

Minutes of the Meeting of the Board of Directors of the Cook County Health and Hospitals System (CCHHS) held on Friday, October 28, 2022 at the hour of 9:00 A.M. This meeting was held by remote means only, due to the determination that a public health emergency exists.

**I. Attendance/Call to Order**

Chair Taylor called the meeting to order.

Present: Chair Lyndon Taylor, Vice Chair Hon. Dr. Dennis Deer, LCPC, CCFC and Directors Robert Currie; Raul Garza; Joseph M. Harrington; Karen E. Kim, MD, MS; Mike Koetting; Robert G. Reiter, Jr.; Sam A Robinson, III, PhD; and Otis L. Story, Sr. (10)

Absent: Directors Jay Bhatt, DO, MPH, MPA and Heather Prendergast, MD, MS, MPH (2)

Additional attendees and/or presenters were:

Valarie Amos – Chief Human Resources Officer	Beena Peters, DNP, RN, FACHE, FABC – Chief Nursing Executive
Jeff McCutchan – General Counsel	Israel Rocha, Jr. –Chief Executive Officer
Iliana Mora – Chief Operating Officer, Ambulatory Services	Deborah Santana – Secretary to the Board
David Ernesto Munar – Former CCH Board Member	Tom Schroeder – Director of Internal Audit

The next regular meeting of the Board of Directors is scheduled for Friday, December 9, 2022 at 9:00 A.M.

**II. Employee Recognition (details included in Attachment #3)**

Valarie Amos, Chief Human Resources Officer, recognized a number of employees for their outstanding work.

**III. Public Speaker Testimony**

No public testimony was presented.

**NOTE: action was taken on Agenda Items IV(A), IV(C), IV(D), IV(E), IV(F) and V(B) in one (1) combined motion.**

**IV. Board and Committee Reports**

**A. Board of Directors Meeting Minutes, September 30, 2022**

Chair Taylor inquired whether any corrections or revisions to the minutes were needed. Hearing none, he advanced to the next item.

**B. Human Resources Committee Metrics**

i. Metrics Review (Committee did not meet in October) (Attachment #1)

Ms. Amos provided an overview of the Metrics. The Board reviewed and discussed the information.

With regard to the subject of retirements, Director Story requested a breakout of those employees with 15+ years of service by position, and those closer to 25-30 years of service, so the Board can see what that population looks like.

**IV. Board and Committee Reports (continued)**

**C. Audit and Compliance Committee Meeting, October 24, 2022**

i. Meeting Minutes

Director Koetting provided an overview of the Meeting Minutes. The Board reviewed and discussed the information.

**D. Managed Care Committee Meeting, October 24, 2022**

i. Meeting Minutes

Director Currie provided an overview of the Meeting Minutes. The Board reviewed and discussed the information.

**E. Quality and Patient Safety Committee Meeting, October 21, 2022**

i. Meeting Minutes, which include the following action items:

- One (1) Stroger Hospital Department Chair Initial Appointment
- Stroger Hospital and Provident Hospital Medical Staff Appointments / Reappointments / Changes

Director Kim provided an overview of the Meeting Minutes. The Board reviewed and discussed the information.

**F. Finance Committee Meeting, October 21, 2022**

i. Meeting Minutes, which include the following action items:

- Contracts and Procurement Items
- Receive and file Grant Award-Related Items
- Receive and File Transfer of Funds

Director Reiter provided an overview of the Meeting Minutes. He noted that there were a number of contractual items (request numbers 6, 10, 12, 15 and 30) that are pending review by Contract Compliance.

**V. Action Items**

**A. Contracts and Procurement Items**

There were no Contracts and Procurement Items presented directly to the Board for consideration.

**B. Proposed Resolution delegating authority to the Chief Executive Officer to accept donations on behalf of Cook County Health (Attachment #2)**

Jeff McCutchan, General Counsel, provided an overview of the Proposed Resolution.

**V. Action Items (continued)**

**C. Any items listed under Sections IV, V and VIII**

Director Harrington, seconded by Director Currie, moved to approve the following:

- Item IV(A) September 30, 2022 Board Meeting Minutes;
- Item IV(C) October 24, 2022 Minutes of the Audit and Compliance Committee Meeting;
- Item IV(D) October 24, 2022 Minutes of the Managed Care Committee Meeting;
- Item IV(E) October 21, 2022 Minutes of the Quality and Patient Safety Committee Meeting, which include one (1) Stroger Hospital Department Chair Initial Appointment and the Stroger and Provident Hospital Medical Staff appointments / reappointments / changes;
- Item IV(F) October 21, 2022 Minutes of the Finance Committee Meeting, which include the Contracts and Procurement Items, Grant Award-Related Items, and Transfer of Funds; and
- Item V(B) Proposed Resolution delegating authority to the Chief Executive Officer to accept donations on behalf of Cook County Health.

On the combined motion, a roll call vote was taken, the votes of yeas and nays being as follows:

Yeas: Chair Taylor, Vice Chair Deer and Directors Currie, Garza, Harrington, Kim, Koetting, Reiter, Robinson and Story (10)

Nays: None (0)

Absent: Directors Bhatt and Prendergast (2)

THE MOTION CARRIED UNANIMOUSLY.

**VI. Report from Chair of the Board**

This item was taken out of order and was considered early in the meeting, after Employee Recognition.

Chair Taylor welcomed two new Board Members who have joined the Board – Dr. Jay Bhatt and Dr. Sam Robinson.

Chair Taylor noted that David Ernesto Munar has joined today's meeting so the Board can take the opportunity to recognize his work and efforts over the years. He has served on the CCH Board for over four (4) years, since being appointed to fill a partial term in March 2018 and being reappointed to the Board in September 2018.

Director Munar served as Vice Chair of the Board from 2020 to 2021. He has also served as Chair of the Managed Care Committee since 2020, and has also served as a member of various committees over the years.

He has dedicated his professional career to building comprehensive systems of care and prevention that meets the needs of vulnerable populations. Cook County Health has benefitted from his leadership, particularly as CountyCare/Health Plan Services continues to grow and flourish.

The CCH Board, Administration, staff and residents of Cook County are fortunate to have Director Munar serving on this Board for the last four (4) years. He has dedicated an incalculable amount of his time, expertise and passion to serve and carry out the mission of this health system.

## **VII. Report from Chief Executive Officer** (Attachment #3)

Israel Rocha, Jr., Chief Executive Officer, provided an overview of the reports presented. The Board reviewed and discussed the information.

Iliana Mora, Chief Operating Officer of Ambulatory Services, reviewed information relating to Health Care for Asylum Seekers. During the discussion of the information, questions were raised regarding the impact on the budget and long-term plan. Ms. Mora noted that they are tracking expenses, and further details can be provided after the meeting. Mr. Rocha added that the biggest expense relating to this is for staffing.

## **VIII. Closed Meeting Items**

- A. Claims and Litigation**
- B. Discussion of personnel matters**
- C. Update on Labor Negotiations**
- D. October 21, 2022 Audit and Compliance Committee Meeting Minutes**

Director Story, seconded by Director Harrington, moved to recess the open meeting and convene into a closed meeting, pursuant to the following exceptions to the Illinois Open Meetings Act: 5 ILCS 120/2(c)(1), regarding “the appointment, employment, compensation, discipline, performance, or dismissal of specific employees of the public body or legal counsel for the public body, including hearing testimony on a complaint lodged against an employee of the public body or against legal counsel for the public body to determine its validity,” 5 ILCS 120/2(c)(2), regarding “collective negotiating matters between the public body and its employees or their representatives, or deliberations concerning salary schedules for one or more classes of employees,” 5 ILCS 120/2(c)(11), regarding “litigation, when an action against, affecting or on behalf of the particular body has been filed and is pending before a court or administrative tribunal, or when the public body finds that an action is probable or imminent, in which case the basis for the finding shall be recorded and entered into the minutes of the closed meeting,” 5 ILCS 120/2(c)(12), regarding “the establishment of reserves or settlement of claims as provided in the Local Governmental and Governmental Employees Tort Immunity Act, if otherwise the disposition of a claim or potential claim might be prejudiced, or the review or discussion of claims, loss or risk management information, records, data, advice or communications from or with respect to any insurer of the public body or any intergovernmental risk management association or self insurance pool of which the public body is a member,” 5 ILCS 120/2(c)(17), regarding “the recruitment, credentialing, discipline or formal peer review of physicians or other health care professionals, or for the discussion of matters protected under the federal Patient Safety and Quality Improvement Act of 2005, and the regulations promulgated thereunder, including 42 C.F.R. Part 3 (73 FR 70732), or the federal Health Insurance Portability and Accountability Act of 1996, and the regulations promulgated thereunder, including 45 C.F.R. Parts 160, 162, and 164, by a hospital, or other institution providing medical care, that is operated by the public body,” and 5 ILCS 120/2(c)(29), regarding “meetings between internal or external auditors and governmental audit committees, finance committees, and their equivalents, when the discussion involves internal control weaknesses, identification of potential fraud risk areas, known or suspected frauds, and fraud interviews conducted in accordance with generally accepted auditing standards of the United States of America.”

**VIII. Closed Meeting Items (continued)**

On the motion to recess the open meeting and convene into a closed meeting, a roll call vote was taken, the votes of yeas and nays being as follows:

Yeas: Chair Taylor, Vice Chair Deer and Directors Garza, Harrington, Koetting, Reiter, Robinson and Story (8)

Nays: None (0)

Absent: Directors Bhatt, \*Currie, \*Kim and Prendergast (4)

THE MOTION CARRIED UNANIMOUSLY and the Board convened into a closed meeting.

\*Directors Currie and Kim were not present during the roll call vote on the motion to go into a closed meeting, but were present during the closed meeting.

Chair Taylor declared that the closed meeting was adjourned. The Board reconvened into the open meeting.

**IX. Adjourn**

As the agenda was exhausted, Chair Taylor declared the meeting ADJOURNED.

Respectfully submitted,  
Board of Directors of the  
Cook County Health and Hospitals System

XXXXXXXXXXXXXXXXXXXXXXXXXXXX  
Lyndon Taylor, Chair

Attest:

XXXXXXXXXXXXXXXXXXXXXXXXXXXX  
Deborah Santana, Secretary

**Follow-up/Requests:**

Request: With regard to the subject of retirements, Director Story requested a breakout of those employees with 15+ years of service by position, and those closer to 25-30 years of service, so the Board can see what that population looks like. Page 1

Cook County Health and Hospitals System  
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ATTACHMENT #1



# Human Resources Metrics Report

**Valarie Amos**  
**Chief Human Resources Officer**

October 28, 2022



**COOK COUNTY**  
**HEALTH**

# FY22 Impact Summary



## Filled Positions

**647**

**Total Filled Positions YTD** (Accepted Offers or Hired)

- 558** Have started with CCH
- 60** External Accepted Offers (future start)
- 29** Internal transfers/promotions (future transfer dates)
  - **28%** Nursing
  - **14%** Healthcare Professional
  - **12%** Admin / Clerical Support
- **81** – offers declinations



## Hiring Velocity

**65**

**Filled Positions/ Month Average**

- 107%** Increase in external hiring velocity (previous three-month avg vs Dec-June avg)
- **6%** Q1 to Q2 Increase in external velocity
- **37%** Q2 to Q3 Increase in external velocity
- **53%** Estimated Q3-Q4 increase in external velocity

*The average number of resources starting per month has doubled over the last three months compared to the first 7 months of the FY.*



## Turnover Ratios

**9.9%**

**Turnover Ratio YTD**

- **2%** Q1 to Q2 decrease in separations
- **43%** Q2 to Q3 decrease in separations
- **48%** Q2 to Q3 decrease in resignations
- **40%** of active employees have over 15 yrs. of tenure with CCH

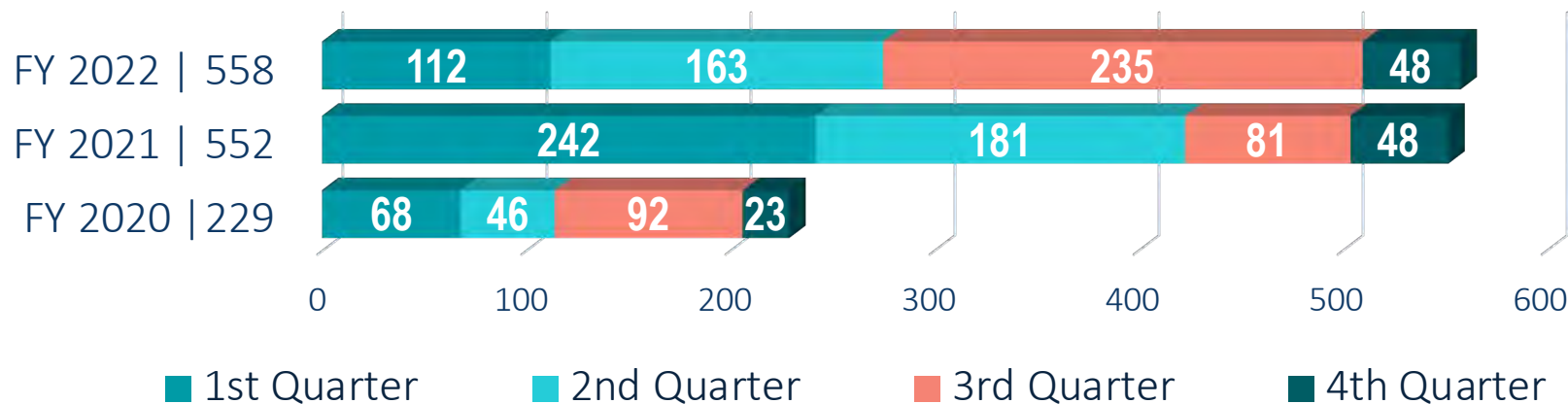
*New hires have outpaced separations for the past two months for the first time in 19 months.*





# FY 2022 CCH HR Activity Report

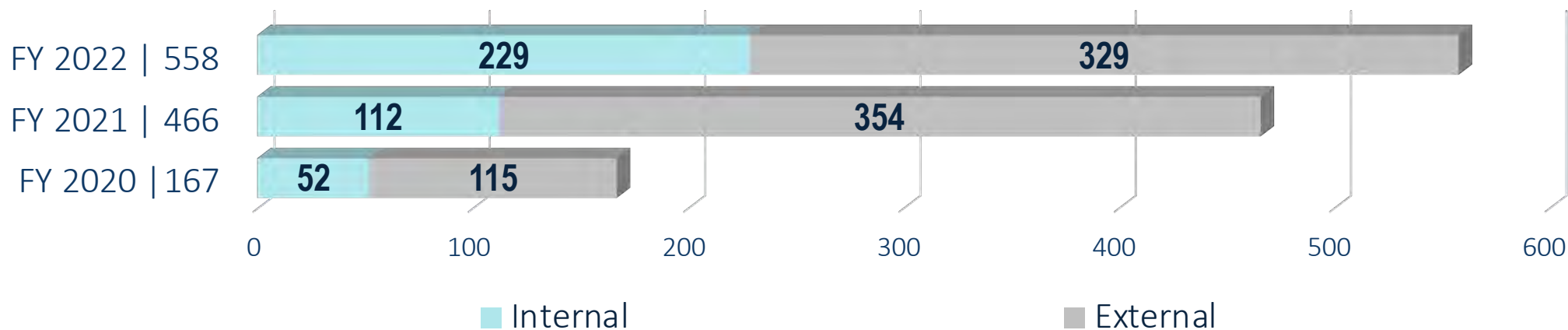
## FY2022 Hiring Updates YTD



Avg Monthly Hires **55.8**

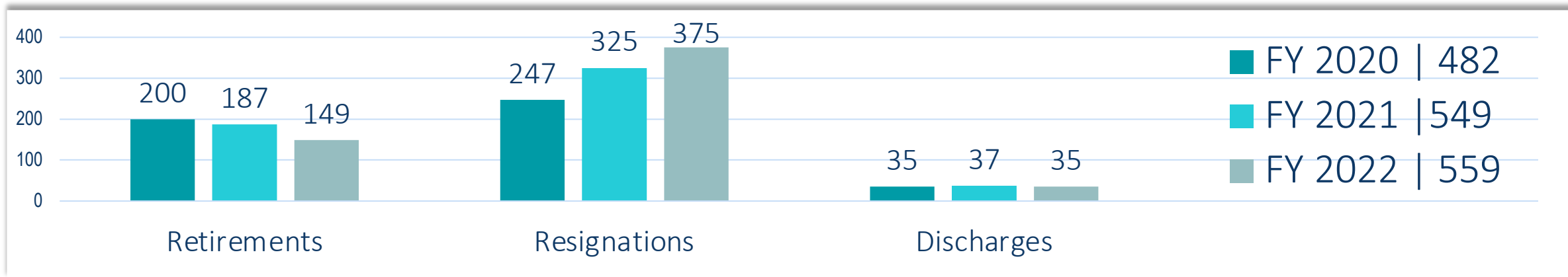
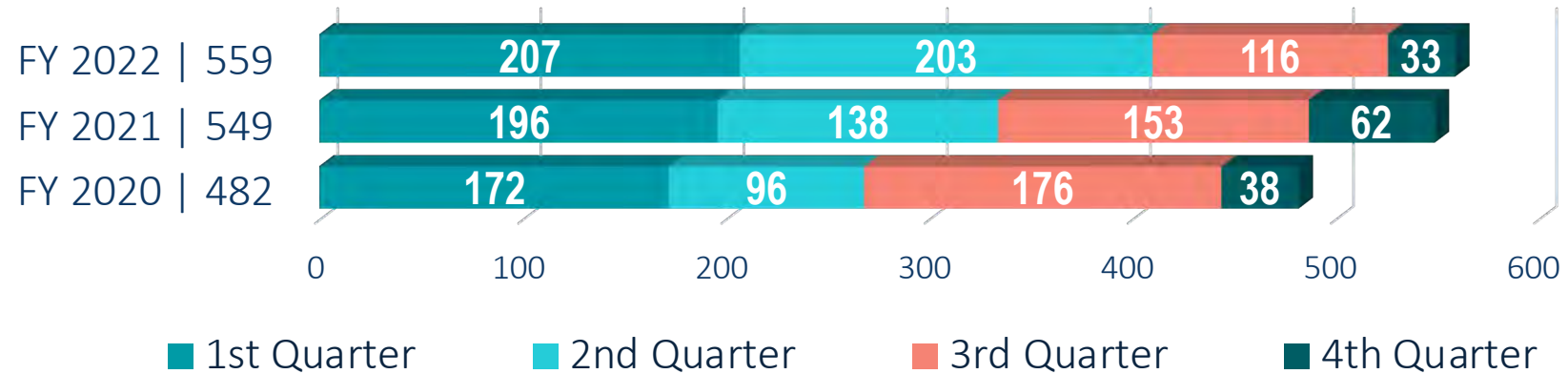
Avg Monthly Hires **55.2**

Avg Monthly Hires **22.9**



# FY 2022 CCH HR Activity Report

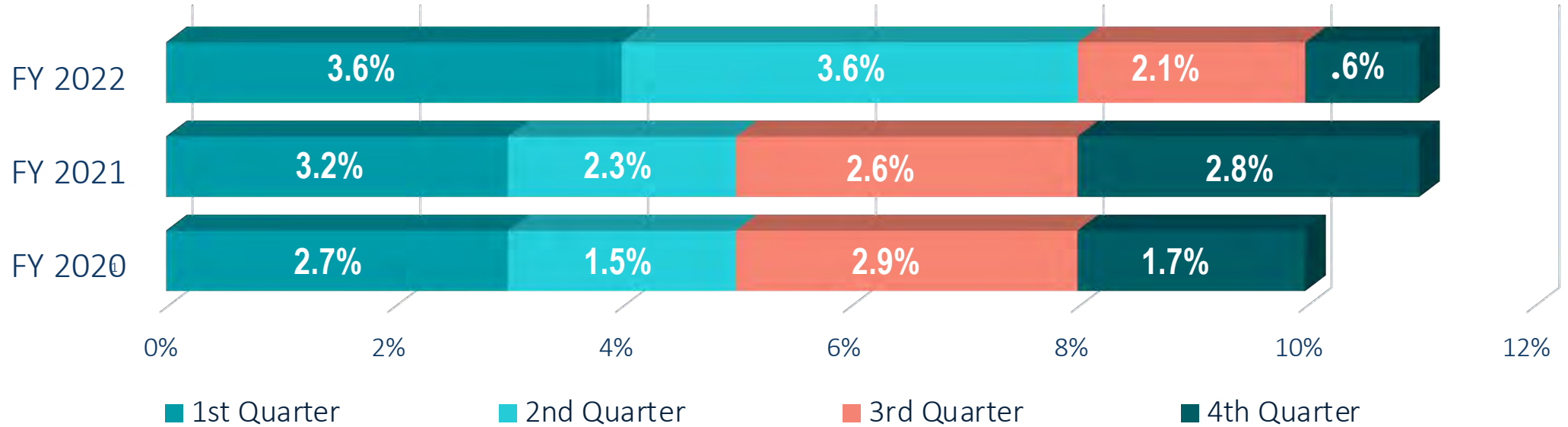
## Separations



# FY 2022 CCH HR Activity Report

Thru 09/30/2022

## Turnover



FY 20 = 546			
Qtr.	# of Employees	Separations	Turnover
Q1	6263	172	2.7%
Q2	6200	96	1.5%
Q3	6078	176	2.9%
Q4	6080	102	1.7%

FY 21 = 653			
Qtr.	# of Employees	Separations	Turnover
Q1	6071	196	3.2%
Q2	6038	138	2.3%
Q3	5926	153	2.6%
Q4	5841	166	2.8%

FY22 YTD = 559			
Qtr.	# of Employees	Separations	Turnover
Q1	5,682	207	3.6%
Q2	5,564	203	3.6%
Q3	5,559	116	2.1%
Q4	5,574	33	.6%

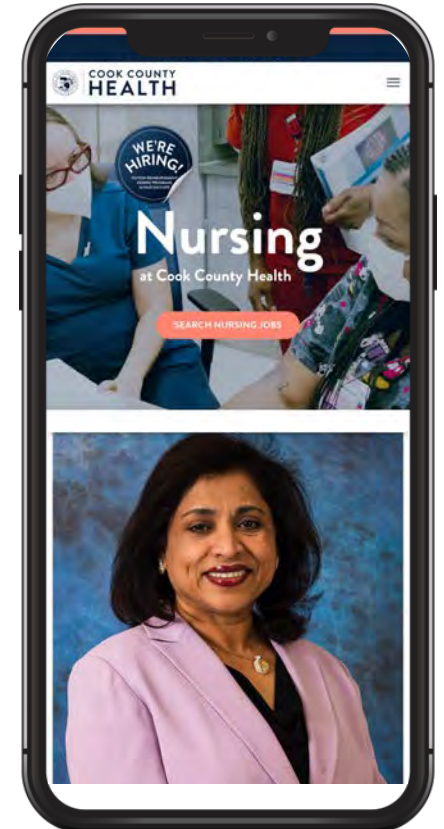
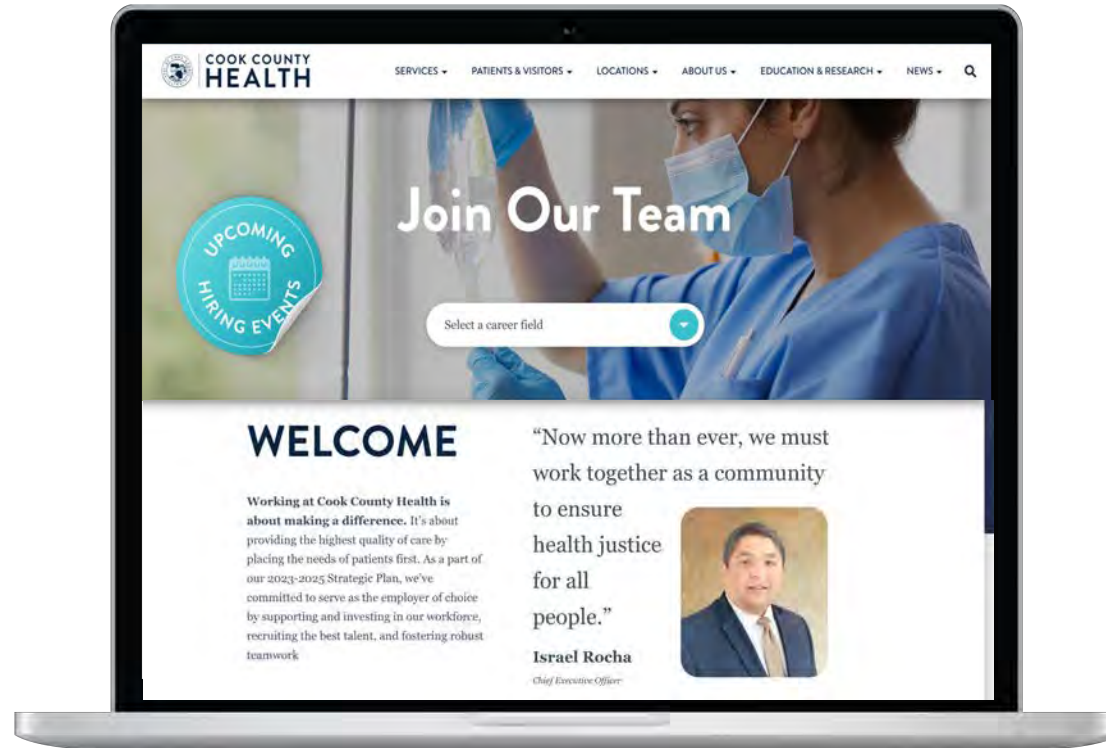


# Re-Launching CCH Careers & Nursing Pages

[Join Our Team – Cook County Health](#)

## Modernizing our online presence

- Refreshed Careers Page & Nursing Microsite
- Easy-to-navigate and access job searches – “Careers” on CCH landing page
- Show-cases CCH values and mission
- Mobile-friendly





# Recruiting

Key Initiative

Health Status

Objectives

## Hiring Fairs

October 27th		<b>Hospital Police Officer Registry</b>	<b>Completed</b> Position ID Reconciliation <b>Completed</b> Pre-Planning Meeting <b>Completed</b> EPO Planning Meeting <b>Completed</b> Inspector General Notification <b>Completed</b> EPO Approval
November 7th		<b>Nursing</b> • Maternal Care Health, Peds ICU Critical Care, Emergency Room, Trauma	<b>Completed</b> Position ID Reconciliation <b>Completed</b> Pre-Planning Meeting <b>Completed</b> EPO Planning Meeting <b>In Progress</b> Inspector General Notification <b>In Progress</b> EPO Approval
November 10th		<b>Nursing</b> • Medical Surgical, Cath Lab, Perioperative, Ambulatory Procedures Unit (APU), Float Pool	<b>Completed</b> Position ID Reconciliation <b>Completed</b> Pre-Planning Meeting <b>In Progress</b> EPO Planning Meeting <b>In Progress</b> Inspector General Notification <b>In Progress</b> EPO Approval
November 16th		<b>Laboratory</b>	<b>Completed</b> Position ID Reconciliation <b>Completed</b> Pre-Planning Meeting <b>In Progress</b> EPO Planning Meeting <b>In Progress</b> Inspector General Notification <b>In Progress</b> EPO Approval
		<b>Physician Assistants</b>	



# Questions



COOK COUNTY  
**HEALTH**

Thank you



COOK COUNTY  
**HEALTH**

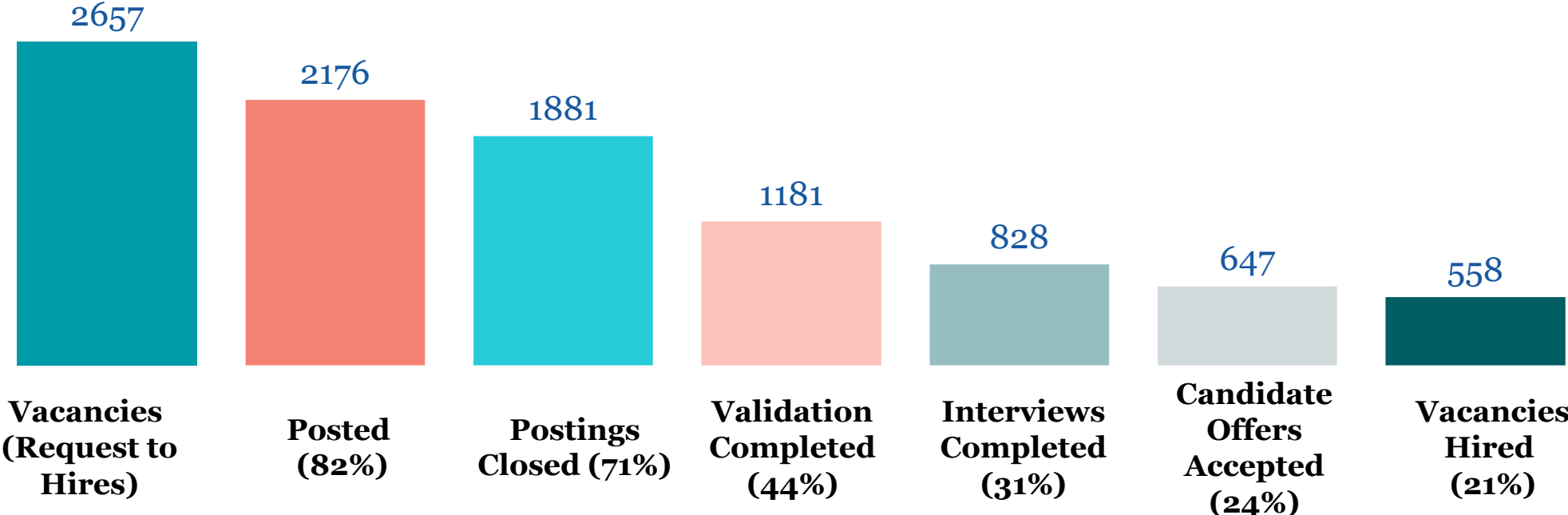
# Appendix



COOK COUNTY  
**HEALTH**



# FY 2022 CCH HR Activity Report



Cook County Health and Hospitals System  
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ATTACHMENT #2

**RESOLUTION**  
**AUTHORIZING THE CHIEF EXECUTIVE OFFICER TO ACCEPT GIFTS,**  
**PROPERTY OR OTHER AID IN ANY FORM FROM ANY SOURCE**

**R-22-05**

WHEREAS, the Ordinance establishing the Cook County Health and Hospitals System ("System"), Code of Ordinances of Cook County, Article IV, Section 38-80(h), provides that the System's Board of Directors ("System Board") has the power to authorize the Chief Executive Officer to accept any gifts, property, or any other aid in any form from the federal government, the state, any state agency, or any other source, or any combination thereof, and to comply with the terms and conditions thereof; and

WHEREAS, the System Board has adopted Resolutions 09-01 and 12-06 authorizing the System's Chief Executive Officer to execute non-procurement contracts, agreements and memoranda of understanding without seeking additional System Board approval; and

WHEREAS, the System Board wishes to facilitate the expeditious implementation of acceptance of all forms of aid beneficial to the System, and System employees and patients as well as communities served by the System;

THEREFORE, BE IT RESOLVED, that the System Board grants the System's Chief Executive Officer or his or her designee the authority to approve and accept any gifts, property, or any other aid in any form from the federal government, the state, any state agency, or any other source, or any combination thereof, and to comply with the terms and conditions thereof without seeking additional System Board approval.

Approved by the CCH Board of Directors on October 28, 2022.



Cook County Health and Hospitals System  
Minutes of the Board of Directors Meeting  
October 28, 2022

ATTACHMENT #3

COOK COUNTY  
HEALTH



# CEO Report

Israel Rocha, Jr.  
Chief Executive Officer

October 28, 2022



COOK COUNTY  
HEALTH

# Recognition



COOK COUNTY  
**HEALTH**

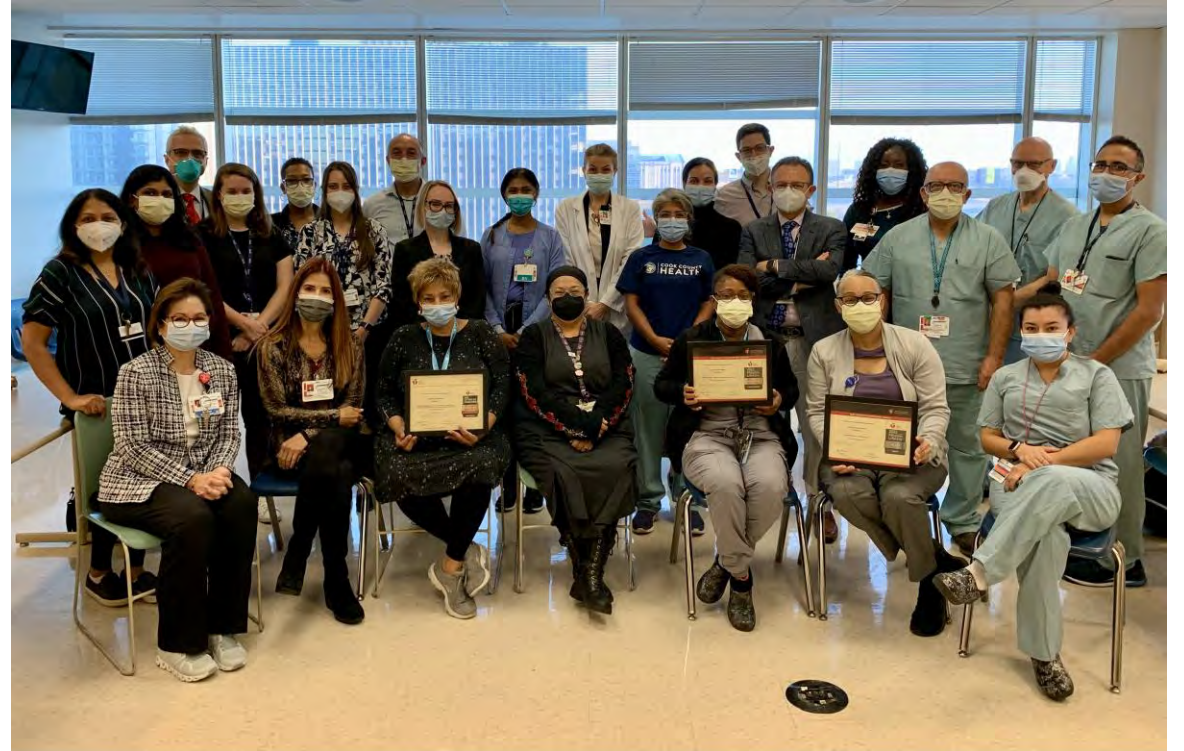
# Ambulance Runs at Provident Hospital

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.

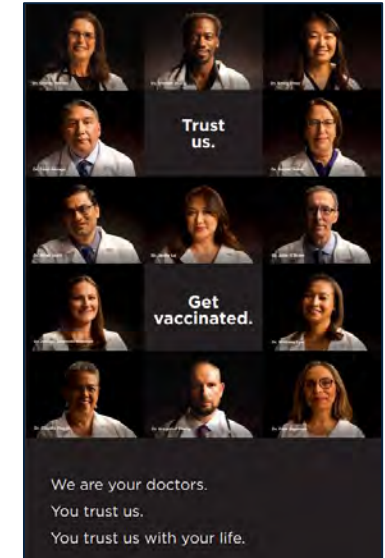
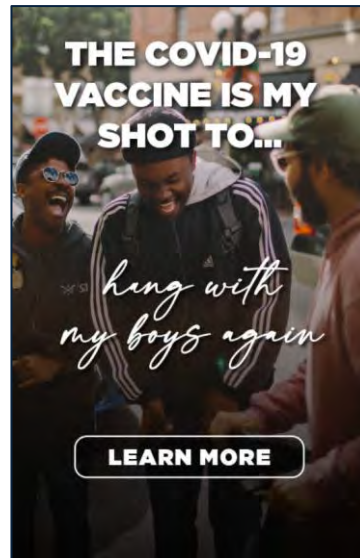




# Congratulations !

## 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



COOK COUNTY  
**HEALTH**

# 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



COOK COUNTY  
**HEALTH**

# 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



COOK COUNTY  
HEALTH

# 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



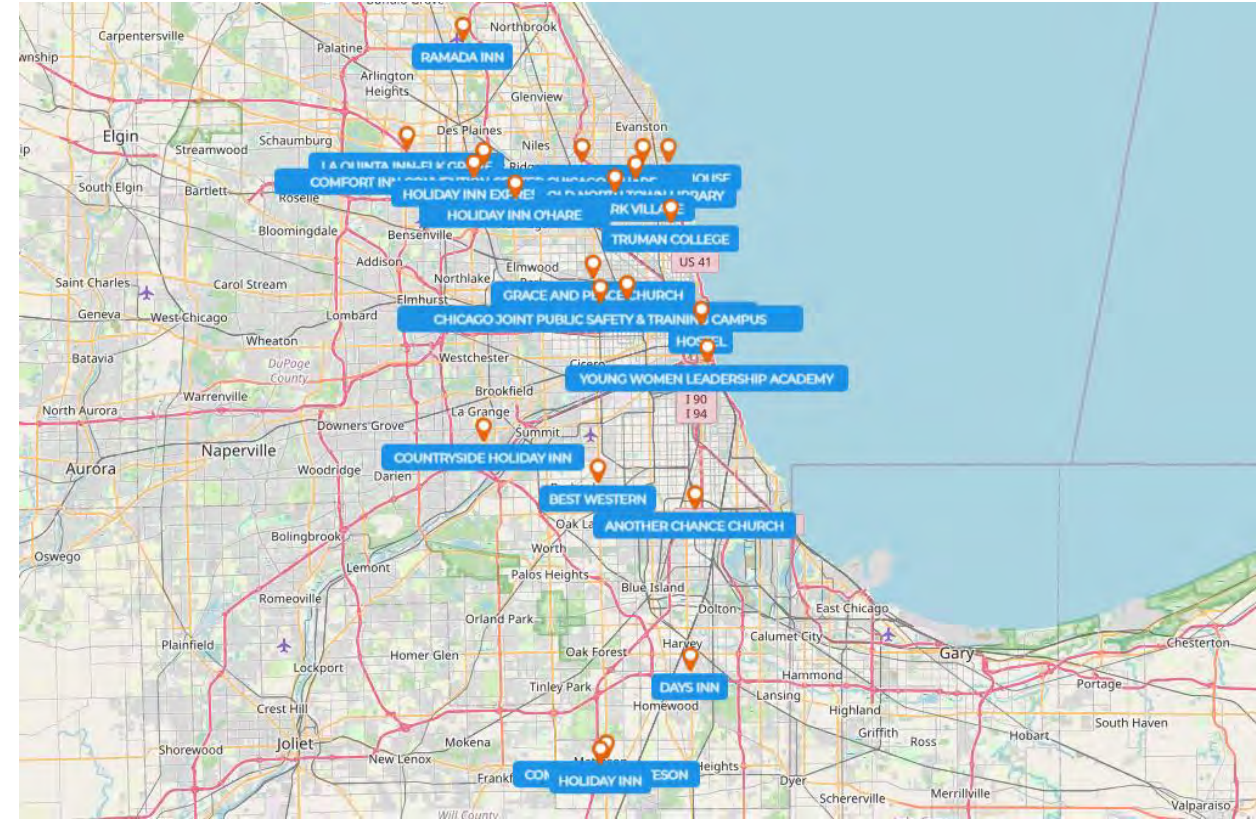
COOK COUNTY  
HEALTH

# Asylum-Seeker Migration from Border to Chicago

Approximately 4,000 Asylum-Seekers arrived to-date  
Sheltered at 23 different locations: 12 shelters & 11 hotels

Shelter	Address	City	State	Zip
Another chance Church	9550 S. Harvard	Chicago	IL	60628
Grace and Peace Church	1856 N. La Claire Ave.	Chicago	IL	60639
Salvation Army Freedom Center	825 N. Christiana Ave.	Chicago	IL	60651
Hostel	24 East Ida B Wells Dr	Chicago	IL	60605
Salvation Army Shield of Hope	924 N. Christiana Ave.	Chicago	IL	60651
Old North Town Library	6435 N. California	Chicago	IL	60645
Leone Lakehouse	1222 W. Touhy Ave.	Chicago	IL	60626
YMCA	2424 W. Touhy Ave.	Chicago	IL	60645
Truman College	4310 N. Racine	Chicago	IL	60640
Young Women Leadership Academy	2641 S. Calumet Ave.	Chicago	IL	60616
Chicago Joint Public Safety & Training Campus	701 N. Kilbourn Ave.	Chicago	IL	60624
North Park Village	5801 N. Pulaski Rd.	Chicago	IL	60646

Hotel	Address	City	State	Zip
Holiday Inn O'Hare	5615 N. Cumberland Ave.	Chicago	IL	60631
La Quinta Inn-Elk Grove	1900 E. Oakton	Elk Grove Village	IL	60007
Holiday Inn	500 Holiday Plaza Dr.	Matteson	IL	60443
Countryside Holiday Inn	6201 Joliet Road	Countryside	IL	60525
Holiday Inn Express	3001 Mannheim Road	Des Plaines	IL	60018
Comfort Inn Convention Center Chicago O'Hare	2175 E. Touhy Ave.	Des Plaines	IL	60018
Ramada Inn	1090 S. Milwaukee Ave.	Wheeling	IL	60090
Holiday Inn	5300 W. Touhy Ave.	Skokie	IL	60077
Best Western	8220 S. Cicero Ave.	Burbank	IL	60459
Days Inn	16900 S. Halsted	Harvey	IL	60426
Comfort Inn Matteson	5210 S. Wick Drive	Matteson	IL	60443





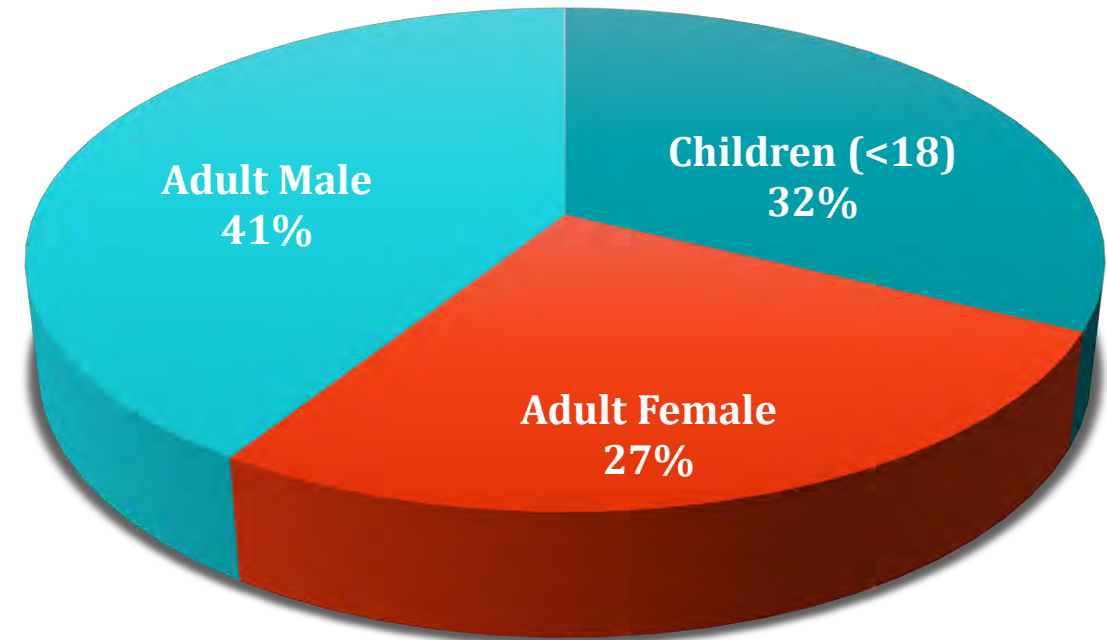
# Refugee Health : Care for Asylum Seekers

## Number of Patients Seen & Total Visits\*

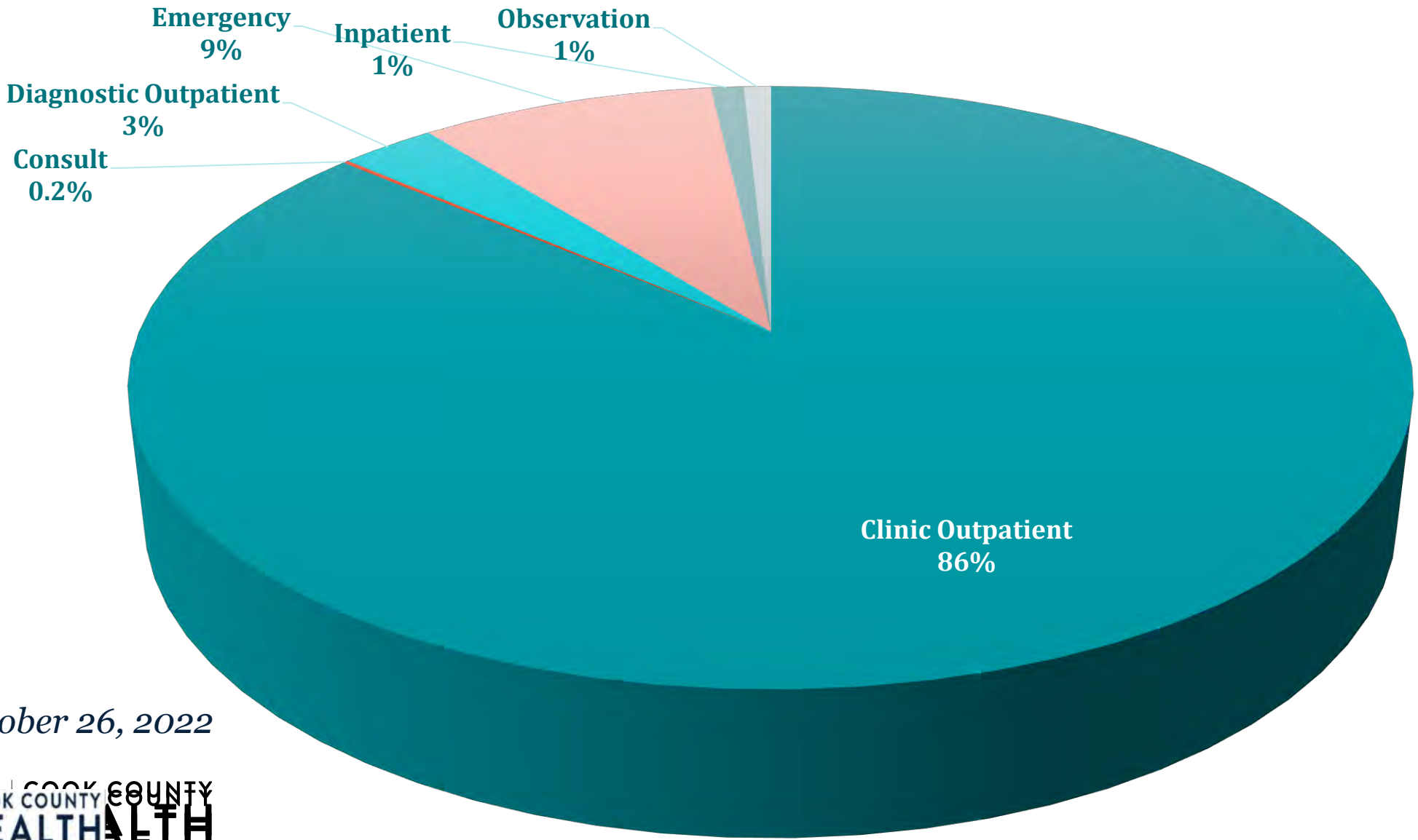
Men: 1,034  
Women: 673  
Children: 815

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

*\*As of October 26, 2022*



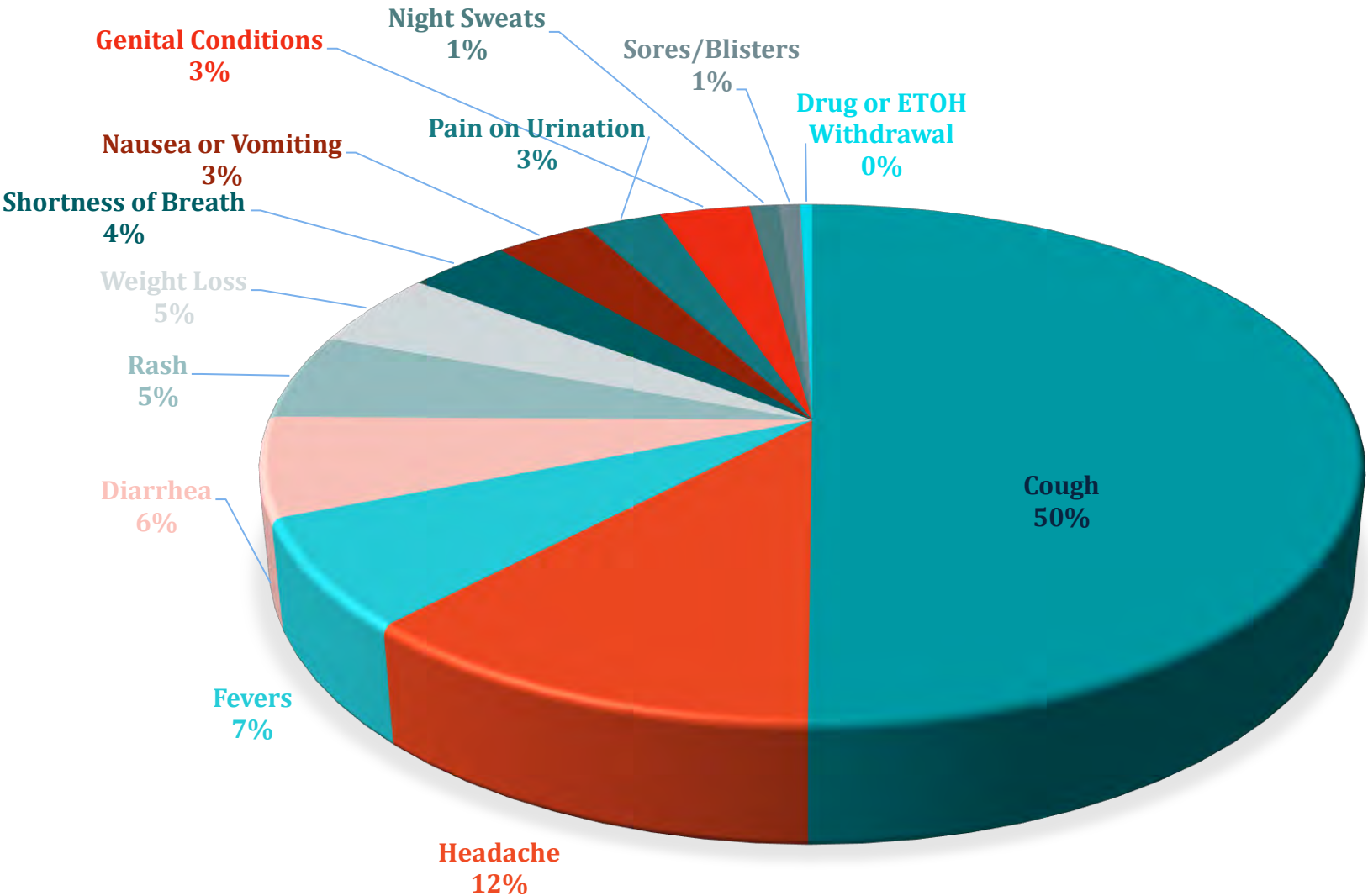
# Refugee Health: Type of Service



*\*As of October 26, 2022*

# Refugee Health: Chief Complaints

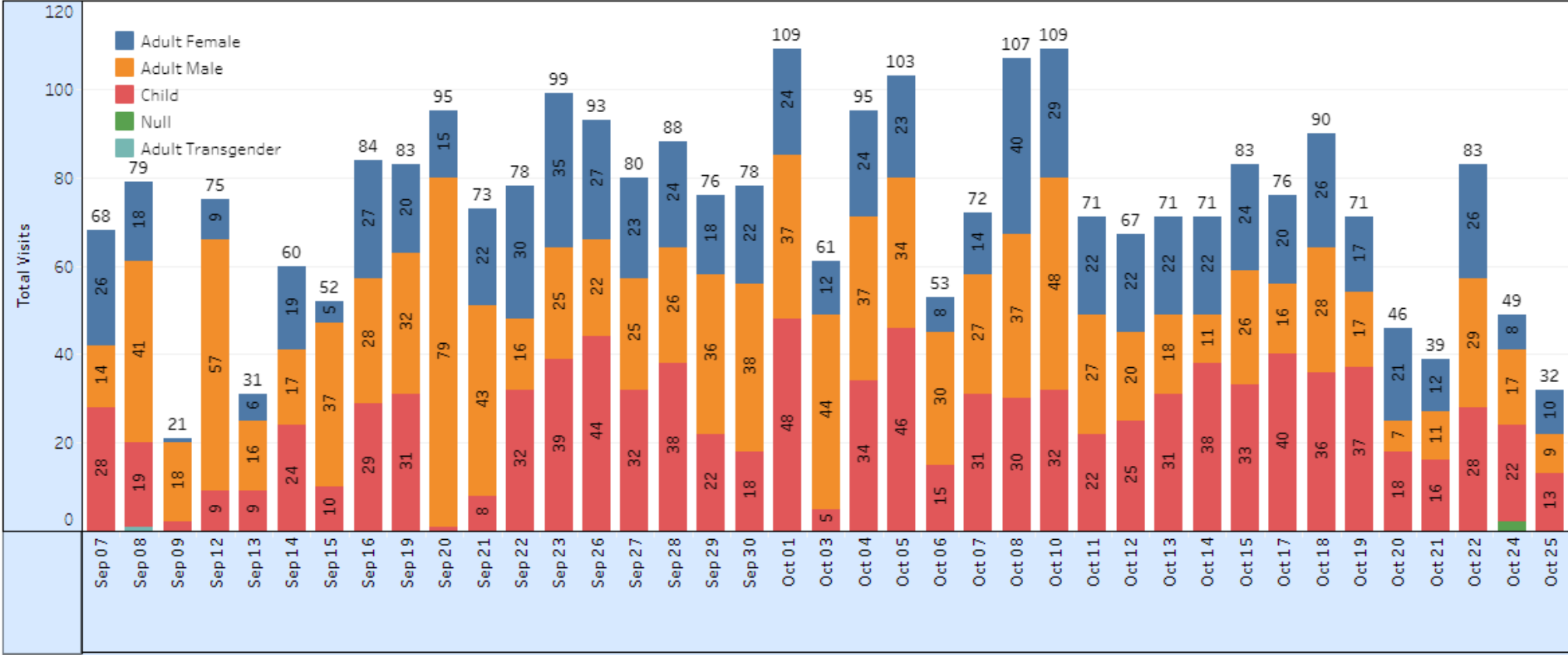
- 742 Cough
- 179 Headache
- 101 Fevers
- 92 Diarrhea
- 79 Rash
- 70 Weight Loss
- 52 Shortness of Breath
- 49 Nausea or Vomiting
- 39 Pain on Urination
- 46 Genital Conditions
- 15 Night Sweats
- 11 Sores/Blisters
- 6 Drug or ETOH Withdrawal



*\*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



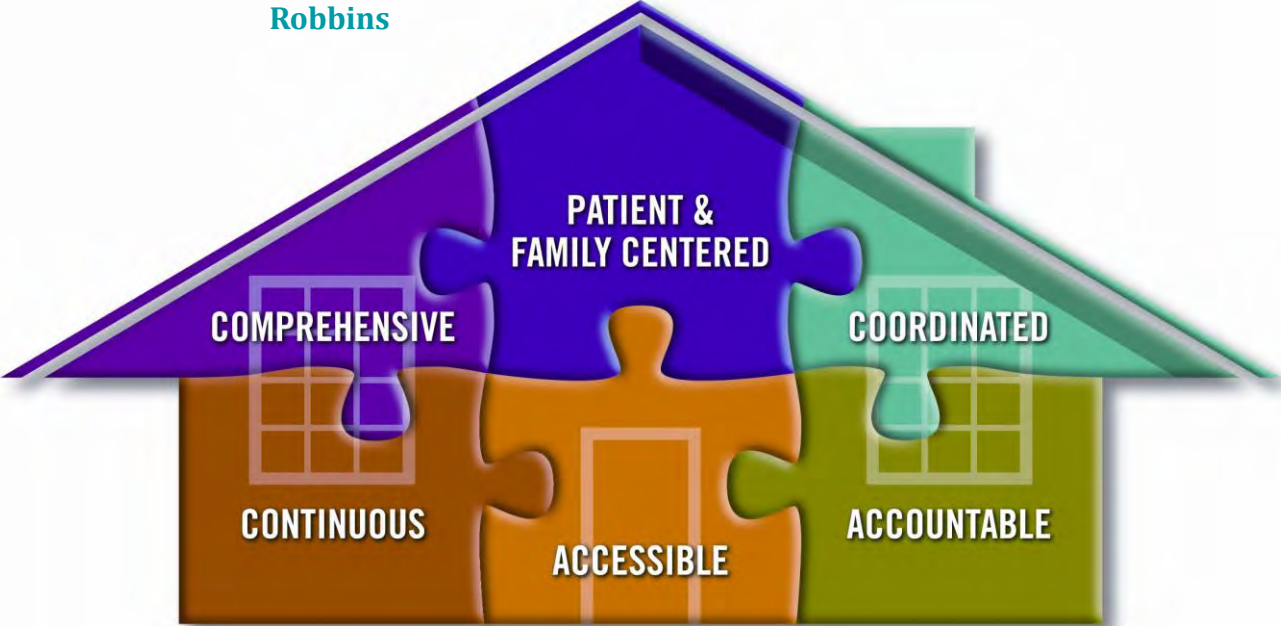
Arlington Heights



Jorge Prieto



Englewood



North Riverside



# Appendix



COOK COUNTY  
**HEALTH**



# Media Dashboard

September 26 – October 23, 2022

- February 18 – March 29, 2022



COOK COUNTY  
**HEALTH**

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



Total Media Placements

**590**



Total Reach

**1.49 Billion People**



Total Media Value

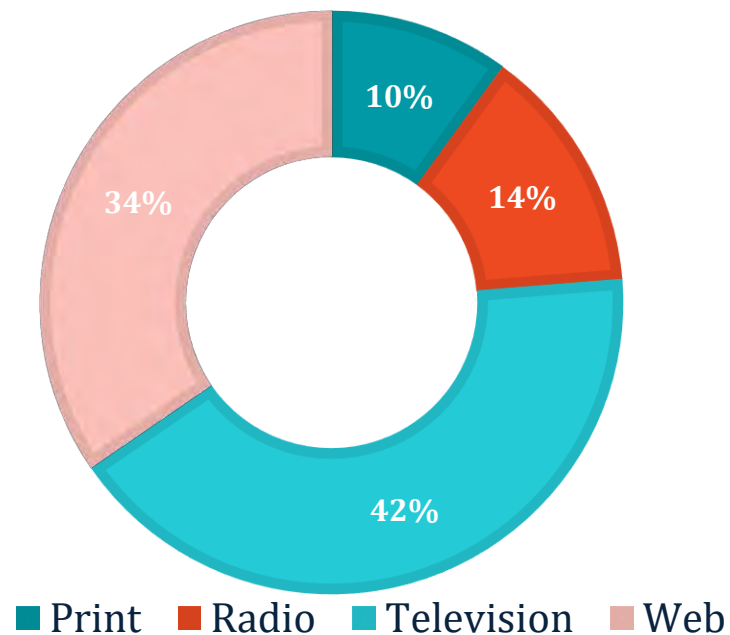
**\$13.8 Million**

## 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



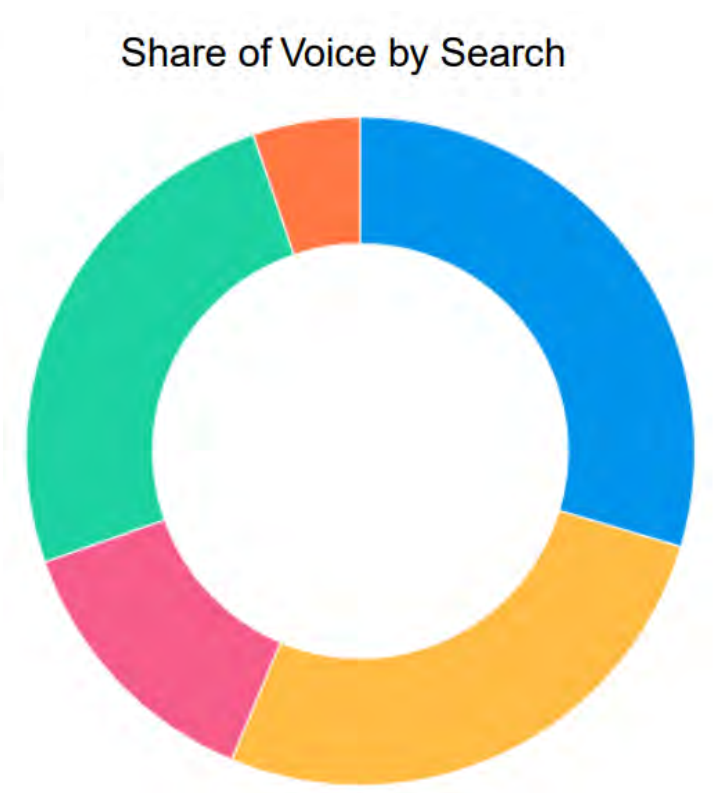
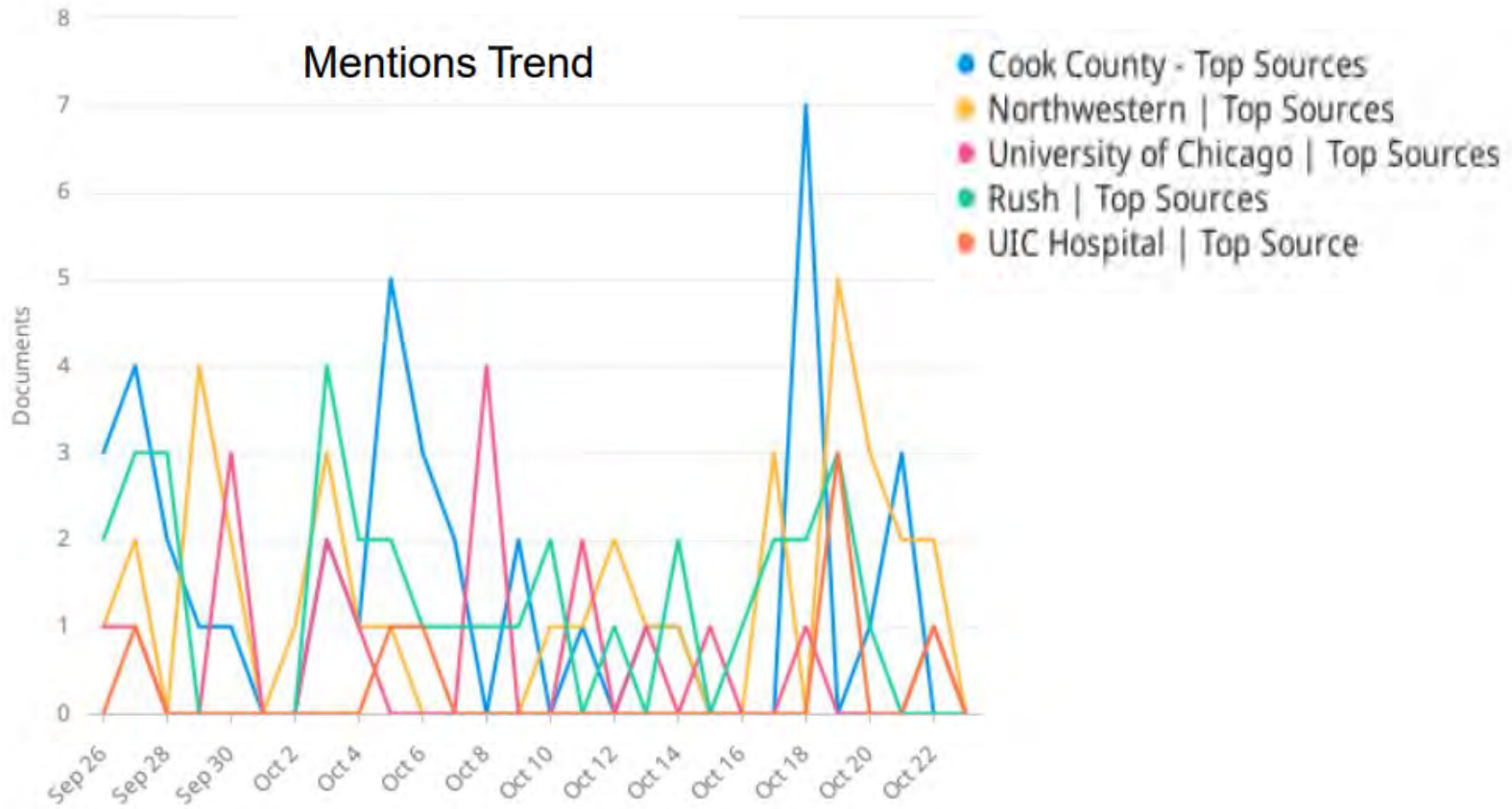
Which suburban hospitals are sticking with masks to keep COVID-19 at bay



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



COOK COUNTY  
HEALTH

# 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**)



# COOK COUNTY HEALTH

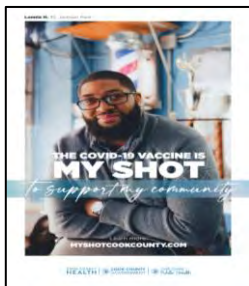
**ISRAEL ROCHA, JR.**  
**CHIEF EXECUTIVE OFFICER**  
**REPORT TO THE BOARD OF DIRECTORS**  
**October 28, 2022**

## Employee Recognition

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

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.

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.



**CountyCare’s Choice Campaign** “CountyCare is There” won its third campaign award - a Pinnacle Award from the Illinois Society for Healthcare Marketing and Public Relations.



## COVID-19 Update

Chicago and suburban Cook County are in low transmission. Efforts continue to vaccinate and boost eligible populations continue. Cook County Health and the Cook County Department of Public Health are now offering the bivalent COVID vaccines to all eligible populations. As of October 26<sup>th</sup>, CCH has administered 1,023,424 doses of COVID vaccine.

## Recent and Upcoming Events

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.

On October 8<sup>th</sup>, CCH CEO Israel Rocha presented “**Bridging the Gap for the Latino Community**” at the Medical Organization for Latino Advancement (MOLA) 6th Annual Latino Health Symposium.

On October 16<sup>th</sup>, CCH held a press conference to announce the **resumption of ambulance runs** at Provident Hospital. This press conference yielded 60 news stories, including several national stories with a reach of 440M and an advertising equivalency of \$4.1M.

On Tuesday, October 25<sup>th</sup>, CCH held a Halloween themed press conference to raise awareness around **COVID, Flu and RSV**. This press conference yielded 74 news hits with a reach of 407.4M and an advertising equivalency of \$3.8M.

On Wednesday, October 26<sup>th</sup>, CCH held a press conference on Health Equity announcing grants that will be available for behavioral health services through CCDPH as well as to introduce Change Institute leadership and outlining goals for the initial disease states that the Institute will address (cancer, stroke and heart disease).

On October 27<sup>th</sup>, CCH held a hiring fair for part-time police officers for the hospital registry team.

On November 7<sup>th</sup>, CCH will hold a nursing job fair. See attached flyer.

## Food As Medicine

As access to healthy food remains a great need for our patients and communities, the Fresh Truck partnership between Cook County Health (CCH) and the Greater Chicago Food Depository (GCFD) continues. The onset of the COVID-19 pandemic required CCH and GCFD to develop and implement revised protocols for the Fresh Truck distributions that allow for appropriate screenings and social distancing to protect patients, as well as CCH and GCFD staff and volunteers. These revised protocols are in place until further notice.

Through October 19, CCH’s Fresh Truck partnership with the Greater Chicago Food Depository (GCFD) resulted in 415 visits to CCH health centers – Arlington Heights, Austin, Belmont Cragin, Blue Island, the CORE Center, Cottage Grove, Englewood, North Riverside, Provident/Sengstacke, Prieto, and Robbins.



Collectively, the Fresh Truck distributions have resulted in the provision of fresh fruits and vegetables, as well as some shelf stable items during the COVID-19 pandemic, to an estimated 43,747 households, representing 144,565 individuals. Most of the individuals benefiting from the Fresh Truck screened positive for food insecurity at a CCH health center visit.

The Greater Chicago Food Depository's Fresh Food Truck visits for the month of November include the following ACHN Health Centers.

- November 3 – **Prieto Health Center** – 2424 S. Pulaski Road, Chicago, IL 60623
- November 8 – **Provident Hospital/Sengstacke Health Center** – 500 W. 51<sup>st</sup> Street, Chicago, IL 60615
- November 17 – **Arlington Heights** – 3520 N. Arlington Heights Road, Arlington Heights, IL 60004
- November 18 – **CORE Center** – 2020 W. Harrison Street, Chicago, IL 60612
- November 29 – **Blue Island Health Center** – 12757 S. Western Ave., Blue Island, IL 60406

### **CCH Community Advisory Councils**

Cook County Health Advisory Councils include patients, community and religious organizations and serve as a way to promote our services in the communities where our centers are located. The Councils provide feedback to our staff and help strengthen our health center's relationships in the community. The councils meet quarterly to provide current information on Cook County Health and as an avenue for members to share information about their organizations.

The 2022 Fourth Quarter topic presentations include the 2023 CCH Budget, Cancer Services, the Housing Authority of Cook County and the CountyCare's Medicaid Open Enrollment. In addition, updates on Cook County Health, Covid-19 Vaccination and Community Outreach are provided. Each clinic also does an update on its operations at the meeting.

Upcoming CAC meeting dates, including the 2022 schedule:

Provident Hospital/Sengstacke Health Center: Wednesday at 9:00 AM: October 12  
500 W. 51st Street, Chicago, IL 60609

Cottage Grove: Tuesday at 1:00 PM: October 25  
1645 S. Cottage Grove Avenue, Ford Heights, IL 60411

Blue Island: Wednesday at 1:00 PM: November 16  
12757 S. Western Ave., Blue Island, IL 60406

Arlington Heights: Tuesday at 1:00 PM: November 29  
3520 N. Arlington Heights Road, Arlington Heights, IL 60004

Robbins: Tuesday at 1:00 PM: December 13  
13450 S. Kedzie Road, Robbins, IL 60472

North Riverside: Wednesday at 1:00 PM: December 14  
1800 S. Harlem Avenue, North Riverside, IL 60546

Englewood: Thursday at 1:00 PM - December 15  
1135 W. 69th Street, Chicago, IL 60621

## Upcoming Event Participation

Cook County Health and CountyCare will be present at events to promote the health system and the health plan. Events in the month of November include the following:

- November 5                      Cook County Health and CountyCare promotion at the **2022 Fall Health Fair** which is hosted by **Representative Will Guzzardi and Senator Cristina Pacione-Zayas** and which will take place at the Kosciuszko Park Field House located at 2732 N. Avers Avenue in Chicago.
- November 5                      Cook County Health and CountyCare promotion at the **Kick It Cancer Resource Fair** which is hosted by **The Cancer Support Center** and which will take place at Prairie State College located at 202 S. Halsted Street in Chicago Heights.
- November 9                      CountyCare's **Enrollee Advisory Committee Meeting** will take place virtually and have presentations on mental health, CountyCare programs and initiatives. The EAC occurs once a quarter and provides a forum for CountyCare staff to talk to plan members about their experiences and to obtain feedback on how to improve the plan's offerings.
- November 12                     Cook County Health and CountyCare promotion at the **Community Care Fair in the Pilsen Community** which is hosted by **Blue Cross of Illinois** and which will take place at the Cristo Rey Jesuit High School located at 1852 West 22nd Place in Chicago.
- November 12                     Cook County Health and CountyCare promotion at the **Sisters Working It Out Annual Day of Beauty for All Cancer Survivors** which is taking place at the Morgan Park Center located at 11840 S. Marshfield Avenue in Chicago.

## Legislative Update

### Local

- On October 18 CCH appeared before the Cook County Health & Hospitals Committee and presented the Monthly COVID-19 Vaccination Program and Contact Tracing Update. An overview of the system's response to Monkeypox virus was also included. Additional agenda items included CCH's Strategic Plan and Financial Forecast which was approved and CCH's Q2-2022 Mental Health Report.
- On October 18, the Cook County Legislation and Intergovernmental Affairs Committee met to consider appointments to the Cook County Health Board of Directors. The appointment of Sam Robinson was approved.

The terms of CCH Board Directors Mary Gugenheim and David Munar expired in October. The terms of CCH Board Directors Heather Prendergast and Mike Koetting are scheduled to expire in the coming months.

Pursuant to County Ordinance, the Nominating Committee of the Board of Directors of the Cook County Health and Hospitals System (NomCom) is required to submit three (3) candidates for each vacancy to the County Board President for consideration. The Nominating Committee met on October 24, 2022 to consider additional candidates to submit to the President for consideration.

- At the October 20 Cook County Board meeting a resolution was approved recognizing CountyCare's 10<sup>th</sup> Anniversary.
- President Preckwinkle introduced the FY23 Cook County Executive Budget Recommendation to the Cook County Board at a Special meeting in early October. The Cook County Finance conducted public hearings on the FY23 Budget in mid-October. On October 25, CEO Israel Rocha and CFO Pam Cassara, along with CCH Board Chairman Lyndon Taylor and CCH Board Finance Committee Chairman Bob Reiter, appeared before the Cook County Finance Committee to provide an overview of the CCH FY 2023 Budget. The Cook County Board is expected to approve the FY2023 Annual Appropriation Ordinance in November.
- November 8 is Election Day. The Cook County Board President and all 17 Cook County Board Commissioner seats are up for election.

### State

- The 2022 Fall Session is scheduled for November 15-17 and November 29-December 1. While these days are often referred to as "Veto Session", the Governor did not veto any legislation from the Spring 2022 session. The Fall Session will follow the statewide general election on November 8.

Legislators have been asked to hold January 4 – 10, 2023 for possible "lame duck" session days that may also be scheduled for early 2023, prior to the inauguration of the 103<sup>rd</sup> General Assembly. Legislation passed in the lame duck session would only require a simple majority for an immediate effective date. The 2023 spring session calendar has not been posted.

- The [second round of Healthcare Transformation Collaboratives](#) was announced earlier this month. The funded projects total \$70M and include six projects, with five in the Chicagoland area. CCH is not currently a participant in any of the six projects.

According to the press release, HFS may consider funding additional projects to be announced later in the fiscal year. A total of \$150M is available for these projects in the current state fiscal year, which ends June 30.

## Federal

- Congress is in recess until the second week of November, after the midterm elections.
- **Continuing Resolution** – On September 29, the Senate passed the Appropriations and Ukraine Supplemental Appropriations Act, 2023, or continuing resolution (CR), to fund the government through December 16, 2022. The House followed suit the next day, with the President signing the measure into law before the midnight end of the fiscal year, averting a government shutdown.

As reported in September, the CR does not include supplemental funding requested by the Administration for COVID or monkeypox response. It does provide \$1.775 billion in additional funds for FY 2023 (and available through FY 2025) for U.S. Department of Health and Human Services (HHS) Administration for Children and Families to address increased costs in refugee and entrant assistance programs. Additionally, it provides \$62 million to support the National Suicide Prevention Lifeline and provide services to 988 callers for the duration of the CR.

- **FY 2023 Appropriations Year-End Omnibus** – Whether Congress can reach a bipartisan, bicameral agreement on annual appropriations levels will not become clear until after the November mid-term elections. The need for emergency relief for the enormous damage Hurricane Ian inflicted in Florida, the Caribbean and other states in its path, will doubtless contribute to the incentives for reaching a bipartisan agreement on a year-end package. Advocacy is ongoing for various health priorities to be included in a potential year-end omnibus appropriations bill. Conversations between top Republican appropriators and the Administration on supplemental funding for COVID and monkeypox have resumed. Cook County is continuing to support the National Association of Counties (NACo) call for bipartisan mental health provisions, including provisions to lift the Medicaid inmate exclusion, to be included. America's Essential Hospitals continues to advocate for \$7 billion in targeted fiscal assistance for safety net hospitals, and other measures, which could be incorporated into a year-end bill.
- **Biden Administration** – On September 27, the White House released a national strategy for ending hunger in the U.S. Over the next ten years, the strategy aims to expand access to free school meals for an additional nine million children and improve access to healthy food. Congressional approval would be required to achieve the goal of expanding SNAP and also to authorize a Medicare pilot to test medically tailored meals and to expand Medicaid and Medicare nutrition and obesity counseling benefits.

On September 28, the U.S. District Court for the District of Columbia ruled that HHS must restore full 340B payments for the rest of the year. This comes on the heels of a U.S. Supreme Court ruling in June that required HHS to compensate providers for payments reduced in prior years due to a "defective" reimbursement rate. AEH and other national hospital organizations were plaintiffs in the case.

On October 3, HHS and the U.S. Department of Labor announced \$346 million in grants to train nurses, community workers and public health professionals. Applicants are expected to propose models aimed at training workers from marginalized communities.

On October 13, HHS announced that the COVID Public Health Emergency (PHE) would extend another 90 days, until January 11, 2023. The Administration reaffirmed its commitment to give states and other stakeholders sixty-days' notice before the end of the PHE. Interested parties will be looking for an announcement on or around November 12, as many observers expect this to be the last extension.

On October 19, HHS announced new planning grant funding opportunities for states to prepare to develop Certified Community Behavioral Health Clinics (CCBHCs) to address the national mental health crisis. The planning grants are intended to help states certify CCBHCs and to set up the Medicaid prospective payment system for reimbursing eligible services in the CCBHCs.



Monday

**November 7th**

9:00 am – 3:00 pm CST

**Signing  
Bonus**  
for New  
Recruits!

# Nursing Job Fair

## Cook County Health Professional Building

1950 West Polk Street  
5<sup>th</sup> Floor Chicago, IL 60612

### Positions & Locations

- Hiring across Maternal Care Health, Peds ICU, Critical Care, Emergency Room and Trauma!
- Day, Evening and Night Shifts Available at John H. Stroger, Jr. and Provident Hospitals of Cook County.
- Competitive salaries!

### Interviewing

- The only opportunity to interview will be at the Job Fair.
- Onsite interviews & same-day contingent offers made while vacancies remain.
- Please bring your resume & applicable certifications.

**Must submit an online application to be considered!**

**Apply Today: <https://cookcountyhealth.org/join-our-team/>**

Questions? Call **312-864-0430**.



#### ADDITIONAL PARKING

Candidates can park at the Cook County Juvenile Temporary Detention Center garage located at 1100 S. Hamilton for \$2.00 and may use the CCH Employee Shuttle service to 1900 W. Polk St. (across from Professional Building driveway) free of charge. The shuttle runs every 15 – 20 minutes. When you arrive, please look for Nurse Fair signage and CCH staff.



**COOK COUNTY  
HEALTH**

[cookcountyhealth.org](https://cookcountyhealth.org)