

# CCH Monthly Report

Item #: 24-1422

October/2024



COOK COUNTY  
**HEALTH**

# Administrative & Legislative Updates

Presented to the Cook County Health Board on 9/19/24



COOK COUNTY  
**HEALTH**

# Legislative Updates – Local

- Cook County Health’s work to address food insecurity began in 2015 with a two-question food insecurity screening, which was later adopted by all CCH primary care sites and incorporated into the CountyCare health risk screening tool. CCH patients who screened positive received a voucher to access fresh produce from the Greater Chicago Food Depository’s Fresh Truck.
- Since its inception, CCH’s Fresh Truck partnership with GCFD has resulted in more than 500 visits to CCH health centers providing fresh fruits and vegetables, as well as some shelf stable items during the COVID-19 pandemic, to over 50,000 households, representing more than 165,000 individuals.
- Over the next several months, CCH and GCFD will be pivoting to a different model to connect patients with fresh and nutritious food. This includes piloting an onsite food pantry at Belmont Cragin Health Center and a medically-tailored meals program based initially at Provident Hospital that will further align the health conditions identified by CCH providers with food-related resources following a provider visit. These efforts are funded by an ARPA award to CCH from Cook County; these funds will also support a full-time Food Security Manager, based in the Office of Diversity, Equity, and Inclusion. We are also exploring other models that work best for our patients and look forward to sharing more when details are available.

The week of September 16, CCH leadership appeared before the following Cook County Board committees to provide testimony and respond to questions from Commissioners.

- **Audit Committee** – Dr. Kiran Joshi, CCDPH Senior Medical Officer Prevention Services participated in the meeting to respond to questions pertaining to the Cook County Auditor’s *ARPA - Hyperlocal and In-Home Vaccination (NT045, NT046) and Vaccination Incentive Program (NT895B) Review*.
- **Finance Committee** – Pam Cassara, CCH CFO addressed questions related to the *County’s Monthly Revenues and Expenses Report* as well as CCH finances. CCH leadership was also available to respond to questions related to *CCH’s August 2024 and September 2024 Monthly Reports* which are a compilation of the metrics and presentations made to the CCH Board of Directors from the previous month. Two reports were submitted at this meeting in that the County Board is in recess in August.
- **Health & Hospitals Committee** – Dr. Claudia Fegan, CCH Chief Medical Officer addressed the Committee on the importance of screenings and early detection in relation to Commissioner Lowry’s *Cook County Birthday Health Screening Program Resolution*. Dr. Thomas Nutter, CCH Chief Behavioral Health Officer and Dr. Kiran Joshi, CCDPH Senior medical Officer preventive Services, presented *CCH’s Semi-Annual Mental Health Report* to the Committee. Dr. Biran Conant, CCH Juvenile Justice Behavioral Health Director and Dr. Juleigh Nowinski-Konchak, CCH Attending Physician Behavioral Health, Department of Family/Community Medicine & Center for Health Equity & Innovation also participated in the meeting and responded to questions from Commissioners.

# Legislative Updates – State

- The Fall 2024 Veto Session is scheduled for November 12-14 and November 19-21. The consecutive weeks of fall session follow the November 5 elections. Legislators may also return to Springfield for “lame duck” session days in early 2025, prior to the swearing in of the members of the 104<sup>th</sup> General Assembly.
- The Illinois Department of Healthcare and Family Services (HFS) has [restarted their provider revalidation process](#), which was paused during the COVID-19 Public Health Emergency. All providers that wish to participate in the Medicaid program and be eligible for reimbursement need to complete the process to verify their information in the IMPACT system. Providers that do not complete this process will be removed from the Medicaid program and will be unable to bill for services until they have completed the IMPACT verification process.
- HFS is hosting customer and stakeholder listening sessions to inform the upcoming procurement process for the [HealthChoice Illinois](#) (HCI) Medicaid managed care program. The HCI procurement is expected to be published Summer 2025, with new Medicaid managed care contracts starting January 2027. [Upcoming meetings and registration details are posted on the HFS website](#); written comments will also be accepted.

# Legislative Updates – Federal

On September 10-11 President Preckwinkle and Dr. Mikaitis traveled to Washington, DC to meet with Cook County members of Illinois' Congressional Delegation. The purpose of the meetings was to discuss the importance of Disproportionate Share Hospital (DSH) Funding and urging members to continue to work with their leadership and colleagues to repeal or delay the statutory reductions to DSH allotments.

## **FY 2025 Budget and Appropriations Process**

- The House is preparing to take up H.R. 9747, the Continuing Appropriations and Extensions Act, 2025, on Wednesday, September 24. The short-term continuing resolution (CR) will fund the federal government through December 20. The move comes just days before the fiscal year ends on September 30, and after spending the first two weeks back from August recess in an unsuccessful effort to advance a six-month CR with the provisions attached to require proof of citizenship for voter registration.
  - The Senate is expected to take up the bill and send it to the President's desk with little or no drama.
  - The CR will fund federal agencies at current year levels and set up a lame duck push to enact appropriations for the remainder of FY25 before adjourning for the holidays.
- The anticipated year-end "omnibus" spending package is also a potential legislative vehicle for extending expiring health care programs and could include repealing or delaying the statutory reductions to Medicaid disproportionate share hospital (DSH) allocations. Enacting a Medicaid DSH cut fix before they go into effect in January is a CCH and Cook County legislative priority and was a focus of the September meetings with the County congressional delegation in Washington, DC.

## **Biden-Harris Administration Action**

- On September 17, the Health Resources and Services Administration (HRSA) notified Johnson & Johnson that it could face financial sanctions and be excluded from the 340B drug discount program if it does not withdraw its new policy of offering rebates instead of discounts to disproportionate share hospitals. HRSA previously warned J&J that their new policy for Stelara and Xarelto violated the law, but the drug company has continued to defend the policy, setting the stage for further 340B litigation.

## New Hires

Mari Akre, Associate Chief Nursing Executive of Quality, Professional Development & Excellence

Alan Gloeckle, Compliance Officer, County Care

Assunta McReynolds, Associate Director of Clinical Affairs

Ashley Robinson, Pharmacy Medicaid Program Manager, Health Plan Services

Amanat Ali-Khan, Manager of Imaging Services

Tammye Flowers, Clinical Nurse Leader, Maternal Child Health

Brandi McNally, Clinical Nurse Leader, Nursing Quality

Shanae Harkless, Manager of Operations, Community Health Center, Sengstacke

Crysta Hildebrand, Nurse Coordinator II, Cermak Health Services

## New Hires

Erin Virgo, Grant Administration Manager

Ping Liu, Process Improvement Manager, Quality Assurance

Christina Neris, Clinical Documentation Improvement Manager

Ronny Espinosa, Manager of Operations, Network Diabetes/Endocrinology Program

Carmel Rutaquio, Manager of Transitional Care, Health Plan Services

Elizabeth Wallish, Senior Project Manager

# Media Dashboard

Presented to the Cook County Health Board on 9/19/24



COOK COUNTY  
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# Earned Media Dashboard



Total Media Placements

**563**



Total Reach

**956.4M**



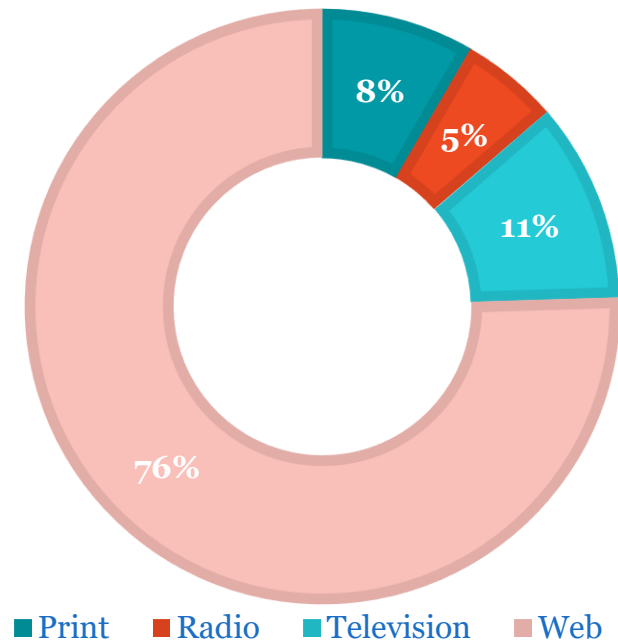
Total Media Value

**\$8.8M**

## Top 5 Local Media Outlets

1. *NBC 5 Chicago*
2. *CBS 2 Chicago*
3. *WBBM Radio*
4. *WBEZ Radio*
5. *WGN*

## Media by Outlet Type



## Most Common Topics

1. Cook County Health Brand Refresh
2. CountyCare Recognition
3. COVID and Flu Vaccine Update
4. COVID News
5. Cancer Birthday Screenings

# Top Headlines



Stroger Hospital trauma unit partners with the Navy for first-of-its-kind program



Health care workers celebrate with new mural



Why Am I Always Cold? 8 Possible Reasons



Condado Cook impulsa la vacunación contra el COVID-19 y la influenza



Abortion took center stage during the DNC. But here's why access could be in jeopardy.



Get your shots now, officials urge: COVID-19, flu season 'already looking serious'



Cook County to offer residents free cancer screenings around birthdays



Chicago health system unveils new logo



Pregnant migrants balance journey to childbirth, asylum

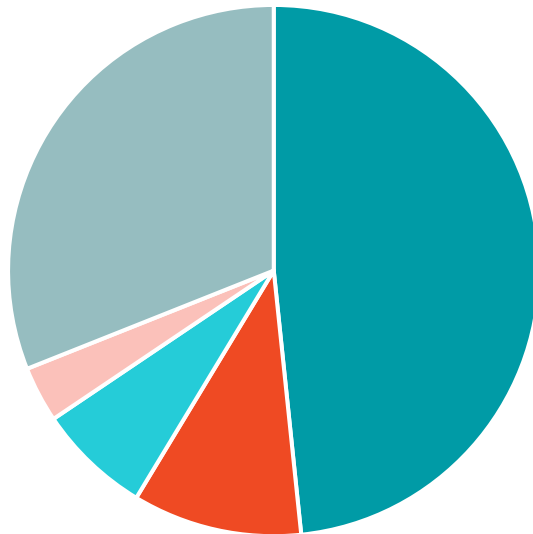


CountyCare Earns Prestigious Four-Star Rating from NCQA

# Top Source Competitor Report

How Cook County Health compares to area hospitals in media coverage by top local outlets

### Share of Voice by Percentage



- Cook County Health
- UIC Hospital
- Northwestern Medicine
- University of Chicago
- Rush Hospital

### Top Content

#### Top Article by Reach



CBS News · Tara Molina  
Editorial | US | Aug 27 - 5:58 PM

Stroger Hospital trauma unit partners with the Navy for first-of-its-kind program

military situation," said Dr. Fred Starr of **Stroger Hospital** and **Cook County Health**. Stroger sees more than 5,000 trauma patients annually.

#### Top Article by Social Volume



WMAQ-TV - NBC 5 Chicago  
Editorial | US | Sep 16 - 8:13 AM

New COVID XEC variant explained: Symptoms, spread and what to know as fall, winter approach

Chantel Tinfang, a family medicine physician with Sengstacke Health Center at **Provident Hospital** of Cook County, noted at the time that many

# Flu and COVID Vaccine Press Conference



26 media placements  
Potential reach: 58.7K individuals  
Advertising value equivalency: \$543.4K



## Condado Cook impulsa la vacunación contra el COVID-19 y la influenza

A finales de agosto, la FDA y los CDC aprobaron vacunas COVID actualizadas.

Por Iris Berrios y TELEMUNDO CHICAGO • Publicado el 20 de septiembre del 2024 • Actualizado a las 4:28 pm del 20 de septiembre del 2024



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HEALTH CORONAVIRUS VACCINE NEWS CHICAGO

## Get COVID-19, flu shots now, officials urge — coronavirus ‘not going away,’ flu ‘already looking serious’

Cook County Board President Toni Preckwinkle and others got vaccinations Friday for both COVID-19 and the flu, emphasizing that vaccines and strains vary each year. COVID-19 cases are rising across Chicago, and experts expect a troubling flu season.

By Mary Norkol | Sept 20, 2024, 1:13pm CDT



LATEST STORIES

Fall bridge lifts underway to allow boats to cross Lake Michigan

# Social Media Summary

During August 19 – September 22, 2024, the communications team posted content on Facebook, Twitter, Instagram and LinkedIn for Cook County Health.

**Facebook – 58 posts**

<https://www.facebook.com/Cookcountyhhs/>

**Twitter – 53**

<https://twitter.com/CookCtyHealth>

**Instagram – 51 posts (includes stories and IGTV)**

<https://www.instagram.com/cookcountyhealth/>

**LinkedIn – 51 posts**

<https://www.linkedin.com/company/cook-county-health/>

# Social Media Summary

(In comparison to last year during the same time period)

## Twitter

- Impressions: **4.8K**
- Post Link Clicks: **29** (up **190%**)
- Engagements: **88** (up **29%**)
- Followers: **4,800**

## LinkedIn

- Impressions: **39K**
- Page Views: **2.3K**
- Engagements: **3.8 K** (up **5%**)
- Followers: **14.7K** (up **2%**)

## Facebook

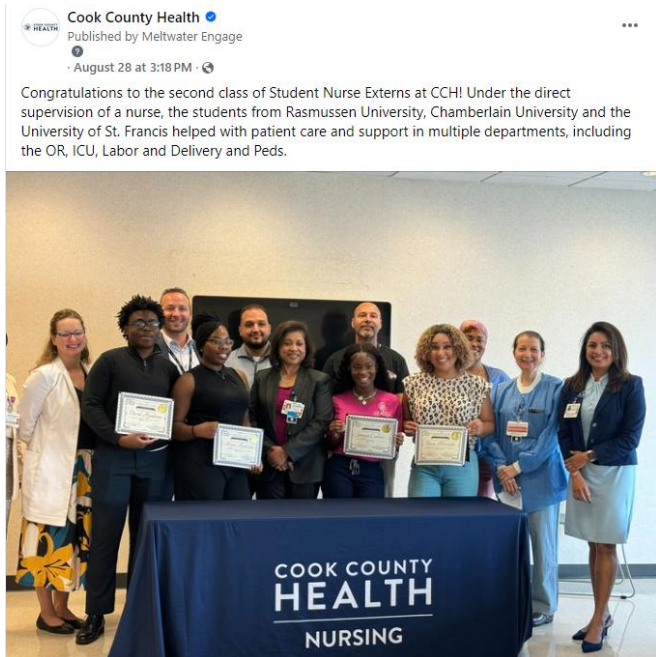
- Total impressions: **37.8K**
- Post engagement: **2.3K**
- Post reach: **10.4K**
- Page followers: **9,017** (up **76** from last month)

## Instagram

- Impressions: **15.2K**
- Engagement: **328**
- Profile visits: **448** (up **26%**)
- Followers: **3,633**(up **67**)

# Facebook Insights

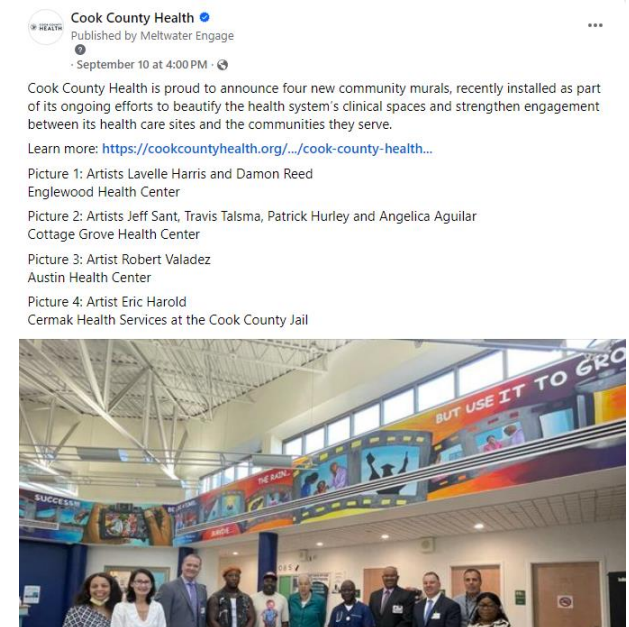
## Top Posts



Reach: 1,418  
 Impressions: 1,449  
 Engagement rate: 18.3%



Reach: 1,073  
 Impressions: 1,161  
 Engagement rate: 1.86%



Reach: 659  
 Impressions: 659  
 Engagement rate: 22.9%



# Twitter Insights

## Top Posts



Impressions: 222



Impressions: 151



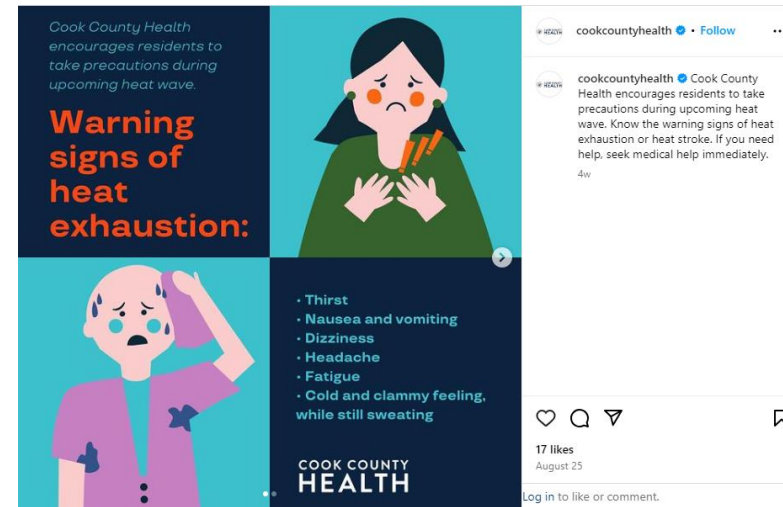
Impressions: 147

# Instagram Insights

## Top Posts



Impressions: 830  
Reach: 804  
Likes: 51



Impressions: 2,087  
Reach: 2,049  
Likes: 17

# LinkedIn Insights

## Top Posts

 **Cook County Health**  
14,732 followers  
2w • 🌐

Cook County Health is proud to announce four new community murals, recently installed as part of its ongoing efforts to beautify the health system's clinical spaces and strengthen engagement between its health care sites and the communities they serve.

Learn more: <https://lnkd.in/gMk69GGe>

Picture 1: Artists Lavelle Harris and Damon Reed  
Englewood Health Center

Picture 2: Artists Jeff Sant, Travis Talsma, Patrick Hurley and Angelica Aguilar  
Cottage Grove Health Center

Picture 3: Artist Robert Valadez  
Austin Health Center

Picture 4: Artist Eric Harold  
Cermak Health Services at the Cook County Jail



Impressions: 3,768  
Clicks: 1,123  
Engagement rate: 31.7%

 **Cook County Health**  
14,732 followers  
2d • 🌐

Cook County Health interim CEO Dr. Erik Mikaitis joined Cook County Board President Toni Preckwinkle in Washington, D.C. this month to discuss the work being done by the health system.

Learn more: <https://lnkd.in/gtP6QwQ3>



Impressions: 2,846  
Clicks: 436  
Engagement rate: 17.3%

 **Cook County Health**  
14,732 followers  
1w • 🌐

Congratulations to Pamela Cassara, Cook County Health's Chief Financial Officer, for getting recognized by Becker's Healthcare on their "Women Health System CFOs to Know" list! Read more at the link below

<https://lnkd.in/eprXWcPK>



Impressions: 2,779  
Clicks: 122  
Likes: 112

# Finance Metrics

Presented to the Cook County Health Board on 9/19/24



# Executive Summary: Statement of Financial Condition – July 31, 2024

- On an accrual basis, interim financials show that CCH ended June with a **\$110.9M favorable** variance to budget. On a cash basis, the County's preliminary cash report on revenues and expenses shows a **\$76.3M favorable** variance to budget. Differences in accrual versus cash basis are primarily due to the timing difference related to recording of revenues received and expenses paid.
  - Revenue Commentary:
    - **Favorable** NPSR variance to Budget due to higher than budgeted volumes/revenues
    - **Favorable** capitation variance to Budget due to higher than budgeted CountyCare membership
  - Expenditures:
    - CountyCare claims **unfavorable** variance to budget due to higher than budgeted membership
  - CountyCare:
    - CountyCare financials \$2.5M **favorable** to budget
    - Membership just over 426,000, which is 20.8% greater than budgeted

# Financial Results – July 31, 2024

Dollars in 000s	FY2024 Actual	FY2024 Budget	Variance	%	FY2023 Actual
<b>Revenue</b>					
Net Patient Service Revenue (1)	\$767,879	\$710,224	\$57,655	8.12%	\$787,049
Government Support (2)	\$254,490	\$247,678	\$6,813	2.75%	\$265,242
<b>Adjusted NPSR</b>	<b>\$1,022,369</b>	<b>\$957,901</b>	<b>\$64,468</b>	<b>6.73%</b>	<b>\$1,052,291</b>
CountyCare Capitation Revenue	\$2,238,731	\$1,791,115	\$447,616	24.99%	\$2,043,457
Other	\$37,039	\$14,666	\$22,373	152.54%	\$4,557
<b>Total Revenue</b>	<b>\$3,298,139</b>	<b>\$2,763,683</b>	<b>\$534,456</b>	<b>19.34%</b>	<b>\$3,100,304</b>
<b>Operating Expenses</b>					
Salaries & Benefits	\$506,947	\$579,962	\$73,015	12.59%	\$471,732
Overtime	\$37,086	\$30,423	(\$6,663)	-21.90%	\$33,444
Supplies & Pharmaceuticals	\$165,525	\$117,126	(\$48,399)	-41.32%	\$115,784
Purchased Services & Other	\$474,250	\$465,461	(\$8,789)	-1.89%	\$404,888
Medical Claims Expense (1)	\$2,051,867	\$1,617,154	(\$434,714)	-26.88%	\$1,905,860
Insurance	\$19,926	\$21,576	\$1,650	7.65%	\$10,885
Utilities	\$8,877	\$9,976	\$1,099	11.01%	\$9,042
<b>Total Operating Expenses</b>	<b>\$3,264,478</b>	<b>\$2,841,677</b>	<b>(\$422,801)</b>	<b>-14.88%</b>	<b>\$2,951,634</b>
<b>Operating Margin</b>	<b>\$33,660</b>	<b>(\$77,995)</b>	<b>\$111,655</b>	<b>-143.16%</b>	<b>\$148,671</b>
<b>Non-Operating Revenue</b>	<b>\$113,199</b>	<b>\$113,942</b>	<b>(\$742)</b>	<b>-0.65%</b>	<b>\$96,180</b>
<b>Net Income (Loss)</b>	<b>\$146,860</b>	<b>\$35,947</b>	<b>\$110,913</b>	<b>308.54%</b>	<b>\$244,851</b>

**Notes:**

- (1) CountyCare Elimination represents the elimination of intercompany activity – Patient Service Revenue and Medical Claims Expense for CountyCare patients receiving care at Cook County Health.
- (2) Government Support includes DSH, BIPA, & Graduate Medical Education payments.
- (3) Does not reflect Pension, OPEB, Depreciation/Amortization, or Investment Income.

# Cook County Health

## Volumes: July, 2024

### Key Revenue Indicators

Patient Activity <b>Stroger</b>	2024 YTD Actual	2024 YTD Budget	%	2023 YTD Actual	2022 YTD Actual	Jul 2024 Actual	Jul 2023 Actual
Average Daily Census *	326	287	13.5%	301	268	326	312
Emergency Room Visits	60,361	54,196	11.4%	55,437	52,175	7,671	7,238
Surgeries	7,926	7,624	4.0%	7,639	7,469	1,107	964

Patient Activity <b>Provident</b>	2024 YTD Actual	2024 YTD Budget	%	2023 YTD Actual	2022 YTD Actual	Jul 2024 Actual	Jul 2023 Actual
Average Daily Census *	21	21	0.0%	19	10	22	18
Emergency Room Visits	17,463	17,213	1.5%	17,598	14,113	2,215	2,268
Surgeries	2,029	2,166	-6.3%	2,393	1,875	247	287

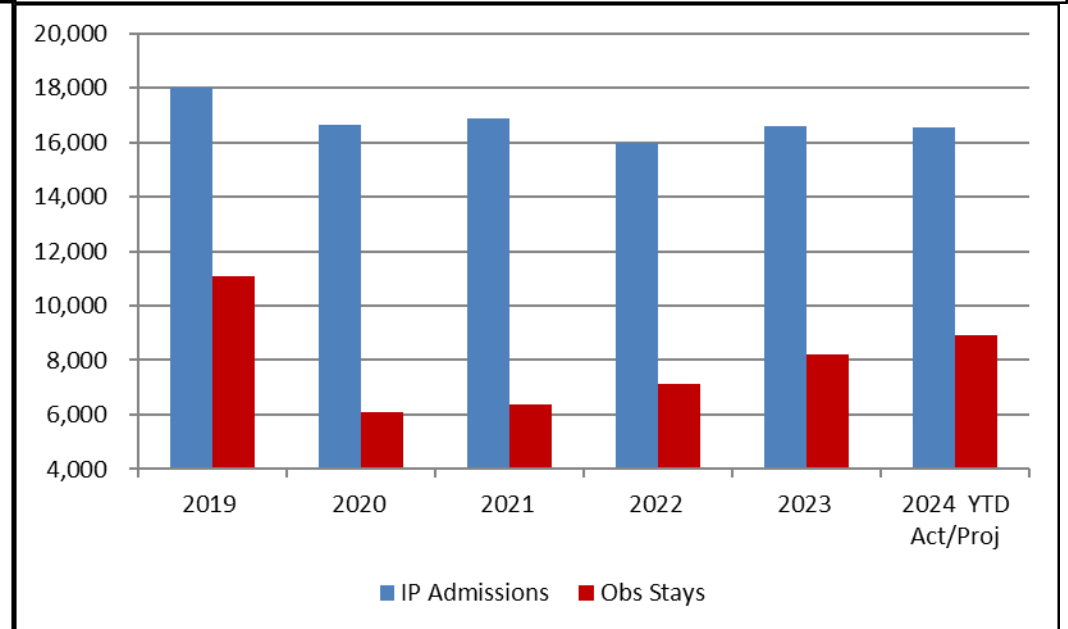
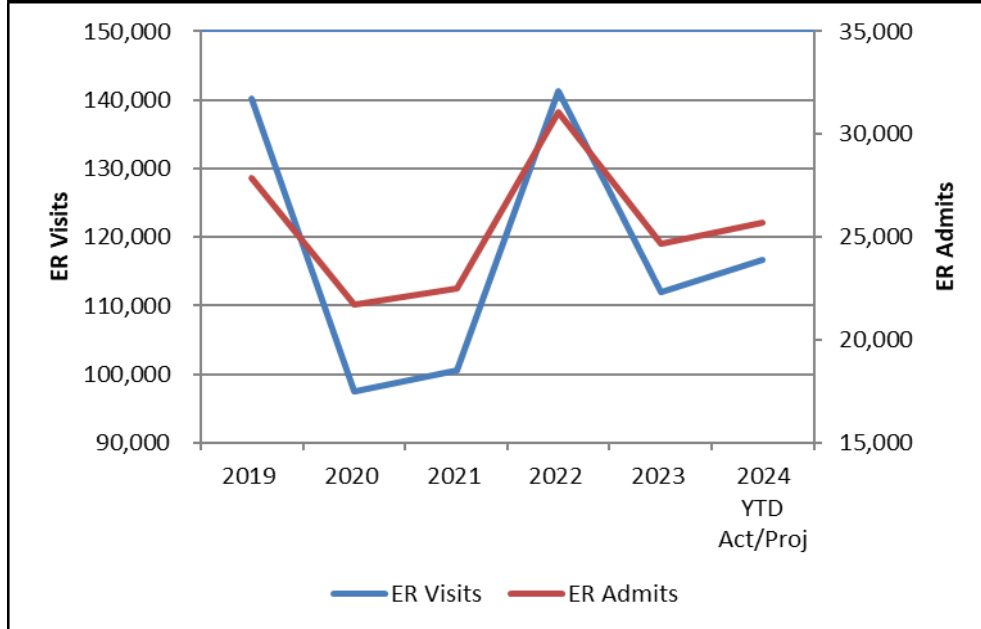
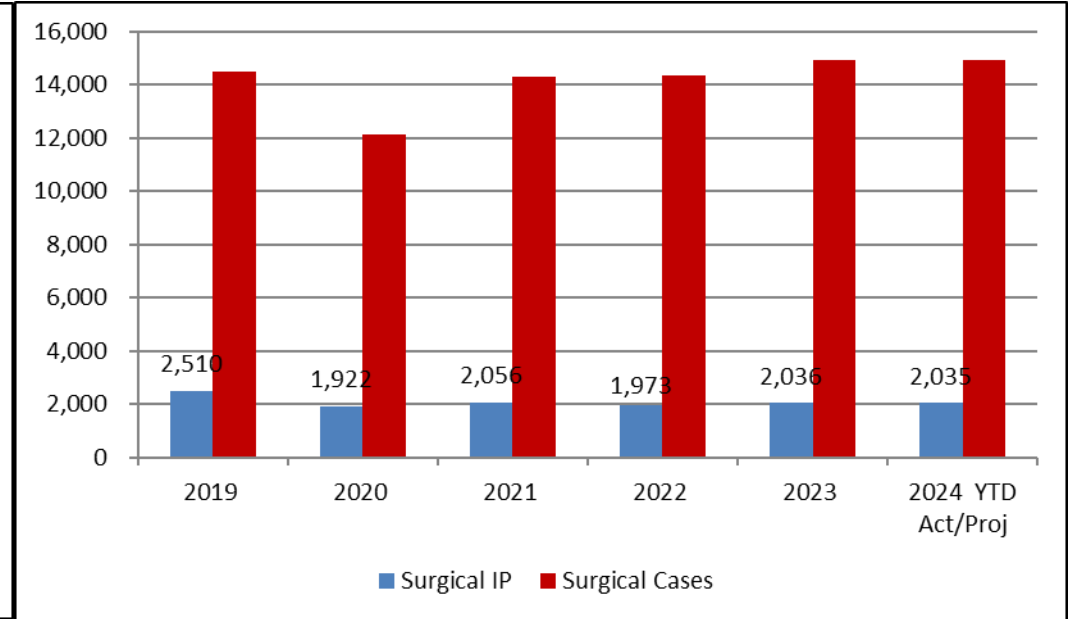
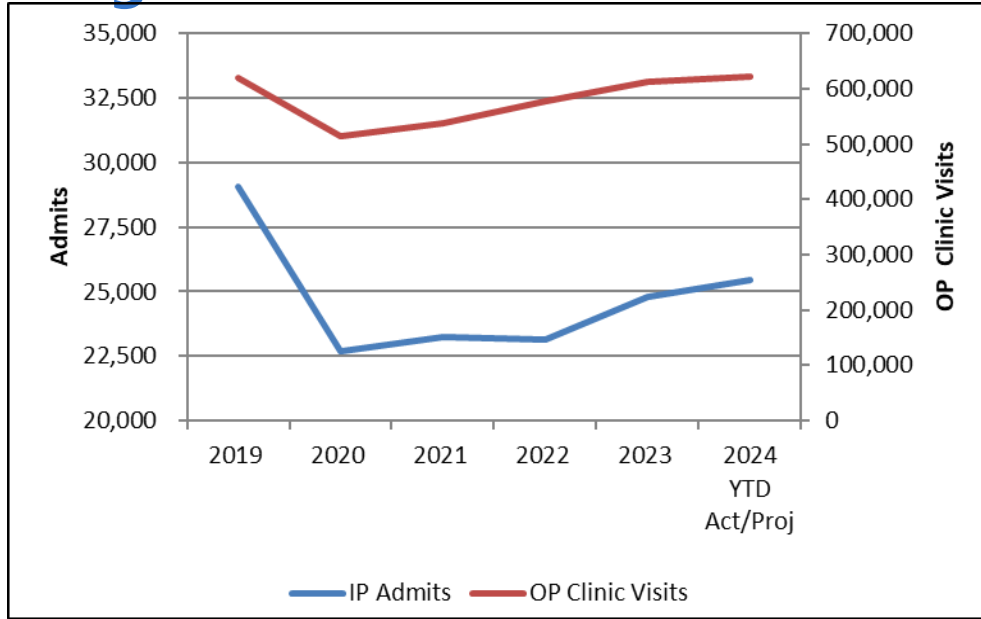
Patient Activity <b>ACHN</b>	2024 YTD Actual	2024 YTD Budget	%	2023 YTD Actual	2022 YTD Actual	Jul 2024 Actual	Jul 2023 Actual
Primary Care Visits	158,706	157,096	1.0%	157,782	142,455	19,222	17,877
Specialty Care Visits	256,403	247,342	3.7%	250,001	239,678	32,351	28,827

<b>CountyCare Membership</b>	2024 YTD Actual	2024 YTD Budget	%	2023 YTD Actual	2022 YTD Actual	Jul 2024 Actual	Jul 2023 Actual
Membership Count	433,386	370,947	16.8%	452,848	430,071	426,113	456,393

\* Includes IP + Observations

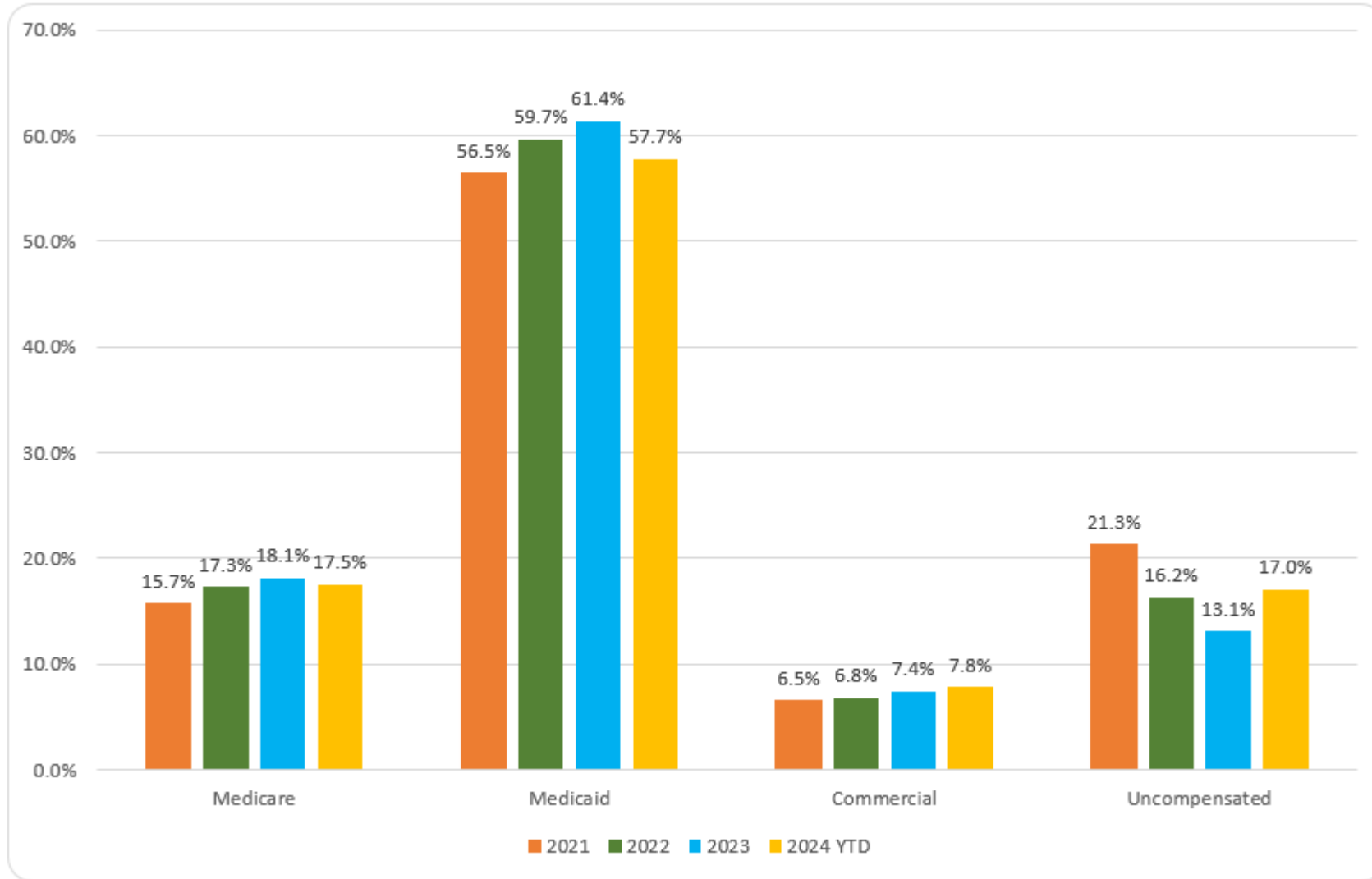
# Cook County Health

## Operating Trends





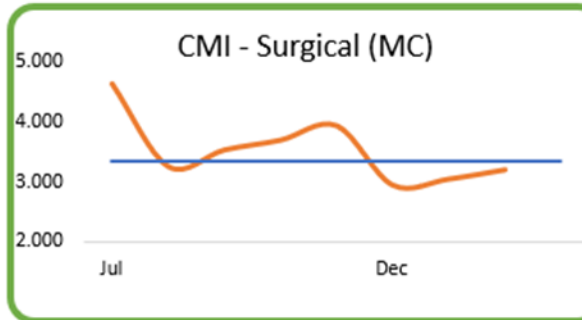
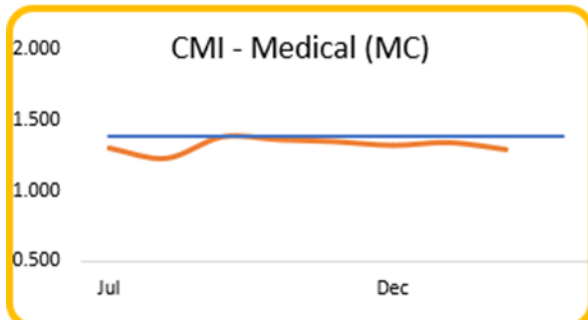
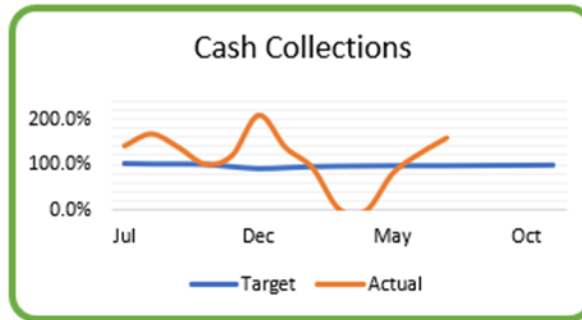
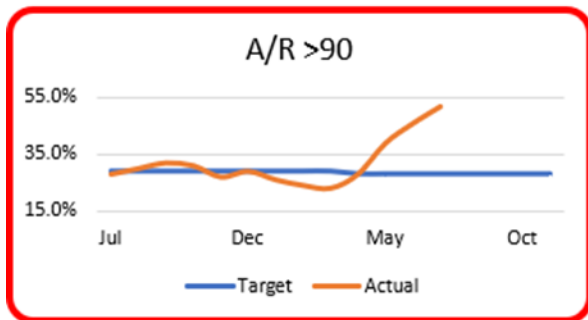
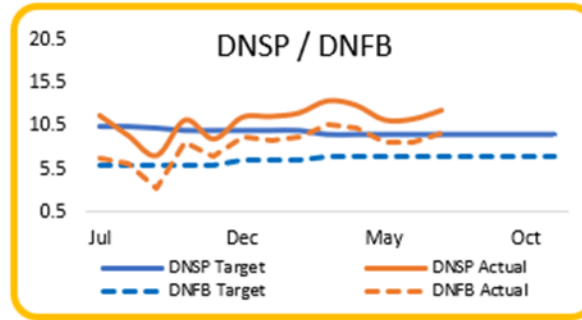
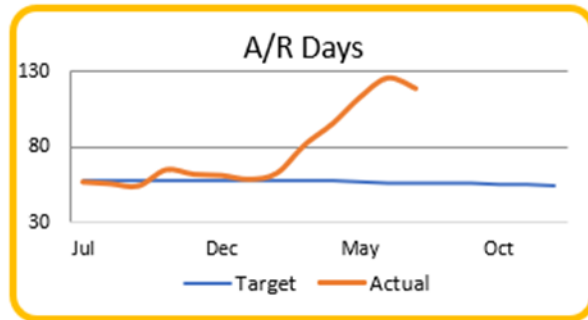
# YTD Payer Mix – YoY Comparison



## Commentary

- Jun-Jul Change:
  - Medicare: -0.01%
  - Medicaid: -0.07%
  - Commercial: +0.01
  - Uncompensated: +0.07
- May-Jun Change:
  - Medicare: +0.01%
  - Medicaid: -0.03%
  - Commercial: +0.00
  - Uncompensated: +0.02%
- Apr-May Change:
  - Medicare: -0.03%
  - Medicaid: -0.05%
  - Commercial: +0.02
  - Uncompensated: +0.06%

# Revenue Cycle KPI Trending



## Commentary:

- AR and Cash metrics off target due to the Change Healthcare cyber-attack that occurred on 2/21/24.
- Billing delayed approximately 8 weeks.
- As of July, 90% of our PFS operations are back up.
- Posting solution CCH uses to apply payments to the AR has not been reactivated by Change Health, therefore implementing a Cerner solution, HDX.
- \$175.0M in unposted cash as of 7/31/24.

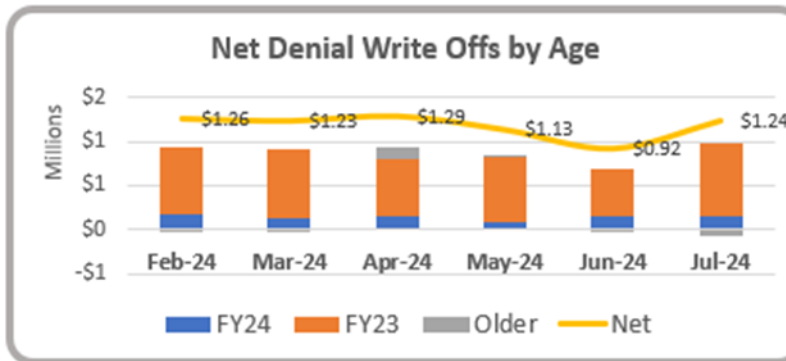
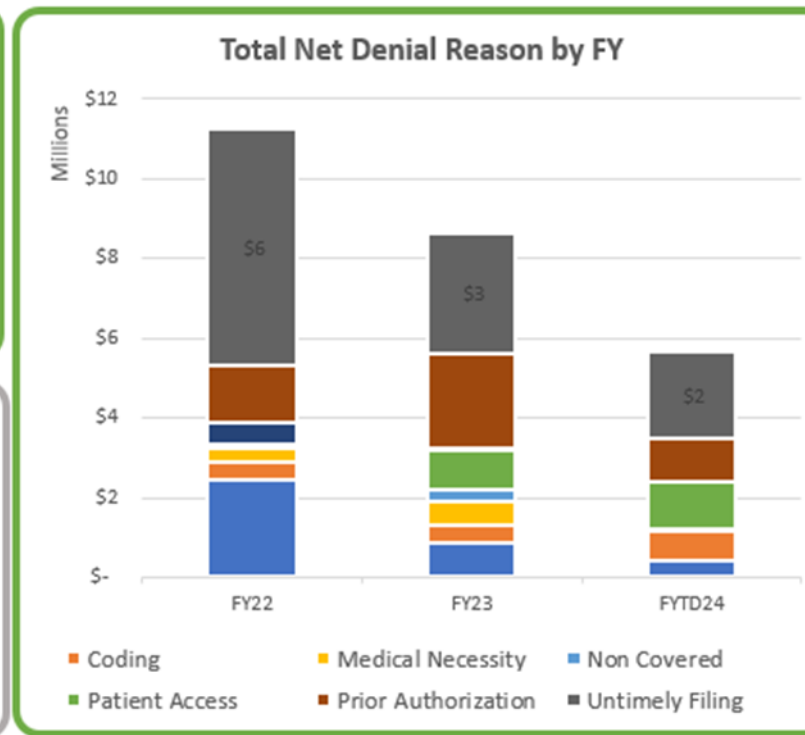
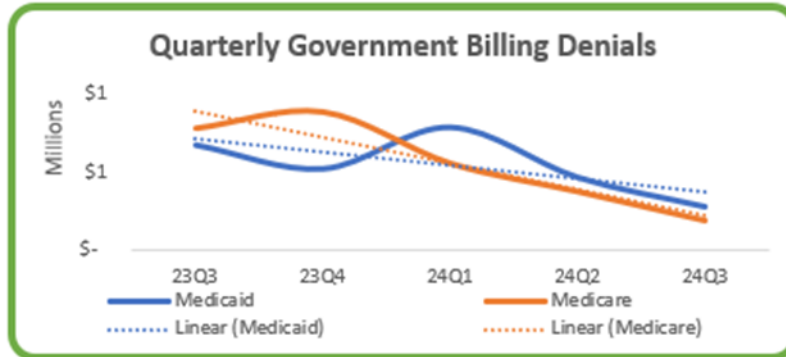
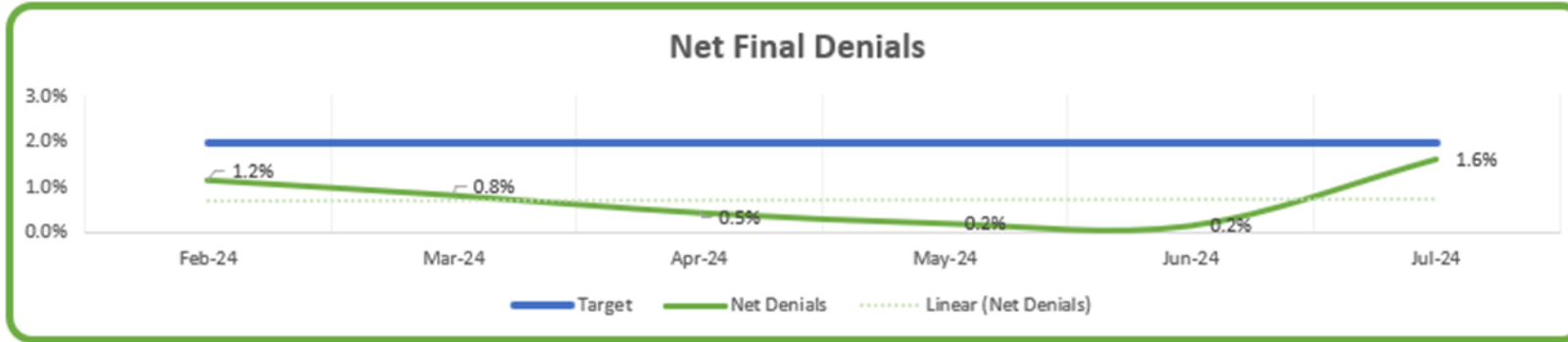
## Definitions:

**DNSP: Discharged Not Submitted to Payer** - Gross dollars from initial 837 claims held by edits in claims processing tool that have not been sent to payer.

**DNFB: Discharged Not Final Billed** - Gross dollars in A/R for all patient accounts (inpatient and outpatient accounts) discharged but not yet final billed for the reporting month. Refers to accounts in suspense (within bill hold days) and pending final billed status in the patient accounting system.

**CMI: Case Mix Index** - Represents the average diagnosis-related group (DRG) relative weight for that hospital. It is calculated by summing the DRG weights for all Medicare discharges and dividing by the number of discharges.

# Denial Focus & Trending



# Cook County Health

## 2024 Charitable & Public Program Expenditures






### Budget/Projection (\$000s)

	<u>2022 Actual</u> <u>Net Benefit</u>	<u>2023 Actual</u> <u>Net Benefit</u>	<u>2024 Budget</u> <u>Net Benefit</u>	<u>2024 Act/Proj</u> <u>Net Benefit</u>
<b><u>Charitable Benefits and Community Programs</u></b>				
Traditional Charity Care	\$ 122,499	\$ 105,040	\$ 112,011	\$ 166,062
Other Uncompensated Care	108,284	135,655	91,800	77,860
Cermak & JTDC Health Services	90,293	100,779	116,848	116,649
Department of Public Health	12,965	12,712	22,267	22,610
Other Public Programs & Community Services	66,321	66,321	71,600	71,600
<b>Totals</b>	<u>\$ 400,362</u>	<u>\$ 420,506</u>	<u>\$ 414,526</u>	<u>\$ 416,849</u>
% of Revenues *	36.9%	38.8%	30.3%	25.8%
% of Costs *	22.0%	23.1%	23.2%	24.1%

\* Excludes Health Plan Services

# Cook County Health

## Savings Initiatives: July 31, 2024

Current Activities in Progress	Budgeted FY24 Impact	YTD Achieved	Status
<b><u>Revenue Cycle:</u></b>			
Chargemaster Review/Changes	2,750,000	1,833,333	
Revenue Recovery	3,930,000	1,475,000	
Point of Service Collections	300,000	175,000	
<b><u>County Care:</u></b>			
Care Coordination Initiatives	3,000,000	2,000,000	
<b><u>Health System:</u></b>			
Vendor Contract Negotiations	2,020,000	1,346,667	
	<u>\$ 12,000,000</u>	<u>\$ 6,830,000</u>	57%
		Goal 8/12th	67%

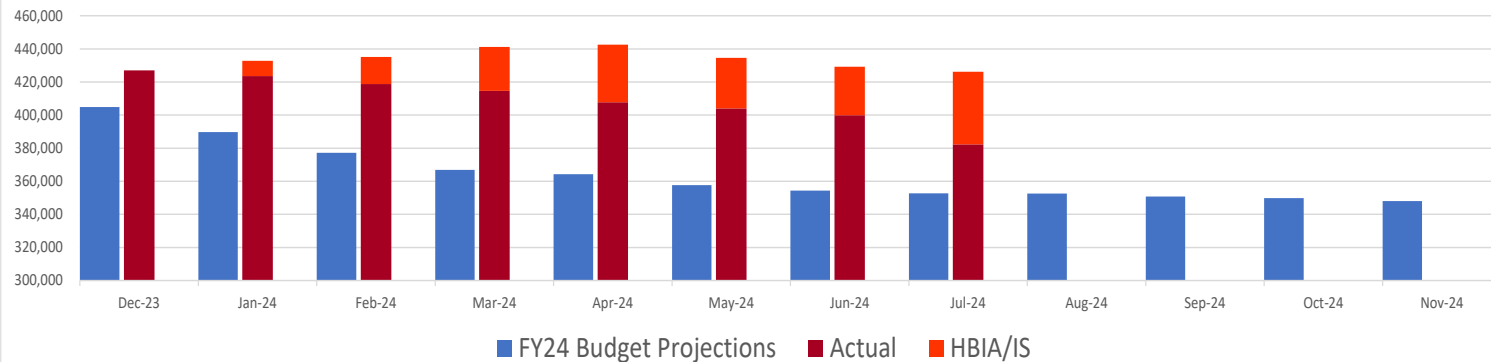
# Health Plan Services Financial Results – July 31, 2024

Dollars in 000s except PMPM amounts	FY2024 Actual	FY2024 Budget	Variance	%	Fy23 Actual
<b>Capitation Revenue</b>	\$2,252,151	\$1,794,988	\$457,162	25.47%	\$2,054,856
<b>Operating Expenses</b>					
Clinical - CCH	\$87,636	\$77,604	(\$10,032)	(12.93%)	\$81,687
Clinical - External	\$2,048,444	\$1,614,533	(\$433,911)	(26.88%)	\$1,867,060
Administrative	\$113,517	\$102,851	(\$10,667)	(10.37%)	\$101,326
<b>Total Expenses</b>	<b>\$2,249,598</b>	<b>\$1,794,988</b>	<b>(\$454,610)</b>	<b>(25.33%)</b>	<b>\$2,050,073</b>
<b>Operating Gain (Loss)</b>	<b>\$2,552</b>	<b>\$0</b>	<b>\$2,552</b>		<b>\$4,783</b>
<b>Activity Levels</b>					
Member Months	3,468,641	2,967,578	501,063	16.88%	3,628,521
Monthly Membership	426,113	352,719	73,394	20.81%	457,939
CCH CountyCare Member Months	281,243	N/A	N/A	N/A	334,045
CCH % CountyCare Member Months	8.11%	N/A	N/A	N/A	9.21%
<b>Operating Indicators</b>					
Revenue Per Member Per Month (PMPM)	\$649.29	\$604.87	\$44.42	7.34%	\$566.31
Clinical Cost PMPM	\$615.83	\$570.21	(\$45.62)	(8.00%)	\$537.06
Medical Loss Ratio (1)	93.8%	94.3%	0.45%	0.48%	93.9%
Administrative Cost Ratio	5.0%	5.7%	0.74%	12.98%	4.9%
Total FTEs	359	435	76		

## Commentary

- Total YTD member months are exceeding budget by 501,063 members.
- Revenue and claims expense are higher than budget due to higher than budgeted membership.
- CountyCare’s reimbursement to CCH for domestic spend is exceeding budget.
- Operating Gain of \$2.5M

CountyCare Membership



## Notes:

- (1) Medical Loss Ratio is a measure of the percentage of premium that a health plan spends on medical claims.

# Human Resources Metrics

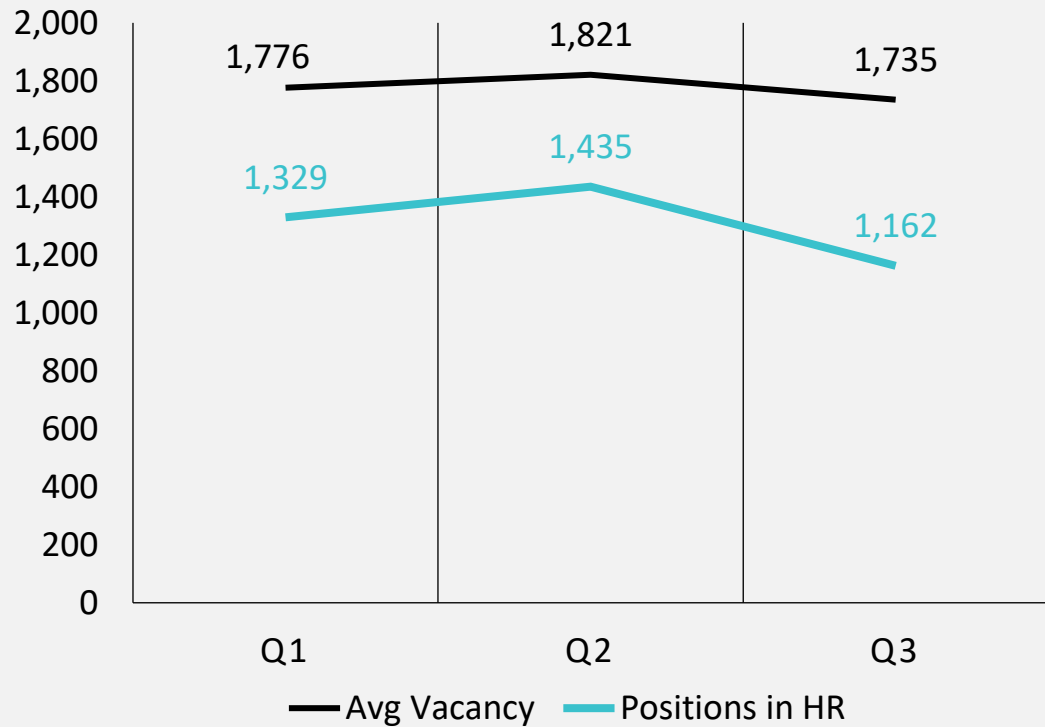
Presented to the Cook County Health Board on 9/19/24

# CCH HR Activity Report

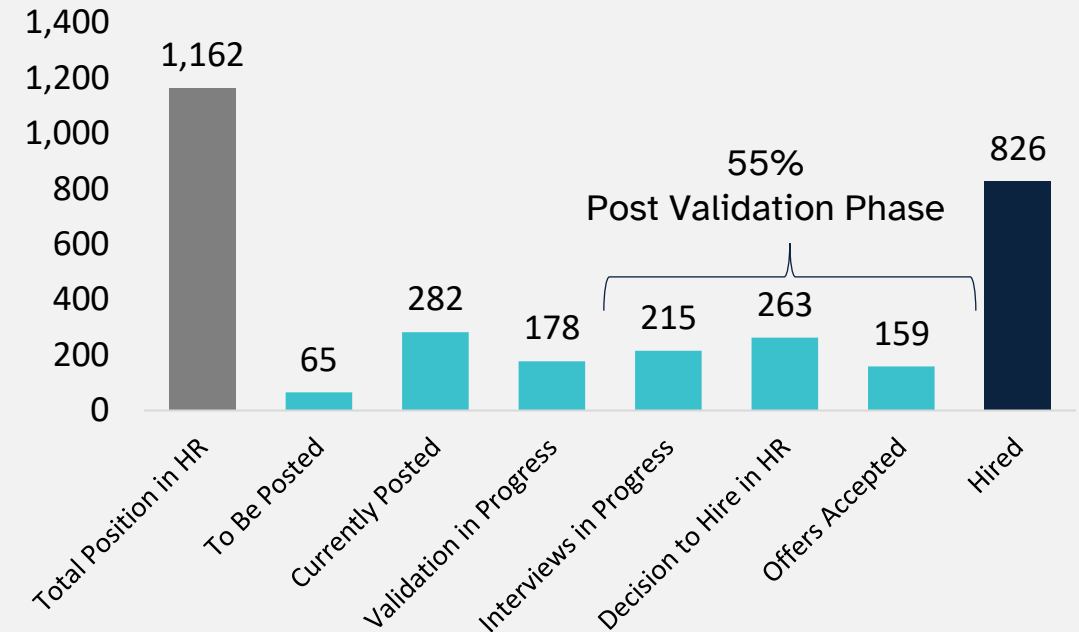
As of 08/31/2024



## Vacant Positions



## Positions in Process





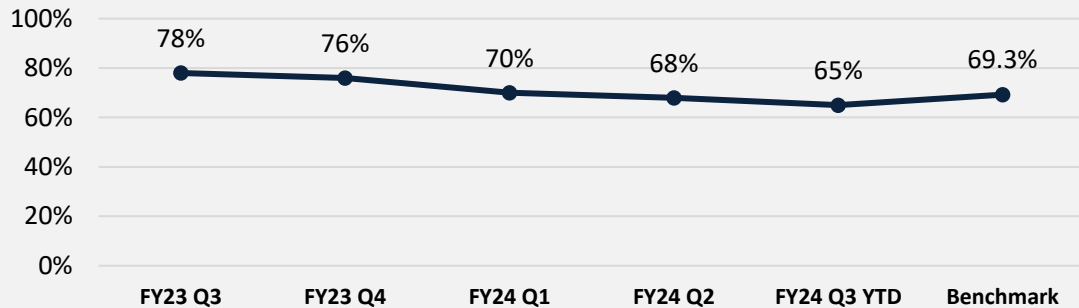


## Filled Positions

**826**

Total Filled Positions YTD

**65%** Offer Acceptance Ratio



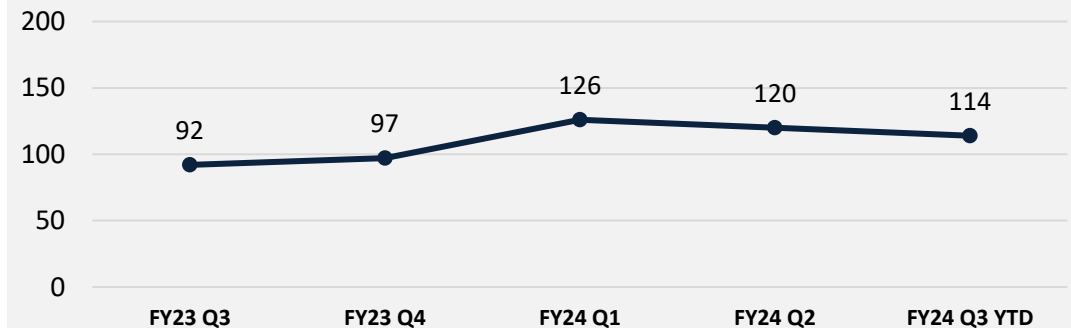
## External Filled Velocity

**557**

Total External Filled Positions

**+193** Net Gain

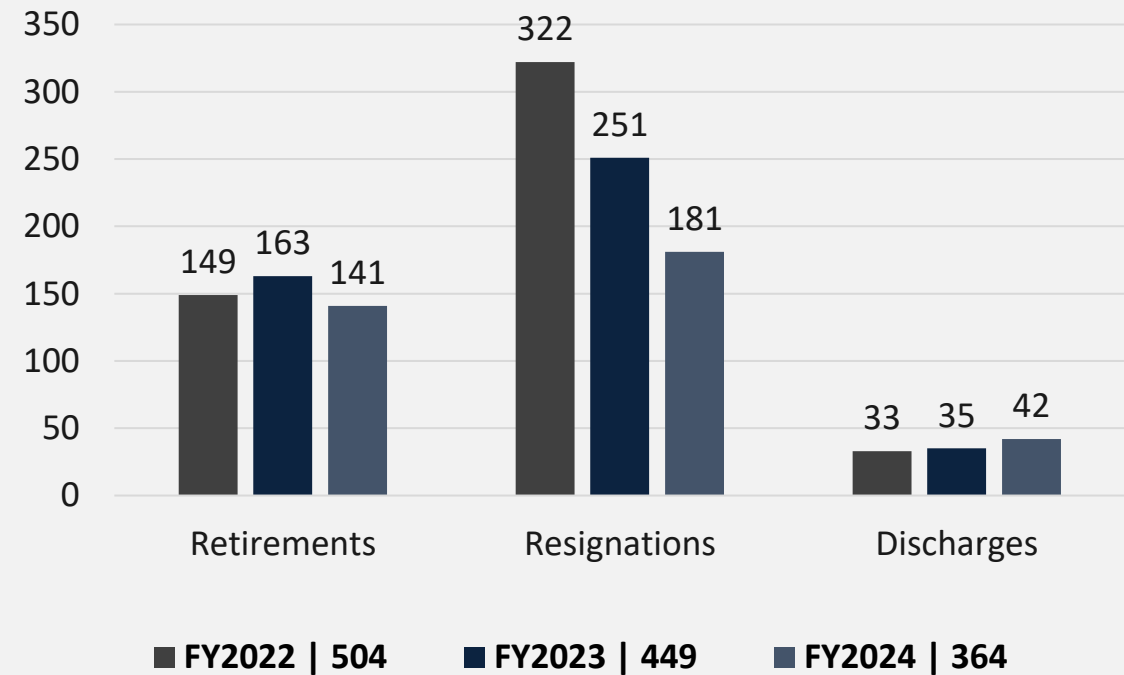
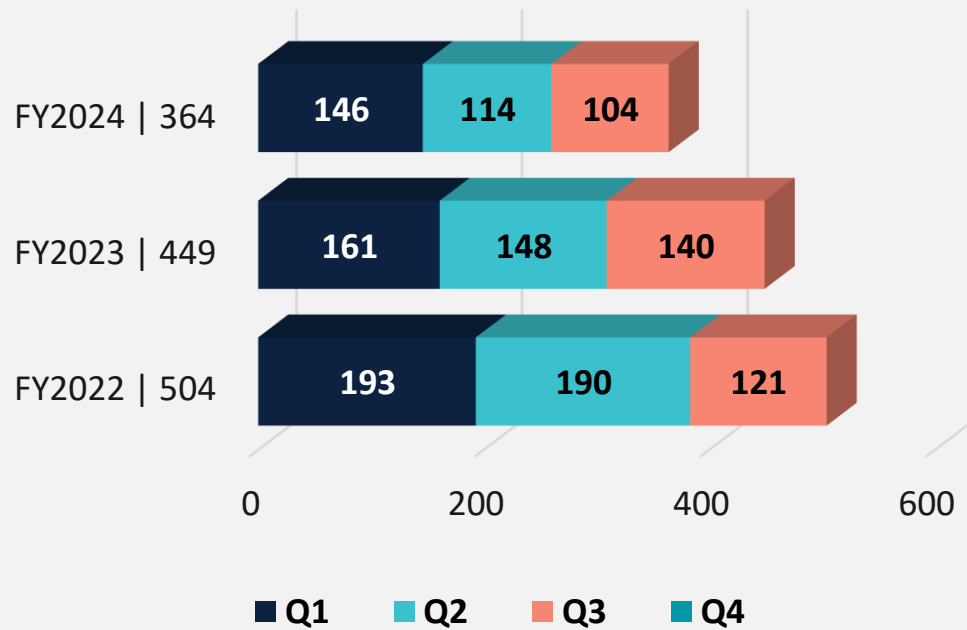
**114 days** Time to Fill





## Separations - Year to Date and Year Over Year

Separations FY24 YTD

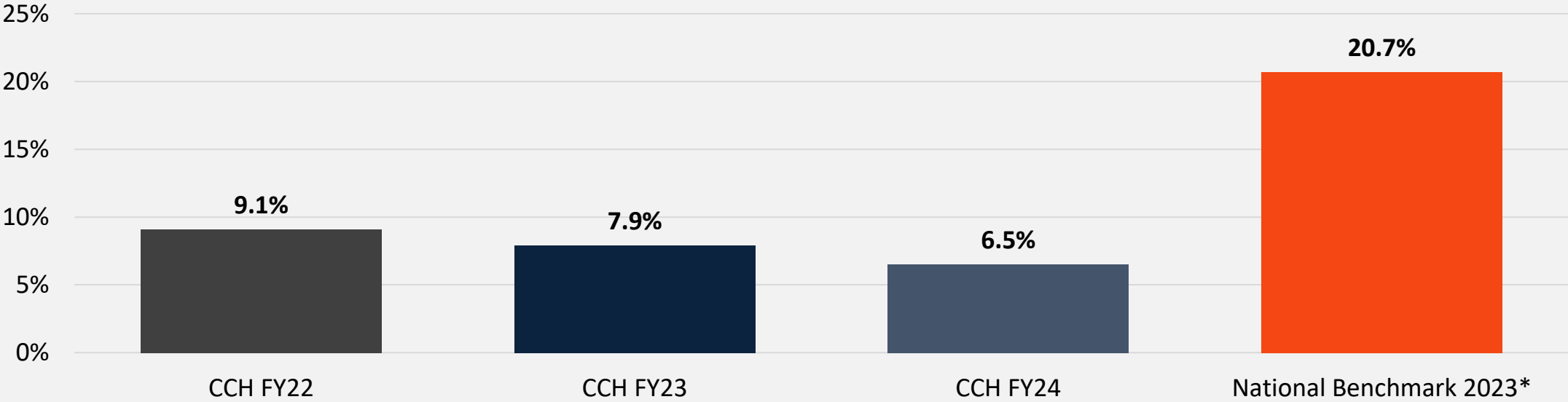


# CCH HR Activity Report

## Turnover

**6.5%** YTD turnover

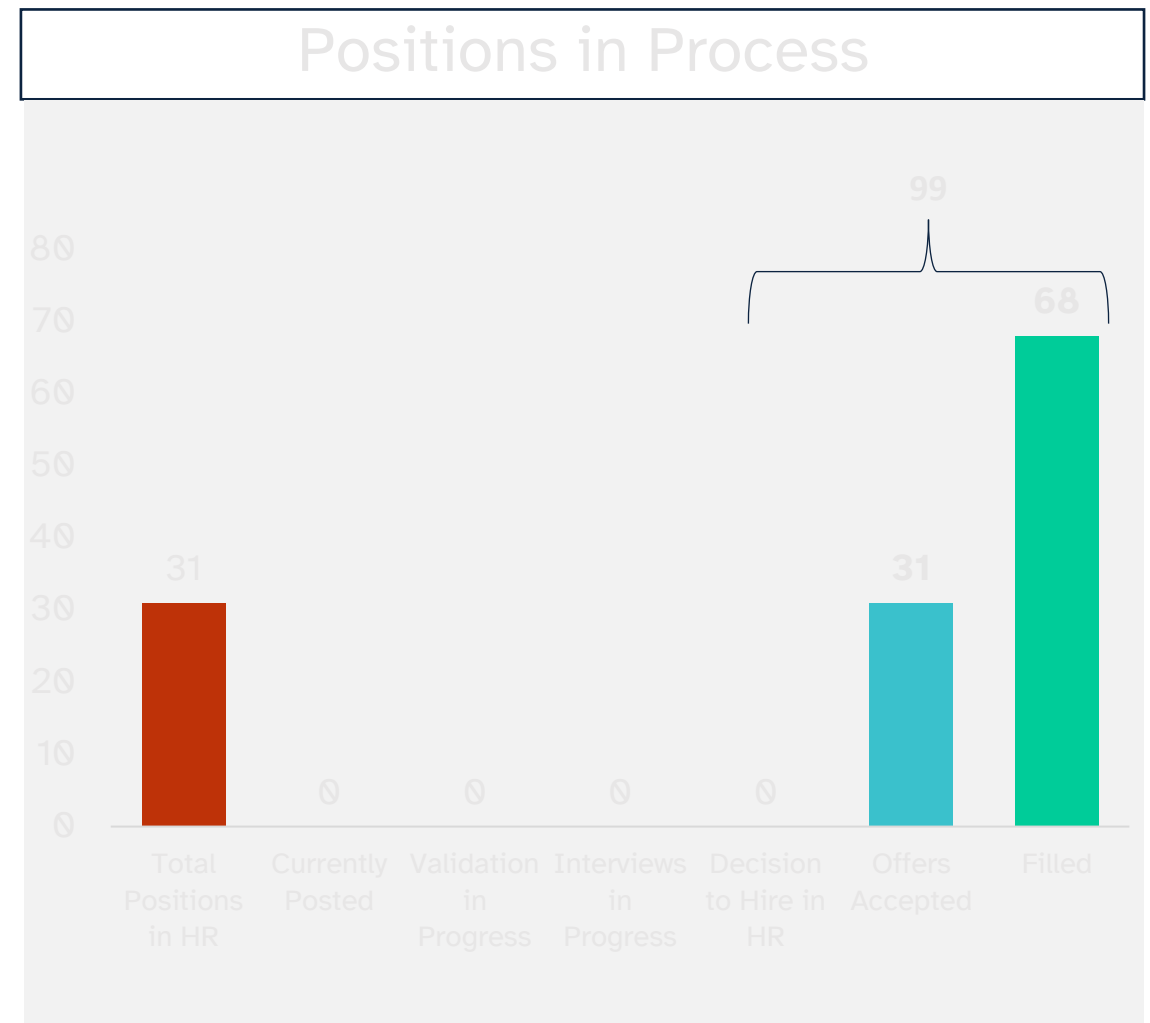
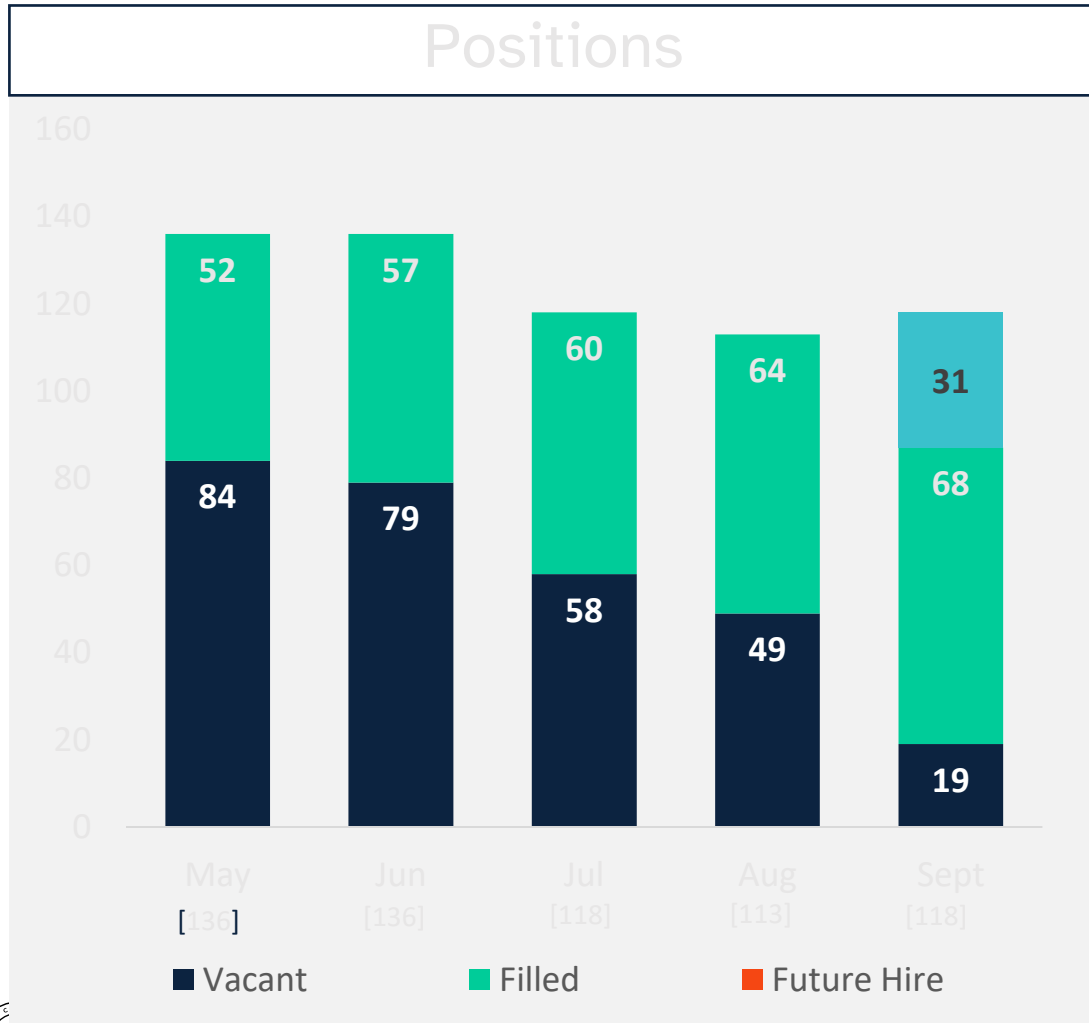
Year - To-Date Turnover Benchmark



# CCH HR Activity Report

## American Rescue Plan Act (ARPA)

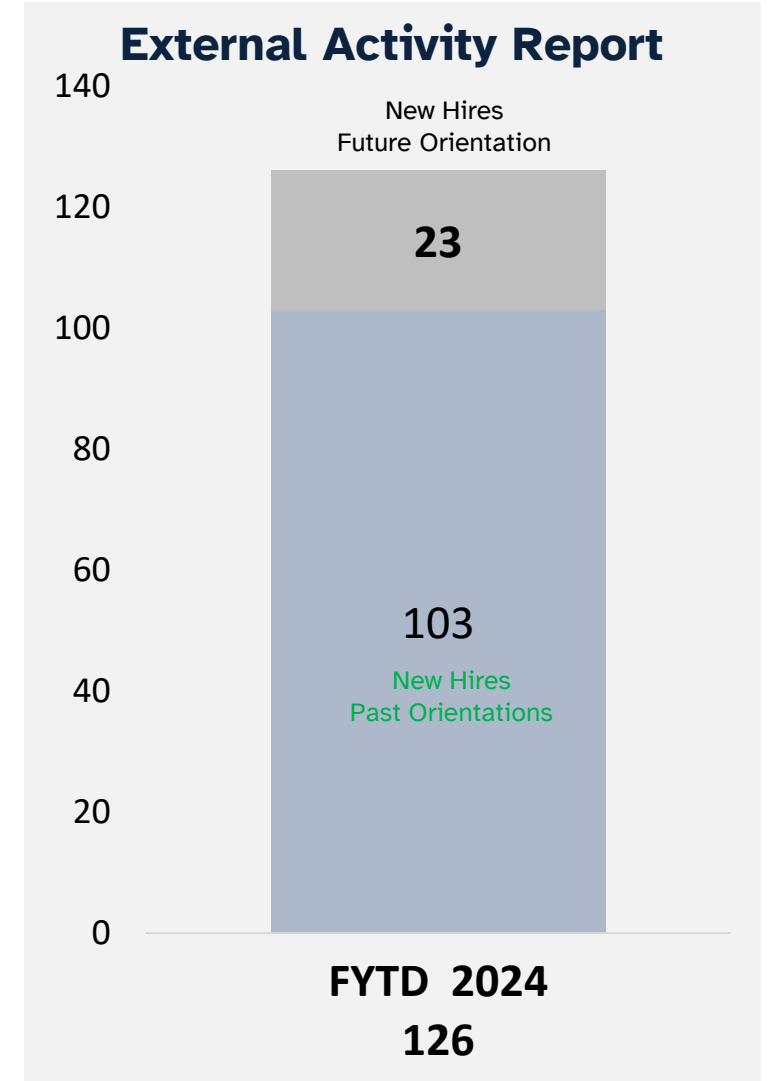
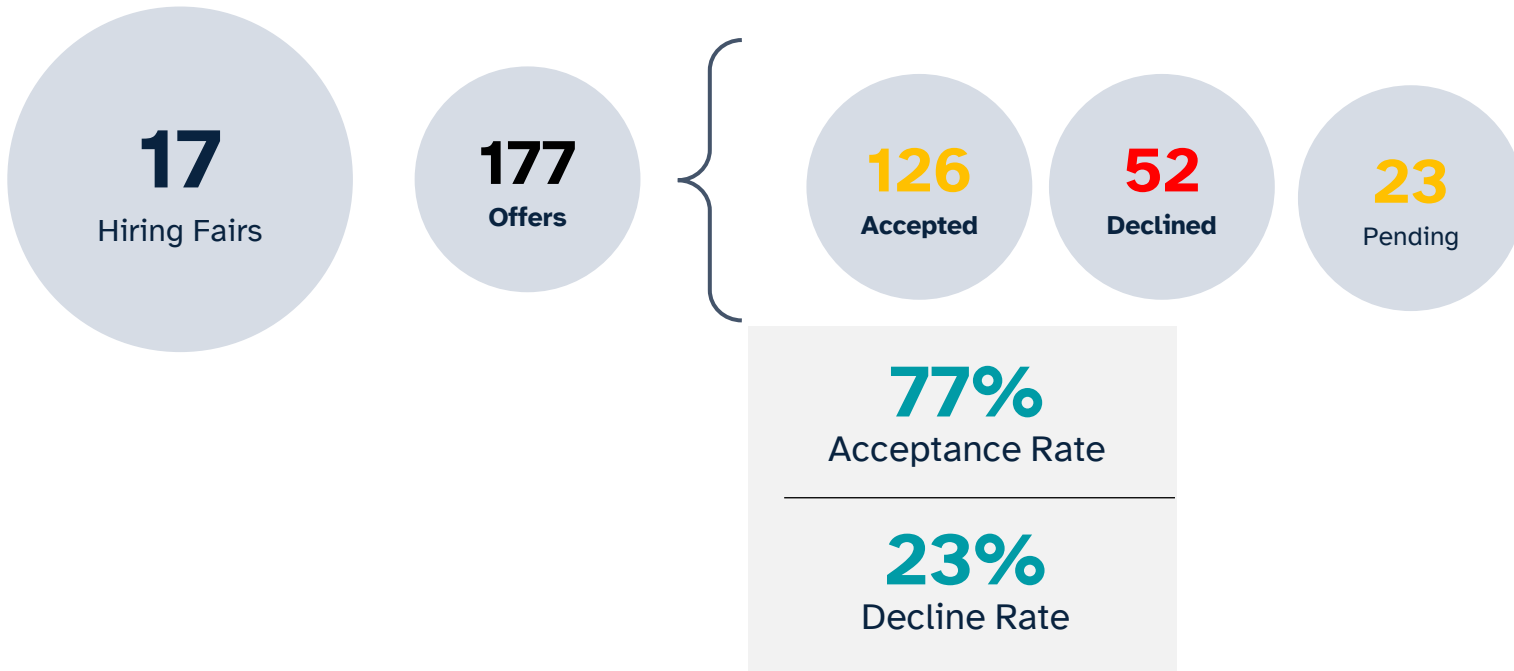
Thru 08/30/2024



# Hiring Fair Success

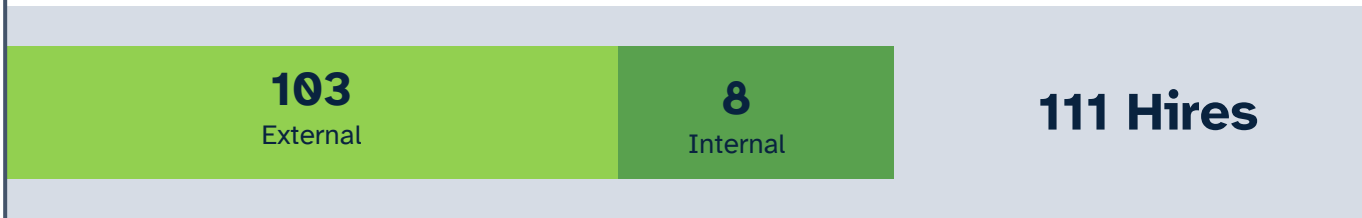
FY 2024 Timeframe: 12/1/2023 - 8/31/2024

Thru 08/31/2024



Hiring Fair  
Progress

As of 8/31/24

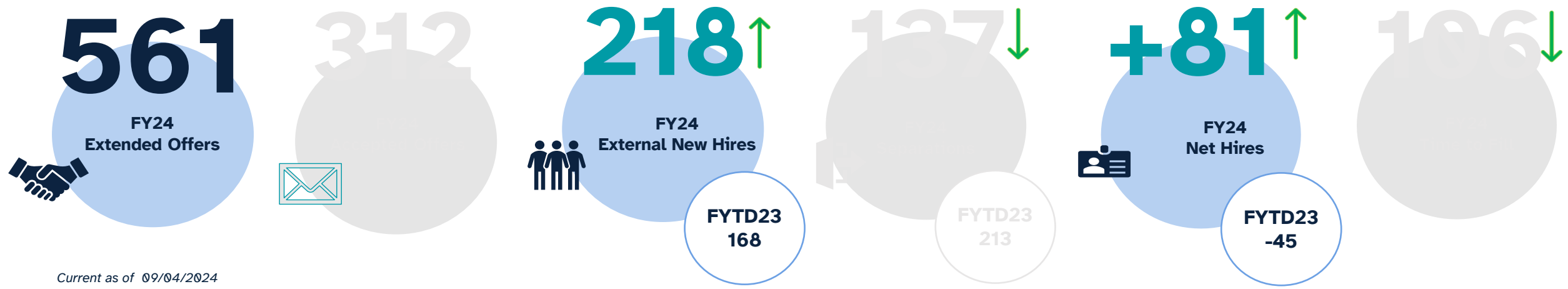


# Nursing Hiring Velocity & Attrition

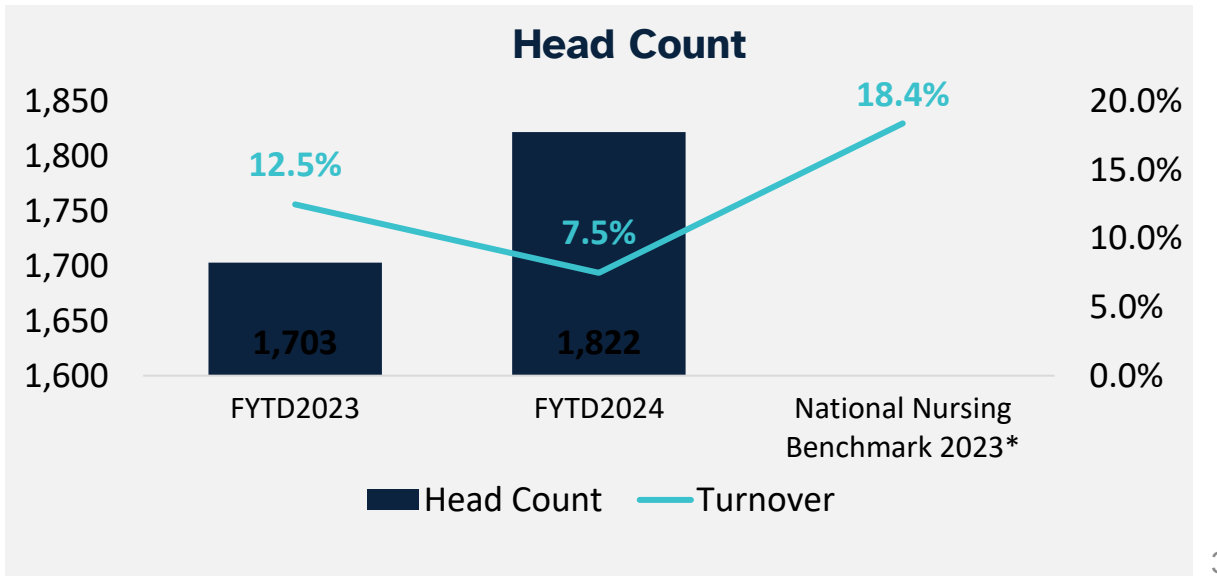
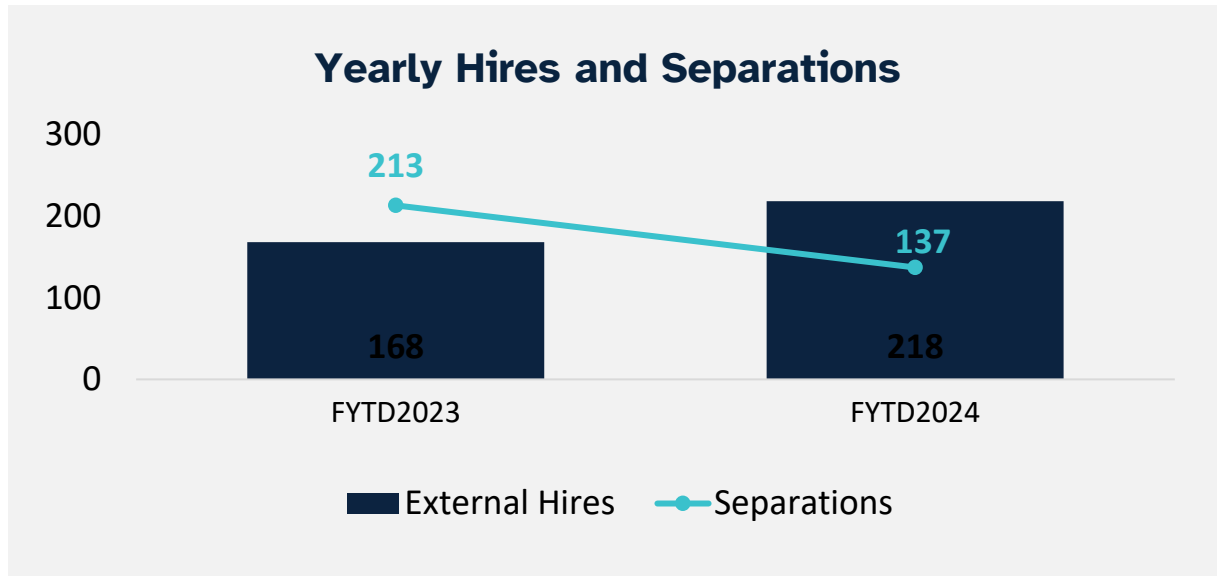


FY24 thru 08/31/24

Thru 08/31/2024



Current as of 09/04/2024

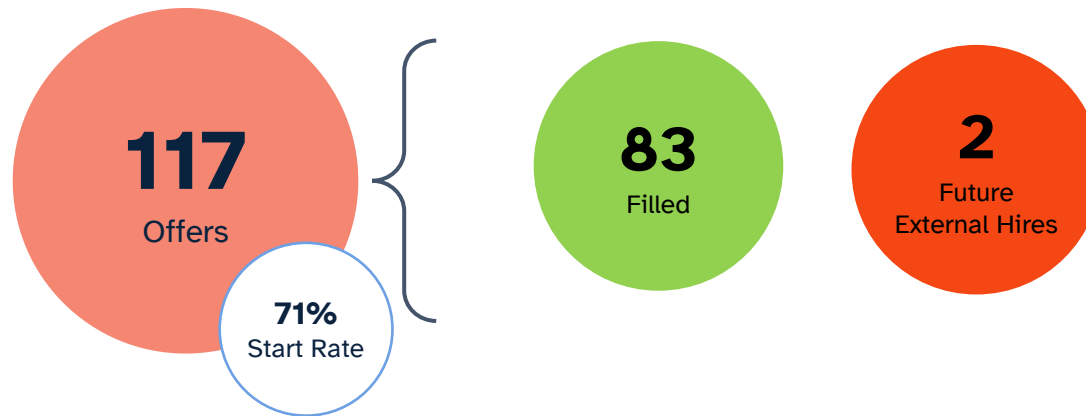


# Accelerated Nursing Hiring

Timeframe: 8/7/2023 – 8/31/2024

## Accelerated Nursing Hiring

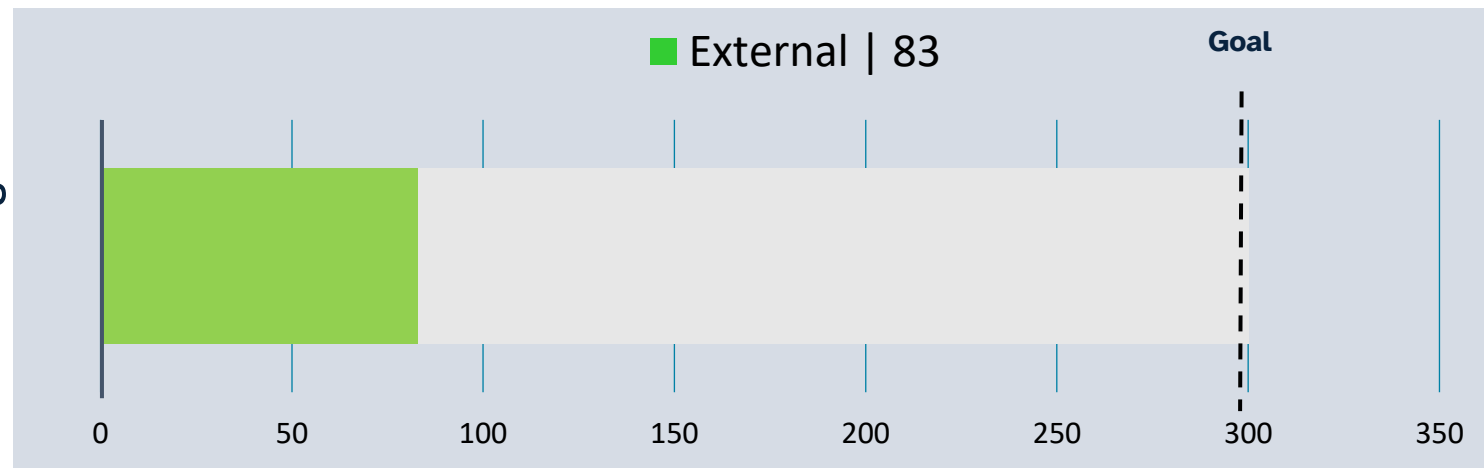
Current as of 09/23/2024



## Declinations



Nurse Hiring Progress

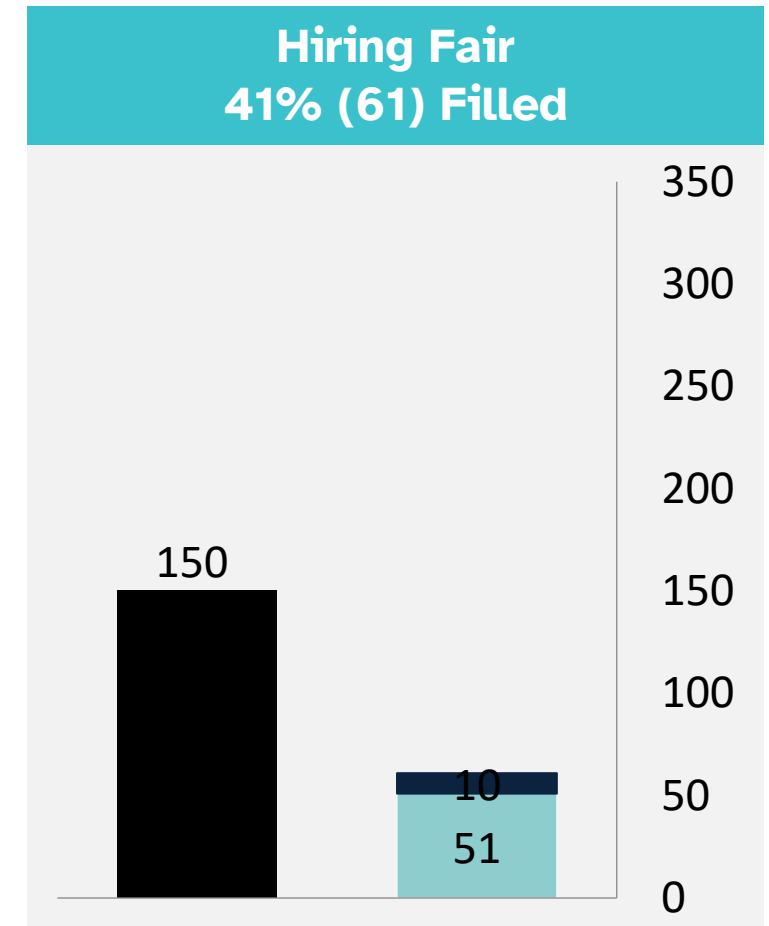
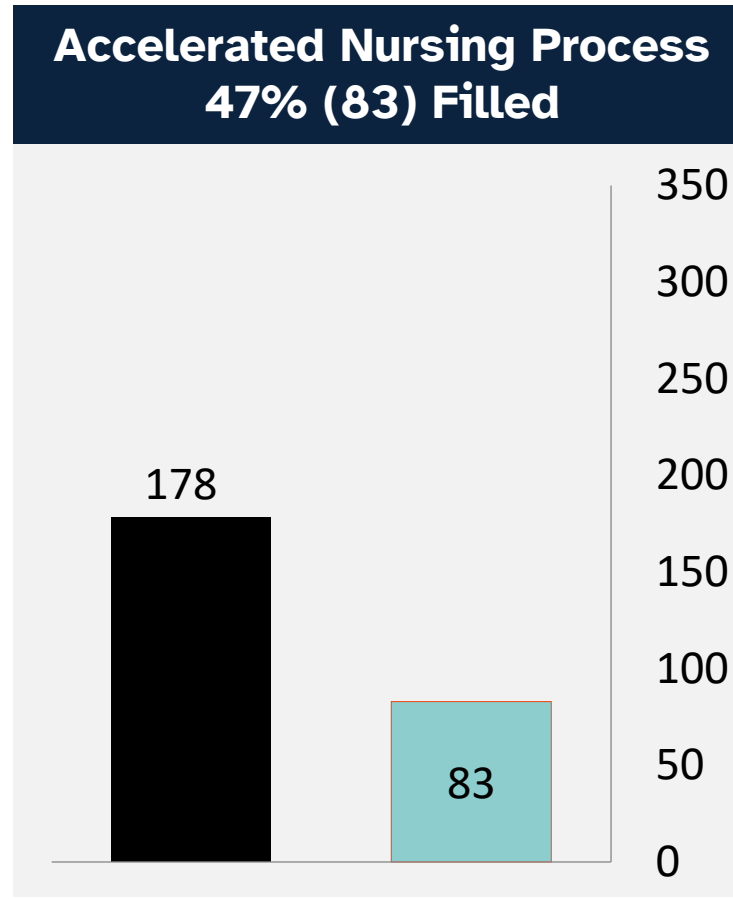
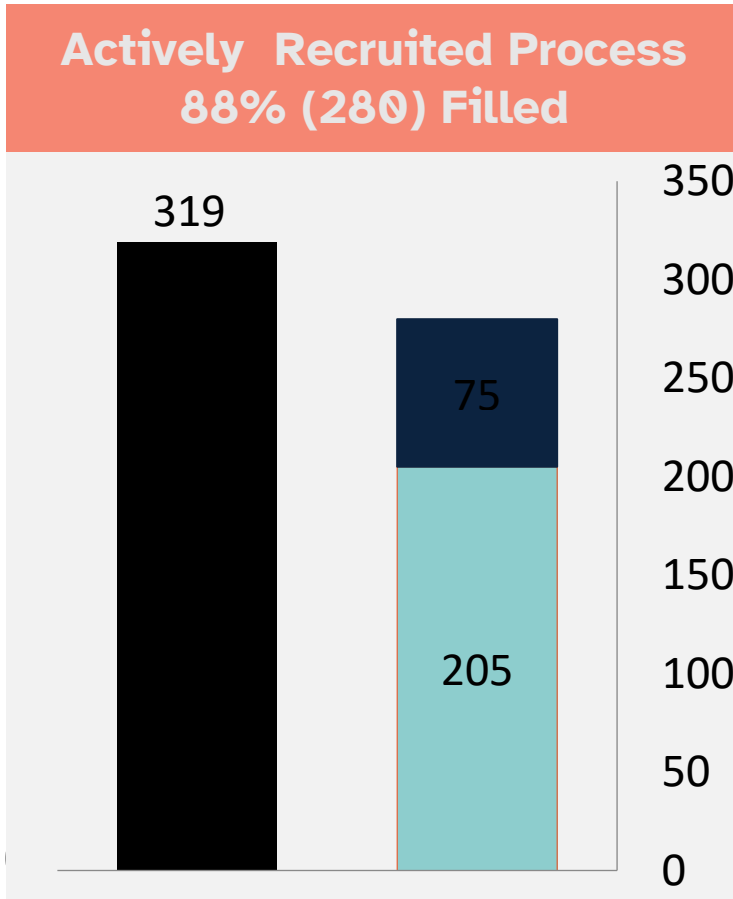


# Clinical Nurse Hiring

08/07/2023 to 08/31/2024

## Vacant vs. Filled By Process

■ Filled External ■ Filled Internal ■ Vacant





# Employee Benefits Comparison

Traditional	Cook County Health	Local 1	Local 2	Local 3
• Group Health Insurance	✓	✓	✓	✓
• Dental, Vision, Prescription	✓	✓	✓	✓
• HSA   Flexible Spending Account   Commuter	✓	✓	✓	✓
• Life Insurance	✓	✓	✓	✓
• Long & Short-Term Disability	✓	✓	✓	✓
• Employee Assistance Program	✓	✓	✓	✓
<b>Pension / Retirement</b>				
• Pension Plan	✓	✓	✓	✓
• Optional Defined Contribution Plan	457	401(k), 403 (b)	401 (K), 403 (b)	457, 403(b)

# Employee Benefits Comparison



Incentives	Cook County Health	Local 1	Local 2	Local 3
<ul style="list-style-type: none"> <li>• Sign On Bonus – RN Operating Room</li> </ul>	No BSN requires	\$12,000 – 1 <sup>st</sup> Shift Must attain a BSN within 5 years of hire/transfer date.	\$5,000 – 3 <sup>rd</sup> Shift BSN degree required within 3 years of hire date.	
<ul style="list-style-type: none"> <li>• Sign On Bonus – Medical Assistants</li> </ul>		\$2,000		
<ul style="list-style-type: none"> <li>• Employee Referral Bonus – RN</li> </ul>		\$3,000 Six months after hire		
Parental Leave				
<ul style="list-style-type: none"> <li>• Eligibility</li> </ul>	One (1) year (FMLA Eligible)	One (1) year	One (1) year	Upon Hire
-Time Allocated	Twelve (12) Weeks	Four (4) Weeks	Four (4) Weeks	Six (6) Weeks
-Paid Paternal Leave	Yes	No	Yes	Yes

# Employee Benefits Comparison

Paid Time Off (PTO)	Cook County Health	Local 1	Local 2	Local 3
• Vacation	15 Days (0-4 years of service) 20 Days (5-9 years of service) 25 Days (10 years of service)	10 Days per year Employees accrue PTO on a pay-period basis	20 PTO Days	12 Days (0-3 years of service) 15 Days (3-6 years of service) 18 Days (6-9 years of service) 21 Days (9-14 years of service) 25 Days (14 years of service)
• Sick	12 Days	6 Days	6.5 Days	12 Days
• Holidays	12 Days	7 Days	6 Days	12 Days
• Float Holiday	1 Day			2 Days

Additional	Cook County Health	Local 1	Local 2	Local 3
• Pet Health Insurance		√	√	√
• Emergency Employee Donated PTO Pool				√
• Shuttle bus service to and from train stations		√	√	
• Child Care		√	√	√

# Employee Benefits Comparison

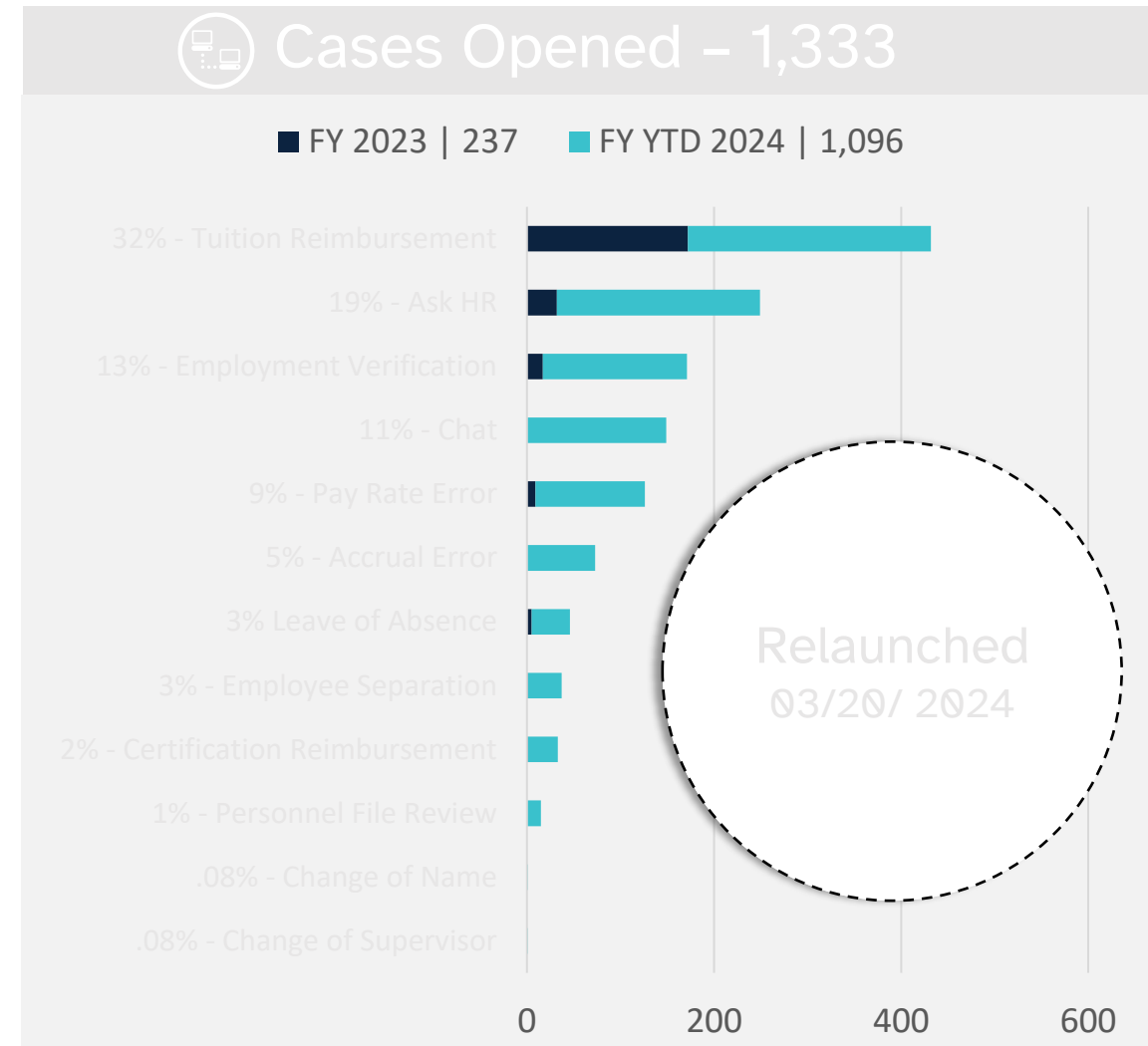
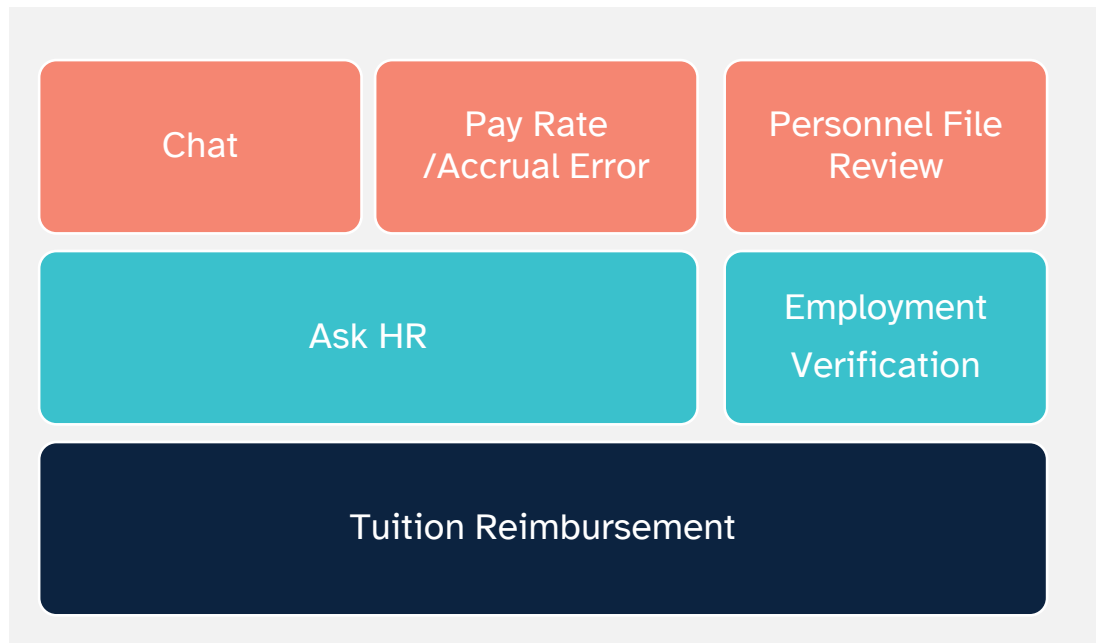
Tuition Assistance	Cook County Health	Local 1	Local 2	Local 3
• Tuition Reimbursement Nurses	100%	Reimbursement for classes up to an annual maximum per calendar year.	\$10,000 per year	√
• Tuition Assistance All Employees	\$1,400.00	Reimbursement for classes up to an annual maximum per calendar year.	\$10,000 per year	√
• Employee Development Funding	\$1,400.00		Up to \$1,000 per fiscal year	<p>\$30,000 is allocated each fiscal year to supplement departmental budgets</p> <p>Employees may receive up to \$2,500 per fiscal year</p> <p>Department must match up to \$1,000 per year</p>

# HR ServiceLink Solution

Thru 08/31/2024

## Employee Self Service Portal

- Promote accountability and best management practices
- Provide transparency and allow for trend analysis
- Through HR Service Link, employees have the capability to submit and report Human Resources cases such as:



# Managed Care Metrics

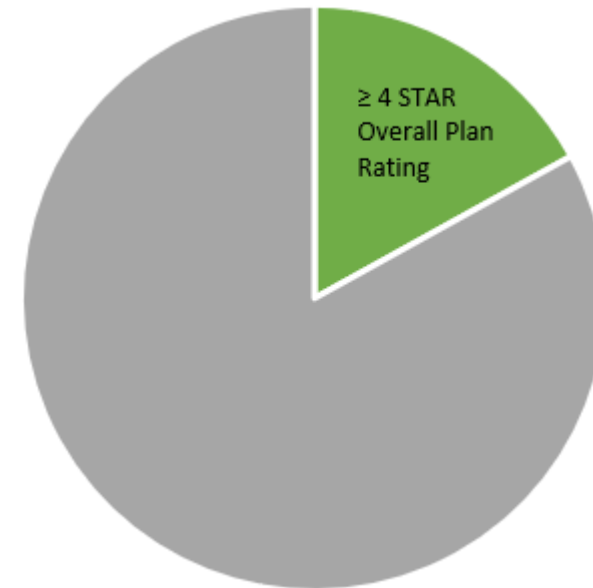
Presented to the Cook County Health Board on 9/19/24

# 2024 NCQA Health Plan Ratings



**CountyCare is proud to have achieved a 4-STAR overall plan rating in the 2024 NCQA Health Plan Ratings.**

- Only 20% of Medicaid health plans achieved a 4-STAR rating or higher in rating year 2024.
- CountyCare was one of only two Illinois Medicaid MCOs that received a 4-STAR overall plan rating in 2024.



# Current Membership

Monthly membership as of September 5<sup>th</sup>, 2024



COOK COUNTY  
HEALTH

Category	Total Members	ACHN Members	% ACHN
FHP	241,562	11,932	4.90%
ACA	105,203	11,982	11.40%
ICP	31,032	4,604	14.80%
MLTSS	9,537	-	0%
SNC	7,446	327	4.40%
HBIA	17,775	2,111	11.90%
HBIS	4,620	665	14.40%
<b>Total</b>	<b>417,175</b>	<b>31,621</b>	<b>7.60%</b>

**ACA:** Affordable Care Act

**FHP:** Family Health Plan

**ICP:** Integrated Care Program

**MLTSS:** Managed Long-Term Service and Support (Dual Eligible)

**SNC:** Special Needs Children

**HBIA/HBIS:** Health Benefit for Immigrant Adults/Seniors



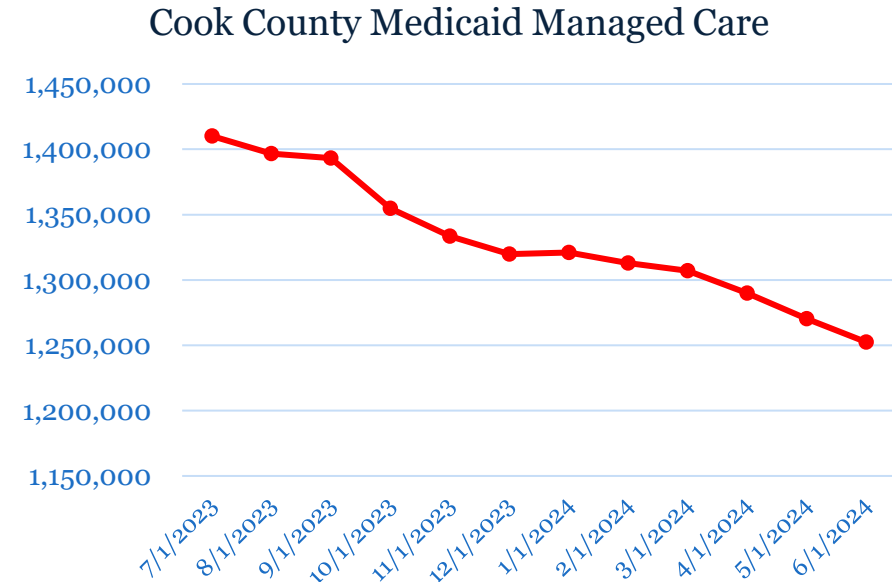
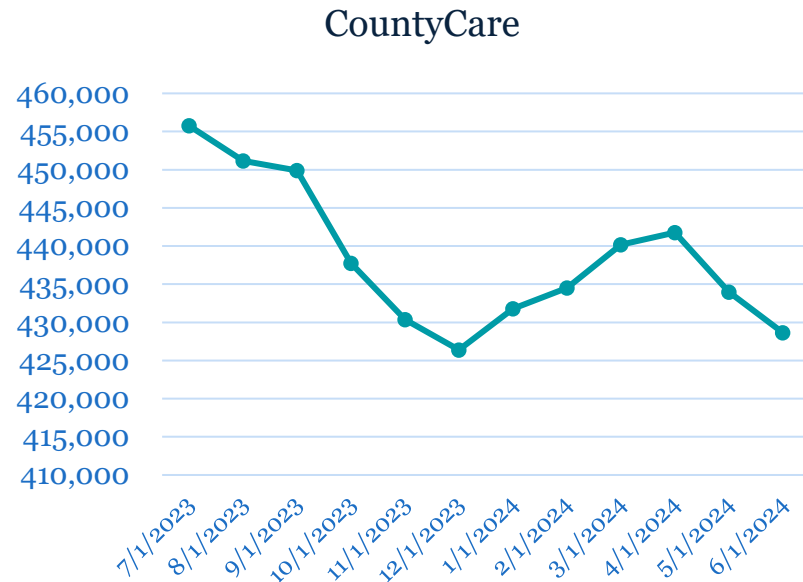
# Managed Medicaid Market

Illinois Department of Healthcare and Family Services June 2024 Data

Managed Care Organization	Cook County	Cook Market Share
*CountyCare	428,653	34.2%
Blue Cross Blue Shield	343,136	27.4%
Meridian (a WellCare Co.)	270,893	21.6%
IlliniCare (Aetna/CVS)	113,664	9.1%
Molina	87,147	7.0%
YouthCare	8,978	0.7%
<b>Total</b>	<b>1,252,471</b>	<b>100.0%</b>

\* Only Operating in Cook County

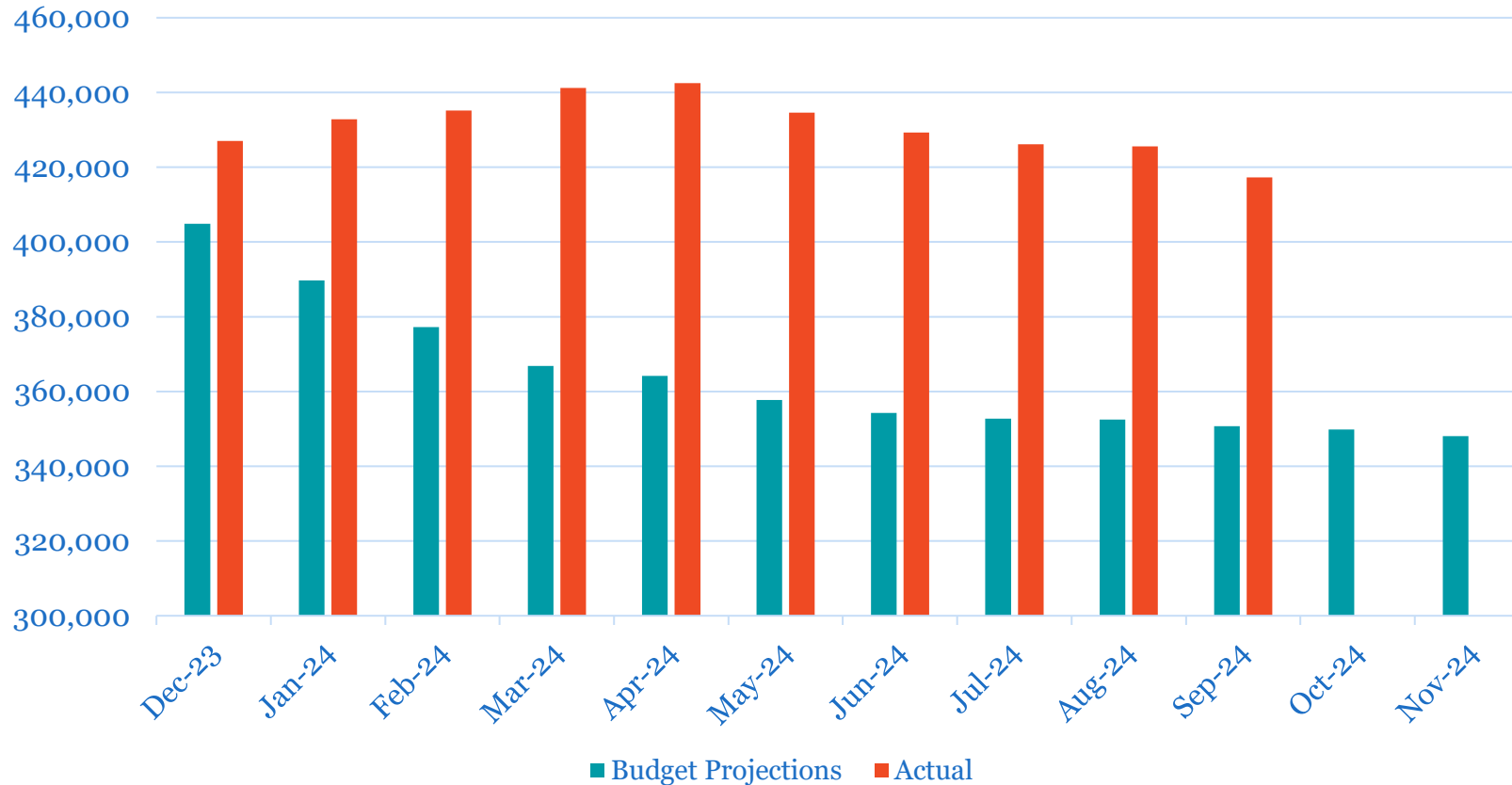
# IL Medicaid Managed Care Trend in Cook County (charts not to scale)



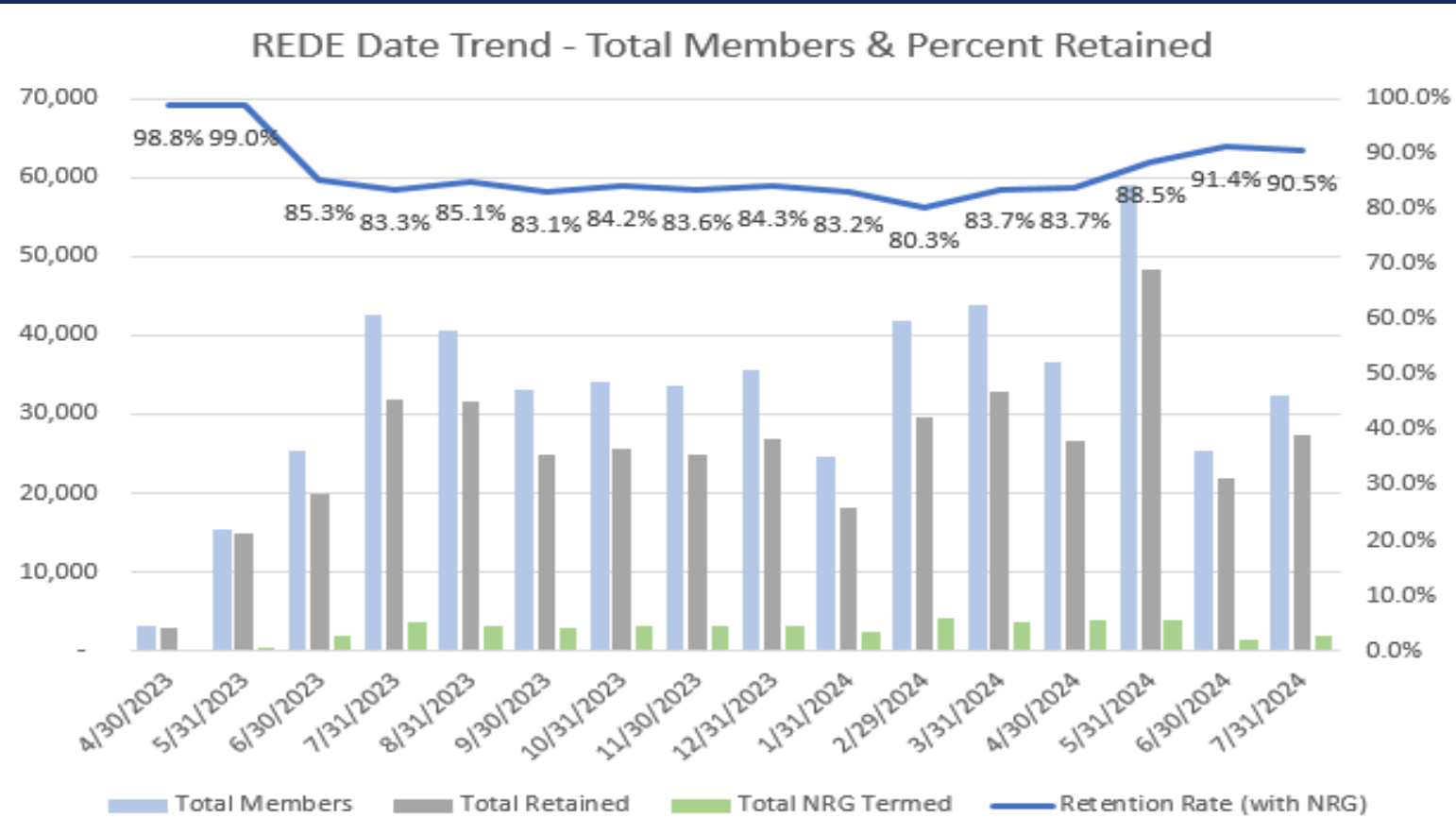
- CountyCare’s enrollment **decreased** 1.22% in June 2024 compared to the prior month, and is slightly lower than Cook County’s **decrease** of 1.40%

# FY 24 Budget | Membership

## CountyCare Membership



# REDE Retention



- Members with a 7/31/2024 redetermination date had an adjusted retention rate of 90.5% along with a significant decrease in REDE volume when compared to previous cohort

# Monthly membership as of September 5<sup>th</sup>, 2024

Category	Sep 2024 Membership	Aug 2024 Membership	Net Growth %
FHP	241,562	243,407	-0.76%
ACA	105,203	105,282	-0.08%
ICP	31,032	31,056	-0.08%
MLTSS	9,537	9,395	1.51%
SNC	7,446	7,394	0.70%
HBIA	17,775	21,963	-19.07%
HBIS	4,620	6,670	-30.73%
<b>Total</b>	<b>417,175</b>	<b>425,167</b>	<b>-1.88%</b>
HBIA/S	22,395	28,633	-21.79%

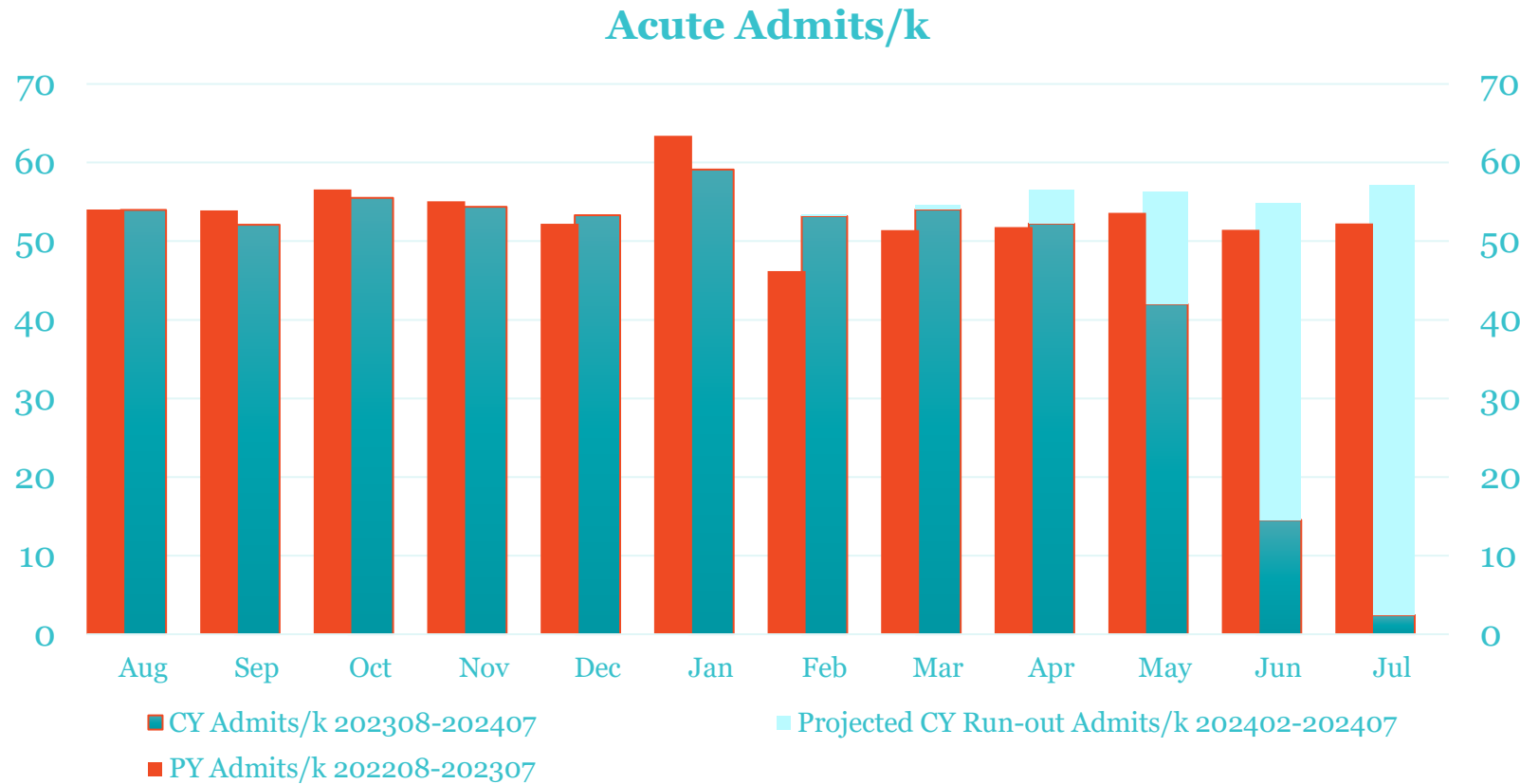
- Observed a 21.79% drop in HBI membership for September 2024, which is likely due to HBI membership up for REDE that did not successfully redetermine by the end of the extended grace period since July 2024

# Operations Metrics: Call Center & Encounter Rate



Key Metrics	State Goal	Performance		
		Jun 2024	Jul 2024	Aug 2024
<b>Member &amp; Provider Services Call Center Metrics</b>				
Inbound Call Volume	N/A	48,358	54,599	51,083
Abandonment Rate	< 5%	1.61%	1.28%	1.17%
Average Speed to Answer (minutes)	1:00	0:26	0:23	0:22
% Calls Answered < 30 seconds	> 80%	84.55%	83.21%	84.26%
<b>Quarterly</b>				
Claims/Encounters Acceptance Rate	98%	98%		

# Current v. Prior Year: IP Acute Admits/1000



Updated monthly, paid through July 2024  
 All acute and surgical cases + approved acute authorizations  
 Domestic admissions are not included since they do not require Prior Authorization

# Claims Payments



## Received but Not Yet Paid Claims

Aging Days	0-30 days	31-60 days	61-90 days	91+ days	Grand Total
Q1 2020	\$ 109,814,352	\$ 53,445,721	\$ 46,955,452	\$ 9,290,569	\$ 219,506,093
Q2 2020	\$ 116,483,514	\$ 41,306,116	\$ 27,968,899	\$ 18,701,664	\$ 204,460,193
Q3 2020	\$ 118,379,552	\$ 59,681,973	\$ 26,222,464	\$ 71,735	\$ 204,355,723
Q4 2020	\$ 111,807,287	\$ 73,687,608	\$ 61,649,515	\$ 1,374,660	\$ 248,519,070
Q1 2021	\$ 111,325,661	\$ 49,497,185	\$ 4,766,955	\$ 37,362	\$ 165,627,162
Q2 2021	\$ 131,867,220	\$ 49,224,709	\$ 566,619	\$ 213,967	\$ 181,872,515
Q3 2021	\$ 89,511,334	\$ 25,733,866	\$ 38,516	\$ 779,119	\$ 116,062,835
Q4 2021	\$ 125,581,303	\$ 90,378,328	\$ 112,699	\$ 1,114,644	\$ 217,186,974
Q1 2022	\$ 144,241,915	\$ 12,166,101	\$ 2,958,928	\$ 2,183,828	\$ 161,550,772
Q2 2022	\$ 120,267,520	\$ 735,088	\$ 2,476,393	\$ 4,676,897	\$ 128,155,898
Q3 2022	\$ 105,262,634	\$ 16,617,110	\$ 59,407	\$ 15,171	\$ 121,954,322
Q4 2022	\$ 142,815,499	\$ 62,495,024	\$ 2,403,391	\$ 2,056,097	\$ 209,770,011
Q1 2023	\$ 110,831,299	\$ 7,841,360	\$ 3,067,736	\$ 443,885	\$ 122,184,280
Q2 2023	\$ 149,387,487	\$ 31,299,177	\$ 1,319,945	\$ 346,575	\$ 182,353,184
Q3 2023	\$ 191,389,015	\$ 38,673,162	\$ 743,469	\$ 97,943	\$ 230,903,588
Q4 2023	\$ 181,111,957	\$ 75,730,673	\$ 1,511,954	\$ 20,819	\$ 258,375,403
Q1 2024	\$ 194,081,254	\$ 5,307,661	\$ 33,846,206	\$ 160,417	\$ 233,395,538
Q2 2024	\$ 187,157,359	\$ 89,900,410	\$ 14,514,430	\$ 124,785	\$ 291,696,984
Week of 9/1/2024	\$ 226,528,110	\$ 52,554,742	\$ 31,386,591	\$ 8,830,461	\$ 319,299,905

\*0-30 days is increased for an estimated \$80.5M of received but not adjudicated claims

\*Medical claims only-does not include pharmacy, dental, vision or transportation claims

\*The amounts in the table are clean claims



# Quality & Patient Safety Metrics

Presented to the Cook County Health Board on 9/19/2024

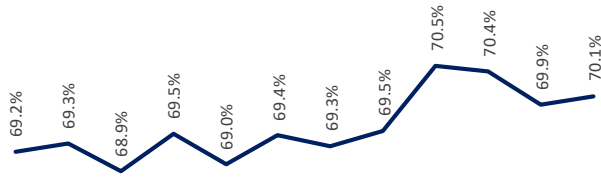


COOK COUNTY  
**HEALTH**

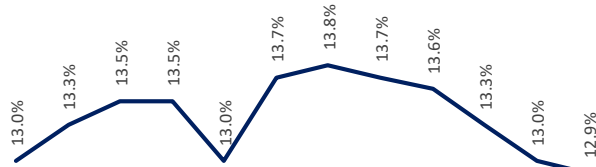
# Stroger Op Ex Steering Committee Dashboard

## Op Ex Steering Committee Dashboard for Stroger Hospital

Stroger Rolling 12-month % Top Box for Communication w/ Nursing Domain

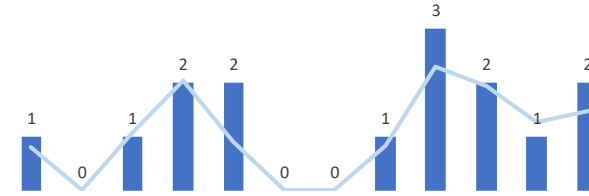


Stroger Rolling 12-month Survey Response Rate

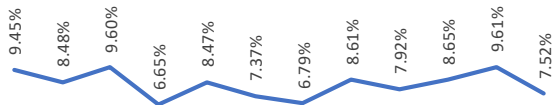


data is refreshed often due to survey returns up to year after sent.

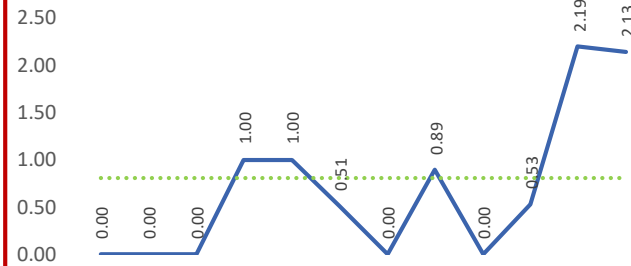
Stroger Volume of PSI-12 - Perioperative Pulmonary Embolism or Deep Vein Thrombosis



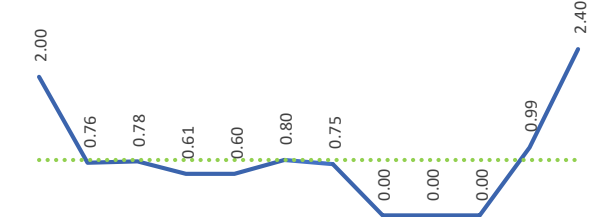
Stroger Monthly All Cause Readmissions Same Hospital



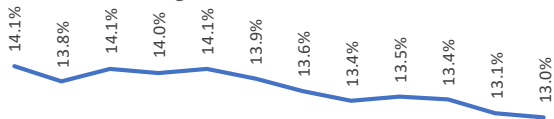
Stroger Monthly CAUTI SIR



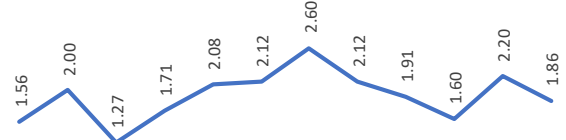
Stroger Monthly CLABSI SIR



Stroger Rolling 12-month All Cause Readmissions including Readmissions Elsewhere



Stroger Monthly GMLOS Variance



**Legend**

Not meeting Target and no improvement from baseline performance	Not meeting target but improving from Baseline	Met Goal	Met Stretch Target
---	--	----------	--------------------

**Data sources:** Patient Experience from Press Ganey; HAIs-Infection Control Dept; VTE PSI - Vizient; Readmissions - Vizient & Illinois Hospital Association; CMI-Vizient

**Author:** J. Rozenich, BS, MBA

\* Survey Responses are refreshed retroactively up to 6-8 months back

\*\*IHA data is updated quarterly



# Stroger Op Ex Steering Committee Dashboard

Op Ex Steering Committee Dashboard for Stroger Hospital																			
DOMAIN WORKGROUPS		Metrics																	
<b>PATIENT EXPERIENCE</b>		Target	Stretch Target	Baseline	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	2023	YTD 2024	% in change
Rolling 12-month % Top Box for Comm. w/ Nursing Domain		73.00%	77.00%	69.30%	69.17%	69.30%	68.86%	69.45%	68.97%	69.43%	69.27%	69.51%	70.53%	70.44%	69.91%	70.05%	69.46%	69.48%	0.03%
Monthly % Top Box for Comm. w/ Nursing Domain		73.00%	77.00%	69.30%	76.00%	73.45%	66.51%	69.28%	61.43%	70.34%	75.59%	72.48%	73.20%	66.11%	66.78%	68.44%			
		Target	Stretch Target	Baseline	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	2023	YTD 2024	% in change
Rolling 12-month Survey Response Rate*		15.00%	16.00%	13.60%	13.00%	13.30%	13.50%	13.50%	13.00%	13.70%	13.80%	13.70%	13.60%	13.30%	13.00%	12.90%	13.70%	12.30%	-10.22%
Monthly Survey Response Rate*		15.00%	16.00%	13.60%	13.50%	16.40%	14.30%	14.50%	11.00%	12.70%	12.70%	13.40%	13.40%	12.30%	10.30%	11.60%			
* still updating survey returns *																			
<b>CLINICAL OUTCOMES</b>		Target	Stretch Target	2023	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	2023	YTD 2024	% in change
Monthly Volume of CLABSI				11	2	1	1	1	1	1	1	0	0	0	1	3	11	6	
SIR Rate CLABSI		0.8	n/a	0.76	2.00	0.76	0.78	0.61	0.60	0.80	0.75	0.00	0.00	0.00	0.99	2.40	0.76	0.67	-11.84%
		Target	Stretch Target	2023	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	2023	YTD 2024	% in change
Monthly Volume of CAUTI				11	0	0	0	2	2	1	0	2	0	1	4	2	11	10	
SIR Rate CAUTI		0.8	n/a	0.47	0.00	0.00	0.00	1.00	1.00	0.51	0.00	0.89	0.00	0.53	2.19	2.13	0.47	0.70	48.94%
		Target	Stretch Target	Baseline	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	2023	YTD 2024	% in change
Monthly Volume of VTE PSI-12		<=7	0	14	1	0	1	2	2	0	0	1	3	2	1	2	13	9	
Observed over Expected Ratio PSI-12					0.80	0.00	1.06	2.04	0.90	0.00	0.00	0.82	2.29	1.94	1.26	1.46	0.94	1.07	13.83%
<b>READMISSIONS</b>		Target	Stretch Target	Baseline	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	April	May-24	Jun-24	2023	YTD 2024	% in change
Rolling 12-month All Cause, All Payer, All Age - Readmissions Rate - CMS Definition Same Hospital		8.40%	8.00%	9.40%	9.28%	9.19%	9.20%	8.89%	8.91%	8.76%	8.52%	8.55%	8.42%	8.40%	8.33%	8.27%	8.76%	8.20%	-6.39%
Monthly All Cause, All Payer, All Age - Readmissions Rate - CMS Definition Same Hospital		8.40%	8.00%	9.40%	9.45%	8.48%	9.60%	6.65%	8.47%	7.37%	6.79%	8.61%	7.92%	8.65%	9.61%	7.52%			
		Target	Stretch Target	Baseline	4/22-3/23	5/22-4/23	6/22-5/23	7/22-6/23	8/22-7/23	9/22-8/23	10/22-9/23	11/22-10/23	12/22-11/23	1/23-12/23	2/23-1/24	3/23-2/24	2023	YTD 2024	% in change
IHA Rolling 12-Month All Cause All Payer - Readmissions including other hospitals **		13.00%	12.00%	14.00%	14.13%	13.80%	14.09%	14.00%	14.08%	13.86%	13.59%	13.38%	13.47%	13.41%	13.13%	13.03%	13%	11%	-20.58%
<b>THROUGHPUT</b>		Target	Stretch Target	Baseline	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	2023	YTD 2024	% in change
Monthly GMLOS Avg Variance in days, excluding patients >30 days LOS		1.23	0.73	1.73	1.56	2.00	1.27	1.71	2.08	2.12	2.60	2.12	1.91	1.60	2.20	1.86	1.59	2.06	29.56%

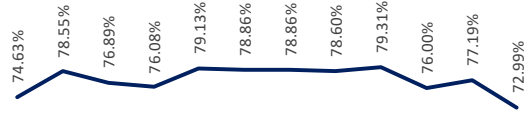


Legend	Not meeting Target and no improvement from baseline performance	Not meeting target but improving from Baseline	Met Goal	Met Stretch Target
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# Provident Op Ex Steering Committee Dashboard

## Op Ex Steering Committee Dashboard for Provident Hospital

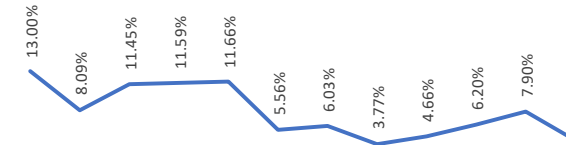
Provident Rolling 12-month % Top Box for Communication w/ Nursing Domain



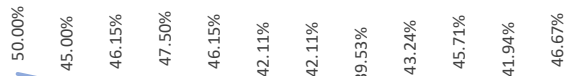
Provident Rolling 12-month Survey Response Rate



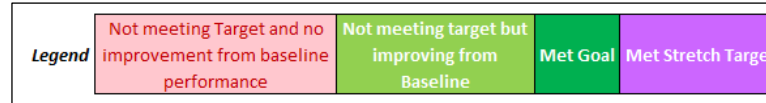
Provident Monthly LWBS Rate



Provident Rolling 12-month SEP-1 Bundle Compliance Rate



Provident Monthly Hand Hygiene Compliance Rate



**Data sources:** Patient Experience from Press Ganey; Sep-1 Bundle chart abstracted CMS measure; Hand Hygiene TST Infection Control observation software; LWBS - BI Tableau

**Author:** J. Rozenich, BS, MBA

\*Survey returns are refreshed historically as data is received

n/a = no cases

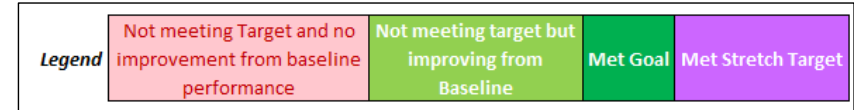
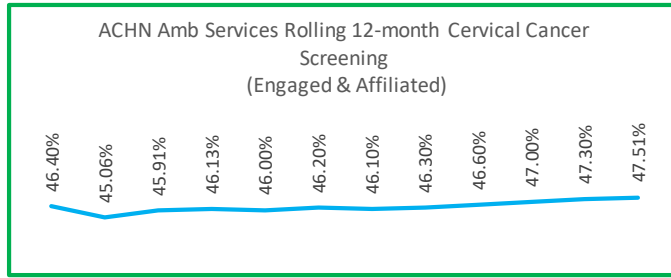
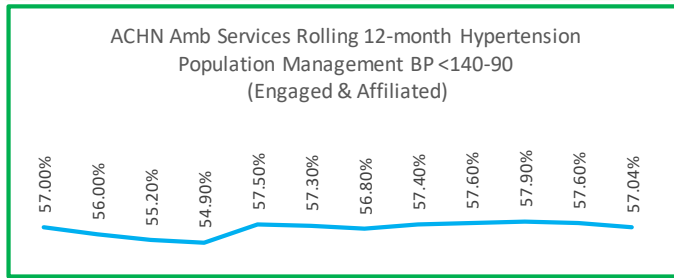
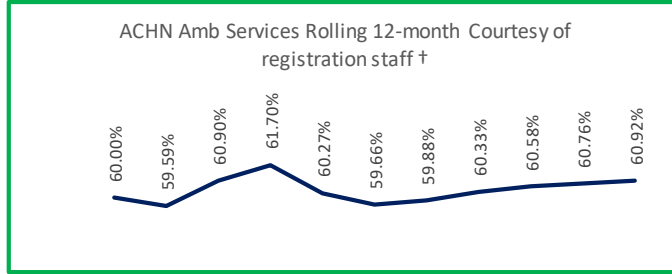
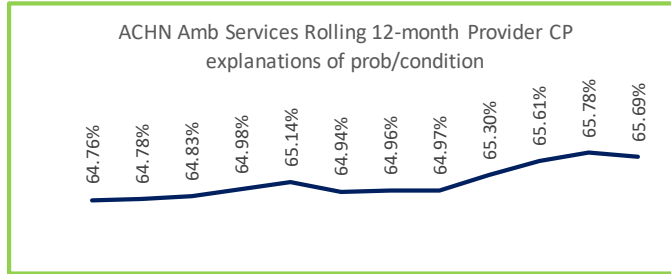
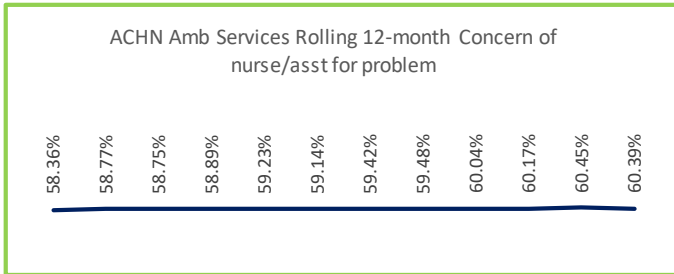


# Provident Op Ex Steering Committee Dashboard

Op Ex Steering Committee Dashboard for Provident Hospital																				
DOMAIN WORKGROUPS	Metrics															2023	YTD 2024	% in change		
PATIENT EXPERIENCE	Target	Stretch Target	Baseline	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24					
	Rolling 12-month % Top Box for Comm. w/ Nursing Domain	79.80%	80.00%	74.63%	74.63%	78.55%	76.89%	76.08%	79.13%	78.86%	78.86%	78.60%	79.31%	76.00%	77.19%	72.99%	76.08%	76.93%	1.12%	
	Monthly % Top Box for Communication w/ Nursing Domain	79.80%	80.00%	74.63%	66.67%	80.00%	63.64%	55.56%	100.00%	63.89%	85.16%	71.48%	80.00%	60.00%	100.00%	no data				
					Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24				
	Rolling 12-month Survey Response Rate*	18.00%	20.00%	11.80%	12.00%	11.90%	12.30%	12.70%	12.40%	12.70%	12.20%	12.90%	14.20%	14.20%	14.40%	14.00%	12.70%	14.50%	14.17%	
	Monthly Survey Response Rate*	18.00%	20.00%	11.80%	14.30%	10.90%	15.40%	15.40%	12.70%	9.80%	10.90%	17.00%	23.50%	4.80%	16.30%	12.10%				
	* still updating survey returns *																			
CLINICAL OUTCOMES	Target	Stretch Target	Baseline	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24					
	Rolling 12 month SEP-1 Bundle Compliance	60.00%	65.00%	50.00%	50.00%	45.00%	46.15%	47.50%	46.15%	42.11%	42.11%	39.53%	43.24%	45.71%	41.94%	46.67%	46.15%	46.67%	1.13%	
	Monthly SEP-1 Bundle Compliance	60.00%	65.00%	50.00%	66.67%	25.00%	33.00%	100.00%	0.00%	33.00%	0.00%	33.33%	no data	100.00%	no data	100.00%				
		Target	Stretch Target	Baseline	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24					
	Monthly Hand Hygiene Compliance	80.00%	90.00%	75.38%	72.78%	67.86%	65.07%	73.51%	75.12%	77.37%	84.73%	88.06%	83.80%	86.77%	87.75%		70.00%	82.14%	17.34%	
THROUGHPUT	Target	Stretch Target	Baseline	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24					
	Rolling 12-month LWBS	4.50%	4.00%	5.50%	5.18%	5.51%	5.93%	6.49%	7.17%	7.40%	6.97%	7.63%	7.63%	7.80%	7.97%	7.84%	6.49%	6.24%	-3.79%	
	Monthly LWBS Rate	4.50%	4.00%	5.50%	13.00%	8.09%	11.45%	11.59%	11.66%	5.56%	6.03%	3.77%	4.66%	6.20%	7.90%	4.20%				

# ACHN Op Ex Steering Committee Dashboard

## Op EX Steering Committee Dashboard for ACHN



**Data sources:** Patient Experience from Press Ganey; Sep-1 Bundle chart abstracted CMS measure; Hand Hygiene TST Infection Control observation software; LWBS - BI Tableau

**Author:** J. Rozenich, BS, MBA

# ACHN Op Ex Steering Committee Dashboard

Op EX Steering Committee Dashboard for ACHN																			
WORKGROUPS		Metrics																	
PATIENT EXPERIENCE		Target	Stretch Target	Baseline	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	2023	YTD 2024	% in change
	Rolling 12-month Concern of nurse/asst for problem	61.34%	63.56%	58.77%	58.36%	58.77%	58.75%	58.89%	59.23%	59.14%	59.42%	59.48%	60.04%	60.17%	60.45%	60.39%	58.91%	60.49%	2.68%
	Monthly Concern of nurse/asst for problem	61.34%	63.56%	58.77%	59.18%	60.57%	59.56%	61.37%	62.83%	57.25%	61.18%	59.77%	63.96%	60.00%	61.77%	58.61%			
	Rolling 12-month Provider CP explanations of	66.80%	69.84%	64.78%	64.76%	64.78%	64.83%	64.98%	65.14%	64.94%	64.96%	64.97%	65.30%	65.61%	65.78%	65.69%	64.98%	65.72%	1.14%
	Monthly Provider CP explanations of prob/condition	66.80%	69.84%	64.78%	66.18%	64.88%	64.08%	67.58%	67.38%	62.36%	65.28%	64.04%	69.01%	68.04%	66.74%	63.72%			
	Rolling 12-month Courtesy of registration staff †	60.00%	65.00%	60.00%		60.00%	59.59%	60.90%	61.70%	60.27%	59.66%	59.88%	60.33%	60.58%	60.76%	60.92%	60.90%	60.92%	0.03%
	Monthly Courtesy of registration staff †	60.00%	65.00%	60.00%		60.00%	59.59%	62.31%	63.55%	58.10%	57.70%	60.96%	62.40%	62.01%	62.20%	62.24%			
HEDIS		Target	Stretch Target	Baseline	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	2023	YTD 2024	% in change
	Rolling 12-month Hypertension Population Management BP <140-90 (Engaged & Affiliated)	55.00%	60.00%	50.53%	57.00%	56.00%	55.20%	54.90%	57.50%	57.30%	56.80%	57.40%	57.60%	57.90%	57.60%	57.04%	52.20%	53.40%	2.30%
	Rolling 12-month Cervical Cancer Screening (Engaged & Affiliated)	47.00%	52.00%	42.83%	46.40%	45.06%	45.91%	46.13%	46.00%	46.20%	46.10%	46.30%	46.60%	47.00%	47.30%	47.51%	42.80%	45.40%	6.07%



Legend	Not meeting Target and no improvement from baseline performance	Not meeting target but improving from Baseline	Met Goal	Met Stretch Target