed to ensure optimal OR and procedure needs.
- General facilities upgrades continue including painting, lighting and furniture are in progress.
- Repair of the pneumatic tube system is complete.
- Preparing for accreditation surveys for mammography, nuclear medicine and lab.
- Working with Human Resources to prioritize hiring needs.



John. H. Stroger, Jr. Hospital

Strategic Highlights

- Handwashing compliance initiatives are yielding positive results.
- Organization accommodating surge of covid cases and census increases with relative moderate delays in ER throughput and modest surgery rescheduling to level the census and demand.
- Supplies including PPE keeping pace, and within allocation guidelines
- Additional beds and stretchers received as part of COVID surge planning.

Strategic Opportunities/Challenges

- Developing plan to increase surgical volumes.
- Creating integrated oncology service line.
- Evaluating options for expanded chaplaincy services.
- Working with Human Resources to prioritize hiring needs.
- Agency rates are at a premium versus standard wage rates given post-covid job market. Ongoing onboarding occurring to fill gaps.

ARPA Overview

American Rescue Plan Act



COOK COUNTY
HEALTH



SLFRF County Allocation Approach

\$1,000,372,385

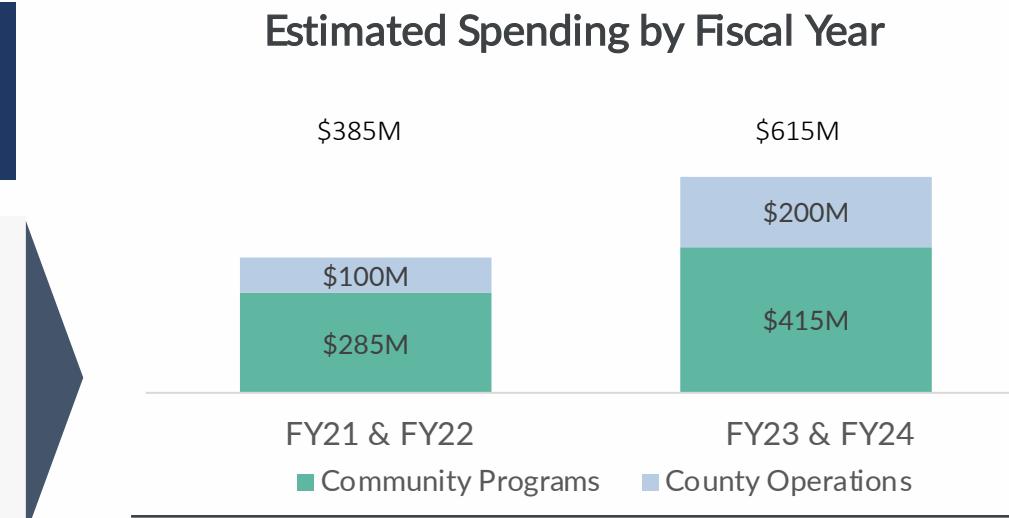
Total Allocation from Treasury

\$300M

County Operations*

\$700M

Community Programs



Unused allocations will be rolled over into the following fiscal year

Maximum Program Spending by Policy Pillar in FY22:

\$100m

Vital
Communities

\$60m

Safe & Thriving
Communities

\$60m

Healthy
Communities

\$40m

Smart
Communities

\$25m

Sustainable
Communities

*includes Revenue Loss, Admin, Capital, Pandemic Pay, one-time and sustainable ongoing Personnel Costs



FY22 Community Program Initiative Allocations

\$285m Adjusted Total Allocation - \$257m Initially Allocated for FY22

1 HEALTHY Communities



2 VITAL Communities



3 SAFE & THRIVING Communities



4 SUSTAINABLE Communities



5 SMART Communities



Total Allocation:	\$60,000,000	\$100,000,000	\$60,000,000	\$25,000,000	\$40,000,000
Initial Allocation:	\$50,582,166	\$86,878,667	\$55,539,166	\$25,000,000	\$38,524,214
<ul style="list-style-type: none">› \$21.7m: Healthcare› \$15.4m: Mental & Behavioral Health› \$9.0m: Public Health Education & Outreach› \$4.5m: Food Security & Nutrition	<ul style="list-style-type: none">› \$37.0m: Small Business Agenda› \$27.7m: Household Assistance & Social Services› \$8.1m: Sector Support & Regional Development› \$7.5m: Housing› \$6.6m: Worker Support & Workforce Development	<ul style="list-style-type: none">› \$35.9m: Violence Prevention› \$16.3m: Services to Justice-Involved Residents› \$3.0m: Alternatives to Incarceration & Policing› \$350.0k: Emergency Preparedness & Response	<ul style="list-style-type: none">› \$15.0m: Hazard Mitigation & Pollution Prevention› \$10.0m: Environmental Justice	<ul style="list-style-type: none">› \$30.5m: Transportation› \$5.0m: Water Infrastructure› \$3.0m: Digital Equity	