

COOK COUNTY  
HEALTH



# CEO Report

Israel Rocha, Jr.  
Chief Executive Officer

October 28, 2022



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# Recognition



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# Ambulance Runs at Provident Hospital

Congratulations to the entire team on the resumption of ambulance runs at Provident for the first time in more than a decade. In the first week, Provident welcomed more than 70 ambulances.



# AHA Get With the Guidelines

The Cook County Health cardiology team was recognized with several “Get With the Guidelines” awards by the American Heart Association. CCH earned gold awards for heart failure treatment and STEMI care, and a silver award for non-STEMI care.

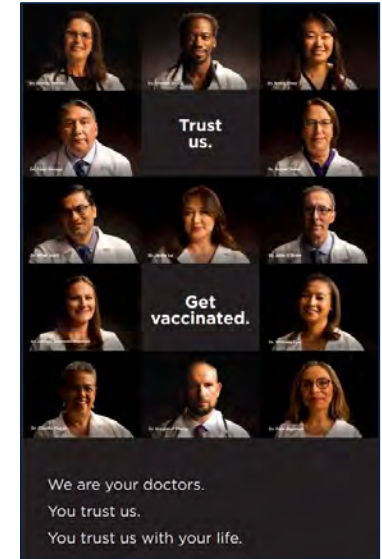
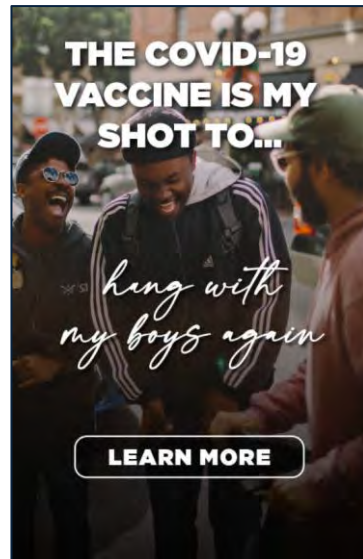




# Congratulations !

## Marketing Awards

The My Shot COVID vaccine campaign won its 11<sup>th</sup> award - a Pinnacle Award from the Illinois Society for Healthcare Marketing and Public Relations.



# Congratulations !

## Marketing Awards

CountyCare's Choice Campaign "CountyCare is There" won its third award - a Pinnacle Award from the Illinois Society for Healthcare Marketing and Public Relations.





# CCH/Navy Partnership



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# Expansion of CCH/Navy Training Partnership

On October 6<sup>th</sup>, **CCH and the US Navy** announced an expanded training partnership for US Navy medical personnel.

Under the expanded partnership, a Navy Expeditionary Resuscitative Surgical System (ERSS) team will work at Stroger Hospital on 3-year deployable orders. The first 9-month rotation began the first week of October 2022.

At the conclusion of the initial rotation, the ERSS team will participate in additional training at the Naval Expeditionary Medical Training Institute (NEMTI) and then be deployed.

After deployment, the ERSS team will return to Stroger to sustain their skills, continue to work as trauma team, and be ready for additional deployment when called upon until the conclusion of their orders.





# New Leaders



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# Welcome

## New Hires

### **Dr. Sohel Ahmed**

Medical Director, Neurology

### **Kaushaunda Burkhalter**

Manager Revenue Cycle, Training & Quality Assurance, Revenue Cycle

### **Alejandro Corona**

Chief Facilities Officer, Administration

### **Ana-Marie Duran**

Manager of Population Health & Performance Improvement, Managed Care



# Welcome

## New Hires

### **Tara Denise Goodie**

Director of Patient Relations, Quality Assurance

### **Michele Henhapl**

Director of Juvenile Justice Behavioral Health Training, Behavioral Health

### **Veida Holdman**

Clinical Case Manager, Inpatient Care Coordination

### **Piotr Kieszkowski**

Data Integration Manager, Operations

# Welcome

## New Hires

### **Heriberto Santiago**

Director of Plant Operations, ACHN

### **Kathy Tran**

Clinical Case Manager, Inpatient Care Coordination



# Congratulations

## Promotions

### **Keisha Bibbs**

Nursing Services Business Operations Manager, Nursing Administration

### **Cortney Coleman**

Provider Data Administrator, Health Plan Services

### **Denise Gilbert**

Director of Nursing, Department of Public Health

### **Jasmin Thomas**

Nurse Coordinator II, Med/Surg - 6South

# Congratulations

## Promotions

### **Sarah Yankey-Frempong**

Stroke Program Quality Manager, Neurosciences

### **Jessica Salgado**

Director of Nursing Quality and Regulatory Compliance, Nursing Professional Development & Educations

### **Karl Robinson**

System Manager of Patient Financial Services Cash Applications, Patient Financial Services



# Systemwide Updates

Israel Rocha, Jr, CEO



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# Ebola

- There is currently an outbreak of Ebola-Sudan species- in 5 districts in Uganda.
- CCH is monitoring the situation closely.
- We have started screening patients coming into our facilities and training staff on appropriate processes, procedures and PPE should a suspect or confirmed patient be identified.
- An Ebola intranet site has been set up for staff education and training.

# Systemwide Operational Updates

- Our patient support center answered 45,628 patient calls in September with an average answer speed of less than sixty seconds.
- Our merged COVID-19 testing and vaccination call center answered 3,008 calls in September (a ten percent decrease compared to the prior month of August).
- Our new central triage call center answered 2,881 patient calls in September and recently started taking calls regarding refugee health.
- We hosted a joint Consumer Advisory Board (CAB) meeting for consumers from the CORE Center, Austin Clinic, Provident HIV Program, and SSHARC (Cottage Grove, Blue Island, Robbins). Topics covered included transportation to medical appointments, community outreach to raise awareness about CCH services, workforce development for peers, and improving medical appointment show rates. CAB members advised staff to encourage our patients to take charge of their healthcare needs.



# Systemwide Operational Updates

- Inpatient hemodialysis began at Provident Hospital.
- We will begin transitioning non-emergency transportation (NEMT) trips from the CCH Fleet to Kaizen Health on November 1<sup>st</sup>.
- CountyCare has made the following enhancements to the rewards program:
  - Inclusion of additional rewards for annual flu shots, cervical cancer screenings, breast cancer screenings, among others
  - Streamlined the process for expecting mothers to receive “Sleep Safe Kits” which has resulted in a 470% increase in utilization of the reward
  - A planned January 1 transition from the OTC rewards card to a card that can, in addition, be used to pay for gas, utilities, internet, transportation, or groceries

# Health Care for Asylum Seekers

Iliana Mora, COO, Ambulatory Services



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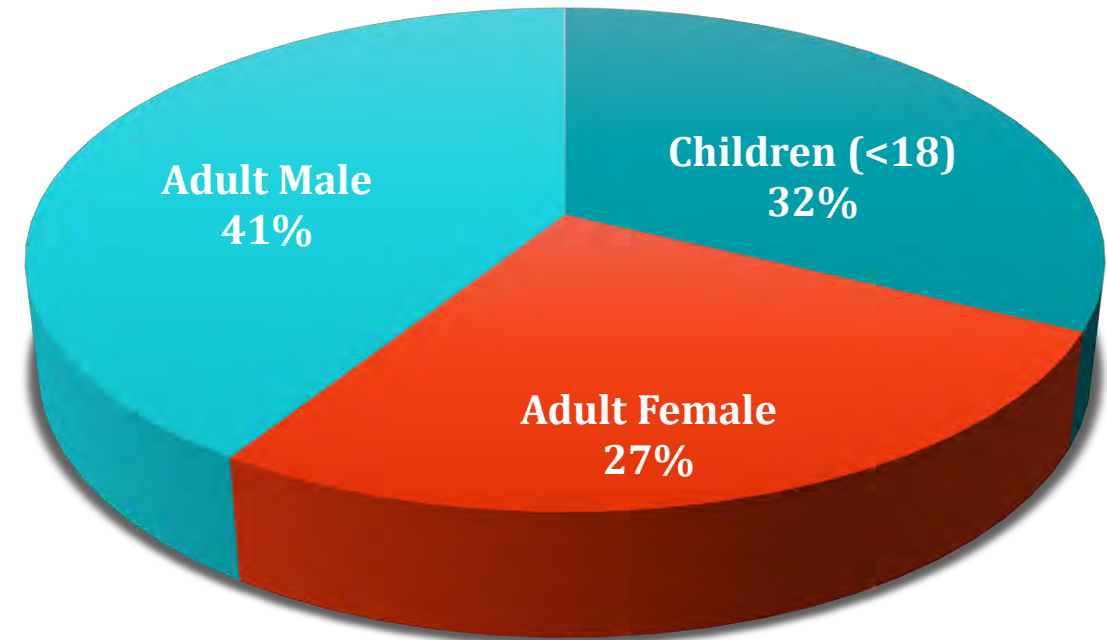
# Refugee Health : Care for Asylum Seekers

## Number of Patients Seen & Total Visits\*

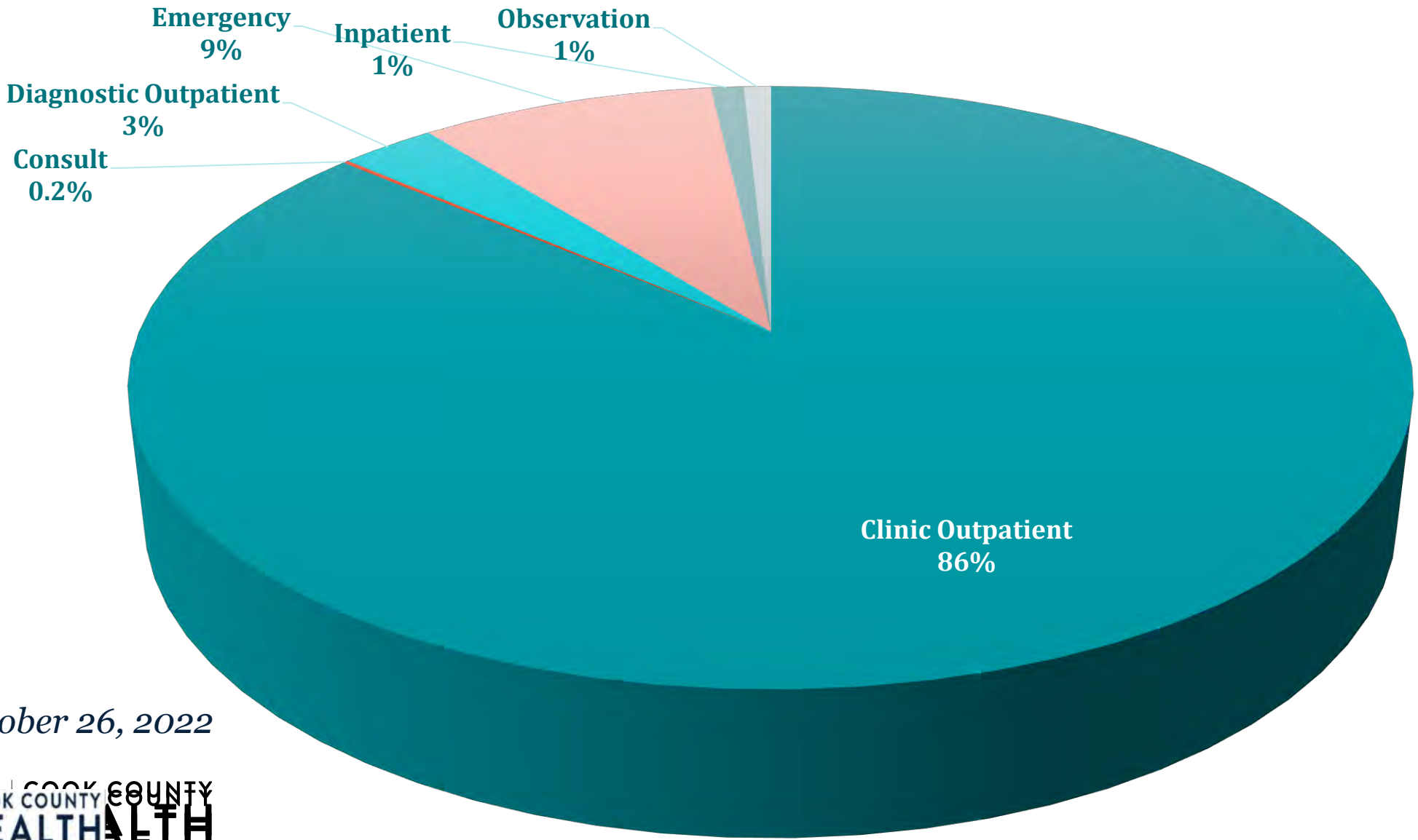
Men: 1,034  
Women: 673  
Children: 815

**Total Patients: 2,524**  
**Total CCH Visits: 4,090**

*\*As of October 26, 2022*



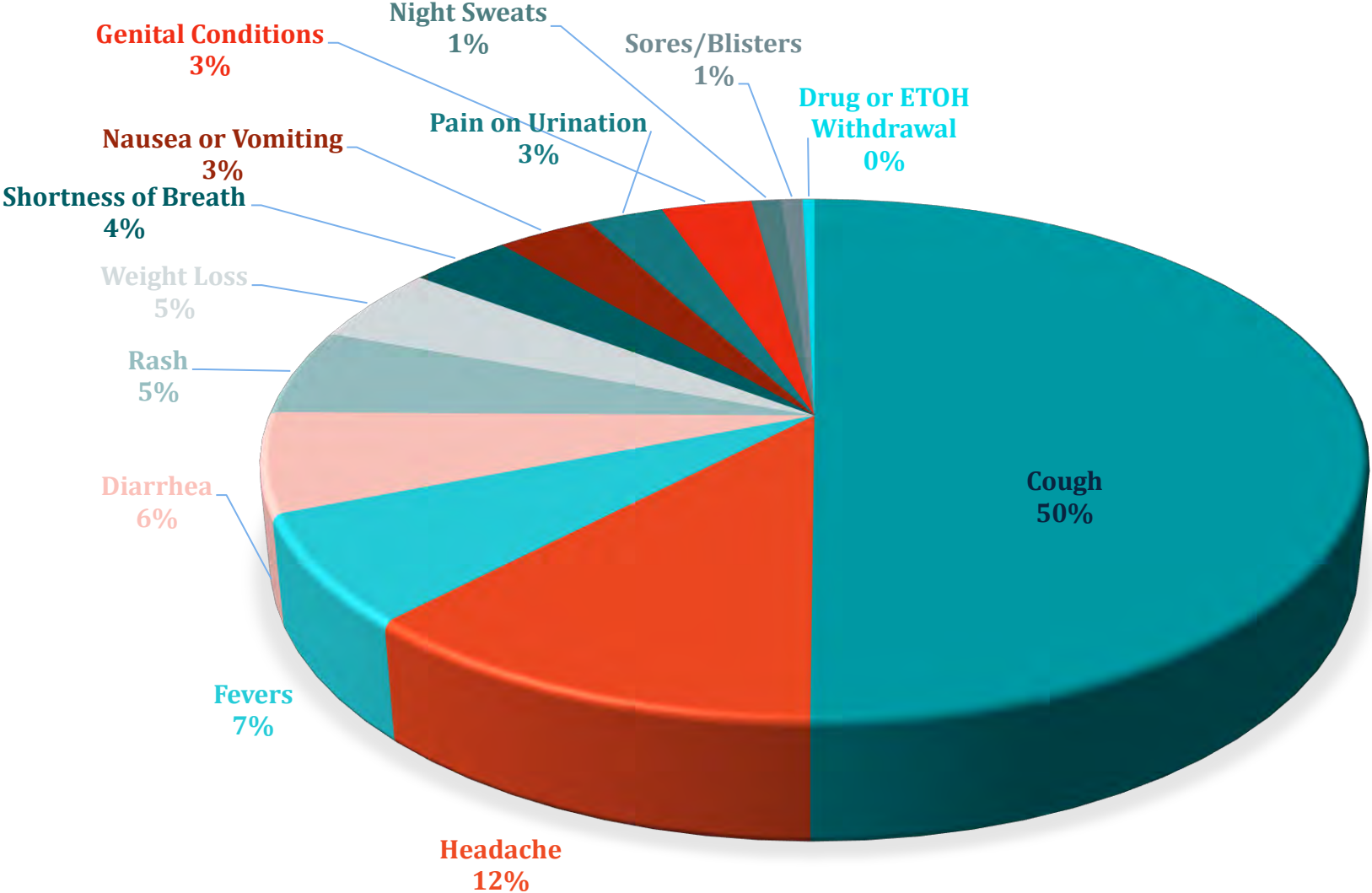
# Refugee Health: Type of Service



*\*As of October 26, 2022*

# Refugee Health: Chief Complaints

- 742 Cough
- 179 Headache
- 101 Fevers
- 92 Diarrhea
- 79 Rash
- 70 Weight Loss
- 52 Shortness of Breath
- 49 Nausea or Vomiting
- 39 Pain on Urination
- 46 Genital Conditions
- 15 Night Sweats
- 11 Sores/Blisters
- 6 Drug or ETOH Withdrawal

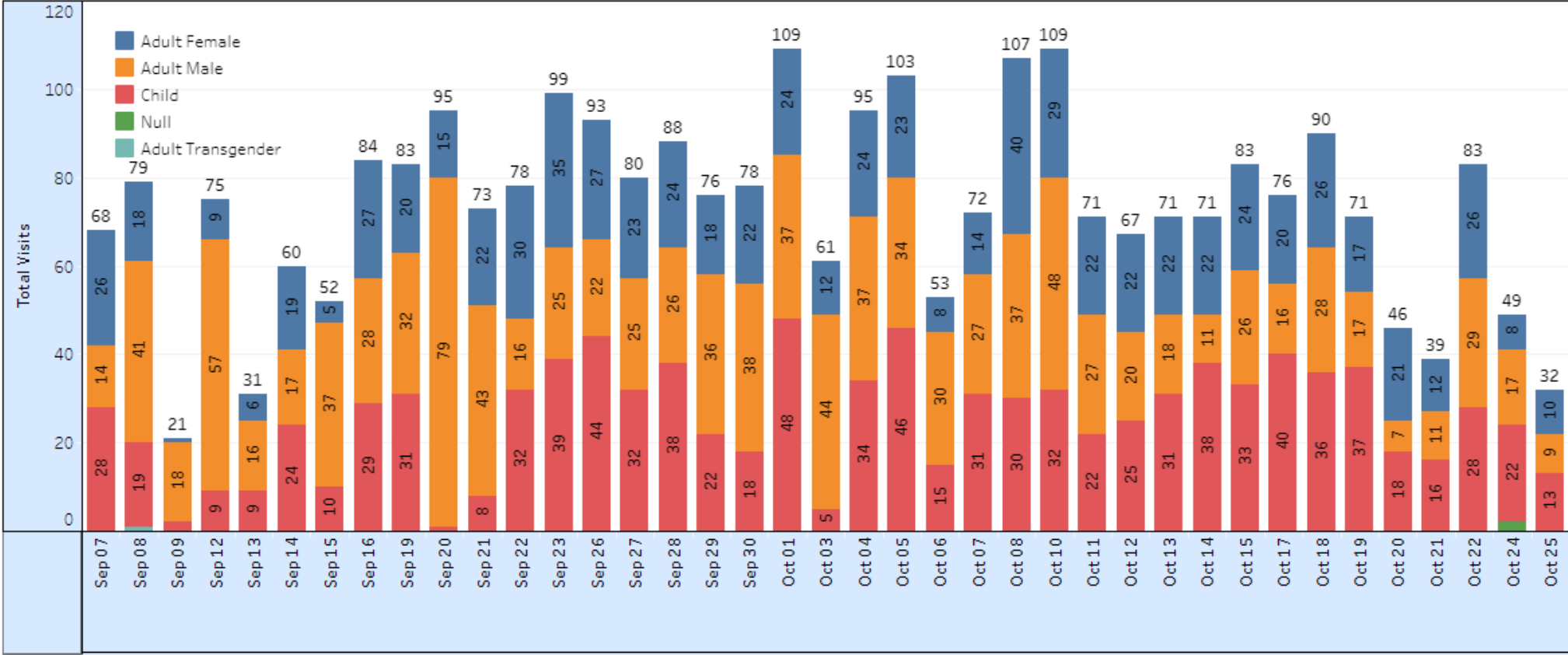


*\*As of October 26, 2022*



# Refugee Health : Volume by Day

Volume by Day



\*As of October 26, 2022

# Refugee Health: Care Coordination

## Care Coordination Team

7-person team of nurses and care coordinators

Total care coordination contacts to date: 15,800



## Site Name

Another Chance Church  
Grace and Peace Church  
Salvation Army Freedom Center  
Hostel  
Salvation Army Shield of Hope  
Old North Town Library  
Leone Lakehouse  
YMCA  
Truman College  
Young Women Leadership Academy  
Chicago Joint Public Safety & Training Campus  
North Park Village  
Holiday Inn O'Hare  
La Quinta Inn-Elk Grove  
Holiday Inn Matteson  
Countryside Holiday Inn  
Holiday Inn Express  
Comfort Inn Convention Center Chicago O'Hare  
Ramada Inn  
Holiday Inn Skokie  
Best Western  
Days Inn  
Comfort Inn Matteson

# Refugee Health: Telephone Triage

## Telephone Triage: 773-395-9050

- Daily refugee avg. call volume: 25-30 calls (each call is likely for multiple patients so patient volume is higher)
- Avg. speed of answer is 15 seconds
- Avg. time per call is 9 minutes



## Services Offered to Hotels:

- Providing clinical nurse triage
- Appointment scheduling at Belmont Cragin
- Appointment scheduling for specialty services (emphasis on oral health)
- Navigation to refugee health care coordination
- Navigation to refugee non-emergency transportation services + ambulance services

## Hours of Operation:

- Monday – Saturday, 8:00am-4:00pm
- Dedicated after hours
- National medical answering service outside of normal business hours with capacity to:
  - Page adult or peds on-call doctor
  - Log non-urgent messages for response the following business day

## Call Types:

- Triage sick patients
- Appointments for sick patients
- Routine follow-up appointments
- Care Coordination
- Transportation

## Telephone Triage Staffing:

- 4 agency RN's (1 is bilingual)
- 2 MA's (bilingual)



# Refugee Health - CCH Staffing Contributions

**183+** CCH staff who have provided refugee health care



- Physicians (>80)
- Advanced Practice Providers (16)
- Medical Assistants (25)
- Registered Nurses (16)
- Clerk V's (20)
- Patient Navigators at shelters and hotels (7)
- Clinic Managers (10)
- Administrative Support Staff (7)
- Transportation & Logistics Coordinators (7)

# Establishing Medical Home for Asylum Seekers

Increasing provider capacity as we work to integrate patients into existing ACHN community health centers



Belmont Cragin



Robbins



Sengstacke



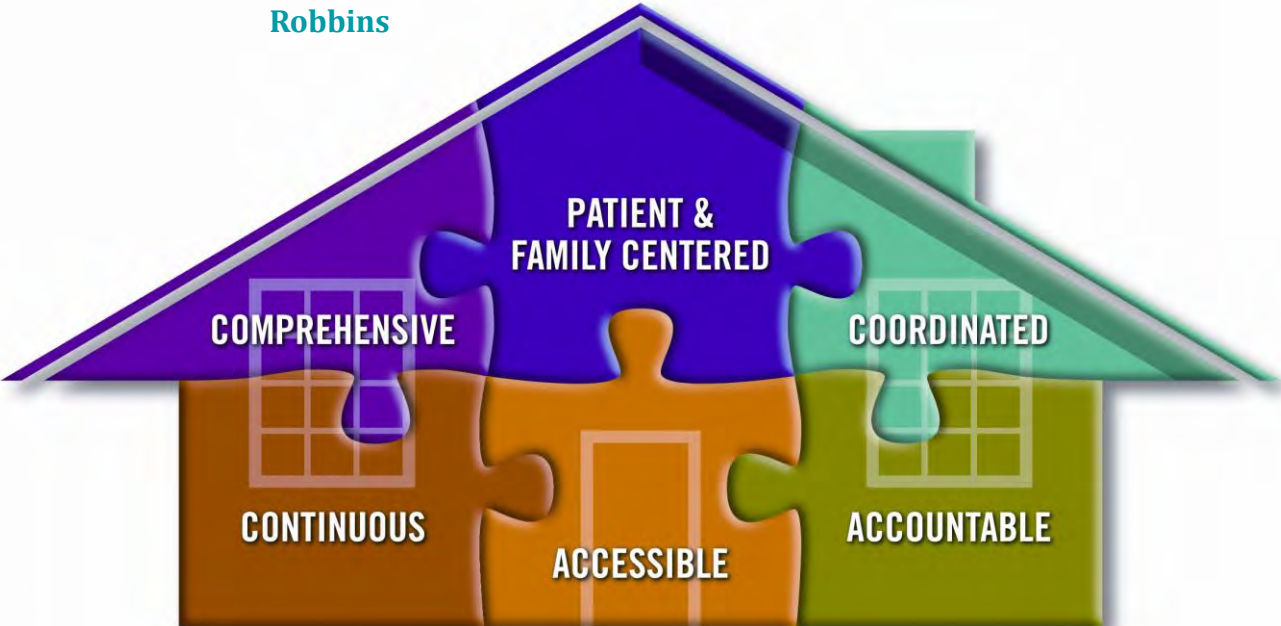
Arlington Heights



Jorge Prieto



Englewood



North Riverside

# Appendix



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# Media Dashboard

September 26 – October 23, 2022

- February 18 – March 29, 2022



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# Earned Media Dashboard: September 26 – October 23, 2022



Total Media Placements

**590**



Total Reach

**1.49 Billion People**



Total Media Value

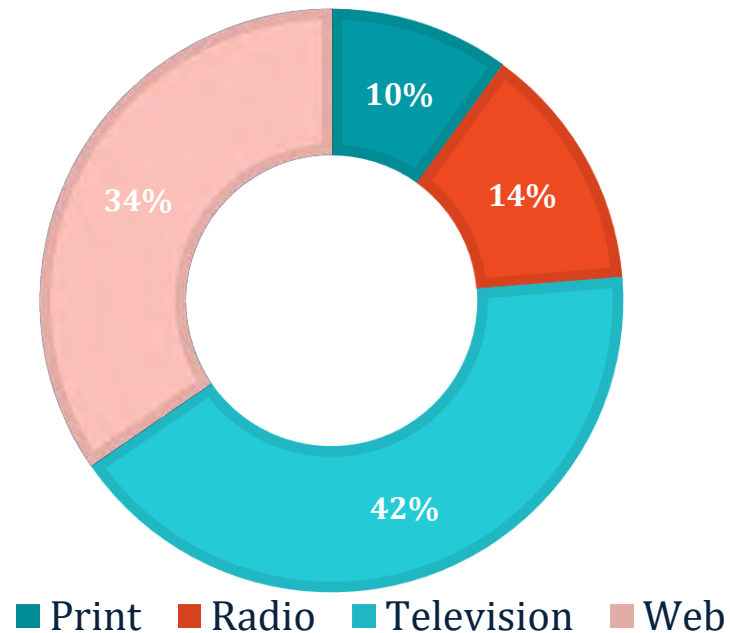
**\$13.8 Million**

## Top 5 Local Media Outlets

1. *NBC 5 Chicago*
2. *WBBM Radio*
3. *Fox 32 Chicago*
4. *WGN Radio*
5. *WLS Radio*

# Media Dashboard: September 26 – October 23, 2022

## Media Outlet Type



## Most Common Topics

1. Provident Hospital ambulance runs resuming
2. COVID and the flu
3. Asylum seekers and how to help
4. Monkeypox
5. RSV

# Recent Cook County Health COVID-19 Media Coverage

22,328 COVID Media Hits on COVID-19 since February 2020



COVID vs. Flu: Determining Your Risk Levels This Fall and Winter and Why They May Be Harder to Compare



Why This Winter Could Be Pivotal Moment in the Pandemic, According to Chicago Doctor



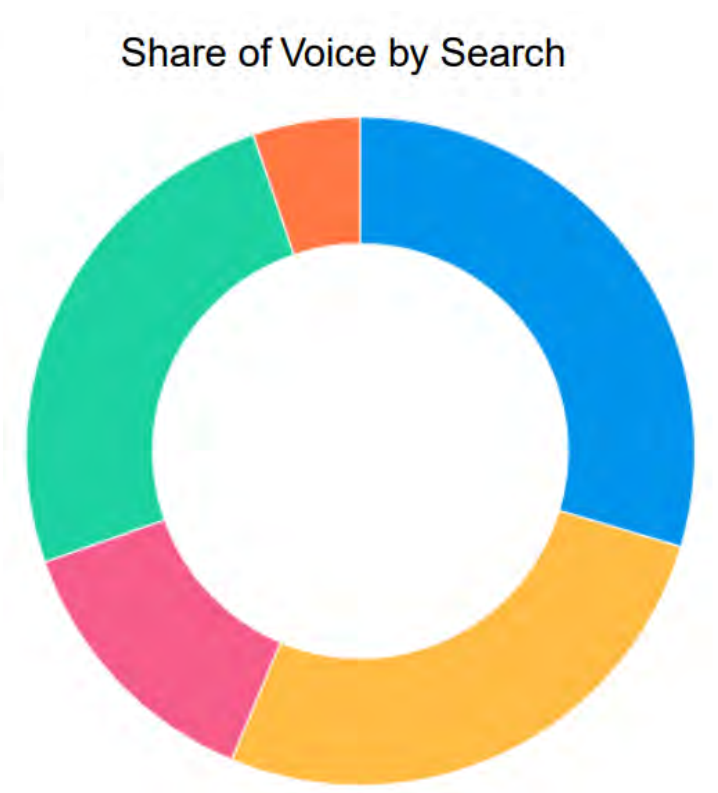
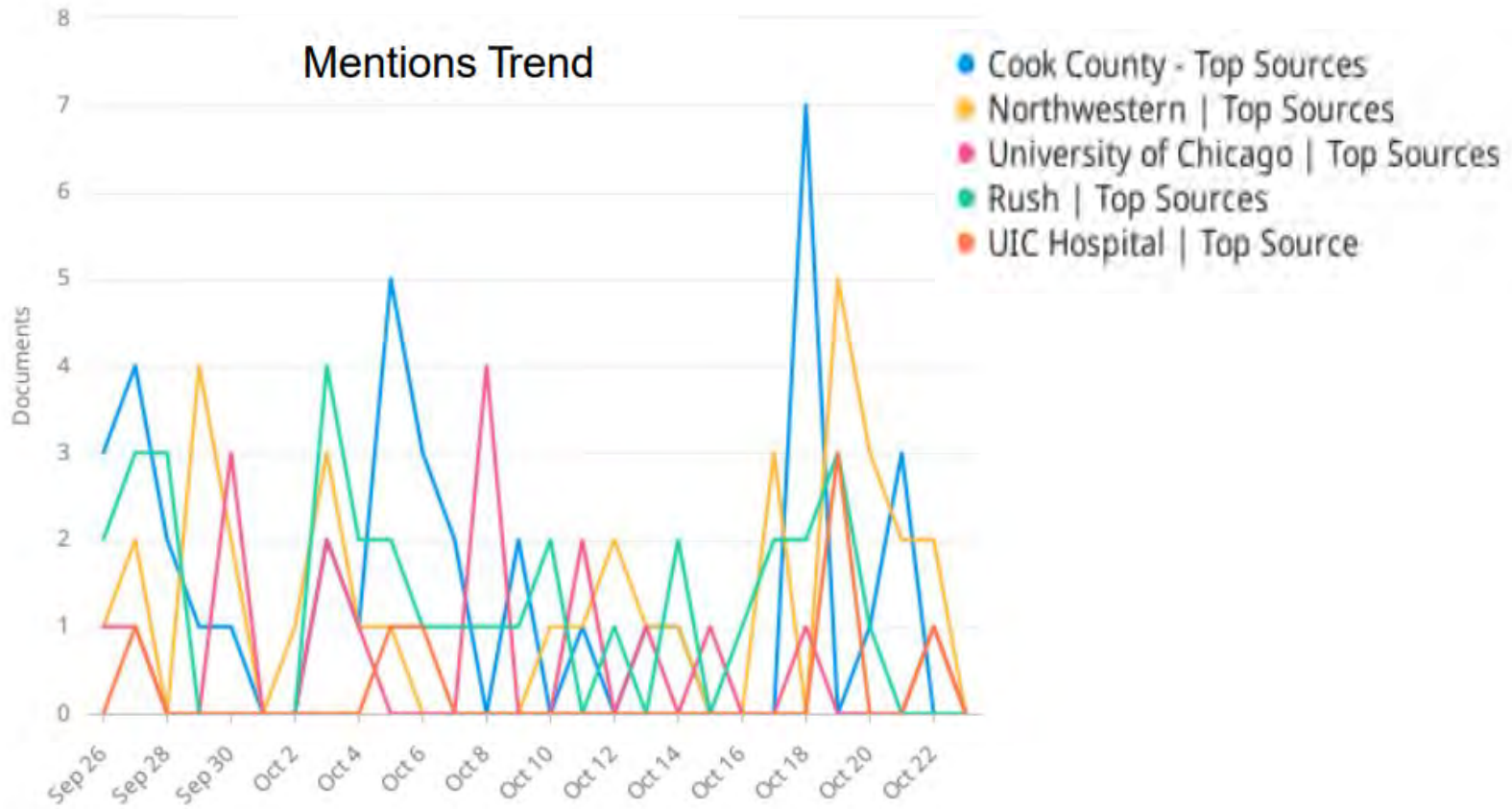
Which suburban hospitals are sticking with masks to keep COVID-19 at bay



Study: Newer COVID-19 Variants Have Shorter Incubation Periods

# Media Benchmarks

## Top Chicago media outlets share of voice





# Social Media Report

September 26 – October 23, 2022



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# Social Media Summary

## September – October Activity

- During September 26 – October 23, the communications team posted content on Facebook, Twitter, Instagram and LinkedIn for Cook County Health.
- Posts included content such as COVID-19, interviews with local media, recognition for physicians, staff and the system, and health tips.
- **Facebook – 53 posts**  
<https://www.facebook.com/Cookcountyhhs/>
- **Twitter – 47**  
<https://twitter.com/CookCtyHealth>
- **Instagram – 43 posts (includes stories and IGTV)**  
<https://www.instagram.com/cookcountyhealth/>
- **LinkedIn – 29 posts**  
<https://www.linkedin.com/company/cook-county-health/>

# Social Media Summary

As of October 24

## Twitter

- Impressions: **8.2K**
- Profile visits: **1.6K**
- Engagements: **311**
- Followers: **4,636** (up **35**)

## LinkedIn

- Impressions: **28.8K**
- Page Views: **1.8K**
- Engagements: **2.3K**
- Followers: **9,258** (up **280**)

## Facebook

- Total impressions: **54.5K**
- Post engagement: **3.1K**
- Post reach: **15.3K**
- Page followers: **7,836** (up **38**)

## Instagram

- Impressions: **16.4K**
- Engagement: **321**
- Profile visits: **383**
- Followers: **2,918** (up **29**)