

CCH Monthly Report

Item #: 25-4419

Presented to the Cook County Health Board on 11/21/25



COOK COUNTY
HEALTH

CEO Report Legislative Updates

Local



The **week of October 20**, CCH leadership appeared before the following Cook County Board committees to provide testimony and respond to questions from Commissioners.

- **Asset Management Committee** – the committee received and filed the County’s CMaR (Construction Manager at Risk) report for Stroger and Provident hospitals. Craig Williams, Executive Chief Operating Officer participated in the meeting to respond to Commissioner questions if asked. A proposed lease amendment for the CCH Arlington Heights Health Center was deferred.
- **Finance Committee** – Pam Cassara, Chief Financial Officer addressed questions related to the County’s *Monthly Revenues and Expenses Report* as well as *CCH’s October 2025 Monthly Report* which is a compilation of the metrics and presentations made to the CCH Board of Directors from the previous month.
- **Health & Hospitals Committee** – Dr. Kiran Joshi-CCDPH COO, presented CCDPH’s *Quarterly COVID-19 and Infectious Disease Report* which was received and filed by the committee. Andrea Gibson, Chief Strategy Officer, presented CCH’s *2026-2028 Transforming Care Strategic Plan* and responded to questions from Commissioners. The Strategic Plan was approved.

The **Cook County Board of Commissioners met on October 23, 2025**. The following items pertaining to CCH appeared on the agenda:

- A Resolution creating the Chicago-Cook Violence Against Women Task Force of which CCH will be a member was approved.
- A Resolution changing the reporting frequency of the Cook County Semi-Annual Mental Health Report from semi-annual to annual was referred to the Health & Hospitals Committee for consideration.
- CCH’s CountyCare budget transfer was approved.
- CCH’s grant award renewal with Project REACCH-OUT: Rapid Engagement and Access at Cook County Health for Opioid Use Treatment was approved.

CEO Report Legislative Updates State

The House and Senate are back in Springfield October 14-16 and 28-30 for the Fall/Veto Session. The Spring 2026 calendar has not yet been published.

The [Governor's Office of Management and Budget published a report](#) that projects a \$267M deficit in the current state fiscal year 2026 budget, and a \$2.2B deficit in the state fiscal year 2027 budget. The state fiscal year runs from July 1 through June 30. Primary drivers include lower than projected corporate income tax receipts, which appear to be in line with national trends, combined with trickle down impacts of the budget reconciliation bill (HR1) that also makes major cuts to SNAP and Medicaid. According to the report, most of the impact on the state budget from HR1 won't occur until state fiscal year 2028. The Illinois Department of Healthcare and Family Services (HFS) estimates that the losses over the next decade in the Medicaid program will be at least \$26B, mostly due to a mandatory reduction in federal matching funds from a cap on provider assessments collected from hospitals and managed care organizations.

The [Illinois Department of Human Services shared](#) that they received notice from the federal government that states will not receive their November 2025 Supplemental Nutrition Assistance Program (SNAP) funds if the federal government remains shutdown. As a result, SNAP customers will not have access to any new food benefits starting November 1, unless the federal government is reopened. Illinois has 1.9M SNAP recipients; 45% of SNAP households have children, 37% have older adults, and 44% have a person with a disability.

CEO Report Legislative Updates State

1115 Medicaid Waiver

In July 2024, the Illinois Department of Healthcare and Family Services (HFS) received federal approval for its [Medicaid 1115 waiver](#). Federal CMS has approved the 1115 waiver contract, protocols, and plans necessary for implementation.

The 1115 waiver permits Illinois Medicaid to cover new health related social needs including food/nutrition, housing and housing supports, medical respite, violence prevention/intervention, non-emergency transportation, and supported employment. These new benefits will be administered through Medicaid Managed Care. Additionally, the waiver will allow individuals residing in state prisons or the Cook County Jail to be covered by Medicaid up to 90 days pre-release, to support these individuals in their re-entry efforts.

CCH has been actively engaged in several HFS workgroups and planning discussions. The first phase of waiver services include food/nutrition, medical respite, housing, and re-entry. Internal waiver readiness meetings have also been taking place at CCH since early 2023, and stakeholders include leaders from strategy, finance, operations, clinical, and managed care.

While HFS still intends to eventually launch the waiver services, HFS notified stakeholders that they are pausing their external workgroups. HFS shared that the passage of the federal budget reconciliation bill/OBBBA has made the waiver planning process more complex, and HFS needs to understand the impact on budget, timing, and roll-out of waiver services.

HFS is hosting a [virtual public forum on the 1115 waiver on October 3, 11am-1pm](#). The purpose of the forum is to provide an update on progress of the waiver and solicit comments. Cook County Health and CountyCare submitted public comments that expressed support for efforts to implement the waiver.

Where we are...

A quick history:

- 1970s: 6 shutdowns between 1976 and 1979 each averaging 11 days
- 1980s: 10 shutdowns between 1980 and 1990 each averaging 1.75 days
- November 14-19, 1995: 5 days
- December 16, 1995 to January 6, 1996: 21 days
- October 1-17, 2013: 16 days
- January 20-23, 2018: 3 days
- December 22, 2018 to January 25, 2019: 35 days

October 1, 2025 to ????????????????



Why we are here?

- H.R. 1, the One Big Beautiful Bill Act
- \$9.4 billion recission package passed by Congress
- \$5 billion pocket recission by the White House
- Expiring enhanced ACA premium tax credits
- March continuing resolution vote

What's next?

- Senate voted down the House-passed continuing resolution for the 11th time
 - No democrats are changing their vote
- House hasn't taken a vote since September 19th and there are no votes this week
 - Speaker Johson refusing to swear in Rep.-Elect Adelita Grijalva (D-AZ)
- GOP attempts to pass defense appropriations or pay for active-duty troops failing to get 60 votes in the senate
- ACA open enrollment begins on November 1st
 - Bipartisan conversations happening among Senators on the enhanced ACA premium tax credits but level of engagement by leadership and the White House is unclear

What's the impact?

Medicaid DSH

- Medicaid DSH cuts are in effect as of October 1
- Extension of the Medicaid DSH cut delay are in continuing resolutions proposed by GOP and democrats
- Evaluating the need to ensure DSH delay is retroactive to October 1 in any future continuing resolution

Medicare Telehealth Flexibilities

- CMS holding not denying claims for telehealth services provided after October 1
- Providers can continue billing through December 31 for virtual non-behavioral health services occurring after September 30 at FQHCs and rural health clinics
- Those who began receiving telehealth behavioral health services before October 1 not subject to 6-month in-person requirements

What's the impact? (cont'd)

SNAP

- USDA has told states that they have funding for SNAP benefits and operations through October but there are insufficient funds pay full November SNAP benefits
- USDA has directed states to hold payment of November SNAP benefits; if benefits are delayed, they will be reimbursed

WIC

- White House has moved \$300 million in tariff revenue, along with unobligated or contingency funding, to ensure WIC remains open

HHS Reductions in Force

- 982 HHS employees terminated (1,760 people got notices but many were sent in error) including large reductions at CDC and SAMHSA
- Federal court order partially halted firing of (mostly CDC) employees

Trump Administration News

CMS State Medicaid Director Letter (September 30)

- CMS is no longer allowing Medicaid payment for immigrants who are ineligible for full-scope Medicaid through managed care effective January 1, 2027
- Impacts Emergency Medicaid and state-only coverage programs

Rural Health Transformation Fund

- States have until November 5, 2025, to apply for funding; CMS will announce awardees by December 31, 2025
 - \$5 billion/year will be distributed equally to states with approved applications and \$5 billion/year will be distributed at the discretion of the CMS Administrator (at least 25% must go to states with approved applications)

New Hires and Promotions

New Leadership Hires

Audrey Tanksley, Chief Medical Officer, Managed Care

Sagar Shah, Physician Advisor, Medical Administration

Aranee Ticzon, Patient Safety Manager

Tony Wormley Sr, Hospital Lieutenant Security

Recognition & Announcements

UI and Cook County Health Expand Partnership



On October 28, leaders from Cook County Health, UI Health and the University of Illinois Chicago announced an expansion of our partnership to better serve patients, enhance medical education and advance public health research.

Congratulations to all who helped make this possible!

Specialty Pharmacy Accreditation

Congratulations to Cook County Health for earning reaccreditation in **URAC Specialty Pharmacy!**

This recognition shows patients that our pharmacy adheres to the highest standards of quality.

Congratulations!



Primary Stroke Center Redesignation

Congratulations to the **John H. Stroger, Jr. Hospital of Cook County** for its redesignation as a Primary Stroke Center by the Illinois Department of Public Health (IDPH)!

The redesignation reflects the hospital's sustained excellence in rapid diagnosis, advanced treatment, and coordinated multidisciplinary care for patients experiencing stroke.



Distinguished Medical Educator & Mentorship Award



Congratulations to **Dr. Josune Iglesias** for being recognized by the Illinois Northern Chapter of the American College of Physicians!

Dr. Iglesias received the 2025 Illinois Northern Chapter Distinguished Medical Educator and Mentorship Award.

This award honors a member who has demonstrated an enduring commitment to outstanding teaching and mentorship and sustained commitment to medical education and excellence in the practice of medicine.



Emerging Hand Therapist Award

Congratulations to certified hand therapist **Laura Carlos** for being recognized by the American Society of Hand Therapists with the Emerging Hand Therapist Award!

The award addresses the issues and achievements faced by Certified Hand Therapists within the first five years of initial HTCC certification as they begin in their specialty careers.



Strategy Initiatives October 2025



Quality, Safety and Experience

Accomplished:

- Stroger Hospital was redesignated by IDPH as a Primary Stroke Center facility
- The lab had a successful College of American Pathologists survey
- The Englewood Health Center, held Walk with a Doc event
- Participated health fairs, breast cancer screening fair and 24 other community redetermination events
- Seasonal vaccine clinics started on Saturdays at Robbins Health Center
- CCDPH released a report on suicide prevention recommendations in suburban Cook
- Valet parking started at Provident 10/1

Coming Soon:

- Opening a dental clinic at Blue Island in FY2026

Workforce

Accomplished:

- Finalized draft of UIC's college of business agreement to allow student to work on CCH data projects over the next 5 years
- Seven nursing externship students completed a 16-week program and are expected to graduate in December
- The bike storage rack mural was completed and hosted a mural painting party at JTDC

Coming Soon:

- Three new psychiatrists are joining the Cermak interdisciplinary care team

Transformation and Growth

Accomplished:

- CCH's Strategic Plan was approved by the County Board of Commissioners
- Belmont Cragin dental clinic opened
- A behavioral health APRN is doing CTSC triaging in the Provident ED
- Successfully completed a nursing-led eSitter pilot utilizing telehealth carts
- Par excellence launched in Stroger first floor clinics
- An ED transfer review daily huddle started at Provident
- Completed a block scheduling plan for improved OR utilization

Coming Soon:

- Beginning design of the Stroger GI expansion
- Construction documents are in process for completion for new mail order pharmacy
- Developing a strategy to transition from 12% scratch cooked food to 20% by December 2025 and 40% by July 2026 at JTDC.

Fiscal Resilience

Accomplished:

- Launched pilot mPage to provide visibility into incomplete and/or unattested notes older than 7 days
- Hosted inaugural Medicaid Impact Workgroup

Coming Soon:

- Automated physician clinical effort form being rolled out at orientation

Provident Hospital Update

Arnold F. Turner, MD, CHE

Victor Galfano, Associate CHE

Michael Moonan, RN, MBA CNO



COOK COUNTY
HEALTH

Provident Hospital Overview

First African American owned hospital in US located in the historic Bronzeville community

38 med/surg bed capacity, 6 ICU beds, 11 CTSC chairs, and 10 operating rooms

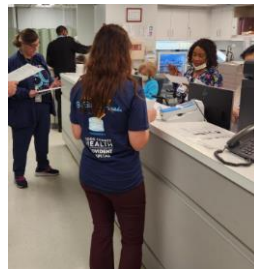
Scope of services



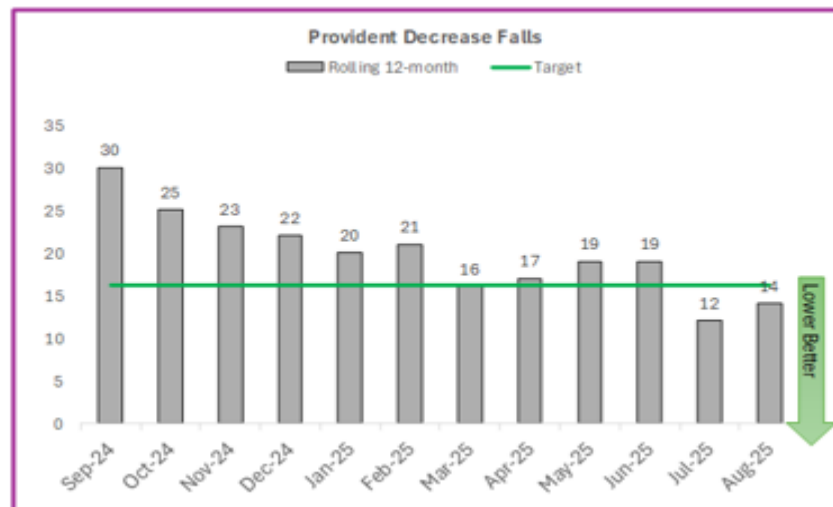
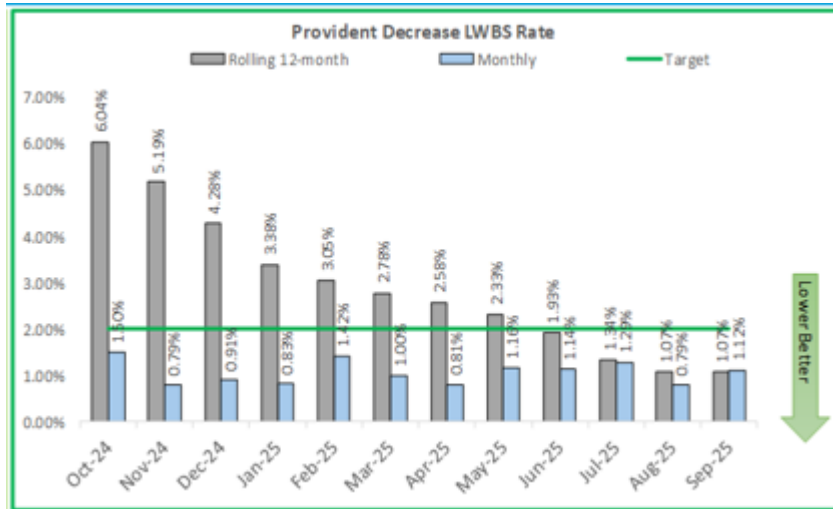
Two clinics under the Provident license, Sengstacke and Bronzeville Health Centers

Quality, Safety, Experience

- 2024 Top Hospital award from Leapfrog patient safety award significant contributions made from our frontline nursing staff and Nursing leaders on quality metrics
- Provident led system Nursing in Employee engagement survey
- Nursing Teams are on “Pathway to Excellence” journey with Unit & Nurse Staffing Councils Formulated and active
- Revamped surgical workflow thru utilization of new Preop space
- System surgical optimization has driven growth in Gyne, Pain, General Surgery cases at Provident



Quality, Safety, Experience



LWBS

- Left without being seen- key metric across nation's emergency departments
- JAMA 2025 Study showed 28.4% of LWBS will return to hospital within 30 days
- The return visit is often accompanied by worse symptoms and increased utilization costs
- Provident Providers and Nurses partnered aggressively to make significant improvements from >10% to <2% monthly

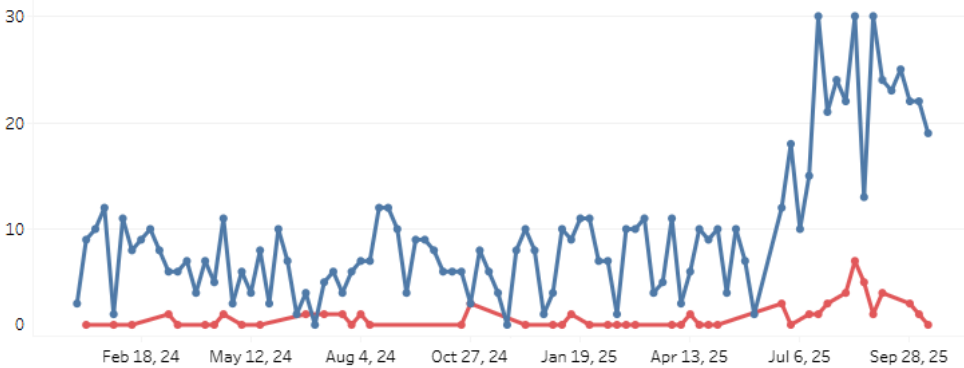
FALLS

- Inpatient falls cost hospitals an estimated \$14,000 per incident, factoring in extended stays, diagnostics, and treatment. (JAMA Health Forum)
- Falls are associated with increased morbidity and mortality, especially among adults 75+
- Provident Implementation of evidence-based fall prevention strategies in addition to unique tailored Provident strategies (Fall Rooms) shows a trend to cutting fall in HALF

Growth- Surgery

■ Completed Case ■ Cancelled Case

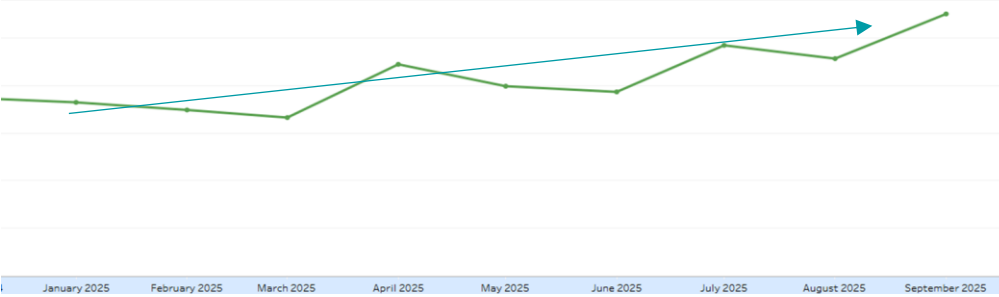
Outpatient Type Case Volume



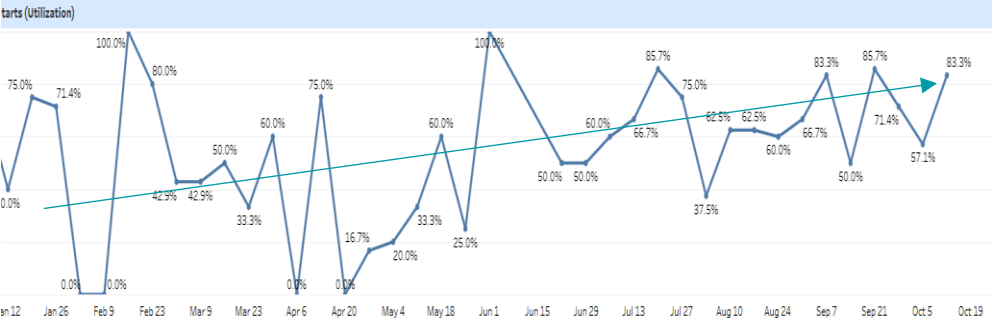
Outpatient Case Volume

	Completed Cases		Same Day Cancelled Cases				Grand Total	
	Show		Show		No Show			
	Case #	Case %	Case #	Case %	Case #	Case %	Case #	Case %
Eye Refract	0	0.0%	1	50.0%	1	50.0%	2	100.0%
	0	0.0%	2	100.0%	0	0.0%	2	100.0%
MOR 01	266	90.8%	26	8.9%	1	0.3%	293	100.0%
MOR 02	234	90.7%	23	8.9%	1	0.4%	258	100.0%
Grand Total	500	90.1%	52	9.4%	3	0.5%	555	100.0%

December 2024	January 2025	February 2025	March 2025	April 2025	May 2025	June 2025	July 2025	August 2025	September 2025
Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
187	182	174	166	222	199	193	242	228	228
3	0	0	0	0	2	0	1	0	0
3	0	4	3	10	8	2	7	3	3
47	0	0	0	0	0	21	85	90	90
5	12	4	11	17	7	8	6	2	2
10	24	18	17	28	15	17	23	20	20
7	3	6	8	4	6	4	7	3	3
80	94	100	90	118	110	105	69	75	75
4	5	3	5	7	4	4	4	4	4
7	13	13	12	11	18	9	12	3	3
6	10	8	10	8	8	8	8	4	4



Endoscopy Dashboard



Projects – Estimated Completion

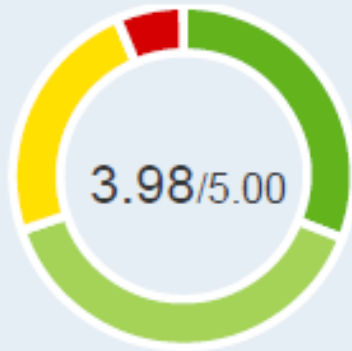
- Compactor Replacement – March 2026
- Vincennes Sewer Replacement – March 2026
- Pharmacy Renovation – May 2026
- Heating/Cooling Replacement – June 2026
- Ambulance Bay Upgrade – October 2026
- Parking Garage Upgrade (security and charging stations) – October 2026
- Ballistic Window Installation – November 2026
- Lobby/Interior Updates – December 2026

Workforce – Employee Engagement



COOK COUNTY
HEALTH

Engagement Indicator



■ Highly Engaged(31%) ■ Engaged(39%)
■ Neutral(24%) ■ Disengaged(6%)

37th Rank vs. Nat'l Safety Net Hospital Avg
2024

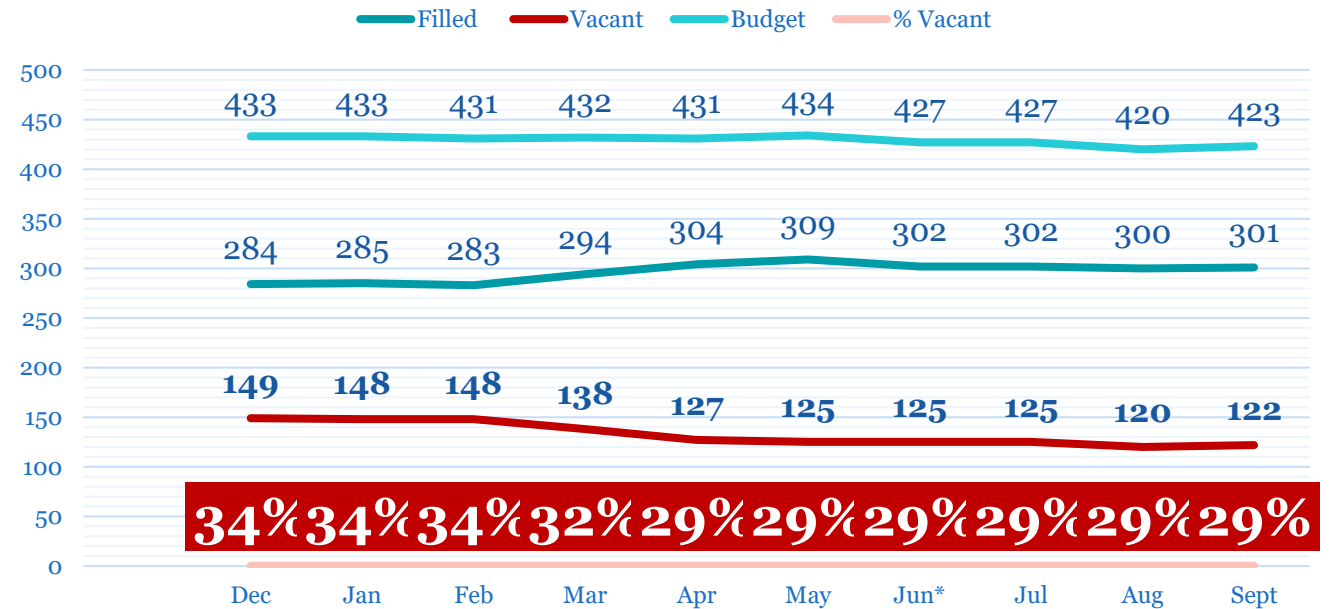
- Results were shared at the Monthly Manager's Meeting.
- Each Department has selected one of the questions with a negative result in relation to the National Comparison Hospital.
- Two departments/month present their activities and findings at the Monthly Manager's Meeting.

Fiscal Resilience

Provident Agency Use

	2024 Baseline	30% Reduction	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept
Nursing 8W	21.0	14.7	11.4	15.4	15.0	16.2	14.5	12.9	13.2	13.0	11.3
Environmental Services	18.0	12.6	18.0	15.0	12.0	5.0	1.0	1.0	1.0	1.0	1.0
Laboratory Services	11.0	7.7	11.0	8.5	5.7	7.2	7.2	7.0	4.1	4.1	4.1
Emergency Room Nursing	10.0	7.0	6.4	11.9	11.0	9.0	8.1	8.5	8.3	9.9	6.9
Surgery Nursing	10.0	7.0	4.8	6.3	6.0	5.5	6.5	7.2	8.5	3.3	7.5
Radiology	7.4	5.2	7.4	8.0	7.0	6.3	6.2	6.1	6.3	7.7	5.2
Pharmacy	6.0	4.2	9.0	7.0	1.0	3.0	3.0	3.0	3.0	3.0	3.0
ICU	5.0	3.5	2.6	4.0	3.0	2.9	4.0	3.5	3.3	0.0	3.9
Respiratory Therapy	4.0	2.8	6.0	6.0	3.0	1.1	2.0	2.0	2.0	2.0	2.0
Physical Therapy	3.3	2.3	1.4	1.4	1.0	1.2	1.2	1.2	1.1	0.7	0.7
Nursing Administration	3.0	2.1	0.5	0.2	1.0	1.3	1.4	0.5	0.1	3.5	0.0
Admitting	2.0	1.4	3.0	3.0	2.0	1.0	1.0	1.0	1.0	1.0	1.0
Cardiology	1.0	0.7	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Mtrls	1.0	0.7	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
Behavioral Health (CTSC)	0.0	0.0	0	6	7	8.2	8.2	12.7	13.6	16.2	13.7
Total	102.7	71.9	83.5	94.7	76.7	69.9	66.3	68.6	67.5	67.4	62.3
Progress to Target											
Hit Target											
Improved											
No Change											
Worse											

Provident Vacancy Rate



- Baseline Agency staffing – 102.7 FTE's;
Target Reduction (30%) – 30.8 FTE's
- Current Agency Staffing (Sept 2025) – 62.3 FTE's
 - Reduction of 40.4 FTE's

- Challenge – 29+% vacancy rate.

Accreditations, Honors & Community Engagement



Accreditations and Honors

Joint Commission Hospital and Primary Care Medical Home 2023

Joint Commission Health Equity Accreditation 2025

Provident Dialysis Center IDPH Accreditation 2025

College of American Pathologists Laboratory Accreditation 2025

American College of Radiology 3D Mammography and Nuclear Medicine Accreditation 2025

Becker's Top 100 Community Hospital 2023

Leapfrog Top General Hospital 2024

Community Engagement

Women's Health Fair

Men's Health Fair

Children's Health Fair

Community Baby Shower

Commissioner Lowry's Health Fair

Volume Strategies

Increase Provident Average Daily Census

Increase inpatient volume

- Increase ambulance runs and acuity level
- Decrease Provident ED admissions to Stroger inpatient unit
- Establish Stroger ED to Provident inpatient unit admissions
- Increase primary care referrals
- Increase surgery cases that require an observation stay

Increase CTSC volume

- Revise the admission criteria
- Embedded Psych APRN in the ED
- Establish liaisons with community behavioral health and SUD treatment centers
- Establish Stroger ED to CTSC transfers

Marketing Provident: Phase I

Objective	Awareness and Engagement
Strategy	Messaging highlighting key services, legacy and investment [English and Spanish]
Period	October-November
Media	- Digital: Geo targeted Meta, Google & TikTok - Website: Update landing page - Mailing: Postcard
Audience	Zip codes surrounding Provident
Estimated Results	2.3M impressions 1k calls 10K clicks



Media Dashboard



COOK COUNTY
HEALTH

Earned Media Dashboard



Total Media Placements

647



Total Reach

617.4M



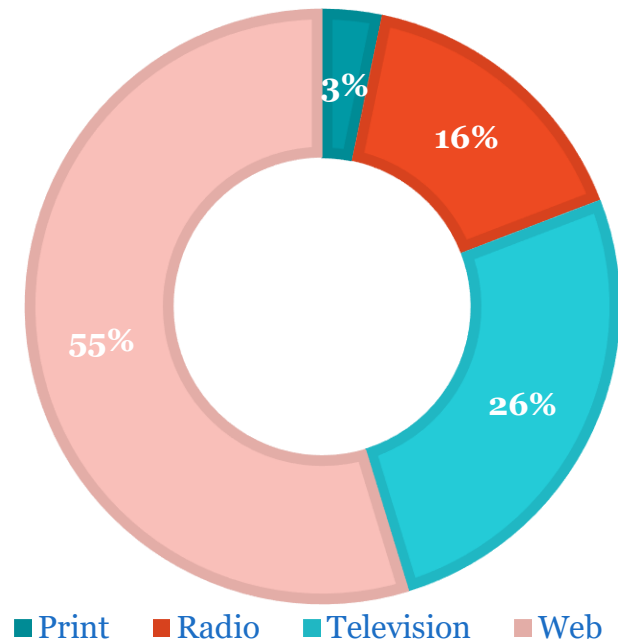
Total Media Value

\$20.4M

Top Local Media Outlets

1. *WBBM Radio*
2. *ABC 7 Chicago*
3. *Fox 32 Chicago*
4. *NBC 5 Chicago*
5. *CBS 2 Chicago*

Media by Outlet Type



Most Common Topics

1. CountyCare – NCQA Top Rating
2. Measles Updates
3. West Nile Updates
4. CTA Partnership
5. Budget/Medicaid cuts

Top Headlines



How Chicago doctors are encouraging telehealth during the expected ICE surge



Narcan vending machines added to five CTA stations



Naloxone vending machines available now at 5 CTA rail stations across Chicago



Food Insecurity in Chicago



Black babies die suddenly, unexpectedly at 14 times the rate of white babies in Cook County, report says



Cook County Public Health: Don't Let Your Guard Down Against West Nile Virus



Chicago's safety-net hospitals look for ways to cope with looming federal cuts



CountyCare Ranked Highest-Quality Medicaid Health Plan in Illinois



82 hospitals in Illinois recognized for efforts to improve outcomes for Americans with heart disease and stroke



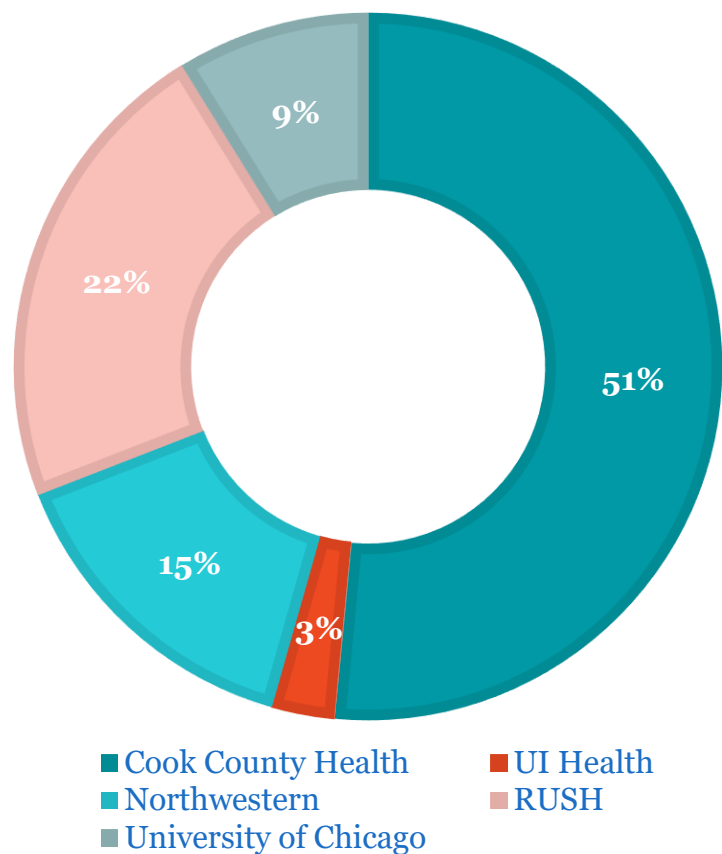
Doctora de Cook County Health habla sobre la importancia de no posponer la atención médica



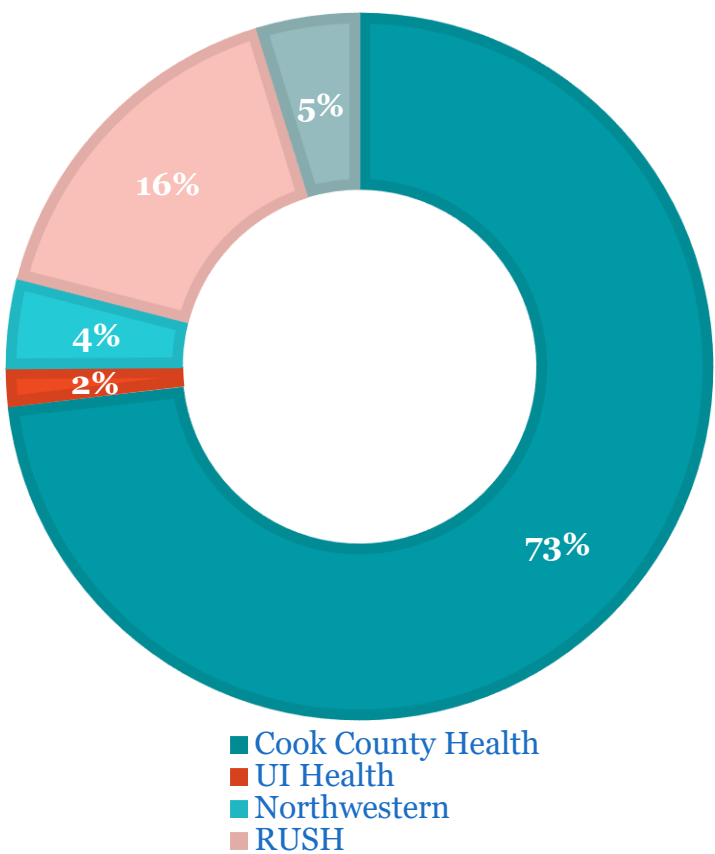
Prostate Cancer Awareness Month
Facts, Signs and Symptoms to Watch For

Media Benchmarking (Top Outlets)

Share of Voice



Share of Reach



Social Media Summary

During September 8 – October 12, 2025, the communications team posted content on Facebook, Twitter, Instagram and LinkedIn for Cook County Health.

Facebook – 66 posts

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

Twitter – 64 posts

<https://twitter.com/CookCtyHealth>

Instagram – 67 posts (includes stories and IGTV)

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

LinkedIn – 49 posts

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

Social Media Summary

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

Twitter

- Impressions: **5.8K** (up **39%**)
- Post Link Clicks: **10**
- Engagements: **71** (up **20%**)
- Followers: **4.6K**

LinkedIn

- Impressions: **56.1K** (up **8%**)
- Page Views: **6.1K** (up **7%**)
- Engagements: **3.7K**
- Followers: **19.7K** (up **3%**)

Facebook

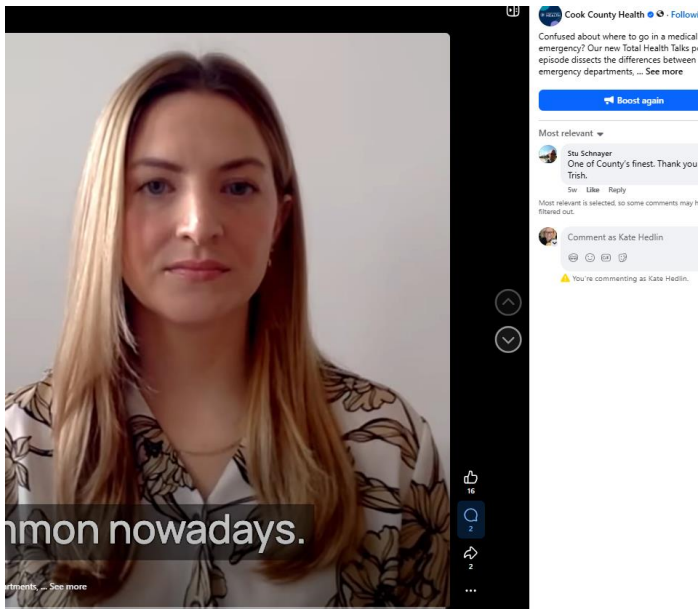
- Total impressions: **101K**
- Post engagement: **5.0K**
- Page Clicks: **541**
- Page followers: **9.9K** (up **111** from previous report)

Instagram

- Impressions: **54.K** (up **9%**)
- Engagement: **609**
- Followers: **4.2K** (up **2%**)

Facebook Insights

Top Boosted Posts



Impressions: 24.1K
Reach: 13.6K
Views: 15.7K



Impressions: 17.6K
Reach: 13.6K
Engagement Rate: 10.3%

Facebook Insights

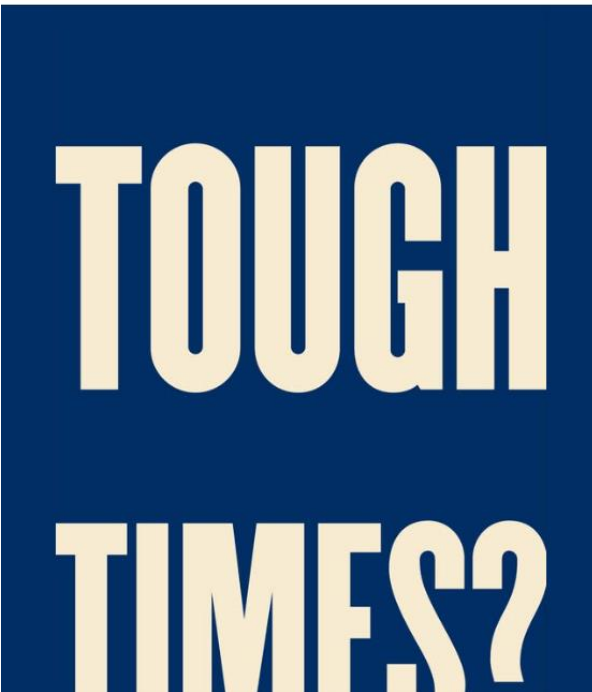
Top Organic Posts

 **Cook County Health** •
October 10 at 9:00 AM · 🌐

The NAMI Chicago Helpline can help you make a plan and connect you to local mental health resources to get through anything you're going through.

Call or text "Helpline" to 833-626-4244 or chat online at namichicago.org/helpline.

#WorldMentalHealthDay



Reach: 3.2K
Impressions: 2.9K

 **Cook County Health** •
September 8 · 🌐

September is Prostate Cancer Awareness Month. Cook County Health's Birthday Health Screening Program for Prostate and Breast Cancer is available for all Cook County residents. Call 312-864-4289 to schedule an appointment and ensure availability.

**Cook County Health
Birthday Health Screening Program**

Cook County Health is proud to offer
free prostate cancer and **free
breast cancer screens to eligible
Cook County residents** during the
month of their birthday.

**Prioritize your health on your birthday
and schedule your appointment today!**

Call **312-864-4289**

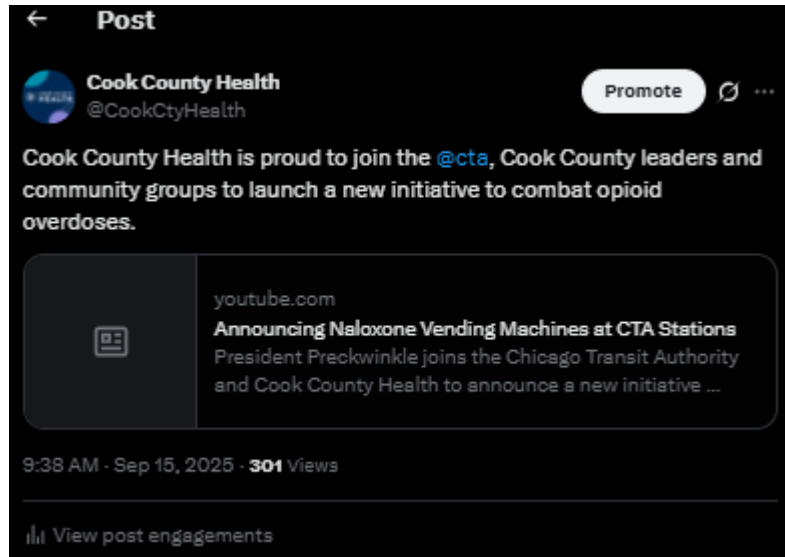
Some private insurance plans may require a co-pay or co-insurance to be collected.
Having trouble paying your bill? Cook County Health can help. Call 866-223-2817.

 **COOK COUNTY
HEALTH**
Accessible. Exceptional. For All.

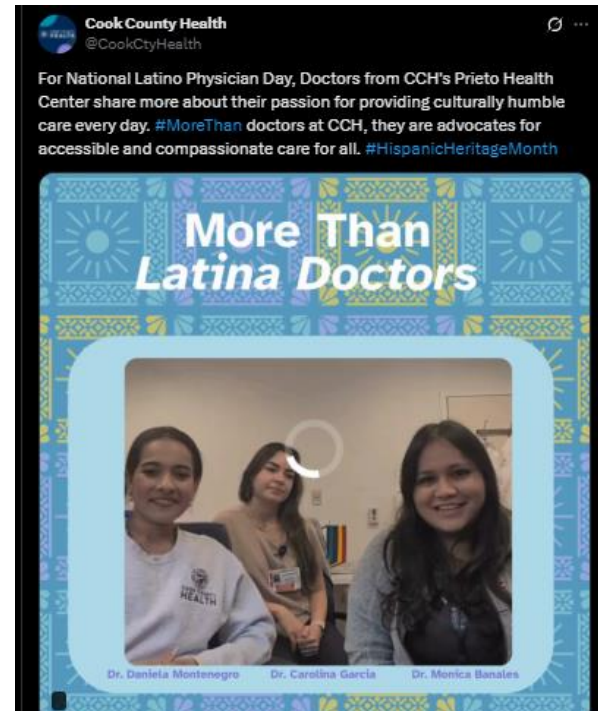
Reach: 2.6K
Impressions: 2.4K
Engagement Rate: 3%

Twitter Insights

Top Posts



Impressions: 300



Impressions: 255

Instagram Insights

Top Posts

Acetaminophen is Safe to Use During Pregnancy

Cook County Health and Cook County Department of Public Health stand in agreement with our partners at the Illinois Department of Public Health, the American College of Obstetricians and Gynecologists, the American Academy of Pediatrics, and the Coalition of Autism Scientists on this issue.

We support medical recommendations based on science.

No credible research has concluded that using acetaminophen during pregnancy causes autism or neurodevelopmental disorders in children.

We encourage individuals to talk to their physicians with questions about any medications they may take during pregnancy.

COOK COUNTY HEALTH  **Cook County Public Health**
A division of Cook County Health **BUILDING HEALTHIER COMMUNITIES**

 **cookcountyhealth**  ...

 **cookcountyhealth**  3w
Repost from @cookcountypublichealth

There is no conclusive evidence that acetaminophen use during pregnancy causes autism in children. Read CCDPH's statement below.

[#Acetaminophen](#) [#Pregnancy](#) [#Tylenol](#) [#Autism](#)

No comments yet.
Start the conversation.

[View insights](#) [Boost post](#)

 **111 likes**
September 24

 Add a comment... 

Impressions: 5.1K
Reach: 3.0K
Likes: 111



 **cookcountyhealth**  ...

 **cookcountyhealth**  1w
Today's [#ThrowbackThursday](#) is a spotlight on Tracy Everett, an emergency nurse serving on the front lines at CCH, who was first to receive the Covid vaccine five years ago. We thank all of the nurses who work in our emergency departments, providing critical and compassionate care.

[View insights](#) [Boost post](#)

 **21 likes**
October 9

 Add a comment... 

Impressions: 857
Reach: 380
Likes: 21

LinkedIn Insights

Top Posts

 **Cook County Health**
19,765 followers
2w • 🌐

Physical Therapy helps to improve mobility and function, manage pain and chronic disease, recover from and prevent injury, and avoid surgery or rehab afterward. Physical therapists (PTs) are movement experts who team up with physical therapy assistants (PTA) to treat people of all ages and abilities. They improve quality of life through hands-on care, patient education, and prescribed movement. They work with you to develop strategies and treatment plans to achieve fitness, wellness, and job or sport specific goals.

The PTs at CCH work together with the interdisciplinary teams to provide high quality care to our patients. Physical therapy at CCH is provided at 6 locations – John H. Stroger Jr Hospital, Harrison Square, Provident Hospital, Bronzeville Health Center, Blue Island Health Center, and Cermak Health Services. Learn more: https://lnkd.in/g_7uyijA

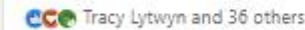
Impressions: 2.0K
Engagement Rate: 18.4%
Likes: 70



 **Cook County Health**
19,765 followers
3w • 🌐

So much love and learning happening at the Cook County Health birthing class! We're thrilled to partner with our incredible doulas to empower our families with knowledge and support as they prepare to welcome their newest members. Learn more about the Doula program at https://lnkd.in/g_-5zzhM



 Tracy Lytwyn and 36 others 1 comment · 2 reposts

Reactions



 ▾ Like Comment Repost Send

Add a comment...

Impressions: 1.3K
Engagement Rate 15.9%
Clicks: 174

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 2025 Fourth Quarter presentations include:

- Cook County Health's 2026 Budget
- Cermak Health Services Presentation
- CountyCare – Open Enrollment
- CCDPH's HIV and STI Programs

Community Advisory Councils



Upcoming CAC 2025 meetings:

Blue Island: Wednesday at 1:00 PM: November 12
12757 S. Western Ave., Blue Island, IL 60406

Belmont Cragin: Thursday at 1:00 PM: November 13
5501 W. Fullerton Avenue, Chicago, IL 60639

Arlington Heights: Tuesday at 1:00 PM: November 18
3520 N. Arlington Heights Road, Arlington Heights,
IL 60004

Prieto: Tuesday at 1:00 PM: December 2
2424 S. Pulaski, Chicago, IL 60623

Robbins: Tuesday at 1:00 PM: December 9
13450 S. Kedzie Road, Robbins, IL 60472

North Riverside: Wednesday at 1:00 PM: December 10
1800 S. Harlem Avenue, North Riverside, IL 60546

Englewood: Thursday at 1:00 PM - December 11
1135 W. 69th Street, Chicago, IL 60621

Provident/Sengstacke/Bronzeville:
Wednesday at 9:00 AM: 2026
500 W. 51st Street, Chicago, IL 60609

Cottage Grove: Tuesday at 1:00 PM: 2026
1645 S. Cottage Grove Avenue, Ford Heights, IL
60411

Community Events



Every month the outreach teams of Cook County Health, the Cook County Department of Public Health, CountyCare and the Cook County HIV Integrated Programs (CCHIP) participate in health fairs, resource fairs, presentations, tabling events or general community events around Cook County. These are some of the events in which we are participating in November 2025.

November 1 – **New Grace Emmanuel COGIC Health and Resource Fair** – New Grace Emmanuel COGIC, 2734 East 83rd Street, Chicago, IL 60617.

November 1 – **Speaker Welch's 2025 Annual Senior and Veteran's Resource Fair** – Proviso Math and Science Academy, 8601 W. Roosevelt Road, Forest Park, IL 60130.

November 5 – **Nicor Gas Community Connection Resource Fair** – Calvin Coolidge Elementary School, 17845 Henry Street, Lansing, IL 60438.

November 5 – **ABHIL Giving Thanks for Your Health Health & Resource Fair** – Salaam Community Wellness Center, 613 E. 67th Street, Chicago, IL 60637.

November 5/6 – **Area Planning Council (APC) District 504 College & Community Resource Fair** – Triton College, Building B, 2000 5th Avenue, River Grove, IL 60171.

November 7 – **LifeHouse Group, Calumet Memorial Park District, and the Illinois Department of Employment Security's Fall Fest Hiring Event** – Sand Ridge Community Center, 600 Oglesby Avenue, Calumet City, IL 60409.

November 7 – **Housing Authority of Cook County's Veterans Resource Event** – Otto Veterans Square Housing, 1440 Otto Boulevard, Chicago Heights, IL 60411.

November 8 – **Purple Path Bi-Annual Healing Retreat** – Tinley Park Convention Center, 18501 Convention Center Drive Suite 1, Tinley Park, IL 60477.

November 8 – **March of Dimes' Winter/Prematurity Awareness Month** – Shine Bright Community Center, 8560 S. Cottage Grove Avenue, Chicago, IL 60619.

November 8 – **Sisters Working It Out (SWIO)'s Day of Beauty** – The Kroc Center, 1250 W. 119th Street, Chicago, IL 60643.

November 8 – **Chicago Office of Emergency Management & Communications' 8th District - House of Worship Emergency Preparedness Training and Resource Event** – Hope Church Midway, 6059 S. Archer Avenue, Chicago, IL 60638.

November 9 – **Village of Robbins Senior Veterans Event** – Kellar Middle School, 14123 Lydia Avenue, Robbins, IL 60472.

Community Events

November 10 – **Alderman William Hall, 6th Ward's Male of Greatness Event** – St. James Community Church, 8000 S. Michigan Avenue, Chicago, IL 60619.

November 12 – **Alderman William Hall, 6th Ward's Women of Greatness Event** – St. James Community Church, 8000 S. Michigan Avenue, Chicago, IL 60619.

November 13 – **Kids Above All's Health and Wellness Fair** – The Oakwood Center, 3725 S. Vincennes, Chicago, IL 60653.

November 13 – **Cook County Emergency Management and Regional Security "Training and Preparedness Summit 2025"** – Moraine Business and Conference Center, 9000 W. College Parkway, Palos Hills, IL 60465.

November 13 – **Howard Brown Health Center's National Diabetes Awareness Month Education & Resource Fair** – Kennedy King College, U Building, 740 W. 63rd Street, Chicago, IL 60621.

November 13/14 – **Sista Afya Community Care 's 2025 Mental Health Advocacy, Legislation & Policy Impact Event** – The Erikson Institute, 451 N. La Salle, Chicago, IL 60654.

November 15 – **Chicago Office of Emergency Management & Communications' 2nd District - House of Worship Emergency Preparedness Training and Resource Event** – Lady of Africa Church, 607 E. Oakwood, Chicago, IL 60653.

November 19 – **LEARN Charter School Network Resource Fair** – James N. Thorp Elementary School, 8914 S. Buffalo, Chicago, IL 60617.

November 19 – **Mayors Office for Peoples with Disabilities' Resource Fair** – Central West Community Center, 2102 W. Ogden, Chicago, IL 60612.

November 19 – **Nicor Gas Community Connection Resource Fairs** – Thornwood High School, 17101 S. Park Avenue, South Holland, IL 60473.

November 20 – **Cook County Health's Walk with a Doctor Program** – The Salvation Army's Red Shield Center, 945 W. 69th Street, Chicago, IL 60621.

November 21 – **The Alliance for Resiliency and Equity's Thanksgiving Takeaway** – Family Service and Mental Health Center of Cicero, 5341 W. Cermak Road, Cicero, IL 60804.

November 22 – **Thanksgiving "Feed the Hungry" at the New Bethlehem Healing Temple** – New Bethlehem Healing Temple, 12 South Oakley Boulevard, Chicago, IL 60624.

November 23 – **Greater Galilee Baptist Church Health and Resource Fair** – Greater Galilee Baptist Church, 1308 South Independence, Chicago, IL 60624.

Redetermination Events

Cook County Health and CountyCare are currently hosting a series of Rede events in the System's facilities, other FQHCs and community sites. Rede events target CountyCare members living in or close to the Zip Codes of the hosting site. Members receive calls, postal correspondence, email, and texts advising them of the event happening in their vicinity.

November 1 – **North Riverside Health Center** – 1800 S. Harlem Avenue Suite A, North Riverside, IL 60546.

November 1 – **Men's Empowerment Workshop** – 10920 S. Princeton Avenue, Chicago, IL 60628.

November 3 – **North Riverside Health Center** – 1800 S. Harlem Avenue Suite A, North Riverside, IL 60546.

November 4 – **Cottage Grove Health Center** – 1645 S. Cottage Grove Avenue, Ford Heights, IL 60411.

November 5 – **Primecare Health Center** – 5635 W. Belmont Avenue, Chicago, IL 60634.

November 6 – **Friend Health** – 5635 S. Pulaski Road, Chicago IL 60629.

November 7 – **St. Bernard Hospital** – 6307 S Stewart Street, Chicago, IL 60621.

November 8 – **Cottage Grove Health Center** – 1645 S. Cottage Grove Avenue, Ford Heights, IL 60411.

November 8 – **Winter/Prematurity Awareness Month at the Shine Bright Community Center** – 8560 S. Cottage Grove Avenue, Chicago, IL 60619.

November 10 – **Dr. Jorge Prieto Health Center** – 2424 S. Pulaski Road, Chicago, IL 60623.

November 12 – **Provident Hospital** – 500 E. 51st Street, Chicago, IL 60615.

November 13 – **Alivio Health** – 2021 S. Morgan Street, Chicago, IL 60608.

November 14 – **Stroger Hospital** – 1969 W. Ogden Avenue, Chicago, IL 60612.

November 14 – **Veterans Health Fair at the Double Tree Hilton** – 500 W. 127th Street, Alsip, IL 60803.

November 15 – **Blue Island Health Center** – 12757 S. Western Avenue, Blue Island, IL 60406.

November 17 – **Chicago Family Health Center** – 9119 S. Exchange Avenue, Chicago, IL 60617.

November 18 – **Esperanza Health Center** – 4700 S. California Avenue, Chicago, IL 60632

November 19 – **Primecare Health Center** – 5635 W. Belmont Avenue, Chicago, IL 60634.

Redetermination Events

Cook County Health and CountyCare are currently hosting a series of Rede events in the System's facilities, other FQHCs and community sites. Rede events target CountyCare members living in or close to the Zip Codes of the hosting site. Members receive calls, postal correspondence, email, and texts advising them of the event happening in their vicinity.

November 20 – **Friend Health** – 5635 S. Pulaski Road, Chicago
IL 60629.

November 21 – **Englewood Health Center** – 1135 W. 69th
Street, Chicago, IL 60621.

November 22 – **Arlington Heights Health Center** – 3520 N.
Arlington Heights Road, Arlington Heights, IL 60004.

November 24 – **Blue Island Health Center** – 12757 S. Western
Avenue, Blue Island, IL 60406.

November 25 – **Lawndale Christian Health Center** – 3750 W.
Ogden Avenue, Chicago, IL 60623.

Finance Metrics



COOK COUNTY
HEALTH

Executive Summary: Statement of Financial Condition - August 31, 2025

- On an accrual basis, interim financials show that CCH ended August with a **\$93.2M unfavorable** variance to budget. County's preliminary cash report on revenues and expenses, which is cash-based accounting, shows that CCH is **favorable** to budget by **\$21.6M**.
- Revenue Commentary:
 - **Unfavorable** NPSR variance to Budget due to lower than budgeted volumes and increase in Charity Care
 - **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 \$48.9M **unfavorable** to budget driven by medical loss ratio 1% higher than expected
 - Membership is 401,208 which is 3.0% greater than budgeted

Financial Results – August 31, 2025



COOK COUNTY
HEALTH

Dollars in 000s	FY2025 Actual	FY2025 Budget	Variance	%	FY2024 Actual
Revenue					
Net Patient Service Revenue (1)	\$693,627	\$878,298	(\$184,671)	-21.03%	\$858,412
Government Support (2)	\$322,586	\$297,787	\$24,799	8.33%	\$286,411
Adjusted NPSR	\$1,016,214	\$1,176,085	(\$159,872)	-13.59%	\$1,144,823
CountyCare Capitation Revenue	\$2,783,595	\$2,501,327	\$282,268	11.28%	\$2,524,907
Other	\$49,347	\$51,800	(\$2,453)	-4.74%	\$41,829
Total Revenue	\$3,849,155	\$3,729,212	\$119,944	3.22%	\$3,711,559
Operating Expenses					
Salaries & Benefits	\$595,896	\$688,047	\$92,151	13.39%	\$570,692
Overtime	\$44,960	\$41,196	(\$3,765)	-9.14%	\$40,898
Supplies & Pharmaceuticals	\$194,132	\$189,356	(\$4,776)	-2.52%	\$173,837
Purchased Services & Other	\$582,881	\$624,365	\$41,484	6.64%	\$522,377
Medical Claims Expense (1)	\$2,607,535	\$2,274,223	(\$333,312)	-14.66%	\$2,333,654
Insurance	\$25,193	\$22,755	(\$2,438)	-10.72%	\$22,417
Utilities	\$10,349	\$11,248	\$899	7.99%	\$10,400
Total Operating Expenses	\$4,060,947	\$3,851,190	(\$209,756)	-5.45%	\$3,674,274
Operating Margin	(\$211,791)	(\$121,978)	(\$89,813)	73.63%	\$37,285
Non-Operating Revenue	\$114,891	\$118,279	(\$3,388)	-2.86%	\$154,240
Net Income (Loss)	(\$96,900)	(\$3,700)	(\$93,201)	2519.22%	\$191,525

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.

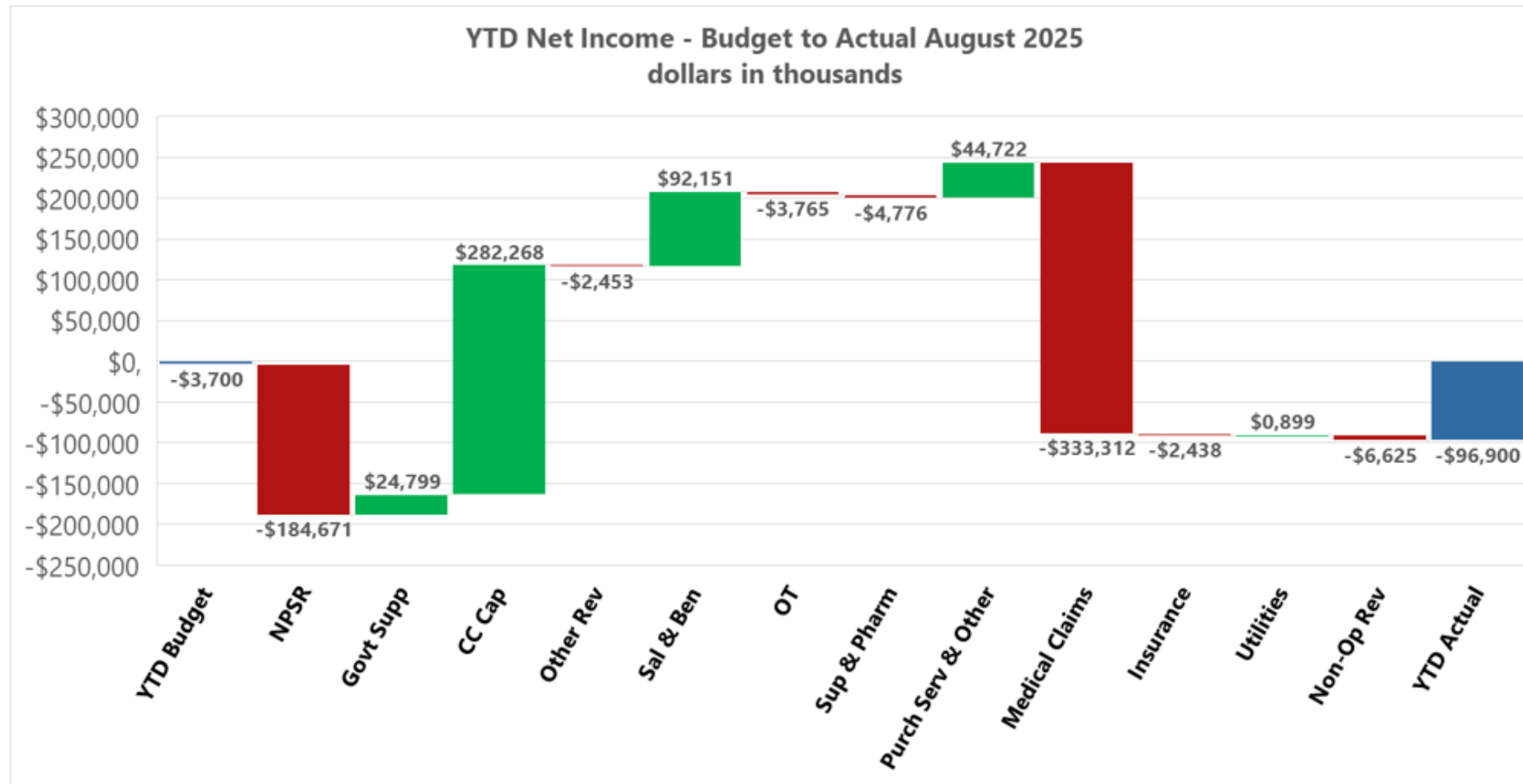


COOK COUNTY
HEALTH

YTD Net Income Waterfall Report



COOK COUNTY
HEALTH



COOK COUNTY
HEALTH

Key Volume and Revenue Indicators



Patient Activity Stroger	2025 YTD Actual	2025 YTD Budget	%	2024 YTD Actual	2023 YTD Actual		Aug 2025 Actual	Aug 2024 Actual
Average Daily Census	306	317	-3.3%	325	317		305	322
Emergency Room Visits	67,086	69,076	-2.9%	68,177	63,029		7,844	7,854
Surgeries	8,439	9,124	-7.5%	8,668	8,473		985	937

Patient Activity Provident	2025 YTD Actual	2025 YTD Budget	%	2024 YTD Actual	2023 YTD Actual		Aug 2025 Actual	Aug 2024 Actual
Average Daily Census	16	29	-44.8%	21	20		15	19
Emergency Room Visits	18,707	19,799	-5.5%	19,767	19,939		2,135	2,256
Surgeries	1,793	2,261	-20.7%	2,298	2,696		228	268

Patient Activity ACHN	2025 YTD Actual	2025 YTD Budget	%	2024 YTD Actual	2023 YTD Actual		Aug 2025 Actual	Aug 2024 Actual
Primary Care Visits	168,398	181,232	-7.1%	179,753	178,782		18,807	20,347
Specialty Care Visits	299,102	285,760	4.7%	291,034	284,387		32,836	33,443

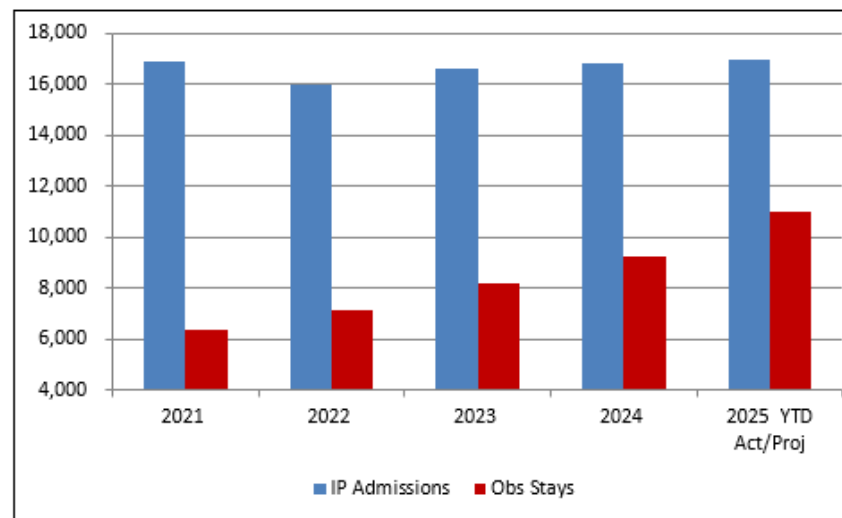
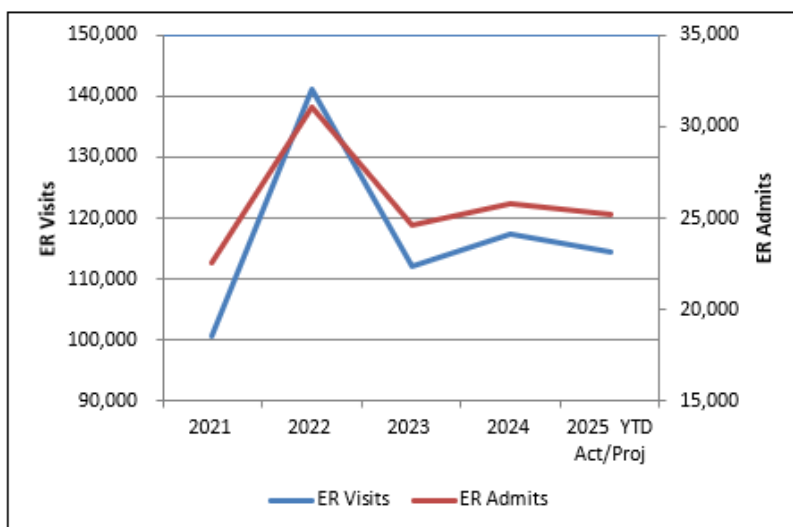
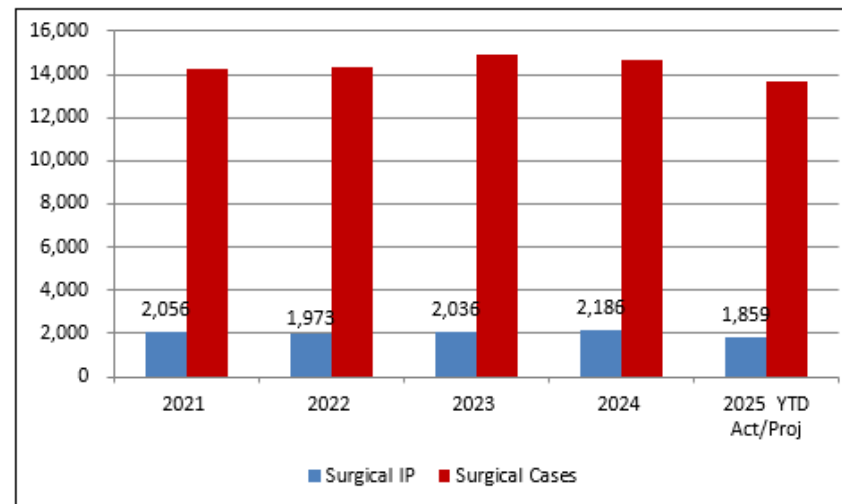
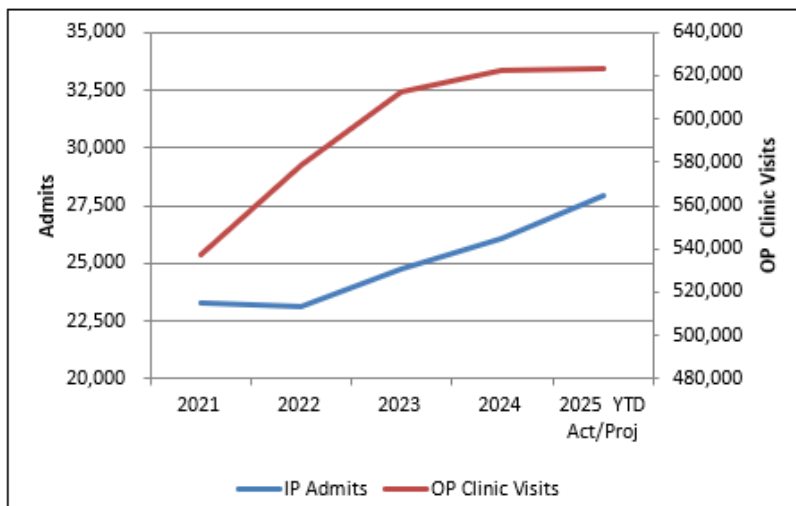
CountyCare Membership	2025 YTD Actual	2025 YTD Budget	%	2024 YTD Actual	2023 YTD Actual		Aug 2025 Actual	Aug 2024 Actual
Membership Count	410,907	393,924	4.3%	432,416	452,710		400,687	425,282



Operating Trends

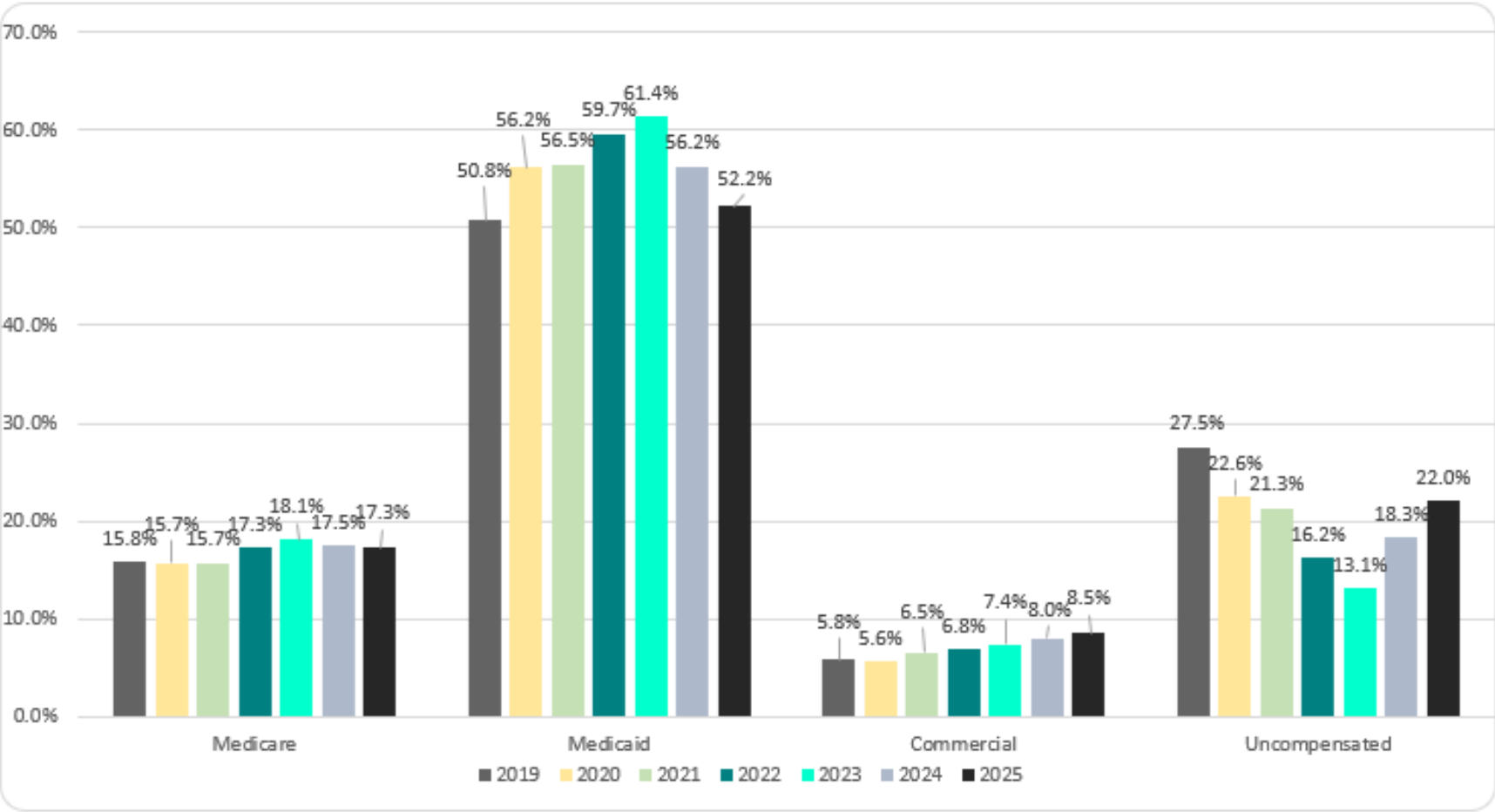


COOK COUNTY
HEALTH



COOK COUNTY
HEALTH

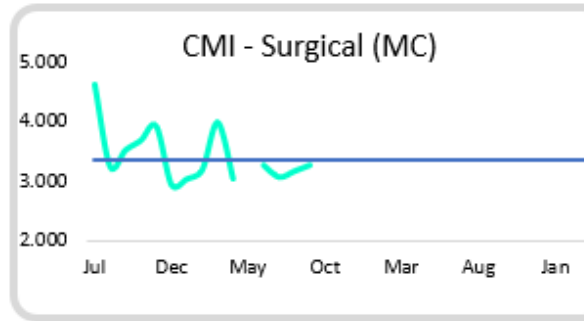
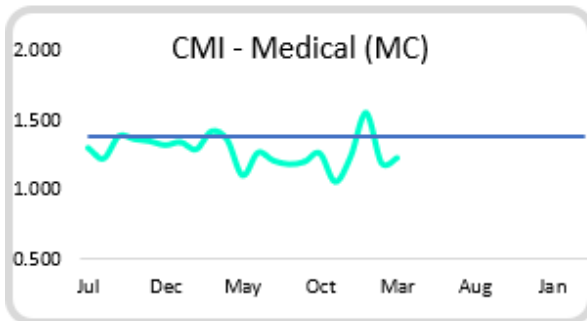
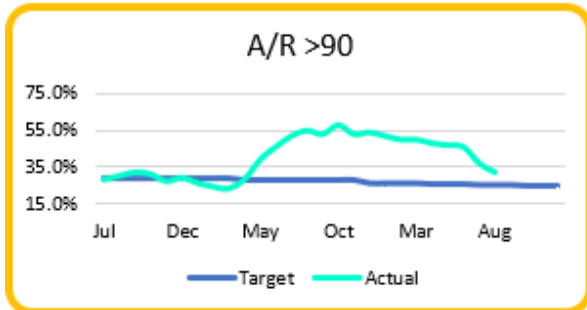
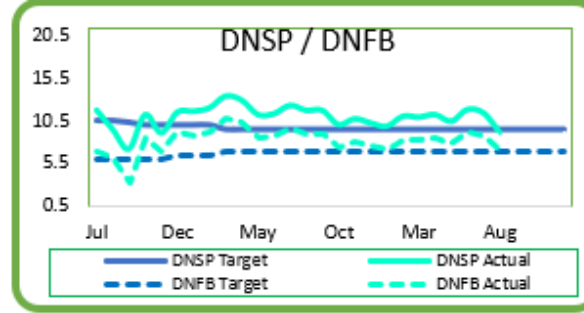
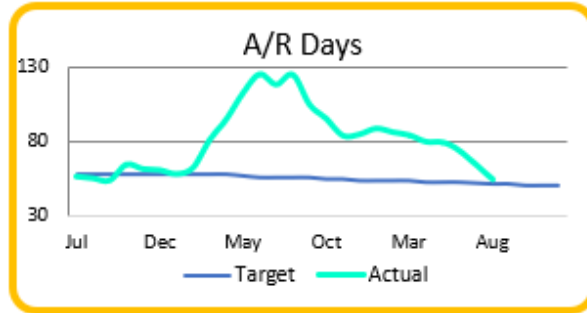
Payer Mix



Commentary:

- Prior Month Change:
 - Medicare: -0.1%
 - Medicaid: -0.3%
 - Commercial: -0.1%
 - Uncompensated: +0.5%

Revenue Cycle KPI



Commentary:

Our AR metrics are improving and recovering from the Change Healthcare cyber-attack. Remaining recovery efforts are in aged AR >90. We continue to work with the payers to provide additional documentation to get these impacted claims resolved.

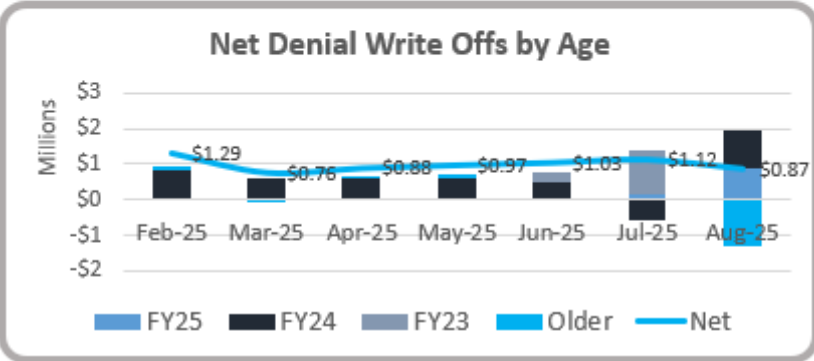
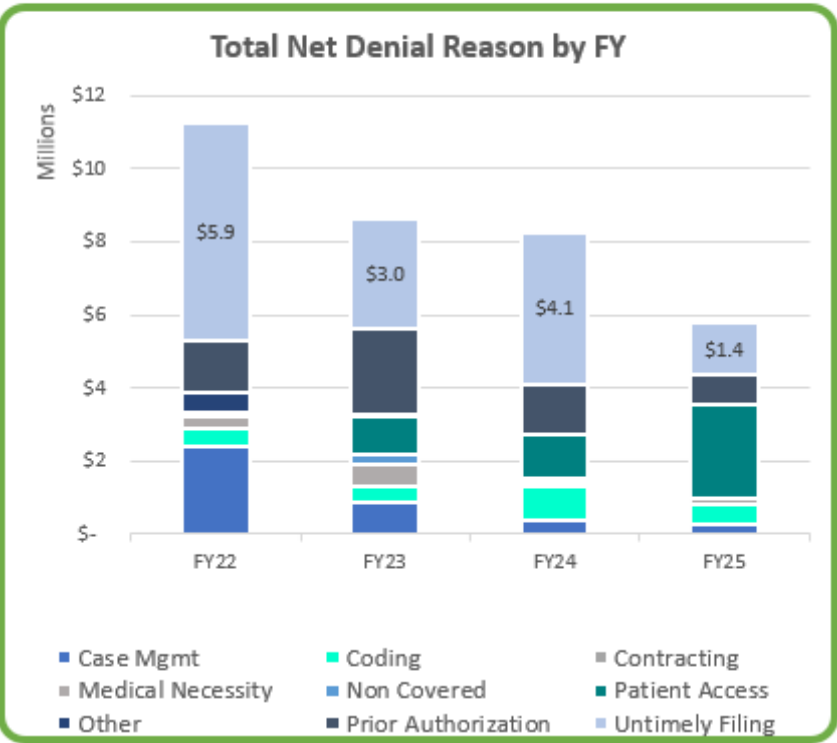
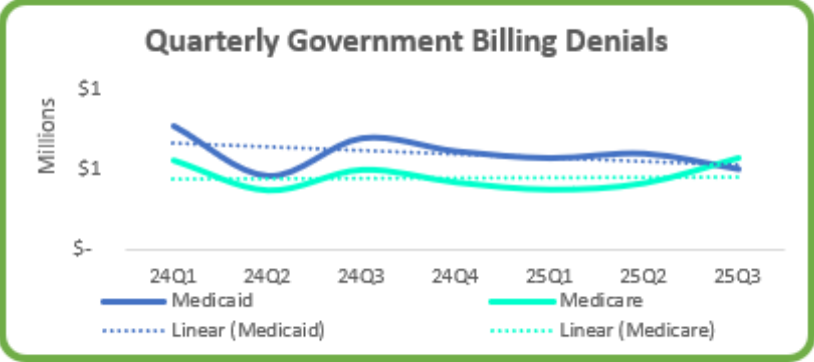
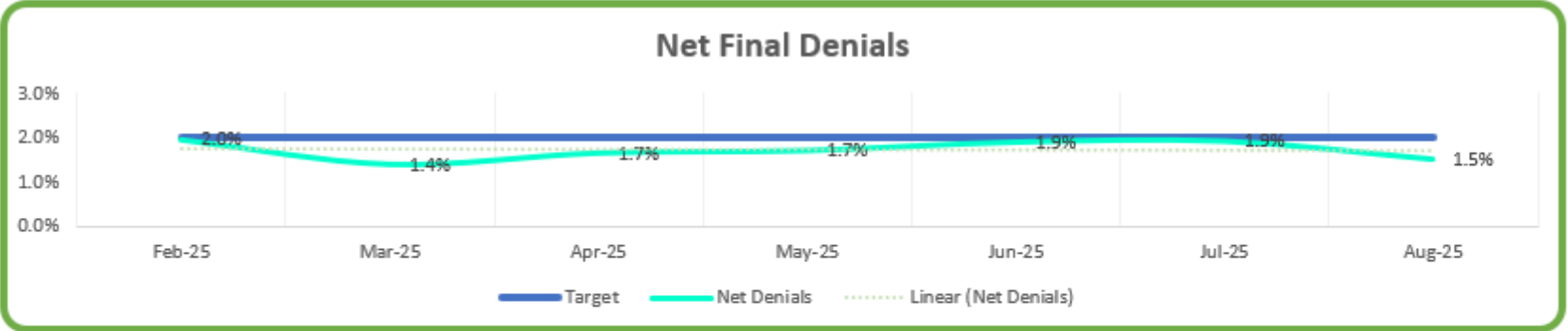
Definitions:

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.

Denials



Charitable & Public Program Expenditures

<u>Charitable Benefits and Community Programs</u>	2023 Actual	2024 Actual	2025 Budget	2025 Projected
Traditional Charity Care	\$ 105,040	\$ 201,962	\$ 232,719	\$ 316,539
Other Uncompensated Care	135,655	80,164	88,500	128,812
Cermak & JTDC Health Services	100,779	116,223	143,621	126,213
Department of Public Health	12,712	22,113	27,553	25,726
Other Public Programs & Community Services	66,321	71,600	52,870	52,870
Totals	\$ 420,506	\$ 492,062	\$ 545,263	\$ 650,160
% of Revenues *	38.8%	30.5%	32.6%	45.7%
% of Costs *	23.1%	28.5%	24.2%	33.1%

* Excludes County Care Health Plan Services

Savings Initiatives

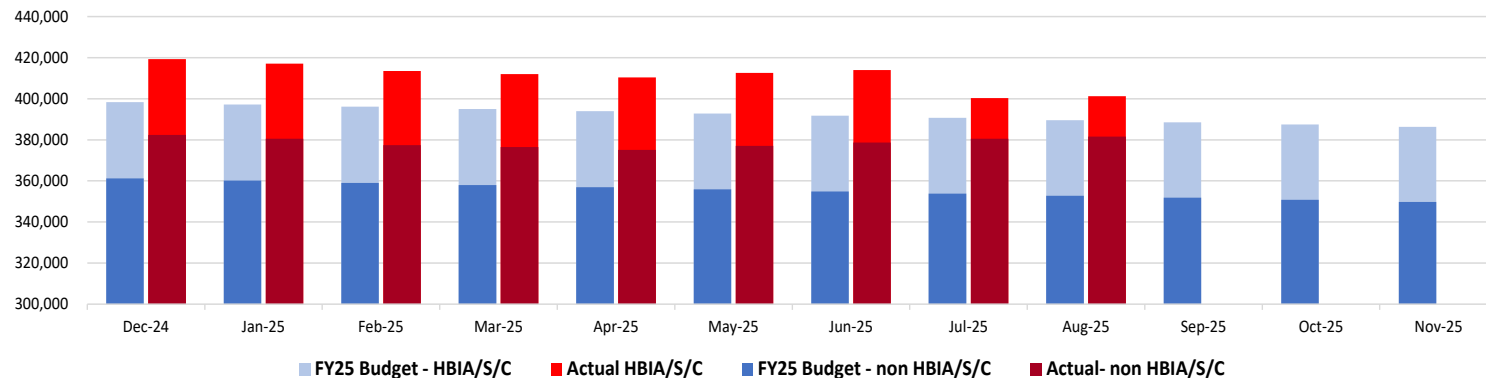


Current Activities in Progress	Budgeted FY25 Impact	YTD Achieved	Status
<u>Revenue Cycle:</u>			
CDM Annual Pricing Review	2,650,000	2,042,708	
Revenue Recovery	3,400,000	2,620,833	
Point of Service Collections	300,000	246,250	
<u>County Care:</u>			
Vendor Contract Negotiations- (term eff July)	2,400,000	2,400,000	
<u>Health System:</u>			
Vendor Contract Negotiations	20,000,000	16,910,654	
	<u>\$ 28,750,000</u>	<u>\$ 24,220,445</u>	84%
		Goal 9/12ths	75%



Dollars in 000s except PMPM amounts	FY2025 Actual	FY2025 Budget	Variance	%	Fy24 Actual
Capitation Revenue	\$2,796,135	\$2,508,447	\$287,689	11.47%	\$2,540,200
Operating Expenses					
Clinical - CCH	\$93,621	\$105,077	\$11,456	10.90%	\$103,825
Clinical - External	\$2,606,490	\$2,282,581	(\$323,909)	(14.19%)	\$2,316,797
Administrative	\$144,968	\$118,241	(\$26,727)	(22.60%)	\$132,437
Total Expenses	\$2,845,078	\$2,505,898	(\$339,180)	(13.54%)	\$2,553,058
Operating Gain (Loss)	(\$48,942)	\$2,549	(\$51,491)		-\$12,858
Activity Levels					
Member Months	3,700,142	3,545,313	154,829	4.37%	3,894,196
Monthly Membership	401,208	389,581	11,627	2.98%	425,555
CCH CountyCare Member Months	272,021	N/A	N/A	N/A	313,610
CCH % CountyCare Member Months	7.35%	N/A	N/A	N/A	8.05%
Operating Indicators					
Revenue Per Member Per Month (PMPM)	\$755.68	\$707.54	\$48.14	6.80%	\$652.30
Clinical Cost PMPM	\$729.73	\$673.47	(\$56.26)	(8.35%)	\$621.60
Medical Loss Ratio (1)	96.6%	95.2%	(1.38%)	(1.45%)	94.3%
Administrative Cost Ratio	5.1%	4.7%	(0.41%)	(8.67%)	5.2%
Total FTEs	387	429	42		366

CountyCare Membership



Commentary

- Total YTD member months are exceeding budget by 154,829 members.
- Revenue and claims expense are higher than budget due to higher than budgeted membership.
- CountyCare's reimbursement to CCH for domestic spend is under budget due to HBIA coverage termination.
- Operating Loss of \$48.9M
- Operating loss driven by 1% higher medical loss ratio than expected.
- Higher MLR due to rate underfunding for high-cost drugs and NICU cases. Discussions with State are underway and approximately \$10M-\$20 in reimbursement is expected (not yet reflected in financial statements)

Notes:

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

Managed Care Metrics



COOK COUNTY
HEALTH

CountyCare received a 4-Star NCQA Health Plan Rating for a second year!



CountyCare is proud to have achieved a 4-star overall plan rating in the 2025 NCQA Health Plan Ratings.

CountyCare was the only Illinois Medicaid MCO to receive a 4-star overall plan rating in 2025. Only 22% of Medicaid health plans achieved a 4-star rating or higher in rating year 2025.



Cook County Health & Hospitals System's CountyCare Health Plan	★★★★★
Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation a Mutual Legal Reserve Company.	★★★★★
Molina Healthcare of Illinois, Inc.	★★★★★
Meridian Health Plan of Illinois, Inc.	★★★★★
Aetna Better Health of Illinois Inc.	★★★★★

[Citation: Health Plans - NCQA](#)

National Association of Counties (NACo) Awards



COOK COUNTY
HEALTH

The National Association of Counties (NACo) awards program recognizes innovative county government programs

CountyCare won two National Association of Counties (NACo) Awards for:

- Eliminating Lead for Drinking Water for Illinois Families with Medicaid
- CountyCare Access: Providing Health Benefits for Immigrant Adults and Immigrant Seniors in Cook County



CountyCare in the Pride Parade



COOK COUNTY
HEALTH



96th Bud Billiken Parade

August 9, 2025



CountyCare Children's Health Fair

On Saturday August 23rd, CountyCare hosted its inaugural Children's Health Fair at Provident.

There was a DJ, barber, balloon animals, games, food carts, and an ice cream truck for families.

Around 30 members attended with their families.



Rafael Guzman, Community Outreach Worker, delighted children dressed as Olaf from the Disney movie Frozen

Community Baby Shower

On Saturday, October 4th CountyCare hosted its 3rd community baby shower at Shine Bright Community Center, located near Calumet and Pullman neighborhoods.

Over 20 CountyCare members and their families attended the event.



CountyCare families enjoying lunch and giveaways at the baby shower

Current Membership

Monthly Membership as of September 15th, 2025



COOK COUNTY
HEALTH

Category	Total Members	ACHN Members	% ACHN
FHP	223,718	9,956	4.45%
ACA	105,315	10,647	10.11%
ICP	31,464	4,535	14.41%
MLTSS	11,058	-	0.00%
SNC	8,082	334	4.13%
HBIS	3,827	1,119	29.24%
HBIC	15,522	1,558	10.04%
Total	398,986	28,149	7.06%

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

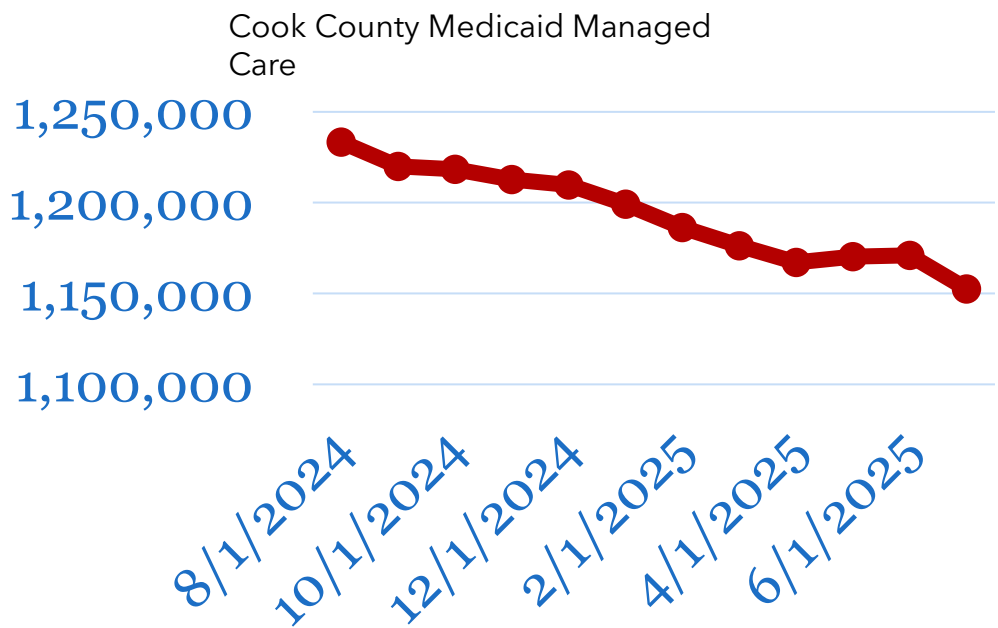
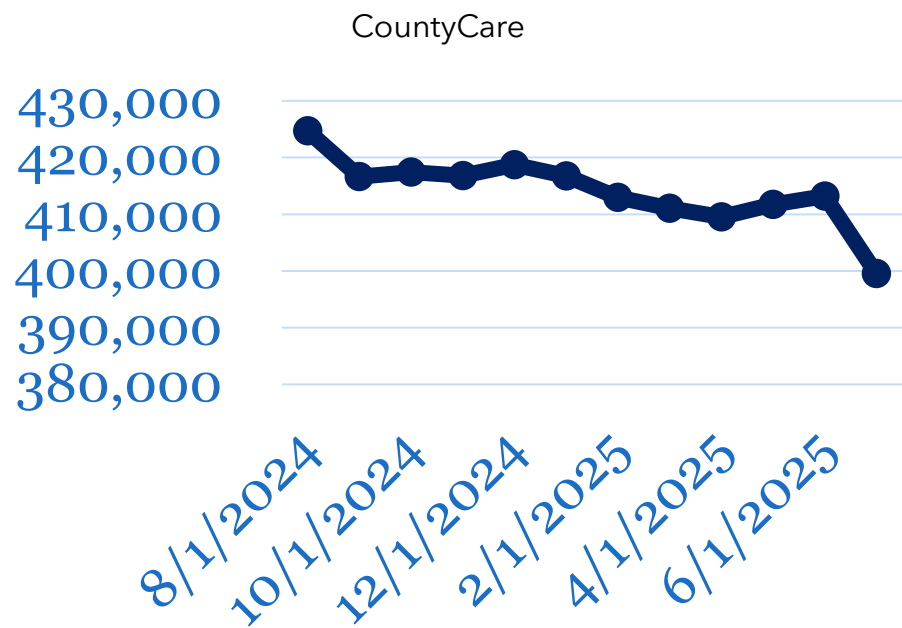
HBIS/HBIC: Health Benefit for Immigrant Seniors/Children

Managed Medicaid Market

Illinois Department of Healthcare and Family Services July 2025 Data

Managed Care Organization	Cook County	Cook Market Share
CountyCare	399,526	34.7%
Blue Cross Blue Shield	326,064	28.3%
Meridian (a WellCare Co.)	236,175	20.5%
IlliniCare (Aetna/CVS)	104,508	9.1%
Molina	78,404	6.8%
YouthCare	7,887	0.7%
Total	1,152,564	100.0%

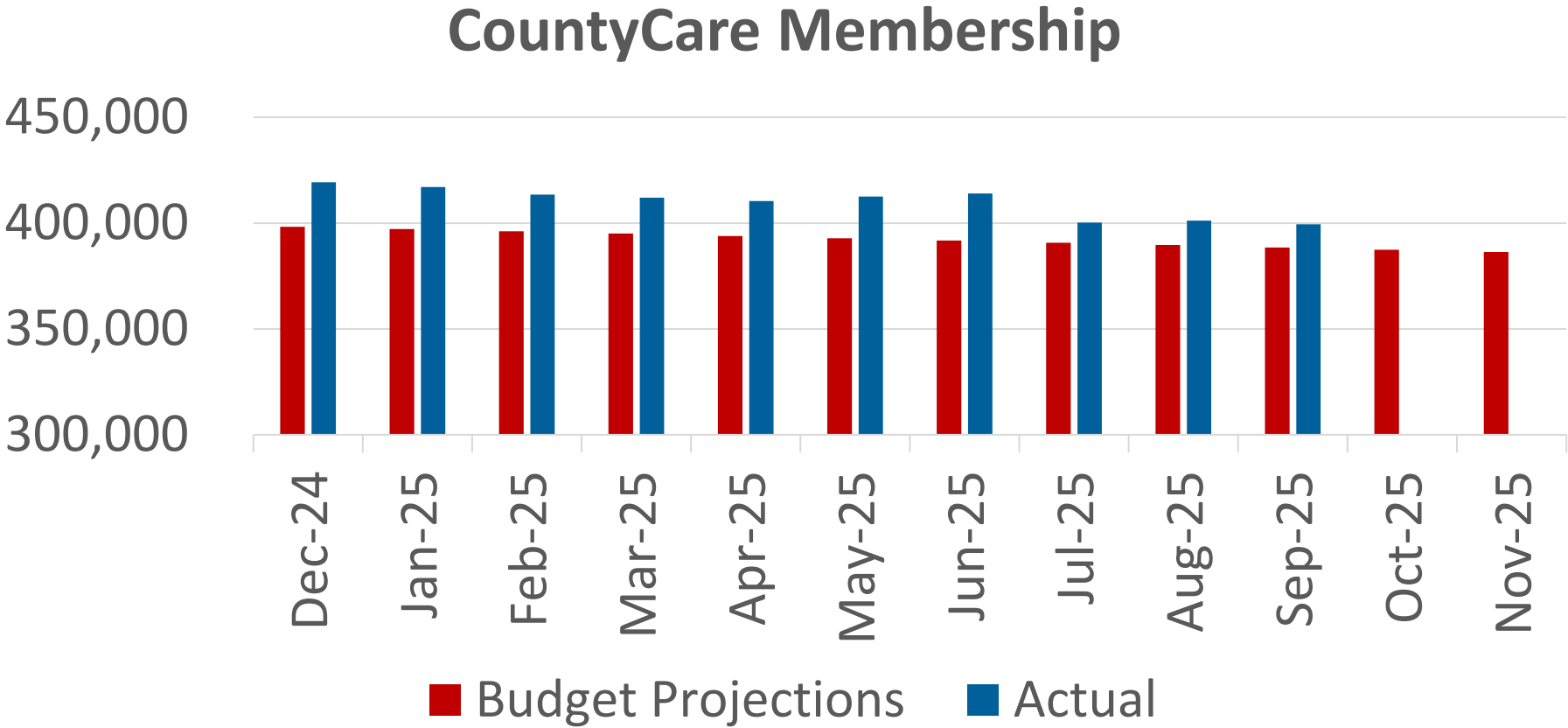
IL Medicaid Managed Care Trend in Cook County



CountyCare’s enrollment **decreased** 3.30% in July 2025, falling from 413,211 in June to 399,526. This decline is larger than Cook County’s **decrease** of 1.58%, with enrollment dropping from 1,171,050 to 1,152,564 over the same period.

Source: [Total Care Coordination Enrollment for All Programs | HFS \(illinois.gov\)](#)

FY25 Budget | Membership



Operations Metrics: Call Center & Encounter Rate



		Performance		
Key Metrics	State Goal	Jun 2025	Jul 2025	Aug 2025
Member & Provider Services Call Center Metrics				
Inbound Call Volume	N/A	48,304	50,606	48,088
Abandonment Rate	< 5%	0.61%	0.56%	0.84%
Average Speed to Answer (minutes)	1:00	0:06	0:07	0:10
% Calls Answered < 30 seconds	> 80%	96.6%	96.9%	95.7%
Quarterly				
Claims/Encounters Acceptance Rate	98%	98.4%		

The One Big Beautiful Bill (H.R. 1): Medicaid Snapshot

Provision	Description	Projected Impact	Implementation Timeline
Mandatory Work Requirements	Requires states to implement work requirements for ACA expansion adults (able-bodied adults age 19-64) and parents of children age 14+. Several exemptions exist (e.g. pregnancy, disability).	- CountyCare has ~105K ACA adults who will likely need to adhere to new reporting requirements - Increased administrative burden for the state, MCOs and enrollees - Need for additional education, outreach and navigation support to adhere to requirements	December 31, 2026 Potential extension if IL applies and is approved
Six Month Redetermination	Requires ACA expansion adults to undergo eligibility checks every 6 months, instead of every 12 months.		December 31, 2026
Immigrant Restrictions	Includes changes to the definition of “qualified alien” which affects which immigrants are eligible for federal Medicaid.	- Refugees, asylees and other immigrants will no longer be eligible for federal Medicaid coverage. <i>CountyCare has an estimated ~2,270 members in this category.</i>	October 1, 2026

Updated insight on projected H.R. 1 impact to Medicaid in Illinois



Projected Coverage Losses

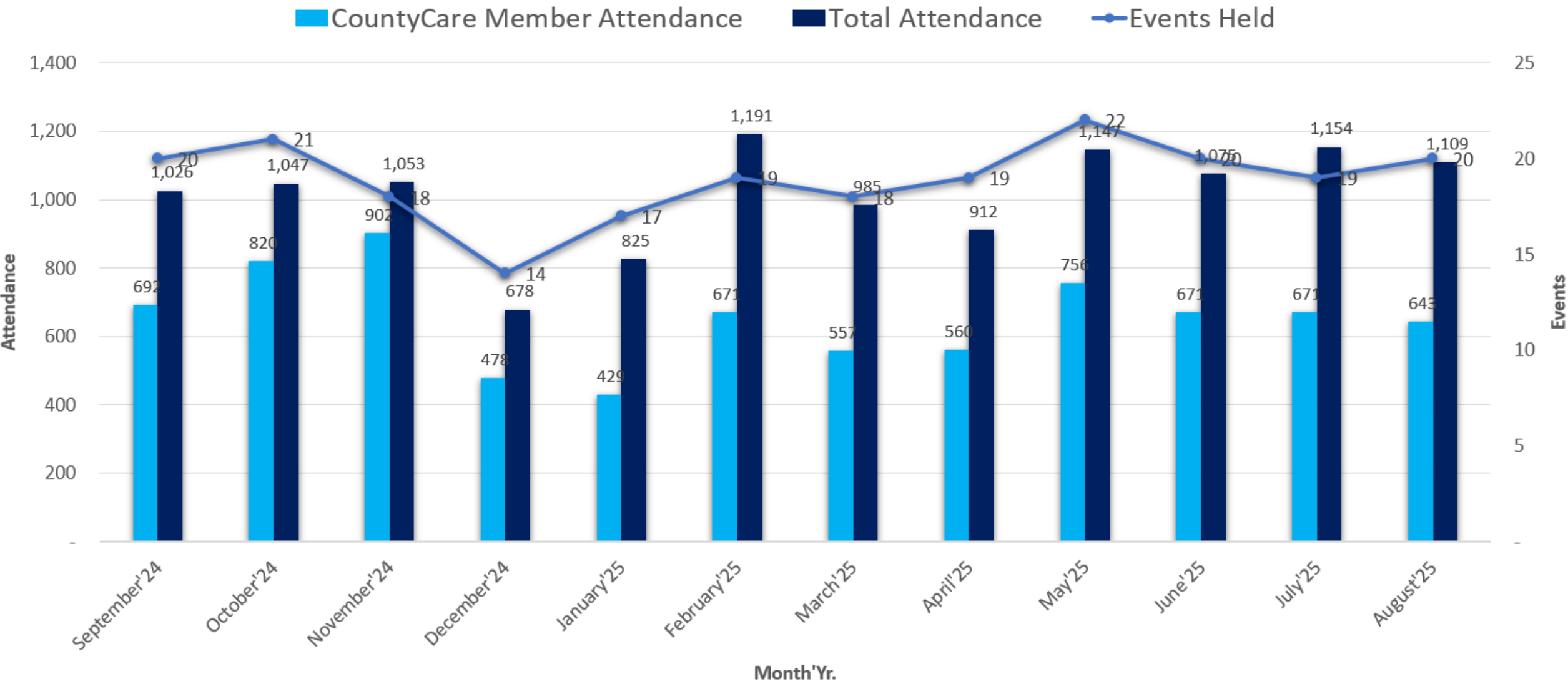
- **Illinois:** Healthcare and Family Services (HFS) projections show that about **270K-500K Illinoisans** will lose coverage due to the work requirements provision.
- **CountyCare:**
 - **Work requirements and more frequent redetermination:** ~105K+ members may need to adhere to requirements. Evidence from other states suggest ~20% may lose coverage due to work requirements administrative burden.
 - **Immigrants:** An estimated 2,270 members may lose coverage October 2026.



Projected Funding Losses (State)

- Internal HFS projections for certain provisions show Illinois will face at least a **\$26B reduction** in federal funding in the next decade.

Redetermination Events & Attendance – September'24 - August'25



Events Held	227
CountyCare Member Attendance	7,850
Total Attendance	12,202
Average Attendance	54

HealthChoice Illinois RFP

Background



- In 2017, the Illinois Department of Healthcare and Family Services (HFS) posted an RFP seeking services from qualified, experienced, and financially sound Managed Care Organizations (MCOs) to enter into risk-based contracts for the Medicaid Managed Care Program.
 - CountyCare was awarded a contract for period of 2018-2022, and later received extensions through the end of 2026.
- **CountyCare must submit a new proposal to act as Managed Care Community Network beyond 2026.**
- September 15th, The Illinois Department of Healthcare and Family Services (HFS) released a new a Request for Proposals (RFP) for services to start January 1, 2027.

Sources: CMS 2021 Model Application [Contract Year 2021 CAPITATED FINANCIAL ALIGNMENT Model Application \(cms.gov\)](#);
[State of Illinois - General Services - Bid Solicitation](#)

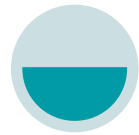
HealthChoice Illinois RFP

Submission Timeline



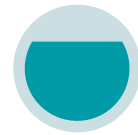
9/15/25

RFP
released



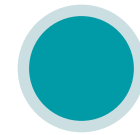
9/23/25

Pre-Bid
Conference



10/7/25

Questions
to HFS due



11/13/25

RFP
Submission
due

58 days

HealthChoice Illinois RFP

Implementation Timeline



Initial term for contracts awarded: July 1, 2027-December 31, 2030 (with option to renew for up to 5.5 years)

How are NCQA Health Plan Ratings Created?

- **HEDIS** (Healthcare Effectiveness Data and Information Set) is a set of standardized performance measures used by more than 90% of all United States health insurance plans.
- **CAHPS** (Consumer Assessment of Healthcare Providers & Systems) is a survey administered to a sample of Medicaid members once annually.
- The National Committee for Quality Assurance (NCQA) develops, updates, and maintains HEDIS measures and the CAHPS survey.
- **NCQA quality survey ratings are conducted annually for all health plans.** NCQA develops these ratings by assessing performance on clinical quality (HEDIS) and patient experience (CAHPS). These scores are weighted to produce a 1-5 rating.

2025 NCQA Health Plan Ratings



- CountyCare is proud to have achieved a 4-star overall plan rating in the 2025 NCQA Health Plan Ratings.
- Only the top 22% of Medicaid health plans nationally achieved a 4-star rating or higher in rating year 2025.
- CountyCare was the only Illinois Medicaid MCO to receive a 4-star overall plan rating in 2025.



2025 NCQA Health Plan Ratings



CountyCare was the only plan to achieve:

- 4-star rating for Overall Health Plan Rating.
- 3.5-star ratings for Patient Experience and Prevention & Equity.

	 Aetna Better Health of Illinois, Inc. (ABHIL) (MY2024) 	Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation (MY2024) 	 Cook County Health & Hospitals System's CountyCare Health Plan (MY2024) 	 Meridian Health Plan of Illinois, Inc. (MY2024) 	 Molina Healthcare of Illinois, Inc. (MY2024) 
Overall Health Plan Rating	3.5	3.5	4.0	3.5	3.5
Patient Experience Category Rating	1.5	2.5	3.5	3.0	3.0
Prevention and Equity Category Rating	2.5	3.0	3.5	3.0	2.5
Treatment Category Rating	3.0	3.0	3.0	3.0	3.0

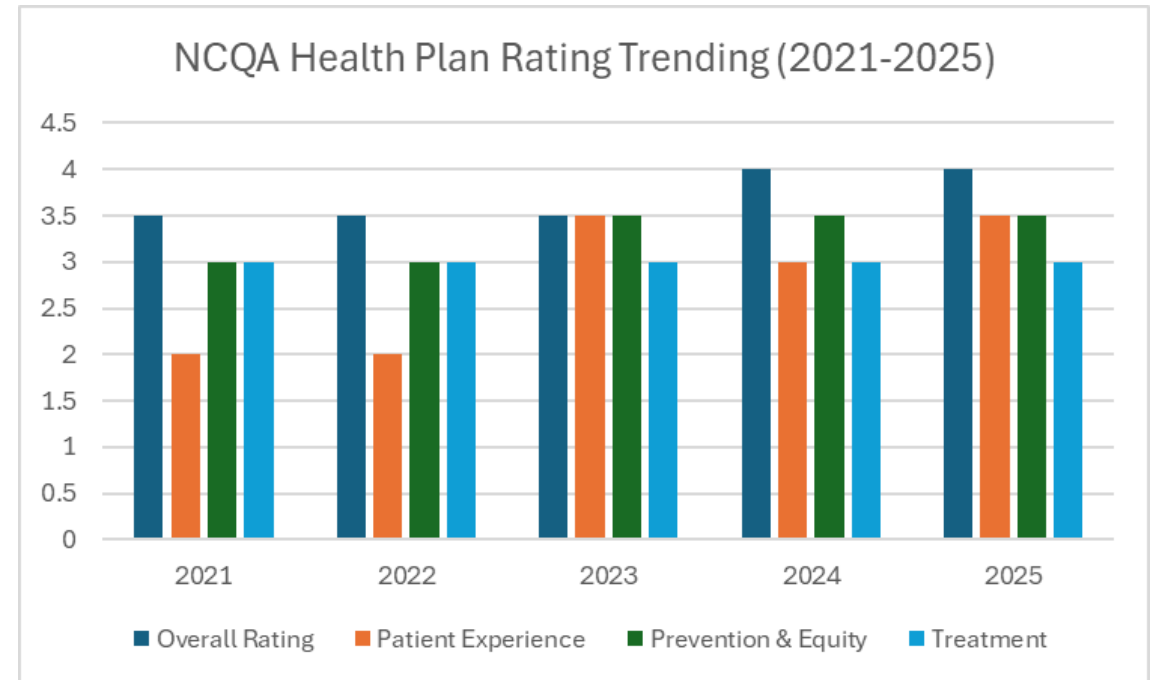
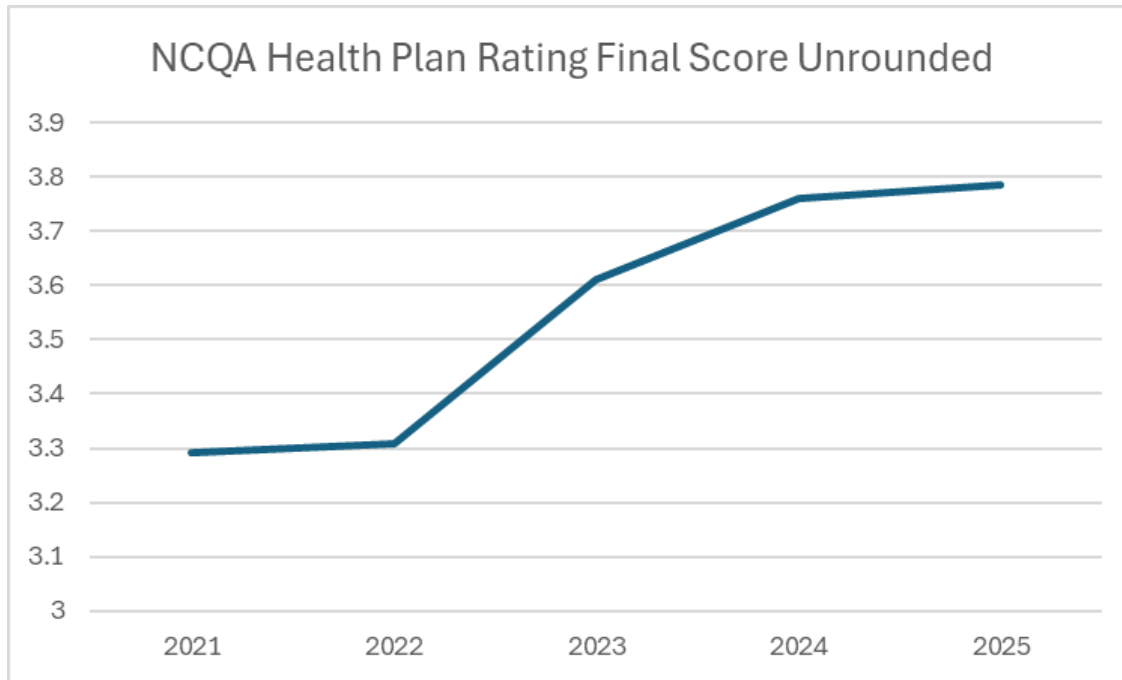
NCQA Successes – Member Experience

	Aetna Better Health of Illinois, Inc. (ABHIL) (MY2024)	Blue Cross and Blue Shield of Illinois, a Division of Health Care Service Corporation (MY2024)	Cook County Health & Hospitals System's CountyCare Health Plan (MY2024)	Meridian Health Plan of Illinois, Inc. (MY2024)	Molina Healthcare of Illinois, Inc. (MY2024)
Patient Experience Category Rating	1.5	2.5	3.5	3.0	3.0
Getting Care Sub-Category Rating	2.0	2.0	3.0	2.5	3.0
Getting Care Easily	2.0	2.0	3.0	3.0	3.0
Getting Care Quickly	2.0	2.0	3.0	2.0	3.0
Satisfaction with Plan and Plan Services	1.0	3.0	4.5	3.5	3.0
Rating of Health Plan	1.0	3.0	5.0	4.0	2.0
Rating of Care	1.0	3.0	4.0	3.0	4.0



CountyCare is a leader in Illinois with Satisfaction with Plan and Plan Services achieving a 4.5-star sub-category rating, along with a 5-star rating for Rating of Health Plan.

NCQA Rating – Continued Progress



- **CountyCare's raw total score, which determines overall plan rating, has improved year-over-year consistently for the past five years.**
- As a result, the category and overall plan ratings have also improved over the past few years.

Progress on Low Performing Measures



Measure	MY2023	MY2024	% Change
Childhood Immunization Status - Combo 10	30.4%	33.0%	2.6%
Prenatal and Postpartum Care - Postpartum Care	81.6%	83.8%	2.2%
Breast Cancer Screening	55.2%	57.0%	1.8%
Asthma Medication Ratio (Total)	54.1%	60.6%	6.5%
Appropriate Testing for Pharyngitis (Total)	74.3%	82.2%	7.9%
Pharmacotherapy Management of COPD Exacerbation - Systemic Corticosteroid	69.8%	70.0%	0.2%
Blood Pressure Control for Patients With Diabetes	65.4%	72.0%	6.6%
Eye Exam for Patients With Diabetes	56.4%	58.0%	1.6%
Hemoglobin A1c Control for Patients With Diabetes - HbA1c Control (<8%)	58.1%	60.4%	2.3%
Controlling High Blood Pressure	54.6%	62.1%	7.5%
Follow-Up After Hospitalization For Mental Illness - 7 days (Total)	23.5%	29.6%	6.1%
Follow-Up After Emergency Department Visit for Mental Illness - 7 days (Total)	38.8%	40.1%	1.3%
Follow-Up After Emergency Department Visit for Substance Use - 7 days (Total)	24.0%	25.1%	1.1%
Follow-Up After High-Intensity Care for Substance Use Disorder - 7 Days (Total)	35.4%	38.5%	3.1%
Antidepressant Medication Management - Effective Continuation Phase Treatment	43.0%	47.0%	4.0%
Pharmacotherapy for Opioid Use Disorder (Total)	19.0%	23.5%	4.5%
Metabolic Monitoring for Children and Adolescents on Antipsychotics - Blood Glucose and Cholesterol Testing	37.0%	34.3%	-2.7%
Follow-Up Care for Children Prescribed ADHD Medication - Continuation and Maintenance Phase	47.3%	50.1%	2.8%
Initiation and Engagement of Substance Use Disorder Treatment - Engagement of SUD Treatment - Total	10.4%	13.0%	2.6%

CountyCare observed rate increases for > 90% of low performing measures from the prior year's NCQA measure ratings

Goal to Achieve 4.5-Star Overall Rating in 2026

Strategy for Continued Improvement:

- All health plan departments and teams have been engaged in targeted performance improvement activities.
- Efforts have been prioritized based on analysis to drive the most impact for MY2025 ratings and member outcomes.
- **Workstreams focusing on interventions:**
 - Provider Engagement & Pharmacy
 - Member & Community Outreach
 - Data & Quality
 - Benefits & Programs

Performance Improvement Strategy



CountyCare's goal is to achieve a NCQA 4.5-star rating in 2026

Performance Improvement Workgroups

- **Four performance improvement groups meet regularly** to work on interventions to impact measures and evaluate if interventions are having the intended impact.

Provider and CME Partnership

- **Quality presentation in provider partnership and Care Management Entity (CME) Joint Operating Committee (JOC) meetings** to share quality performance, discuss priorities and collaborate on improvement efforts.

Data Improvement

- **Working on expanding supplemental data sources** through payer data exchange options and the addition of new supplemental sources.

Value-Based Care and Incentives

- **Include priority measures in value-based care (VBC) agreements and provider incentives** to align provider quality improvement efforts with health plan areas of focus.

Member Engagement

- **Education, outreach, and communication in multiple modalities** to ensure members are receiving relevant information to their care needs

Member Rewards and Benefits

- **Reviewing benefits and rewards communication and comprehension** to ensure members understand and can access relevant information

Quality & Patient Safety Metrics



COOK COUNTY
HEALTH

Stroger Op Ex Committee Dashboard

Met or Exceeded Stretch Goal
Met or Exceeding Target, not meeting Stretch
Improvement from Baseline, not meeting Target
At Baseline, not improving from baseline



COOK COUNTY
HEALTH

Op Ex Steering Committee Dashboard for Stroger Hospital

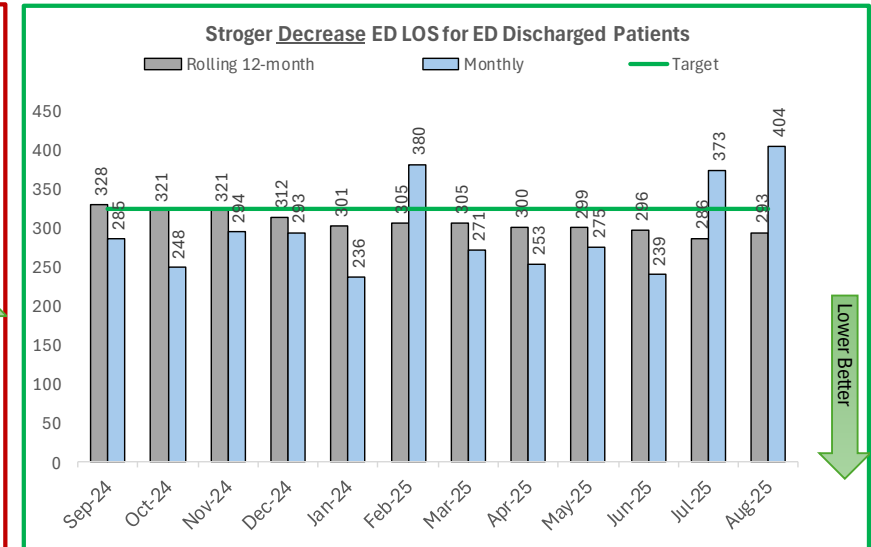
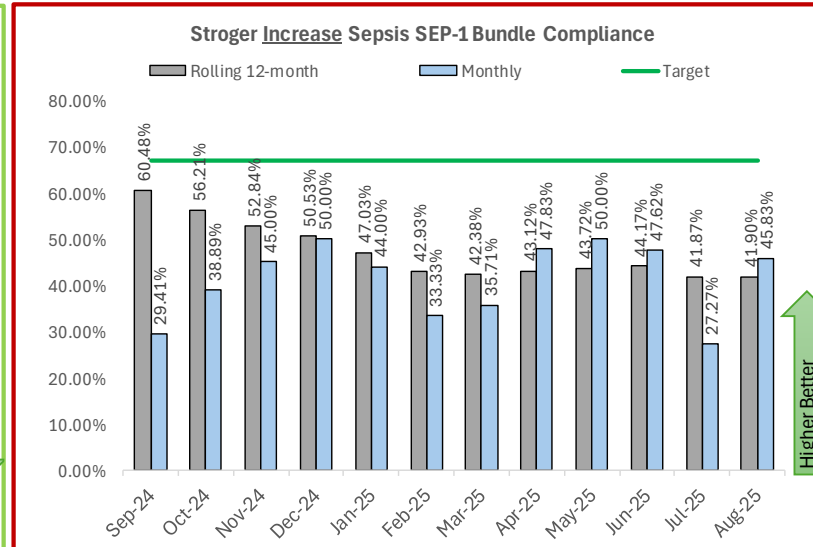
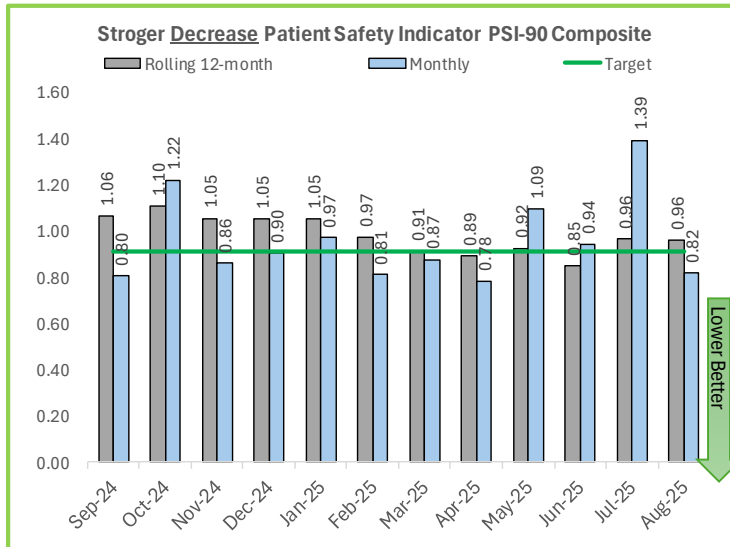
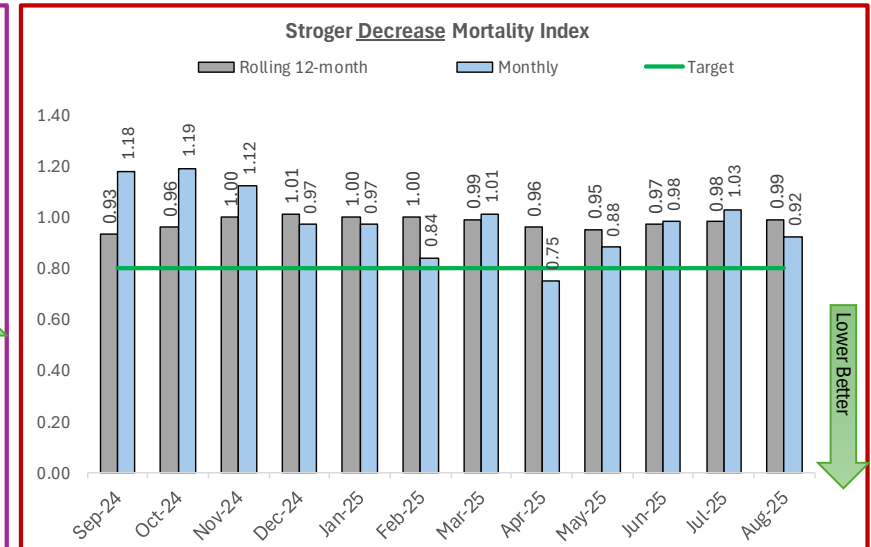
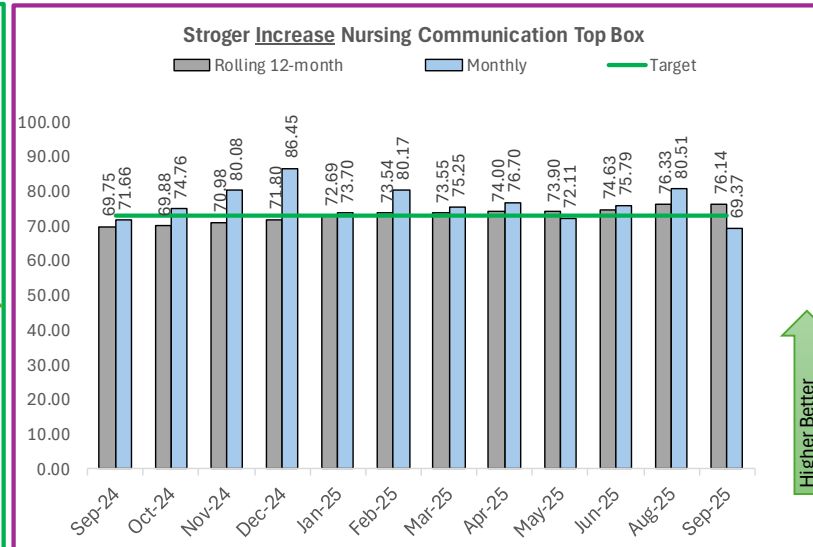
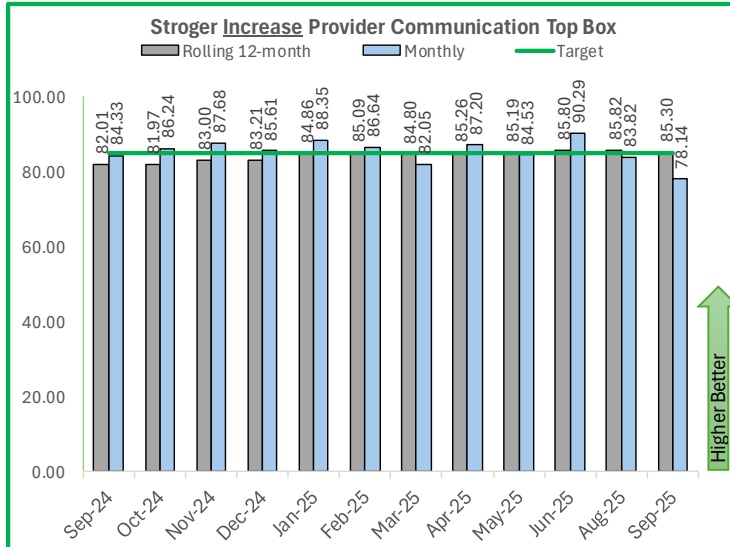


Chart performance monitoring-color based on the most recent rolling 12-month scoring measure results.

Stroger Op Ex Committee Dashboard



COOK COUNTY
HEALTH

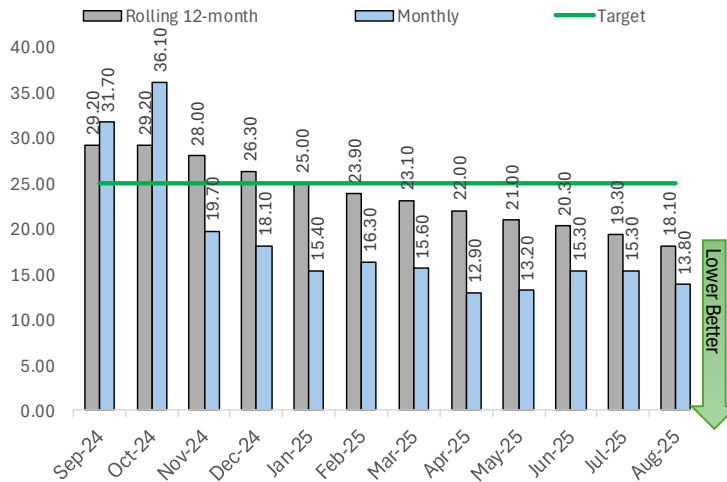
Met or Exceeded Stretch Goal

Met or Exceeding Target, not meeting Stretch

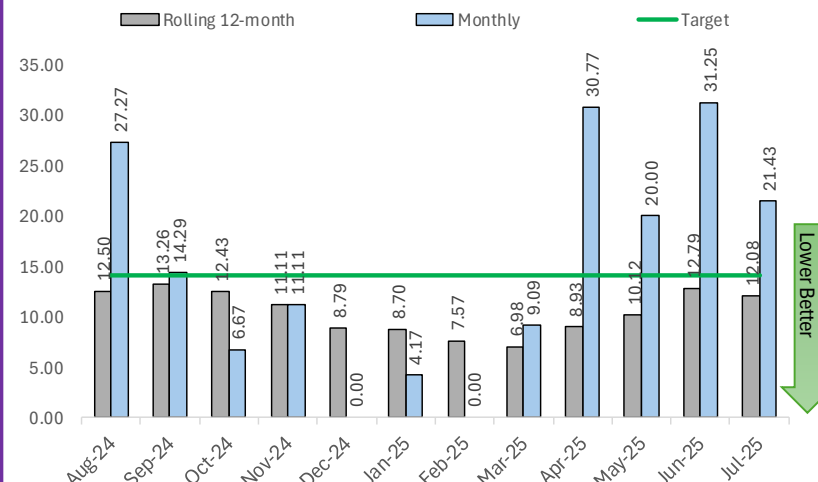
Improvement from Baseline, not meeting Target

At Baseline, not improving from baseline

Stroger Decrease Avg Post Hospital Appointment Days for Adult Primary Care



Stroger Decrease COPD Patients 30 day Same Hospital Readmissions Rate, All Payer, All Age



Stroger Decrease GeoMean Length of Stay Variance

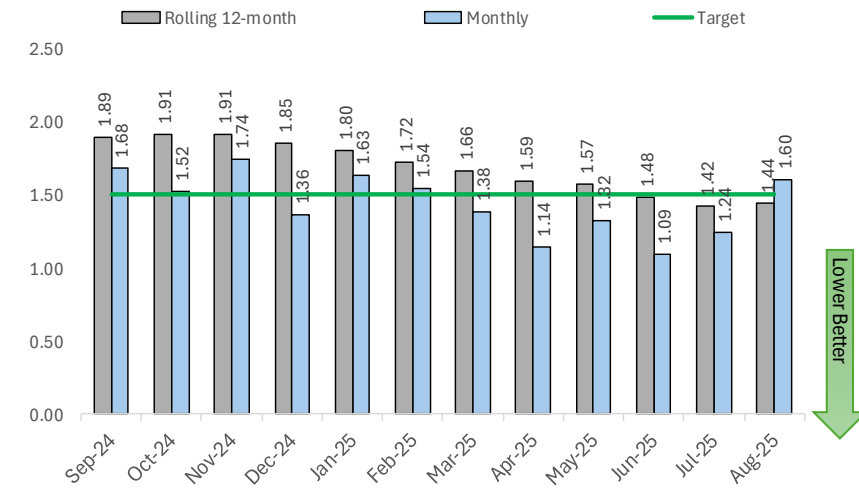


Chart performance monitoring-color based on the most recent rolling 12-month scoring measure results.

Met or Exceeded Stretch Goal
Met or Exceeding Target, not meeting Stretch
Improvement from Baseline, not meeting Target
At Baseline, not improving from baseline



**COOK COUNTY
HEALTH**

DOMAIN WORKGROUPS	Metrics
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PATIENT EXPERIENCE					Quarterly Improvement Expected	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Aug-25	Sep-25	2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025				
					Target	Stretch	Baseline																				
Increase Rolling 12-month Top Box Comm w/ Physician Domain					85.00	87.50	82.01	0.75	82.01	81.97	83.00	83.21	84.86	85.09	84.80	85.26	85.19	85.80	85.82	85.30	83.21	84.95	2.1%	2.9	3.8	-2.4	
Increase Monthly Top Box Comm w/ Physician Domain									84.33	86.24	87.68	85.61	88.35	86.64	82.05	87.20	84.53	90.29	83.82	78.14							
					Target	Stretch	Baseline	Quarterly Improvement Expected	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Aug-25	Sep-25	2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025	
Increase Rolling 12-month Top Box Comm w/ Nursing Domain					73.00	75.00	69.75	0.81	69.75	69.88	70.98	71.80	72.69	73.54	73.55	74.00	73.90	74.63	76.33	76.14	71.80	75.29	4.9%	5.7	3.6	2.5	
Increase Monthly Top Box Comm w/ Nursing Domain									71.66	74.76	80.08	86.45	73.70	80.17	75.25	76.70	72.11	75.79	80.51	69.37							
CLINICAL OUTCOMES					Target	Stretch	Baseline	Quarterly Improvement Expected	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025	
Decrease Rolling 12-month Mortality Index					0.80		0.86	-0.02	0.93	0.96	1.00	1.01	1.00	1.00	0.99	0.96	0.95	0.97	0.98	0.99	1.01	0.93	-7.9%	0.1	0.1	0.2	
Decrease Monthly Mortality Index									1.18	1.19	1.12	0.97	0.97	0.84	1.01	0.75	0.88	0.98	1.03	0.92							
					Target	Stretch	Baseline	Quarterly Improvement Expected	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025	
Decrease Rolling 12-month Patient Safety Indicator PSI-90 Composite					0.907		1.008	-0.025	1.06	1.10	1.05	1.05	1.05	0.97	0.91	0.89	0.92	0.85	0.96	0.96	1.048	0.956	-8.8%	-0.24	-0.01	0.21	
Decrease Monthly Patient Safety Indicator PSI-90 Composite									0.80	1.22	0.86	0.90	0.97	0.81	0.87	0.78	1.09	0.94	1.39	0.82							
					Target	Stretch	Baseline	Quarterly Improvement Expected	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025	
Increase Rolling 12-month Sepsis SEP-1 Bundle Compliance					67%		56%	2.75%	60.48%	56.21%	52.84%	50.53%	47.03%	42.93%	42.38%	43.12%	43.72%	44.17%	41.87%	41.90%	50.53%	42.05%	-16.8%	-20%	-13%	-24%	
Increase Monthly Sepsis SEP-1 Bundle Compliance									29.41%	38.89%	45.00%	50.00%	44.00%	33.33%	35.71%	47.83%	50.00%	47.62%	27.27%	45.83%							

READMISSIONS					Quarterly Improvement Expected	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025
	Target	Stretch	Baseline																				
Decrease Rolling 12-month COPD Readmission Rate (all ages, all payers)	14.00	13.00	15.40		-0.35	12.50	13.26	12.43	11.11	8.79	8.70	7.57	6.98	8.93	10.12	12.79	12.08	8.79	16.83	91.5%	-10.4	13.5	7.1
Decrease Monthly COPD Readmission Rate (all ages, all payers)						27.27	14.29	6.67	11.11	0.00	4.17	0.00	9.09	30.77	20.00	31.25	21.43						
					Quarterly Improvement Expected	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025
	Target	Stretch	Baseline																				
Decrease Rolling 12-month Post Hospital Appointment Days for Adult	25.00	20.00	32.50		-1.88	29.20	29.20	28.00	26.30	25.00	23.90	23.10	22.00	21.00	20.30	19.30	18.10	26.3	15.20	-42.2%	-14.4	-14.7	-12.0
Decrease Monthly Post Hospital Appointment Days for Adult Primary Care						31.70	36.10	19.70	18.10	15.40	16.30	15.60	12.90	13.20	15.30	15.30	13.80						
THROUGHPUT					Quarterly Improvement Expected	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025
	Target	Stretch	Baseline																				
Decrease Rolling 12-month Geometric Mean Length of Stay (GMLOS)	1.50	1.30	1.87		-0.09	1.89	1.91	1.91	1.85	1.80	1.72	1.66	1.59	1.57	1.48	1.42	1.44	1.85	1.37	-25.9%	-0.3	-0.5	-0.2
Decrease Monthly Hospital Geometric Mean Length of Stay (GMLOS)						1.68	1.52	1.74	1.36	1.63	1.54	1.38	1.14	1.32	1.09	1.24	1.60						
					Quarterly Improvement Expected	Sep-24	Oct-24	Nov-24	Dec-24	Jan-24	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025
	Target	Stretch	Baseline																				
Decrease Rolling 12-month Median ED LOS for ED Discharged Patients	324	288	360		-9	328	321	321	312	301	305	305	300	299	296	286	293	312	303	-2.9%	-56.0	-87.0	55.0
Decrease Monthly Median ED LOS for ED Discharged Patient						285	248	294	293	236	380	271	253	275	239	373	404						

Provident Op Ex Committee Dashboard

Met or Exceeded Stretch Goal
Met or Exceeding Target, not meeting Stretch
Improvement from Baseline, not meeting Target
At Baseline, not improving from baseline



COOK COUNTY
HEALTH

Op Ex Steering Committee Dashboard for Provident Hospital

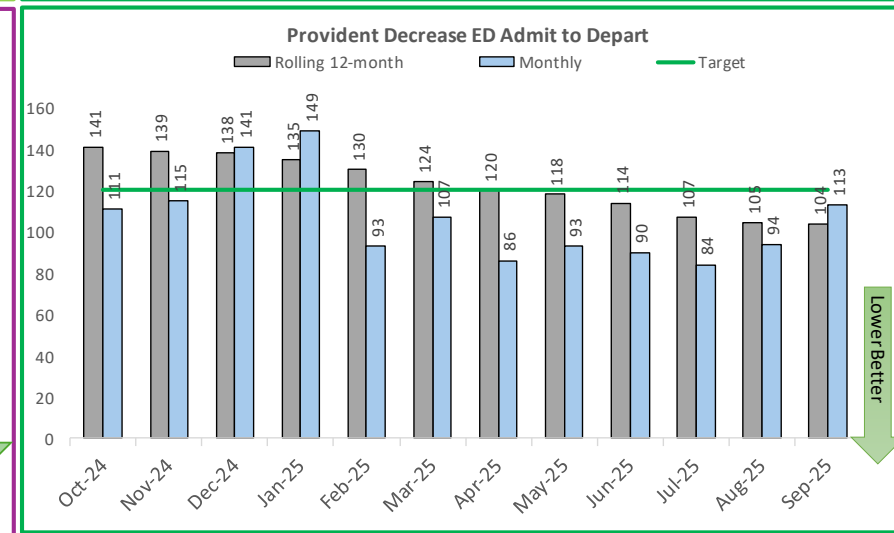
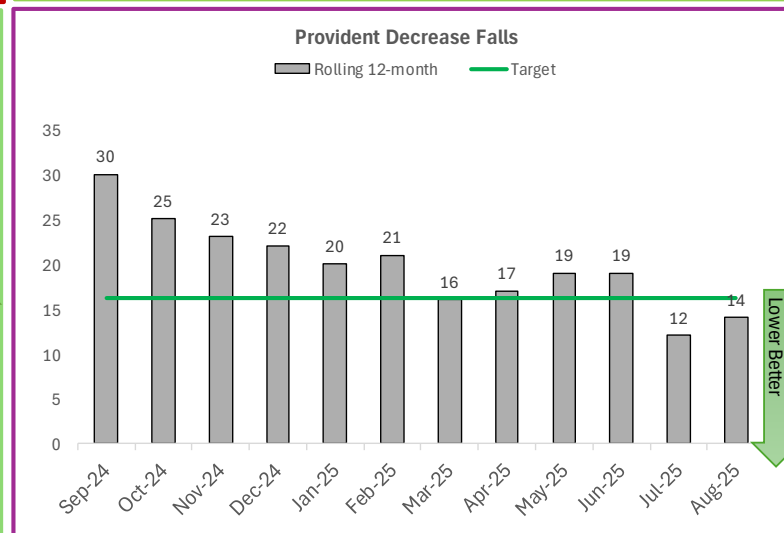
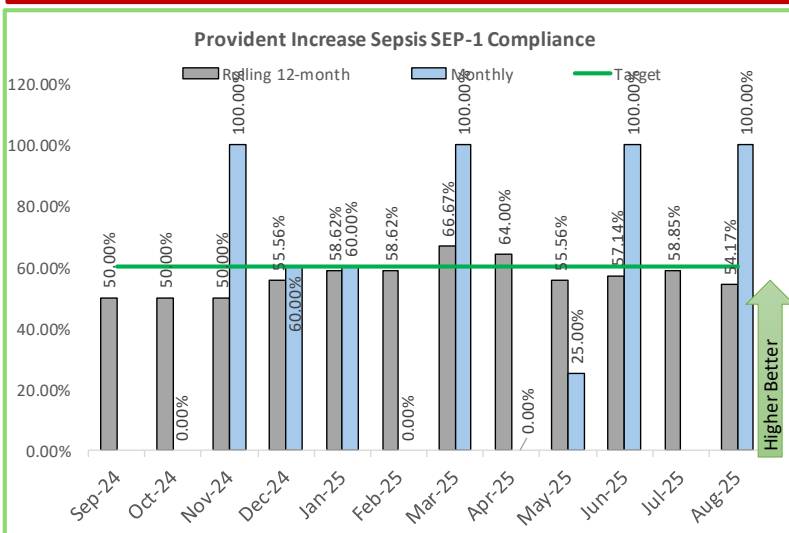
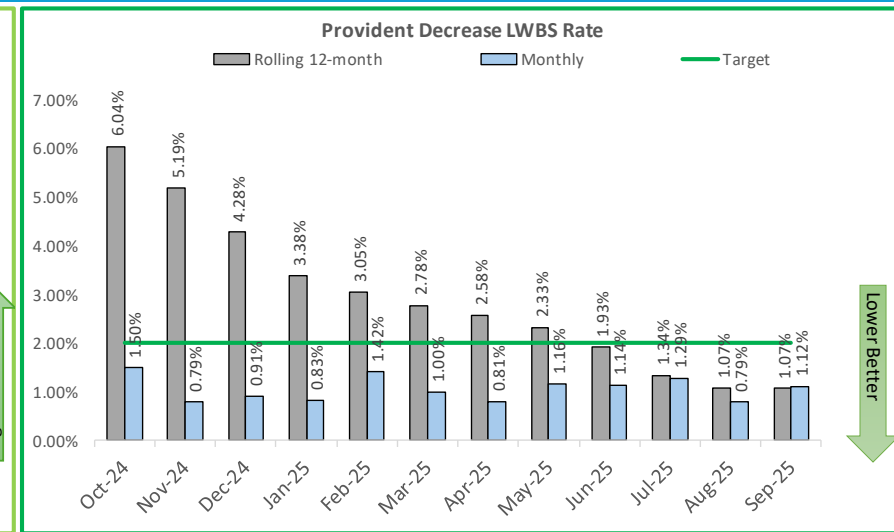
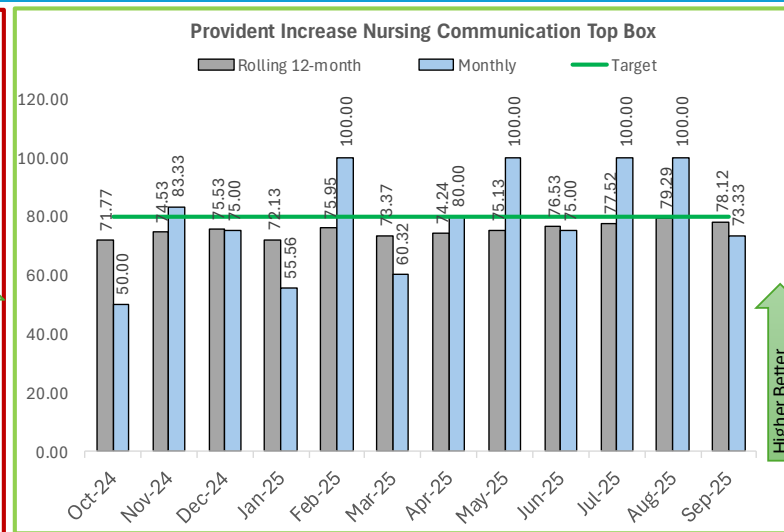
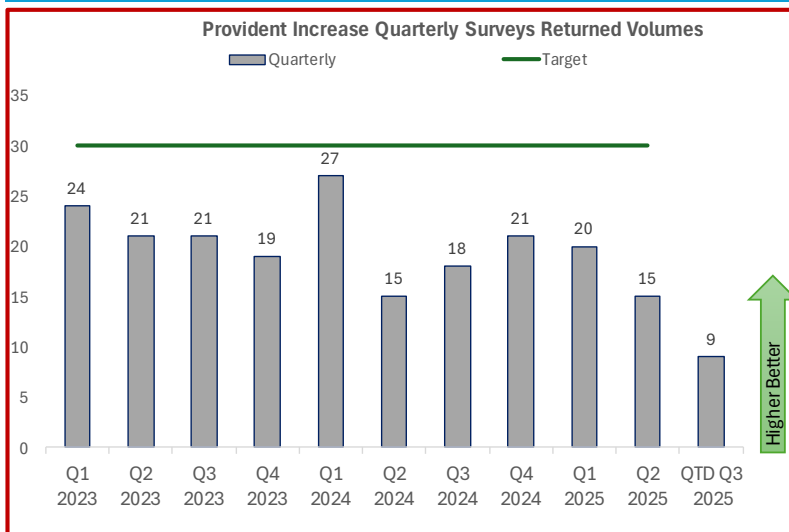


Chart performance monitoring-color based on the most recent rolling 12-month scoring measure results.

Op Ex Steering Committee Dashboard for Provident Hospital																										
DOMAIN WORKGROUPS																Metrics										
PATIENT EXPERIENCE					Quarterly Improvement				Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	QTD Q3 2025	QTD Q4 2025	2024	Linear Trend 2025	% in change	Q1-2025	Q2-2025	Q3-2025
					Target	Stretch	Baseline	Expected																		
Increase Qtrly Survey Return Volumes					30	35	19	3	24	21	21	19	27	15	18	21	20	15	9		77	59	-0.2	-1.9	-9.6	-18.3
Data lagging updated often																										
					Quarterly Improvement				Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025
					Target	Stretch	Baseline	Expected																		
Increase Rolling 12-month Top Box Comm w/ Nursing Domain					80.00	83.00	74.55	0.613	71.77	74.53	75.53	72.13	75.95	73.37	74.24	75.13	76.53	77.52	79.29	78.12	75.53	81.83	8.3%	-0.6	7.6	12.5
Increase Monthly Top Box Comm w/ Nursing Domain									50.00	83.33	75.00	55.56	100.00	60.32	80.00	100.00	75.00	100.00	100.00	73.33						
CLINICAL OUTCOMES					Quarterly Improvement				Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025
					Target	Stretch	Baseline	Expected																		
Increase Rolling 12-month Increase Sepsis SEP-1 Compliance					60%	65%	47%	3.33%	50.00%	50.00%	50.00%	55.56%	58.62%	58.62%	66.67%	64.00%	55.56%	57.14%	58.85%	54.17%	55.56%	46.70%	-15.9%	0.0%	-20.0%	43.3%
Increase Monthly Increase Sepsis SEP-1 Compliance									no data	0.00%	100.00%	60.00%	60.00%	0.00%	100.00%	0.00%	25.00%	100.00%	no data	100.00%						
					Quarterly Improvement				Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	2024	Linear YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025
					Target	Stretch	Baseline	Expected																		
Decrease Rolling 12-month Inpatient Falls					16	15	18	-0.45	30	25	23	22	20	21	16	17	19	19	12	14	22	11	-50.0%	-1.6	1.9	-2.7
Decrease Monthly Inpatient Falls									0	2	1	0	0	2	1	2	2	2	0	2						
THROUGHPUT					Quarterly Improvement				Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025
					Target	Stretch	Baseline	Expected																		
Decrease Rolling 12-month Median ED Admit Decision to Depart ED					120.00	100.00	139.00	-4.75	141	139	138	135	130	124	120	118	114	107	105	104	138	99	-28.3%	-18.3	-41.0	-29.8
Decrease Monthly Median ED Admit Decision to Depart ED									111	115	141	149	93	107	86	93	90	84	94	113						
					Quarterly Improvement				Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025
					Target	Stretch	Baseline	Expected																		
Decrease Rolling 12-month LWBS Rate					2.0%	1.0%	4.3%	-0.6%	6.04%	5.19%	4.28%	3.38%	3.05%	2.78%	2.58%	2.33%	1.93%	1.34%	1.07%	1.07%	4.28%	1.07%	-75.1%	-2.63%	-2.11%	-1.51%
Decrease Monthly Decrease LWBS Rate									1.50%	0.79%	0.91%	0.83%	1.42%	1.00%	0.81%	1.16%	1.14%	1.29%	0.79%	1.12%						

ACHN

Op Ex Committee Dashboard



COOK COUNTY
HEALTH

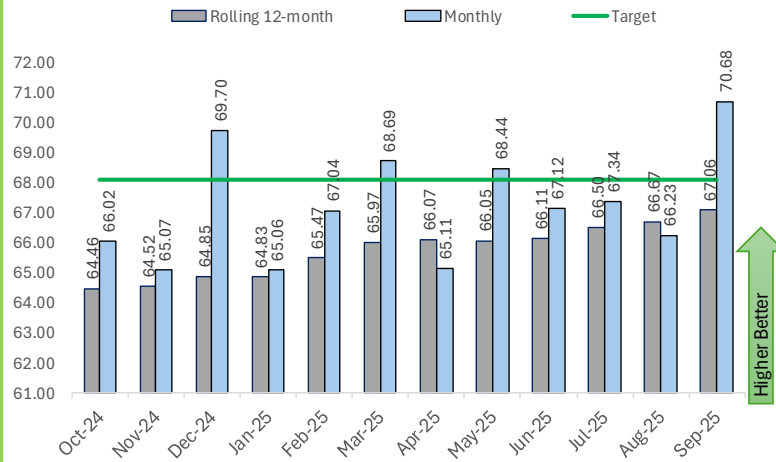
Met or Exceeded Stretch Goal

Met or Exceeding Target, not meeting Stretch

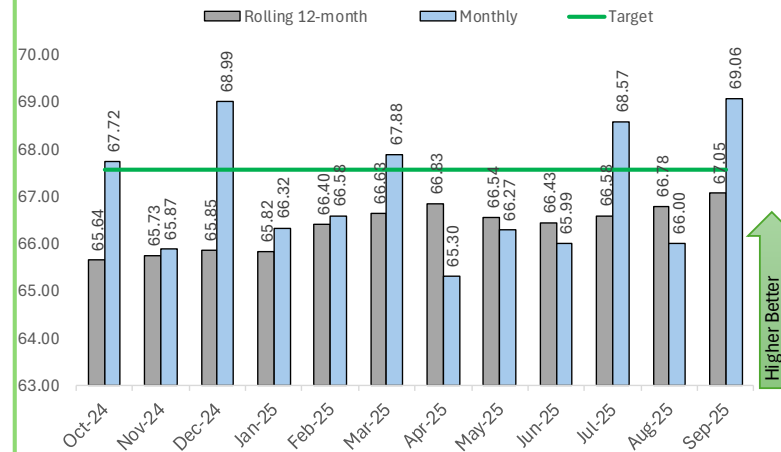
Improvement from Baseline, not meeting Target

At Baseline, not improving from baseline

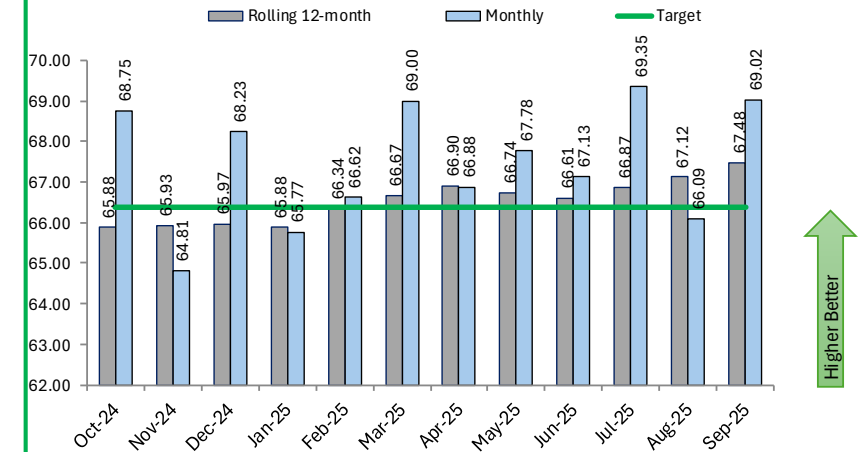
ACHN Amb Services Increase Staff worked together for you



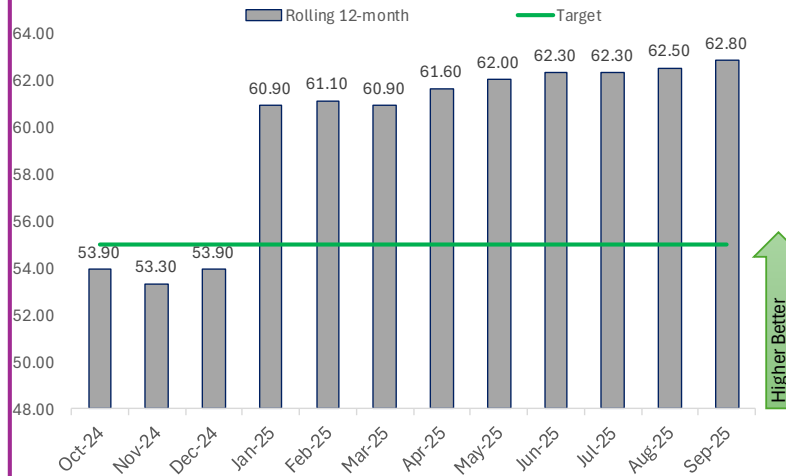
ACHN Amb Services Increase Top Box Care Provider Addressing Concerns/Worries



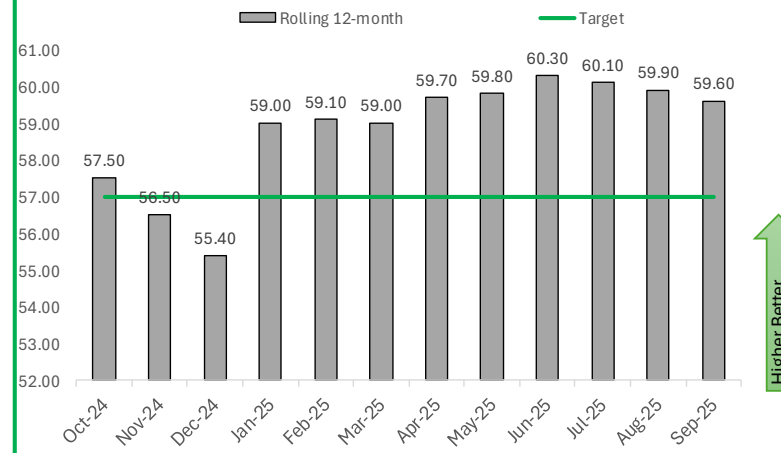
ACHN Amb Services Increase Top Box Care Provider Explains Prob/Condition



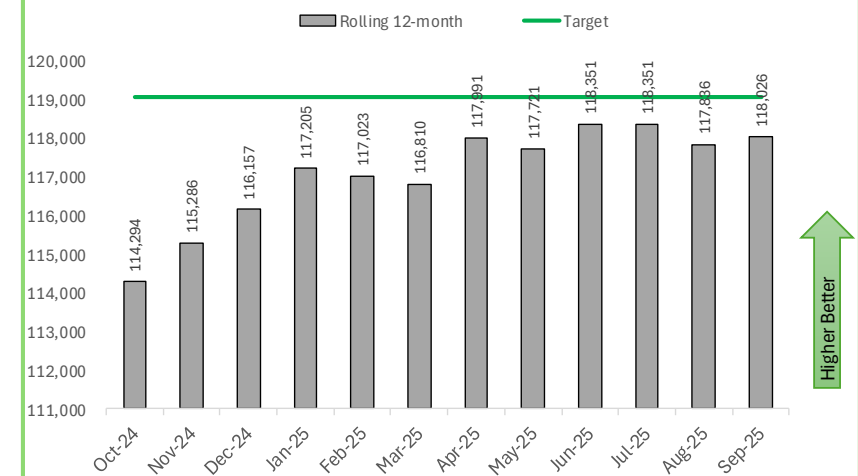
ACHN Amb Services Increase Breast Cancer Screening Rates



ACHN Amb Services Increase Hypertension Management Blood Pressure <140-90



ACHN Amb Services Increase Empanelment



Op Ex Steering Committee Dashboard for ACHN																
DOMAIN WORKGROUPS				Metrics												
PATIENT EXPERIENCE TOP BOX SCORING																
				Quarterly Improvement Expected	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25
Target	Stretch	Baseline														
Increase Rolling 12-month Top Box - Staff worked together for you	68.08	69.78	65.66	0.61	64.46	64.52	64.85	64.83	65.47	65.97	66.07	66.05	66.11	66.50	66.67	67.06
Increase Monthly Staff worked together for you					66.02	65.07	69.70	65.06	67.04	68.69	65.11	68.44	67.12	67.34	66.23	70.68
				Quarterly Improvement Expected	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25
Target	Stretch	Baseline														
Increase Rolling 12-month Top Box - Care Provider Addr.	67.54	69.13	65.62	0.48	65.64	65.73	65.85	65.82	66.40	66.63	66.83	66.54	66.43	66.58	66.78	67.05
Increase Monthly Care Provider Addressing Concerns/Worries					67.72	65.87	68.99	66.32	66.58	67.88	65.30	66.27	65.99	68.57	66.00	69.06
				Quarterly Improvement Expected	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25
Target	Stretch	Baseline														
Increase Rolling 12-month Top Box - Care Provider Explains	66.39	68.36	64.47	0.48	65.88	65.93	65.97	65.88	66.34	66.67	66.90	66.74	66.61	66.87	67.12	67.48
Increase Monthly Care Provider Explains Prob/Condition					68.75	64.81	68.23	65.77	66.62	69.00	66.88	67.78	67.13	69.35	66.09	69.02
HEDIS				Quarterly Improvement Expected	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25
Target	Stretch	Baseline														
Increase Rolling 12-month Breast Cancer Screening Rate	55.00	58.40	53.30	0.43	53.90	53.30	53.90	60.90	61.10	60.90	61.60	62.00	62.30	62.30	62.50	62.80
				Quarterly Improvement Expected	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25
Target	Stretch	Baseline														
Increase Rolling 12-month Hypertension Management Blood Pressure Rate <140/90 for patients	57.00	61.00	55.00	1.58	57.50	56.50	55.40	59.00	59.10	59.00	59.70	59.80	60.30	60.10	59.90	59.60
				Quarterly Improvement Expected	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25
Target	Stretch	Baseline														
Empanelment	119,061	121,965	116,157	1,452	114,294	115,286	116,157	117,205	117,023	116,810	117,991	117,721	118,351	118,351	117,836	118,026
Increase Empanelment of Engaged / Affiliated Patients																

2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025
64.85	67.16	3.6%	0.7	-0.2	0.3

2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025
65.85	66.90	1.6%	0.9	-0.8	0.8

2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025
65.97	67.54	2.4%	2.2	1.8	2.3

2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025
50.50	57.10	13.1%	6.1	6.5	6.7

2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025
52.80	55.90	5.9%	0.6	0.8	-0.8
			56.58	58.15	59.73
			56.58	58.15	59.73

2024	YTD 2025	% in change	Q1-2025	Q2-2025	Q3-2025
116,157	118,026	1.6%	-757.0	-1224.9	-2486.9
			117808	118061	120513

Data Definitions & Legend Reference

Measures	Data Source / Definition
CLIN OUTCOMES - Falls	<i>Nursing Quality, includes all falls including with Injury. Volume counts only</i>
CLIN OUTCOMES - Mortality Index	<i>Vizient, Mortality Index, data is lagging due to uploads and is typically 2 months behind</i>
CLIN OUTCOMES - PSI-90	<i>Vizient, all payers composite, data is lagging due to uploads and is typically 2 months behind</i>
CLIN OUTCOMES - SEPSIS SEP-1	<i>Quality Abstraction, Iris Esquivel, this information is lagging due to clinical quality abstraction needed, typically 1-2 months behind</i>
Empanelment - Empanelment of Engaged / Affiliated Patients	<i>Health Registries/Analytics, unique patient count</i>
HEDIS - Hypertension Management Rate	<i>Health Registries/Analytics, portion of patients that have their hypertension managed blood pressure < 140/90</i>
HEDIS- Breast Cancer Screening Rate	<i>Health Registries/Analytics, portion of patients that have their breast cancer screening compliance met</i>
Pat Exp - Provider Addressing Concerns/Worries	<i>Press Ganey, custom question, using the filter for the sample, Received Date</i>
Pat Exp - Staff worked together for you	<i>Press Ganey, custom question, using the filter for the sample, Received Date</i>
Pat Exp- Care Provider Explains Prob/Condition	<i>Press Ganey, custom question, using the filter for the sample, Received Date</i>
Pat Exp- HCAPS Nursing Communication Domain	<i>Press Ganey, CMS Reportable Filter, Received date</i>
Pat Exp HCAPS Provider Communication Domain	<i>Press Ganey, CMS Reportable Filter, Received date</i>
Pat Exp -Survey Returned Volumes	<i>Press Ganey, all surveys returned by received/aka processed date, Data refreshed monthly up to 6 months retrospectively</i>
READMIT - CMS COPD Readmissions Rate	<i>Vizient, all payers/age; this data is lagging due to readmissions being a look forward 30-31 days for month prior, typically 3 months behind</i>
READMIT - Post Hospital Follow-up Days	<i>Cerner, avg days post hospital discharge to post hospital appointment made, primary care specific</i>
THROUGHPUT - Admit Dec to ED Depart	<i>BI Tableau Dashboard for throughput using Median ED Admit Decision to depart</i>
THROUGHPUT - ED LOS for ED Discharged Patients	<i>Quality Abstraction, Iris Esquivel, this information is lagging due to clinical quality abstraction needed, typically 1-2 months behind</i>
THROUGHPUT - GeoMean LOS	<i>Vizient, excluding OBSERVED GMLOS >30 days, this information is lagging due to the coding, billing and documentation needed and is typically 2 months behind</i>
THROUGHPUT- LWBS	<i>BI Tableau dashboard - system volumes, to include all patients, Numerator / Denominator calculations</i>

