

CCH Monthly Report



Item #: 24-1412

March- April / 2024

Updates and Metrics presented to the CCH Board of Directors on March 22, 2024



COOK COUNTY
HEALTH

New Hires and Promotions



COOK COUNTY
HEALTH

Welcome

New Hires

Craig Leonard, Director of Respiratory Safety

Xenia Valdez, RN Coordinator Bed Management

Lashonda Cox, Manager of Clinical Operations, Multispecialty Practice, Heart & Vascular Clinic

Yolanda Barner-Jarard, Manager of Operations, Multispecialty Practice, Sengstacke Specialty Care

Daniel Barcelona, Manager of Vendor Management, Patient Financial Services, Managed Care

Lisa Gugwor, Project Manager - Health Plan Services

Obed Asante-Ofori, Manager of Inventory Control, Public Health Emergency Preparedness and Response

Diana Garcia, Senior Project Manager, Center for Health Equity & Innovation

Anthony D. Beattie, Hospital Security Officer III

Congratulations

Promotions

Christopher Caudill, Chief Medical Information Officer, HIS

Anshu Singh, Chair of the Division of Post Graduate Medicine

Amy O'Rourke, Director of Chronic Disease Prevention

Piotr Al-Jindi, Residency Program Director, Anesthesiology

Carlos Quezada-Gomez, Senior Behavioral Health Officer

Riad Haddad, Informatics Manager, Clinical Services, CountyCare

Dixie Dominguez, Residency Program Manager Post Graduate Medicine

Susy Cherian, Nurse Coordinator II, Critical Care, Medical ICU

Recognition



COOK COUNTY
HEALTH

Behavioral Health Grant Program

On March 6, Cook County Health announced that it will award \$44 million in grants over a 26-month period as part of its **Stronger Together: Building a More Equitable Behavioral Health System in Cook County Initiative**.

The grants will fund programs geared towards addressing behavioral health inequities across the region's system of care through increased systems alignment, enhanced system quality, and the expansion of access to early intervention and prevention, treatment, support, recovery, and crisis assessment and care. Grant funding is made possible by ARPA and allocated by Cook County government.

The open call for proposals will close on April 17 at 5 PM.



First Robotic-Assisted Surgery

Cook County Health's first robotic-assisted surgery was performed on Friday, March 1 at Stroger Hospital.

Two surgical robots were recently installed at Stroger Hospital to provide patients with access to gold-standard surgical services.

Congratulations to the multidisciplinary team involved in bringing this multi-year project to fruition!

A ribbon cutting ceremony will be held to celebrate the new robots next month.



DAISY Award Winner

Brigid Sumo

Congratulations to Brigid Sumo for becoming a DAISY Award honoree! Brigid was nominated for going above and beyond in her care for patients undergoing chemotherapy. She is often praised for having gone the extra mile answering patient and family concerns while coordinating care.



Martia Brown

Congratulations to Martia Brown, who has worked at CCH for over 30 years, for becoming a DAISY Award honoree! Martia received over 18 nominations from patients, patients' families, and her co-workers that highlighted her mentorship, compassion and caring skills.



Blood Pressure Management

Cook County Health's primary care medical homes earned Silver Target BP recognition from the American Medical Association and American Heart Association in recognition for their commitment to improving blood pressure control in adult patients. Congratulations!



Colon Cancer Screening Education Fairs

The Cook County Cancer Screening Steering Committee hosted Colon Cancer Education Fairs at Stroger and Provident Hospitals last week. In total, the team educated 366 people on preventative measures and the importance of screenings.

Congratulations to all who made these events possible and succeeded reaching our communities!



America's Essential Hospital Fellows

Dr. Priscilla Auguston Ware, Dr. Umair Jabbar, and Alexandra Normington completed the America's Essential Hospitals fellowship program this month.

The program's goal is to empower participants with the necessary skills to lead strategically and advocate for policies and resources that promote the health of vulnerable patients.

The group's capstone project focused on improving care coordination for justice-involved patients.



Burroughs Legacy Award

Angela O'Banion has been named a recipient of the Dr. Margaret Burroughs Legacy Award for 2024 by the Women's Board of the DuSable Black History Museum and Education Center.

The award recognizes leaders who advocate for diversity, equity and inclusion. The award presentation will take place during the DuSable Museum's Women's History Month program on March 23.





Strategic Plan Update

Dr. Erik Mikaitis

Interim CEO, Cook County Health



COOK COUNTY
HEALTH

Strategic Initiatives








March 2024



Accomplished

-  Began robotics surgery in early March
-  CountyCare scored 100% compliance during HBIA/S (Immigrant Adults/Seniors) regulatory review
-  Behavioral Health announced "Open Call" for grant proposals
-  Safety Experience week poster registration link opened March 1
-  Project review board approved adding Endocrinology at North Riverside
-  370 people educated at Colon Cancer Screening Fairs across CCH
-  Service Lines and Marketing developed materials to share with partners
-  Provident reached an average daily census of 27 in February
-  Went live with a same day cancellation dashboard for endoscopy
-  Approved new Value Analysis Policy

Coming Soon

-  Magnet consultants visited CCDPH, Provident and Stroger with positive initial assessment
-  Austin Opioid Treatment Program Clinic opening in July
-  Patient Guidebooks are currently being modified
-  CountyCare conducting surveys to measure satisfaction, loyalty and awareness with benefits
-  Rolling out new equipment for language services
-  Compliance is revising the Code of Ethics
-  Stroger Wayfinding Project underway

Measles Overview



Dr. Erik Mikaitis

Interim CEO, Cook County Health



COOK COUNTY
HEALTH

About the Measles

- Incubation 11-12 days
- Prodrome: cough, coryza or conjunctivitis, and a typically high fever, Koplik spots
- Rash typically appears 3-5 days after symptoms begin
- Patients are infectious 4 days before and 4 days after rash appears
- Young children, pregnant persons and immunocompromised persons most at-risk for complications:
 - Diarrhea
 - Ear infection
 - Pneumonia
 - Encephalitis



Measles Cases

United States

2023: 58 cases

2024: 60 cases to date in 17 Jurisdictions

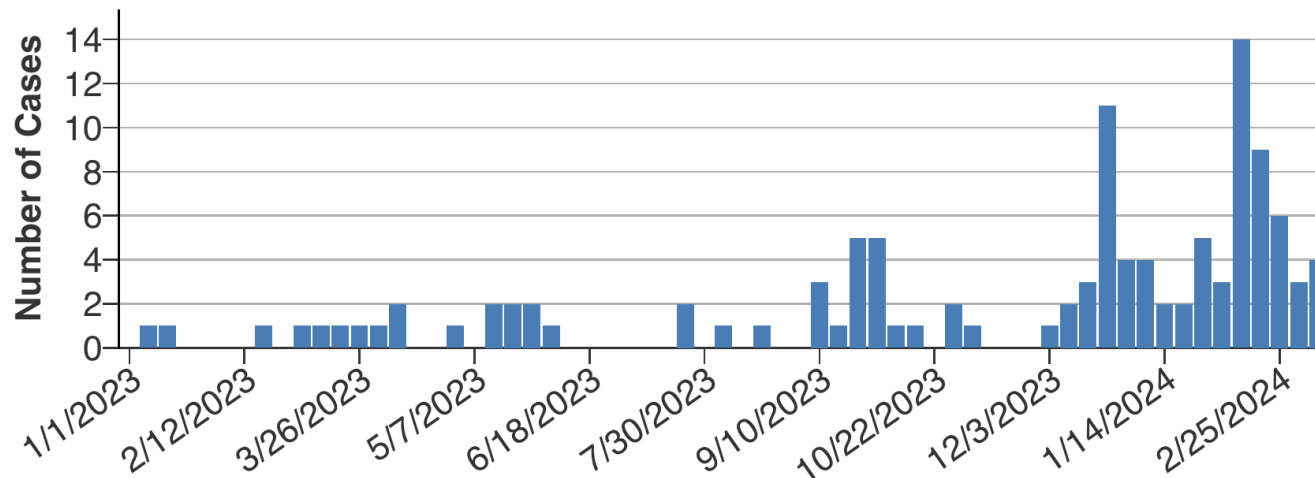
Illinois

2023: 5 cases (in suburban Cook, first in the state since 2019)

2024: 15 cases to date

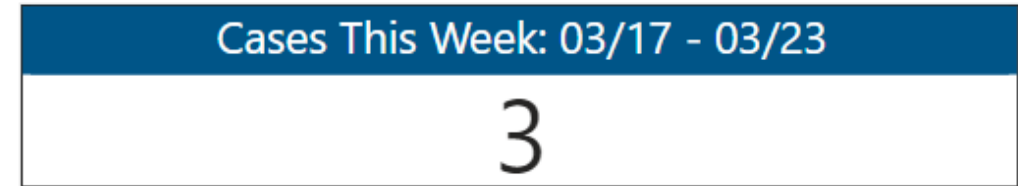
US Measles Cases Reported By Week

2023-2024* (as of March 14, 2024)



Measles Cases: Chicago

Cases of Measles in 2024 Among Chicagoans



Cases by Day Reported



Cases by Age Group

Age Group	Count	%
0 - 4 years	9	60%
05 - 17 years	0	0%
18 - 49 years	5	33%
50+ years	1	7%

Our Response- Health System

- Supporting case and contact investigations, and mitigation strategies in partnership with CDPH and CCDPH and state/federal public health partners
- Measles vaccination and triage available through the CCH vaccination hotline: 833-308-1988
- Staff resources and updates shared across multiple venues
 - Triage algorithm, isolation/IC/testing guidelines all posted prominently on intranet
- Conducted specialized education for nursing, ED, EVS, peds, transport, PT/OT/, RT, phlebotomy, and dietary
- Confirmed AII rooms functioning and distributed HEPA filters in ED and ACHN sites
- Ensured supplies of PPE, MMR vaccine, IVIG, IMIG
- Updated visitor guidelines for patients with measles (1 visitor with N95 for pediatric patients, none for adults)
- Employee Health Services confirming immune status of staff and supporting tracing

Our Response- CCDPH

- No confirmed cases in CCDPH jurisdiction
- Collaborating closely with public health partners at all levels
- Conducting case and contact investigations for three known exposures that occurred in suburban Cook County or impacted residents of Cook County
- Working with suburban ACHN clinics to supply MMR vaccine to patients
- Each ACHN clinic will have 50 doses of MMR vaccine on hand for appointment-only vaccinations in Suburban Cook County
- Disseminating external communications about measles and encouraging vaccination for all eligible individuals

Communications About Measles

Social Media Outreach

THINK MEASLES
Cases of measles have been reported in Chicago

Call your medical provider if you develop:

- Fever
- Cough
- Runny nose
- Red, watery eyes
- Rash

Measles can be serious.

GET VACCINATED!
The vaccine is the safest and most effective way to prevent measles.

For appointments call 833-308-1988

ALERTA SARAMPIÓN
Se han reportado casos de Sarampión en Chicago

Llama a tu doctor si presentas síntomas como:

- Fiebre
- Tos
- Congestión Nasal
- Lagrimo
- Ronchas

El Sarampión puede ser algo muy serio.

¡VACÚNATE!
Vacunarse es el modo más seguro y eficaz de prevenir el Sarampión.

Para citas llame al 833-308-1988

关注麻疹
芝加哥报告了麻疹病例

如果出现以下症状，请联系您的医疗服务提供者：

- 发热
- 咳嗽
- 流鼻涕
- 眼睛发红、流泪
- 皮疹

麻疹可能很严重。

接种疫苗！
疫苗是预防麻疹最安全有效的方法。

国内电话：833-308-1988

فكر في الحصبة
جرى الإبلاغ عن حالات جديدة في شيكاغو

إذا كنت تظهر أعراضاً طبية مما يلي، فراجع طبيبك فوراً:

- الحمى
- السعال
- سيلان الأنف
- عين حمراء أو مدممة
- طفح الحبوب

يمكن أن تكون الحصبة خطيرة.

تلق التطعيم!
التلقيح هو الطريقة الأكثر أماناً وفعالية لتجنب الحصبة.

للتواصل يرجى الاتصال على الرقم 833-308-1988

Staff Resources & Communications

Cook County Health Measles Update

Check it out from:
CDC Webinar on 8/17/2023 (https://www.cdc.gov/coc/cch/2023/08/17/23.asp)
CDC's measles cases and outbreak page (https://www.cdc.gov/measles/cases-outbreaks.html)

COOK COUNTY HEALTH

Measles

Downloadables

- Measles Screening Algorithm
- Measles Overview from CDC (03.14.24)
- CCH Measles Presentation Guide
- IDPH Communicable Diseases Lab Test Requestion

Measles Clinical Features

Measles is an acute viral respiratory illness. It is characterized by a prodrome of fever (as high as 105°F) and malaise, cough, coryza, and conjunctivitis—the three “C’s”—a pathognomonic enanthema (Koplik spots) followed by a maculopapular rash.

The rash usually appears about 14 days after a person is exposed. The rash spreads from the head to the trunk to the lower extremities. Patients are considered to be contagious from 4 days before to 4 days after the rash appears. Of note, sometimes immunocompromised patients do not develop the rash.

To protect our health care workers, patients and visitors, it is important to remain alert for the signs and symptoms of measles.

- Consider measles as a diagnosis in anyone with a fever, rash and clinically compatible symptoms (cough, coryza, and/or conjunctivitis) who has been in a congregate setting

Facility Signage

MEASLES ALERT

Measles is very contagious and can cause serious illness. Symptoms include:

- FEVER
- RUNNY NOSE
- COUGH
- RED EYES
- ACNES
- RASH

If you think you have measles, please put on a mask and tell the front desk staff immediately so you can be seen in a separate room. This will stop the infection from spreading to others.

Get vaccinated! The measles vaccine is the best way to prevent infection. The vaccine is safe and very effective.

Ask your doctor about getting vaccinated today, or call 833-308-1988 for an appointment.

ALERTA DE SARAMPIÓN

El sarampión es muy contagioso y puede causar enfermedades graves. Los síntomas incluyen:

- FIEBRE
- MUCOSAS
- TOS
- ROJECES EN LOS OJOS
- ERUPCIÓN DE LA PIEL
- ERUPCIÓN DE LA PIEL

Si cree que tiene sarampión, póngase una máscara e infórmele al personal de recepción de inmediato para que lo puedan atender en un área separada. Esto evitará que la infección se propague a otras personas.

¡Vacúnate! La vacuna contra el sarampión es la mejor manera de prevenir la infección. La vacuna es segura y muy eficaz.

Hable con su doctor para vacunarse hoy o llame al 833-308-1988 para programar una cita.

COOK COUNTY HEALTH

Press Releases & Media

Chicago Tribune Politics | Aldermen brought in to help with sh...

population, Cook County Health — the lead medical provider in Chicago's migrant response — has cared for 27,057 migrants with over 77,900 visits, spokeswoman Alexandra Norrington said Tuesday.

The county hospital system has administered more than 73,400 vaccinations to new arrival patients.

AP WORLD U.S. ELECTION 2024 POLITICS SPORTS ENTERTAINMENT BUSINESS SCIENCE FACT O...

Local News on First day of spring Unlucky job cuts March

Cook County officials opened a clinic to provide immediate care, vaccinations and an entryway into other public health services in 2022.

Alex Norrington, a spokesperson for Cook County Health, said providers offer all essential vaccinations there and more than 73,000 have been given against measles, influenza, COVID-19 and other viruses.

Providers also rotate through every city shelter and have expanded their hours as the measles cases arose, Norrington said.

5 CHICAGO Cook County Health warns of potential measles exposure at 2 facilities

Cook County Health is warning patients about potential measles exposures within its facilities.

According to a Monday announcement from Cook County Health, the exposures are related to two of the five confirmed measles cases reported by the Chicago Department of Public Health.

The exposures happened at two different facilities, the announcement said.

Boosted Posts: Facebook Metrics

- Impressions: 26,258
- Reach: 15,931
- Clicks: 798
- Calls to Vaccine Hotline: 181

Fact Sheets

MEASLES FACT SHEET Cook County Public Health BUILDING HEALTHY COMMUNITIES

Measles is a serious respiratory disease (in the lungs and breathing tubes). It causes a rash and fever. It is very contagious. In rare cases, it can be deadly. Measles is so contagious that 90 percent of unvaccinated people will get it, if exposed.

What are the symptoms of measles?

Measles starts with a fever that can get very high. Some of the other symptoms that may occur are:

- Cough, runny nose, and red eyes
- Rash of tiny, red spots (starts on head)
- Diarrhea
- Ear infection

Is measles serious?

Measles can be dangerous, especially for babies and young children. For some children, measles can lead to:

- Pneumonia (a serious lung infection)
- Life-long brain damage
- Deafness
- Death

1 in 5 people will be hospitalized

How does measles spread?

- Measles spreads when a person infected with the measles virus breathes, coughs, or sneezes.
- You can catch measles just by being in a room where a person with measles has been, up to two hours after that person is gone.
- And you can catch measles from an infected person even before they have a measles rash.
- Almost everyone who has not had the MMR shot will get measles if they are exposed to the measles virus.

HOJA INFORMATIVA SOBRE EL SARAMPIÓN Cook County Public Health BUILDING HEALTHY COMMUNITIES

El sarampión es una enfermedad respiratoria grave (de los pulmones y las vías respiratorias). Causa sarpullido y fiebre. Es muy contagioso. En casos poco frecuentes, puede ser mortal.

¿Cuáles son los síntomas del sarampión?

El sarampión empieza con una fiebre que puede ser muy alta. Algunos de los otros síntomas que pueden presentarse son:

- Tos, moqueo o secreción nasal y enrojecimiento de los ojos.
- Sarpullido de diminutas puntitas rojas que empieza en la cabeza y luego se extiende al resto del cuerpo.
- Diarrea.
- Infección de oídos.

¿Es grave el sarampión?

El sarampión puede ser peligroso, especialmente para los bebés y los niños pequeños. En algunos niños, el sarampión puede causar lo siguiente:

- Neumonía (una infección pulmonar grave)
- Dato cerebral permanente
- Sordera
- Muerte

1 de cada 5 será hospitalizado

¿Cómo se propaga el sarampión?

El sarampión se propaga cuando una persona infectada con el virus respira, tose o estornuda.

- Es muy contagioso.
- Usted puede contraerlo simplemente al estar en una habitación en la que haya estado alguien con sarampión, incluso 2 horas después de que esa persona se haya ido.
- Y usted puede contraer el sarampión de una persona infectada incluso antes de que le aparezca el sarpullido.
- Casi todos los que no han recibido la vacuna MMR contraerán la enfermedad si se exponen al virus del sarampión.

Exposure Letters to Patients

COOK COUNTY HEALTH

Dear Cook County Health patient,

This letter is to notify you that a patient in the Stroger Hospital pediatric emergency department was recently diagnosed with measles and you and/or your child and accompanying persons may have been exposed to the case. Measles is a disease that spreads very easily through air and by direct contact. Because measles is so contagious, we want to provide you with information about measles.

Website Headers

Health Alert: Potential Measles Exposure

A patient with measles infection presented to the Stroger Hospital Emergency Department on Tuesday, February 27. The patient was admitted under proper isolation and airborne precautions. Any person who was at the Stroger Hospital Emergency Department on Tuesday, February 27, between 12:00pm and

CCH Measles Update: March 15, 2024

Cook County Health Announcements
Cook County Health Users

COOK COUNTY HEALTH CCH UPDATE

Dear CCH Team,

[Click here](#) to access measles resources for health care providers, including isolation and testing guidance.

Measles cases are on the rise globally and here in Illinois the number is increasing as well. Vaccines are 97% effective in preventing this highly contagious disease. For more information about measles and the measles vaccine, please view the CCDPH measles fact sheet ([English](#), [Spanish](#)) and [press release](#) and visit the [CDC Website](#).

Measles Update from Operations



Craig Williams

Chief Administrative Officer for Operations & Development



COOK COUNTY
HEALTH

Measles Outbreak

Operational Impact and Support

- Command Center Activated week of 3/11/24 with daily calls and situational updates
- B&G inventoried and checked on system wide isolation rooms
 - 72 negative pressure rooms at Stroger, most across 6,7,8
 - 8 total rooms at Provident
- Respiratory Fit Testing is available daily by the Safety Department.

New Arrival Shelter Support

- Under leadership of Christina Urbina and Claudia Burchinal, the Mobile Care Coordination teams have partners with Chicago Department of Public Health to support the in-shelter vaccination efforts.
- To date, our teams have focused on in-person chart and history reviews as this has been a major “choke” point to vaccination efforts.

ACHN

Measles Management in the Clinics

- SOP created and distributed to all clinical Sites 3/18/2024
- Managers discussing in daily huddles and distributing measles information from CCH intranet site to all staff
- Scheduling and registration workflows updated with two questions added to assess for measles symptoms and measles exposure
- Clinics prepared for immunizing patients and assessing potentially infected patients who present to clinics
- Ample supply of vaccine available in clinics and PPE to protect staff
- Staff with any questions regarding measles immunity directed to EHS



Neurology Update

M. Sohel Ahmed, MD

Interim Medical Director, Neuroscience Service Line

James Dorman, MD

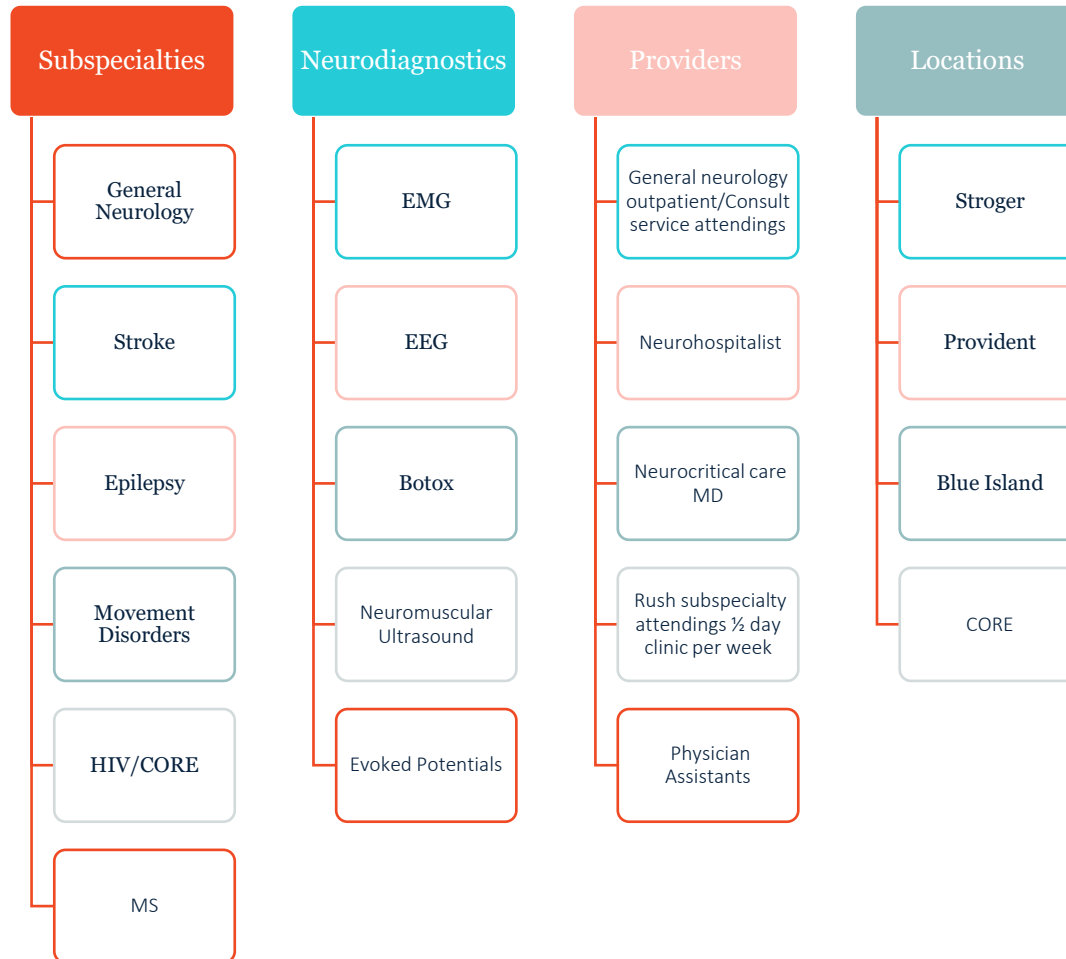
Interim Chair, Division of Neurology



COOK COUNTY
HEALTH

Division of Neurology

Division of Neurosciences



2023 Accomplishments

- Onboarding and training of 10 Physician Assistants (3 Outpatient, 7 Neurocritical Care)
- Maintenance of Primary Stroke Center Certification
- Implementation of Telestroke
- Highest # tpa cases in JSH history, fastest tpa admin times thus far
- 24/7 in-house stroke coverage
- Opening of Neurosciences ICU
- Implementation of Continuous EEG monitoring program(>100 studies done)
- Implementation of Vagus Nerve Stimulator program
- Neuropsychology and Behavioral Neurology program
- Increasing clinic volumes at Provident

Current Focus Areas

Top Focus Areas in next 6 months

- Recruit and retain neurologists and technicians (loss of 50% of attending staff in past year)
- Install and implement CT perfusion scan with AI detection of large vessel occlusion
- Portable MRI scanner for Neuro ICU
- Outpatient telemedicine follow-up visits for Cermak patients
- Continued work on software/connectivity issues with EEG and EMG
- Continued improvement of Press-Ganey scores in outpatient clinic
- Implement pathways for new Alzheimer Disease therapeutics

Future

Goal of becoming best in the nation neuroscience center at a public hospital. Provide outstanding care to neurologic patients across the spectrum of disease, regardless of ability to pay.

- Become destination tertiary referral center through partnership with area hospitals
- Comprehensive Stroke Center Certification
- AANEM EMG lab accreditation
- NAEC Level 3 certification (Epilepsy)
- Establish Neurophysiology Lab at Provident Hospital
- Expand outpatient footprint at both Provident and Blue Island
- Outpatient home infusion service
- Peripheral Nerve surgery clinic

Administrative & Legislative Updates



COOK COUNTY
HEALTH

Legislative Updates – Local

The week of February 26, CCH leadership appeared before the following Cook County Board committees to provide testimony and respond to questions from Commissioners.

- **Health & Hospitals Committee Public Hearing** – CCH Board Director & CEO Search Committee Chair Raul Garza appeared before the committee along with Spencer Stuart executives, Brian Barton & Gregory Vaughan. Spencer Stuart is the executive search firm CCH engaged to conduct a search for the CCH CEO. The purpose of the hearing was to hear from the public and Cook County Commissioners on the attributes they feel are important in the next CCH CEO.
- **Health & Hospitals Committee** – Dr. Erik Mikaitis and Dr. Rami Doukky, Chief of the Division of Adult Cardiology & Interim Director of the Heart Institute presented to the Committee CCH’s Semi-Annual Disparities Report on the Change Institute – Cardiology
- **Asset Management Committee** – Earl Manning, Cook County Director of Capital Planning appeared before the committee to present on a contract increase with Globetrotters Engineering for work on a tunnel underneath Cermak. Craig Williams, CCH Chief Administrative Officer was available to respond to Commissioner questions.

The week of March 4, CCH leadership appeared before the following Cook County Board committees to provide testimony and respond to questions from Commissioners.

- **Health & Hospitals Committee** – Dr. LaMar Hasbrouck presented to the committee CCDPH’s 1st Quarterly Report – Immunization Awareness Campaign.
- **Finance Committee** – Pam Cassara, CCH CFO addressed questions related to the County’s Monthly Revenues and Expenses Report as well as CCH finances. CCH Interim CEO Erik Mikaitis was also available to respond to questions. There was no CCH Monthly Report to the Cook County Board presented at this meeting due to the timing of the County Board Meetings in February (29th) and March (14th) meetings. The CCH Monthly Report is a compilation of the metrics and presentations made to the CCH Board of Directors from the previous month.
- **Audit Committee** – Dr. LaMar Hasbrouck participated in the meeting to respond to Commissioner questions related to the audit of the Building Healthy Communities ARPA funds grant.
- **Labor Committee** – Carrie Pramuk-Volk, CCH Interim Chief Human Resources Officer to respond to Commissioner questions related to the *Strengthening the Healthcare Workforce Resolution*.

Legislative Updates – State

Both chambers of the Illinois General Assembly were in Springfield earlier this month and returned following the primary election on Tuesday, March 19. After that week, the House returned April 2 and the Senate returned April 9.

- The Senate deadline to pass substantive bills out of committee was Friday, March 15 and the House deadline is April 12. The scheduled adjournment date is May 24 and the state fiscal year ends June 30.
- Cook County Health’s 2024 state legislative priorities include:
 - Secure annual appropriations to fund the [Equity and Representation in Health Care Act](#), which provides loan repayment and scholarships to health care providers working at CCH facilities and at FQHCs.
 - Status: \$3M included in Governor’s proposed FY2025 budget for the Illinois Department of Public Health.
 - Protect and strengthen Medicaid.
 - Status: The Governor’s proposed FY2025 budget maintains reimbursement rates, eligibility, and coverage in the Medicaid program. The proposed budget includes \$629M to maintain Medicaid-like coverage for immigrant adults 42+ years; these funds do not allow for the lifting of the enrollment freeze that has been in place since 2023.
 - Support legislation that promotes harm reduction and prioritizes treatment instead of only imposing criminal penalties.
 - Status: [HB2/SB78](#) would authorize an overdose prevention site in Chicago. [SB1830](#) would reclassify low-level possession of narcotics from a felony to a misdemeanor and offer access to treatment for those who need it. These bills each have over a dozen co-sponsors and await assignment to committee.
 - Advocate for increased funding to local health departments.
 - Status: [HB4823](#), HA1 would add \$10M to the local health protection grant line in the Illinois Department of Public Health, above the Governor’s proposed FY2025 budget.

Governor Pritzker [appointed Morgan Winters](#) as Illinois Health Insurance Marketplace Director. Winters previous served as the Marketplace Director in Minnesota. His appointment requires Senate confirmation.

Illinois is establishing a state-based health insurance marketplace, with the opportunity for Illinois residents to enroll in private insurance plans starting November 1, 2025 for coverage starting in 2026. A state-based marketplace will give Illinois greater autonomy and authority to offer state-sponsored subsidies and products that better serve uninsured residents, as well as allow for real-time sharing of data with Illinois Medicaid.

Legislative Updates – Federal

Congress has had a busy late February, early March work period, including the passage of another short-term continuing resolution (CR) on Feb. 29 before a partial government shutdown in March; the enactment of the first six-bill FY 2024 “minibus” appropriations package; and making progress toward the second six-bill minibus, with another deadline looming at midnight March 22. Meanwhile President Biden delivered the State of the Union before a joint session of Congress on March 7, and submitted his FY 2025 budget request to Congress on March 11. Conversations toward advancing emergency supplemental appropriations for national security, including immigration/border reforms, and aid to foreign allies continue, though a path forward is still unclear.

FY 2024 Appropriations Process

On Feb. 29, the House and Senate both passed the fourth FY 2024 CR which extended current spending levels through March 8 for four of the annual appropriations bills, and through March 22 for the remaining eight bills, including the large and controversial Labor-HHS-Education, Defense and Department of Homeland Security bills.

- On March 9, President Biden signed the first six bills into law as the Consolidated Appropriations Act, 2024, the House and Senate having passed the bill on March 6 and 8, respectively.
- Consolidated Appropriations Act also included a “skinny” package of bipartisan health provisions. This included a provision eliminating the statutory cuts to the Medicaid disproportionate share hospital program (DSH) through the end of calendar year 2024. The cuts were temporarily delayed by the first three CRs and this provision eliminates the \$8 billion cut scheduled to go into effect in FY 2024 and also delays the \$8 billion cut scheduled for FY 2025 through the first quarter. Medicaid DSH advocates, including Cook County/CCH, are aiming to push for additional relief during a post-election lame duck session at the end of the year. **Relief from the statutory Medicaid DSH cuts has been an advocacy priority of Cook County and Cook County Health.**
- In addition to addressing the Medicaid DSH cuts, the health package also extended funding for Community Health Centers, the National Health Service Corps and other public health programs through Dec. 31. The bill would make permanent the Medicaid state plan option to cover short term stays in institutions for mental disease (IMDs) for the treatment of substance use disorder (SUD). Many states are currently testing a similar approach under Section 1115 demonstration waivers, and the option of adopting a longer-term state plan amendment (SPA) for these services may be attractive.
- While advocates, including NACo and Cook County/CCH, had called for inclusion of robust Medicaid inmate exclusion reforms which were ultimately not included in this package, the final bill did provide some incremental reforms. In order to streamline reentry, it prohibits states from terminating Medicaid enrollment for incarcerated individuals, while allowing them to suspend coverage. It also authorizes grants for states to improve their capacity to promote continuity of care for Medicaid and CHIP eligible justice-involved individuals and directs HHS to issue guidance on the subject. **Reforming the statutory Medicaid inmate payment exclusion has been an advocacy priority of Cook County and Cook County Health.**



Media Dashboard



COOK COUNTY
HEALTH

Earned Media Dashboard: February 19 – March 17, 2024



Total Media Placements

678



Total Reach

1.9 Billion



Total Media Value

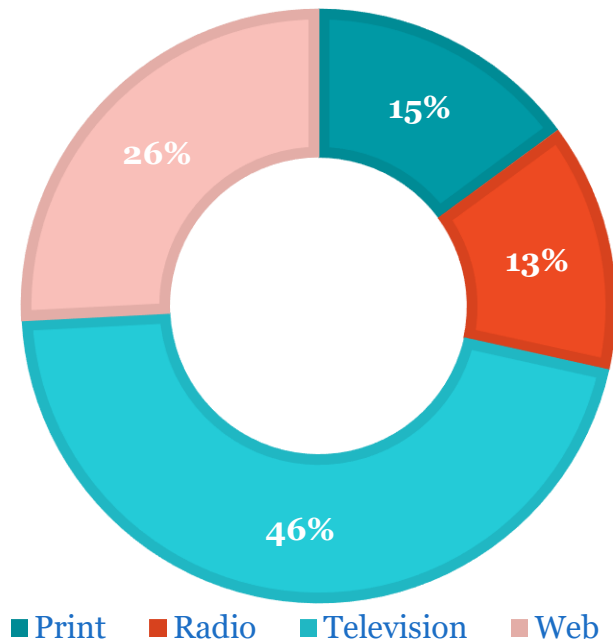
\$17.3 Million

Top 5 Local Media Outlets

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

Media Dashboard: February 19 – March 17, 2024

Media Outlet Type



Most Common Topics

1. Measles
2. Stronger Together Grant Initiative
3. Opioid Outreach Van
4. New Arrivals Healthcare
5. General Wellness Topics

Top Headlines



A CDC Team Joins the Response to Eight Measles Cases in a Chicago Shelter for Migrants



El Congresista García y la Senadora Estatal Celina Villanueva se reúnen con Defensores de Salud Reproductiva



Ask a doc: 'What causes hiccups, and how can I get rid of them?'



Cook County Health Offering \$44M to Behavioral Health Programs



Cook County launches mobile overdose prevention outreach van



How Repeat Covid Infections Can Harm Your Health



Cook County putting \$45M of ARPA funds into mental health equity, overdose outreach



Habilitan furgoneta móvil para prevenir sobredosis de opioides en el condado de Cook

Press Conferences

Cook County Health to Award \$44M in Behavioral Health Care Grants



March 6, 2024

Cook County Health Celebrates Launch of Mobile Opioid Overdose Outreach Van

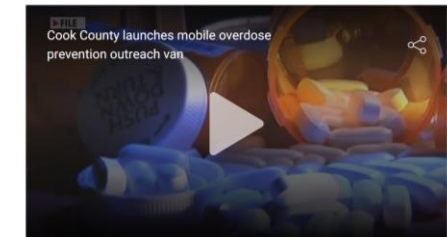


March 7, 2024



Cook County launches mobile overdose prevention outreach van

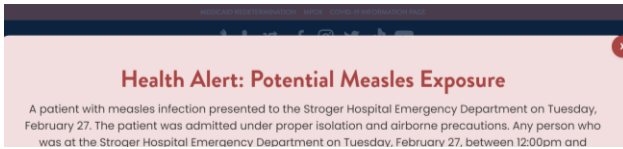
By FOX 32 News | Published March 7, 2024 | Cook County | FOX 32 Chicago |



- Trending
- 1 Winning \$2M Ill Lottery scratch Chicago suburb
 - 2 Glenview schoc referendum div parents over sc closure, tax hik
 - 3 Year-long man continues for O man wanted fo solicitation

Communications Response to Measles

Community and Media Notification



Communication to Staff

CCH Measles Update: March 15, 2024



Dear CCH Team,

[Click here](#) to access measles resources for health care providers, including isolation and testing guidance.

Exposure Letter to Patients



Dear Cook County Health patient,

This letter is to notify you that a patient in the Stroger Hospital pediatric emergency department was recently diagnosed with measles and you and/or your child and accompanying persons may have been exposed to the case. Measles is a disease that spreads very easily through air and by direct contact. Because measles is so contagious, we want to provide you with information about measles.



Clinic Signage



Social Media Outreach



Facebook Metrics

- Impressions: 20, 181
- Reach: 12,333
- Clicks: 549
- Calls to Vaccine hotline: 136

Staff Resources



Measles

Downloadables

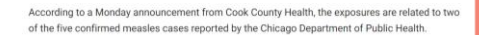
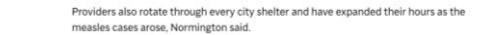
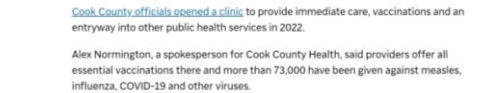
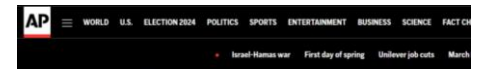
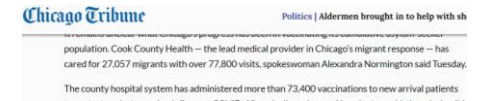
- Downloads
- Measles Screening Algorithm
- Measles Overview from CDC (03.14.24)
- CCH Measles Presentation Guide
- IDPH Communicable Diseases Lab Test Requestion

Measles Clinical Features

Measles is an acute viral respiratory illness. It is characterized by a prodrome of fever (as high as 105°F) and malaise, cough, coryza, and conjunctivitis - the three "C's" -, a pathognomonic exanthema (Koplik spots) followed by a maculopapular rash (rash). The rash usually appears about 14 days after a person is exposed. The rash spreads from the head to the trunk to the lower extremities. Patients are considered to be contagious from 4 days before to 4 days after the rash appears. If not, sometimes immunocompromised patients do not develop the rash. To protect our health care workers, patients and visitors, it is important to remain alert for the signs and symptoms of measles.

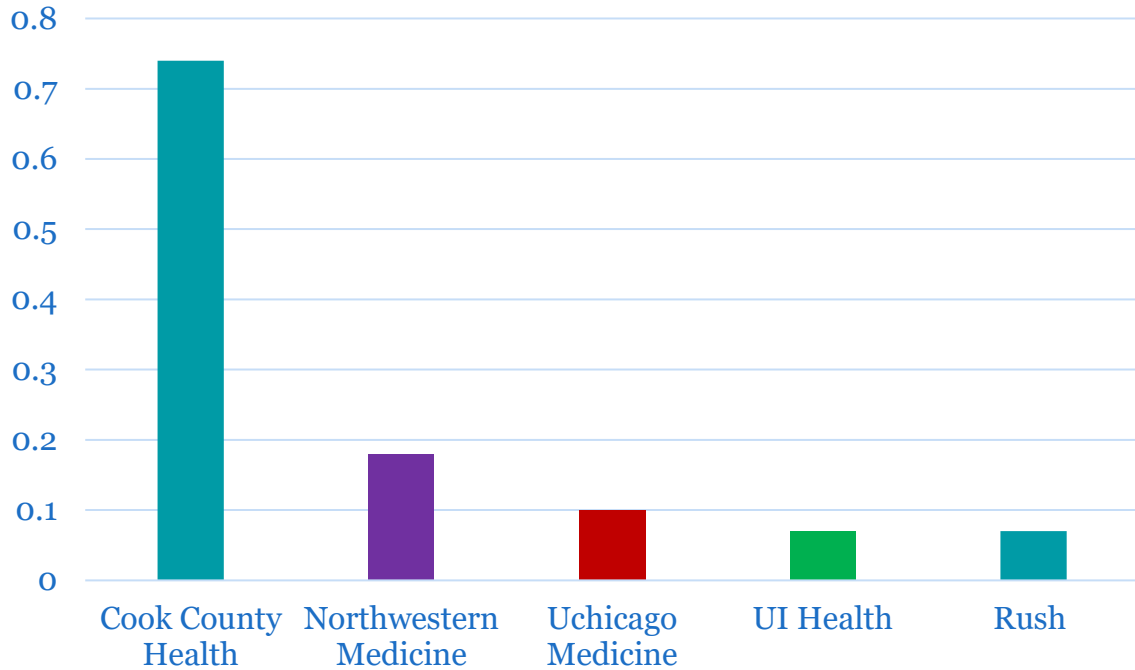
- Consider measles as a diagnosis in anyone with a fever, rash and clinically compatible symptoms (cough, coryza, and/or conjunctivitis) who has been in a congregate setting

Media (564 stories)

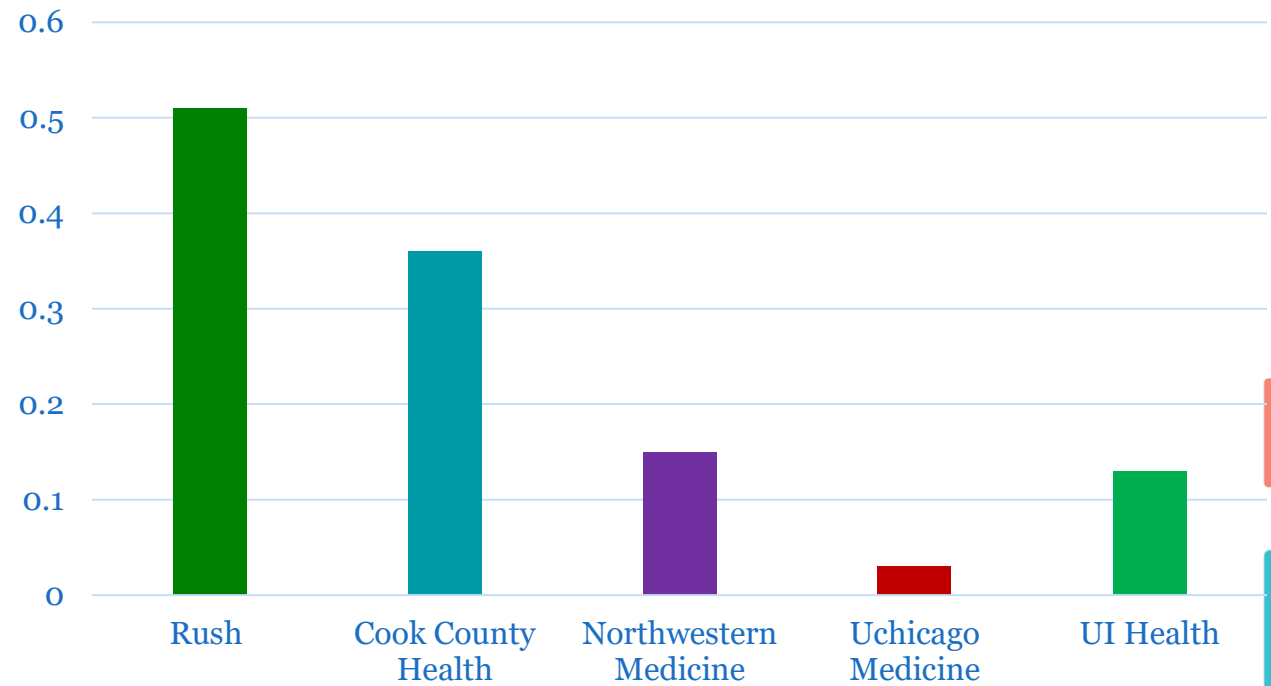


Facebook Benchmarking

Fan Growth by Percentage



Engagement Rate per Post



Social Media Report

February 19 – March 17, 2024



COOK COUNTY
HEALTH

Social Media Summary

February – March Activity

During February 19 – March 17, 2024, the communications team posted content on Facebook, Twitter, Instagram and LinkedIn for Cook County Health.

Posts included content such as COVID-19, interviews with local media, recognition for physicians, staff and the hospital, and health tips.

Facebook – **63** posts

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

Twitter – **63**

<https://twitter.com/CookCtyHealth>

Instagram – **65** posts (includes stories and IGTV)

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

LinkedIn – **60** posts

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

Social Media Summary

As of March 19

Twitter

- Impressions: **8.9K** (up **44%**)
- Post Link Clicks: **29** (up **107**)
- Engagements: **131** (up **60%**)
- Followers: **4,750** (up **8**)

LinkedIn

- Impressions: **59.7K** (up **39%**)
- Page Views: **2.5K** (up **14%**)
- Engagements: **6.8K** (up **54%**)
- Followers: **13.1K** (up **328**)

Facebook

- Total impressions: **98.9K** (up **200%**)
- Post engagement: **5K** (up **94%**)
- Post reach: **44.4K** (up **332%**)
- Page followers: **8,721** (up **62**)

Instagram

- Impressions: **20.2K** (up **31%**)
- Engagement: **730** (up **33%**)
- Profile visits: **583** (up **74%**)
- Followers: **3,404** (up **43**)

Facebook

February 19 – March 17, 2024



COOK COUNTY
HEALTH

Facebook Insights

February 19 – March 17, 2024

Top Performing Posts (Organic)

GENERAL METRICS

23 Reactions	0 Comments	4 Shares	21.64% Eng. Rate
-----------------	---------------	-------------	---------------------

REACTIONS

93 Like	28 Love	2 Wow
0 Haha	0 Sorry	0 Angry

REACH

3,235 Total	3,235 Organic	0 Paid
----------------	------------------	-----------

IMPRESSIONS

3,269 Total	3,269 Organic	0 Paid
----------------	------------------	-----------



GENERAL METRICS

27 Reactions	3 Comments	6 Shares	15.1% Eng. Rate
-----------------	---------------	-------------	--------------------

REACTIONS

84 Like	44 Love	2 Wow
0 Haha	0 Sorry	0 Angry

REACH

2,258 Total	2,258 Organic	0 Paid
----------------	------------------	-----------

IMPRESSIONS

2,283 Total	2,283 Organic	0 Paid
----------------	------------------	-----------



Facebook Insights

February 19 – March 17, 2024

Measles Posts (Boosted)

Metrics

Reach: 8K

Impressions: 12.1K

Cook County Health
Published by Meltwater Engage · March 12 at 4:08 PM ·

Se han reportado casos de Sarampión en Chicago. Vacunarse es el modo más seguro y eficaz de prevenir el Sarampión. ¡VACÚNATE! Para citas llama al 833-308-1988.

ALERTA SARAMPIÓN
Se han reportado casos de Sarampión en Chicago

Llama a tu doctor si presentas síntomas como:

- Fiebre
- Tos
- Congestión Nasal
- Lagrimeo
- Ronchas

El Sarampión puede ser algo muy serio.

¡VACÚNATE!
Vacunarse es el modo más seguro y eficaz de prevenir el Sarampión.

Para citas llame al 833-308-1988

Metrics

Reach: 5.6K

Impressions: 8.2K

Cook County Health
Published by Meltwater Engage · March 12 at 4:06 PM ·

Cases of measles have been reported in Chicago. The vaccine is the safest and most effective way to prevent measles. Get vaccinated! For appointments call 833-308-1988.

THINK MEASLES
Cases of measles have been reported in Chicago

Call your medical provider if you develop:

- Fever
- Cough
- Runny nose
- Red, watery eyes
- Rash

Measles can be serious.

GET VACCINATED!
The vaccine is the safest and most effective way to prevent measles.

For appointments call 833-308-1988

Facebook Insights

February 19 – March 17, 2024

Facebook Live for American Heart Month



Metrics

Reach: 15K
Impressions: 26.9K
Reactions: 106
Minutes Watched: 6K



Twitter

February 19 – March 17, 2024



COOK COUNTY
HEALTH

Twitter Insights

February 19 – March 17, 2024

Top Performing Posts

Cook County Health
@CookCtyHealth Promote ...

Yesterday, U.S. Navy Surgeon General Rear Admiral Darin Via and Force Master Chief Patrick Paul Mangaran, Director, Hospital Corps, U.S. [@NavyMedicine](#), visited Cook County Health to discuss the ongoing partnership with CCH's trauma team.



10:00 AM · Feb 28, 2024 · 752 Views

GENERAL METRICS

752 Impressions	17 Engagements	9 Likes
4 Retweets	3 Replies	

Cook County Health
@CookCtyHealth Promote ...

Cases of measles have been reported in Chicago. The vaccine is the safest and most effective way to prevent measles. Get vaccinated! For appointments call 312-864-0200.

THINK MEASLES
Cases of measles have been reported in Chicago

Call your medical provider if you develop:

- Fever
- Cough
- Runny nose
- Red, watery eyes
- Rash



Measles can be serious.

GET VACCINATED!
The vaccine is the safest and most effective way to prevent measles.

For appointments call 312-864-0200  **COOK COUNTY HEALTH**

GENERAL METRICS

354 Impressions	5 Engagements	1 Likes
4 Retweets	0 Replies	

Instagram

February 19 – March 17, 2024



COOK COUNTY
HEALTH

Instagram Insights

February 19 – March 17, 2024

Top Performing Posts

Measles IT ISN'T JUST A LITTLE RASH

MEASLES SYMPTOMS TYPICALLY INCLUDE

- High fever (may spike to more than 104° F)
- Cough
- Runny nose
- Red, watery eyes
- Rash breaks out 3-5 days after symptoms begin

Measles can be dangerous, especially for babies and young children.

Measles Can Be Serious

- About 1 out of 4 people who get measles will be hospitalized.
- 1 out of every 1,000 people with measles will develop brain swelling due to infection (encephalitis), which may lead to brain damage.
- 1 or 2 out of 1,000 people with measles will die, even with the best care.

You have the power to protect your child. Provide your children with **safe and long-lasting protection** against measles by making sure they get the **measles-mumps-rubella (MMR) vaccine** according to CDC's recommended immunization schedule.

WWW.CDC.GOV/MEASLES

cookcountyhealth 6d
Cases of measles have been reported in Chicago. The vaccine is the safest and most effective way to prevent measles. Get vaccinated! For appointments call 833-308-1988.

No comments yet.
Start the conversation.

View insights Boost post

35 likes
6 days ago

Add a comment...

GENERAL METRICS

35 Likes	0 Comments	7.33% Eng. Rate
---	3 Saves	

REACH & IMPRESSIONS

866 Reach	900 Impressions
--------------	--------------------

MEASLES ALERT

Measles is very contagious and can cause serious illness. Symptoms include:

- FEVER
- RUNNY NOSE
- COUGH
- RED EYES
- ACHES
- RASH

Get vaccinated! The measles vaccine is the best way to prevent infection. The vaccine is safe and very effective.

Ask your doctor about getting vaccinated today, or call 833-308-1988 for an appointment.

COOK COUNTY HEALTH

cookcountyhealth 2d
Cases of measles have been reported in Chicago. The vaccine is the safest and most effective way to prevent measles. Get vaccinated! For appointments call 833-308-1988.

No comments yet.
Start the conversation.

View insights Boost post

13 likes
2 days ago

Add a comment...

GENERAL METRICS

13 Likes	0 Comments	4.12% Eng. Rate
---	2 Saves	

REACH & IMPRESSIONS

646 Reach	656 Impressions
--------------	--------------------

LinkedIn

February 19 – March 17, 2024



COOK COUNTY
HEALTH

LinkedIn Insights

February 19 – March 17, 2024

Top Performing Posts

Cook County Health
 13,072 followers
 1w • 🌐

Cook County Health will join local leaders to announce its Stronger Together: Building a More Equitable Behavioral Health System in Cook County Initiative.

<https://lnkd.in/gZvQGSBF>




Announcing a \$44 Million Behavioral Health Grant Program
 youtube.com

GENERAL METRICS

272 Likes	2 Comments	23 Shares	441 Clicks
9.32% Engagement Rate		7,915 Impressions	

Cook County Health
 13,072 followers
 2w • 🌐

Yesterday, U.S. Navy Surgeon General Rear Admiral Darin Via and Force Master Chief Patrick Paul Mangaran, Director, Hospital Corps, **US Navy Bureau of Medicine and Surgery**, visited Cook County Health to discuss the ongoing partnership with CCH's trauma team. In 2022, the U.S. Navy and Cook County Health announced an expansion of their partnership, which began in 2013, to train Naval medical providers and support the clinical care at Stroger Hospital.



GENERAL METRICS

89 Likes	7 Comments	7 Shares	1,007 Clicks
21.59% Engagement Rate		5,142 Impressions	

Finance Metrics



COOK COUNTY
HEALTH

Executive Summary: Statement of Financial Condition – January 31, 2024

- On an accrual basis, interim financials show that CCH ended January with a **\$62.7M favorable** variance to budget. On a cash basis, the County's preliminary cash report on revenues and expenses shows a **\$113.1M 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 OP 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 **\$1.7M favorable** variance to budget due to higher than budgeted membership
 - Membership just over 432,000, which is 11.1% greater than budgeted

Financial Results – January 31, 2024

Dollars in 000s	FY2024 Actual	FY2024 Budget	Variance	%	FY2023 Actual
Revenue					
Net Patient Service Revenue (1)	\$247,865	\$198,730	\$49,135	24.72%	\$77,155
Government Support (2)	\$62,899	\$62,158	\$742	1.19%	\$59,117
Adjusted NPSR	\$310,764	\$260,887	\$49,877	19.12%	\$136,272
CountyCare Capitation Revenue	\$510,310	\$475,999	\$34,311	7.21%	\$486,657
Other	\$1,296	\$3,667	(\$2,370)	-64.65%	\$2,164
Total Revenue	\$822,370	\$740,553	\$81,817	11.05%	\$625,093
Operating Expenses					
Salaries & Benefits	\$121,736	\$137,610	\$15,874	11.54%	\$120,652
Overtime	\$9,645	\$7,730	(\$1,915)	-24.77%	\$9,007
Supplies & Pharmaceuticals	\$38,239	\$28,225	(\$10,013)	-35.48%	\$31,220
Purchased Services & Other	\$108,655	\$119,899	\$11,244	9.38%	\$99,552
Medical Claims Expense (1)	\$483,722	\$449,749	(\$33,973)	-7.55%	\$446,875
Insurance	\$4,982	\$4,955	(\$26)	-0.53%	\$10,601
Utilities	\$553	\$553	(\$0)	0.00%	\$2,116
Total Operating Expenses	\$767,531	\$748,722	(\$18,808)	-2.51%	\$720,023
Operating Margin	\$54,840	(\$8,169)	\$63,009	-771.31%	(\$94,930)
Non-Operating Revenue	\$25,971	\$26,284	(\$313)	-1.19%	\$22,911
Net Income (Loss)	\$80,811	\$18,115	\$62,696	346.10%	(\$72,019)

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: January, 2024

Key Revenue Indicators

Patient Activity Stroger	2024 YTD Actual	2024 YTD Budget	%	2023 YTD Actual	2022 YTD Actual	Jan 2024 Actual	Jan 2023 Actual
Average Daily Census *	317	287	10.6%	302	288	321	309
Emergency Room Visits	15,433	16,138	-4.4%	13,559	12,414	7,535	6,964
Surgeries	1,868	2,024	-7.7%	1,836	1,726	949	937

Patient Activity Provident	2024 YTD Actual	2024 YTD Budget	%	2023 YTD Actual	2022 YTD Actual	Jan 2024 Actual	Jan 2023 Actual
Average Daily Census *	22	21	0.0%	22	9	22	21
Emergency Room Visits	4,174	4,374	-4.6%	4,458	3,611	2,022	2,247
Surgeries	478	552	-13.4%	539	321	258	283

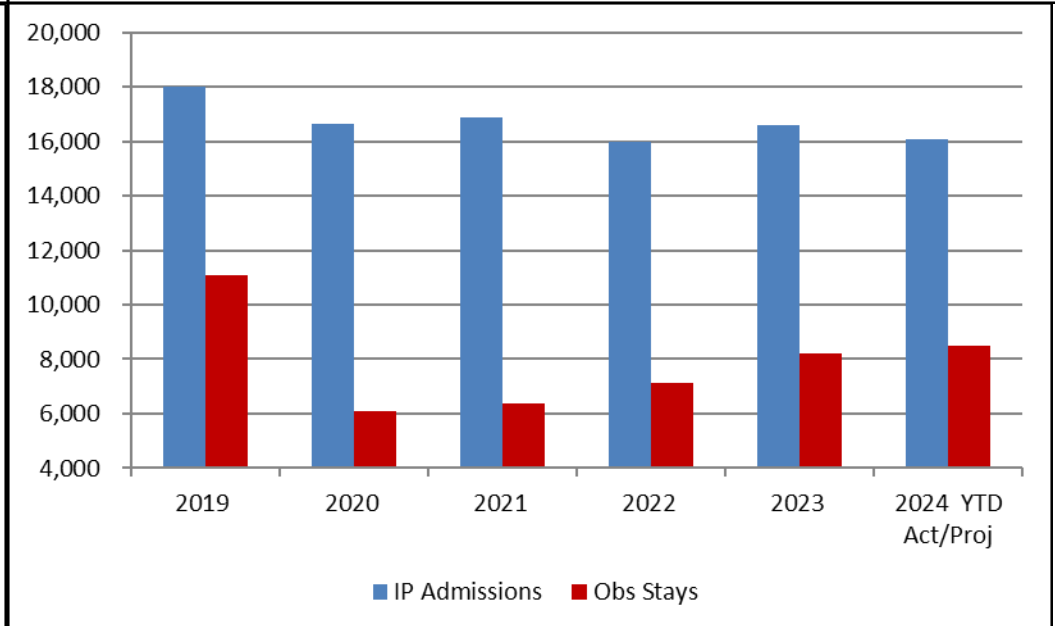
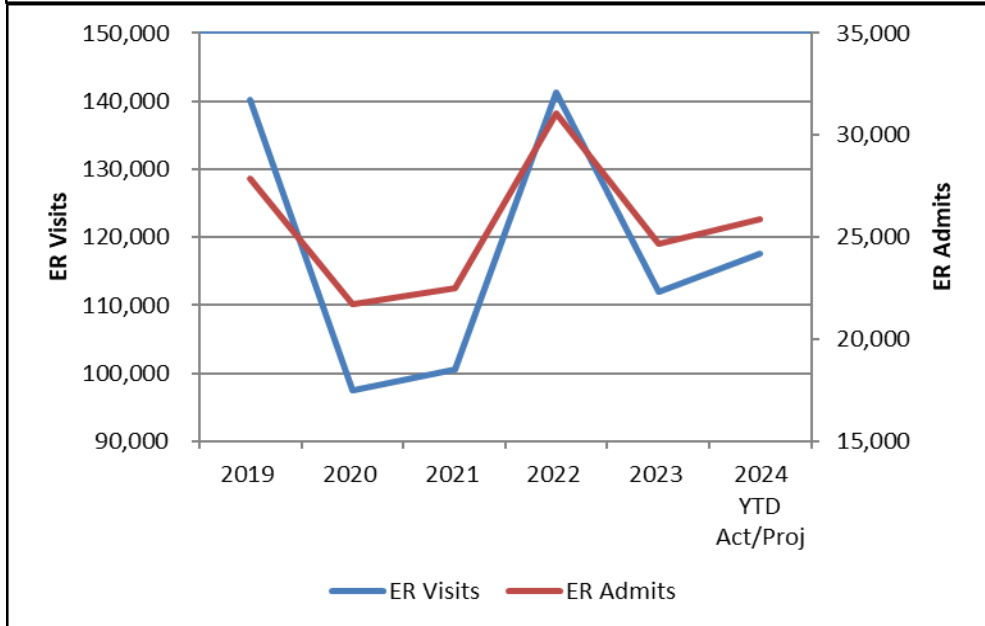
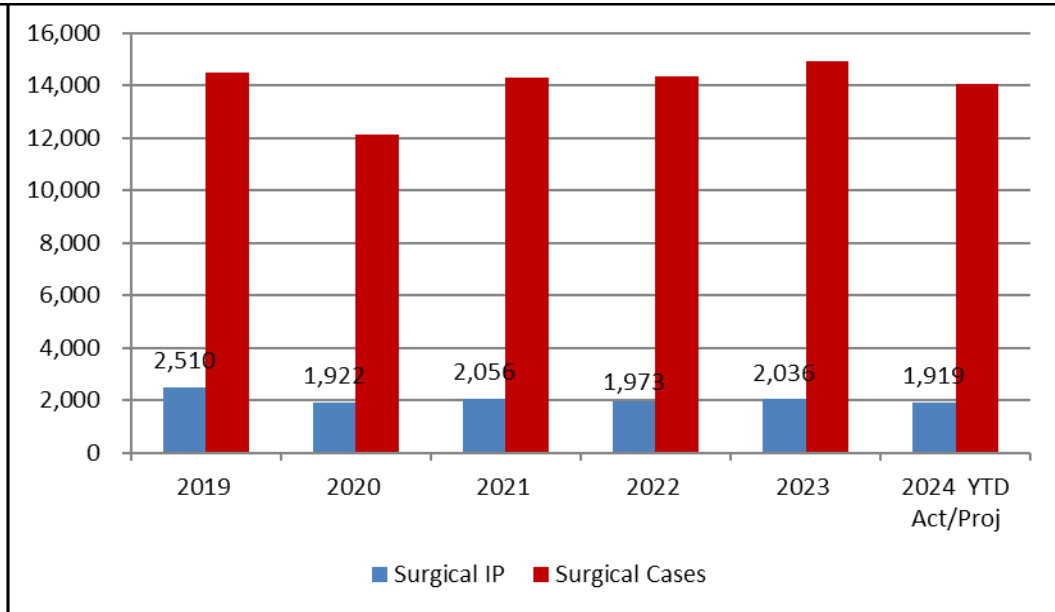
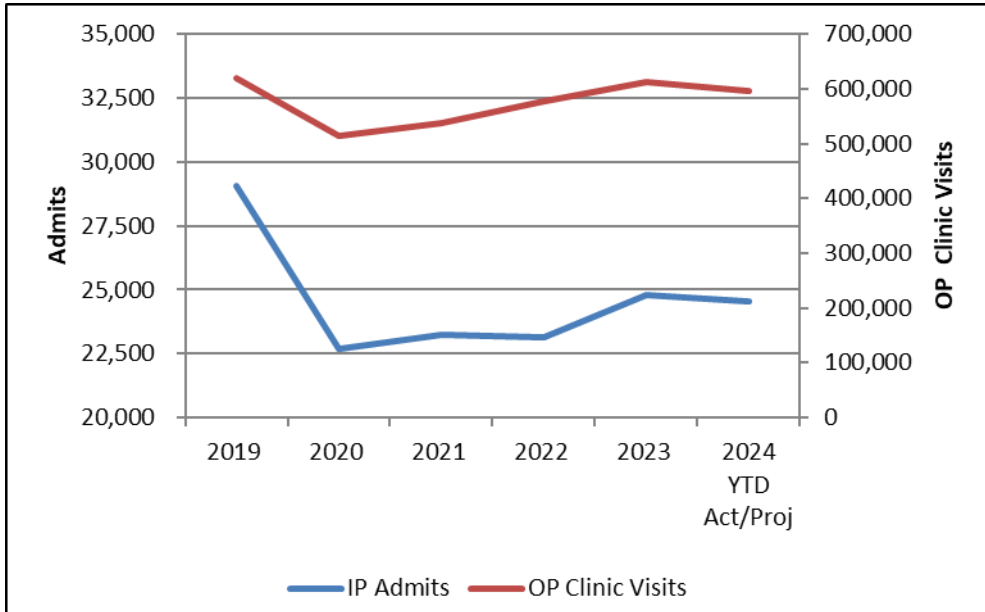
Patient Activity ACHN	2024 YTD Actual	2024 YTD Budget	%	2023 YTD Actual	2022 YTD Actual	Jan 2024 Actual	Jan 2023 Actual
Primary Care Visits	38,482	39,918	-3.6%	37,867	34,072	20,324	19,767
Specialty Care Visits	60,742	62,849	-3.4%	60,235	55,301	31,495	31,304

CountyCare Membership	2024 YTD Actual	2024 YTD Budget	%	2023 YTD Actual	2022 YTD Actual	Jan 2024 Actual	Jan 2023 Actual
Membership Count	429,692	397,301	8.2%	449,348	424,035	432,459	449,646

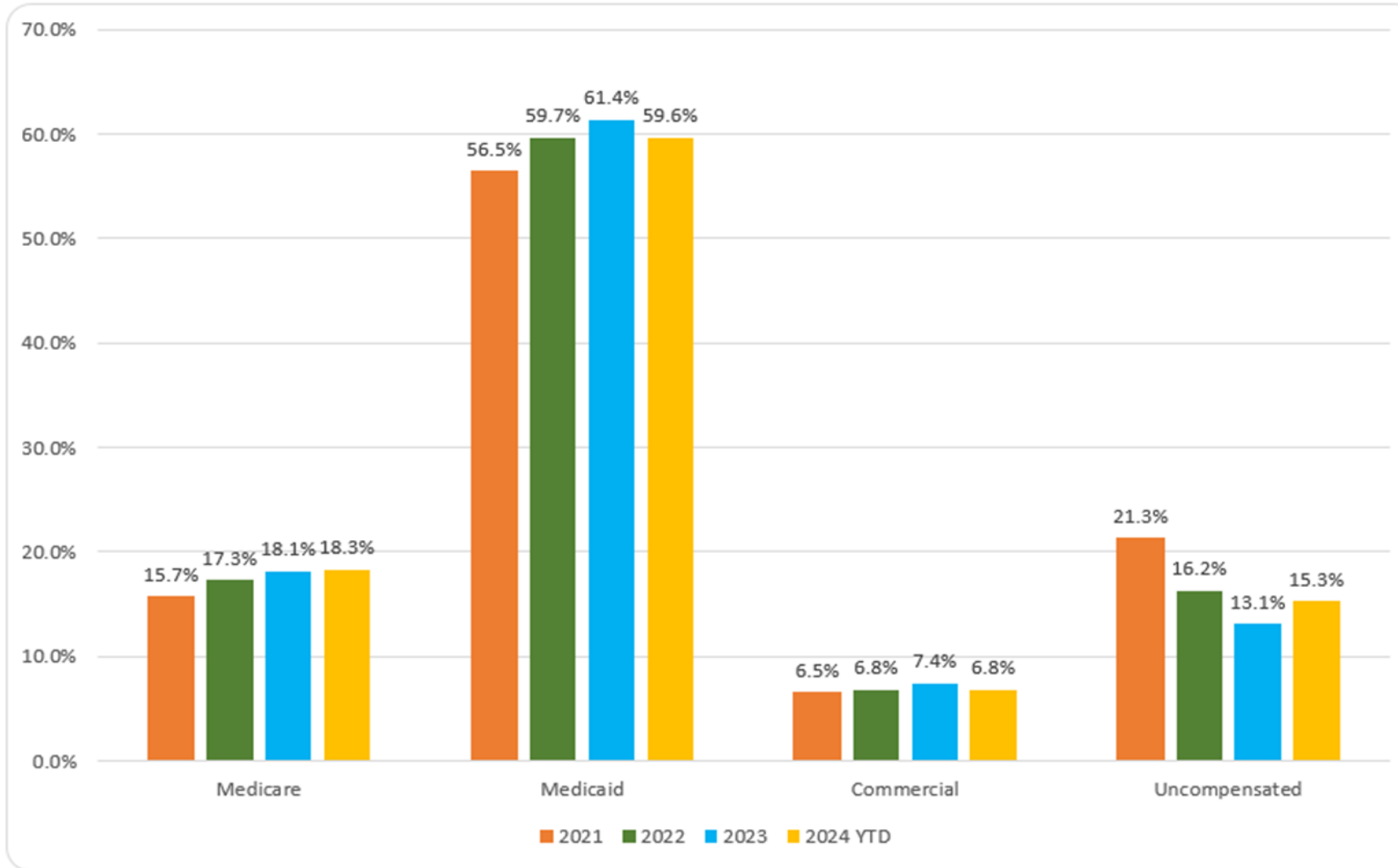
* Includes IP + Observations

Cook County Health

Operating Trends



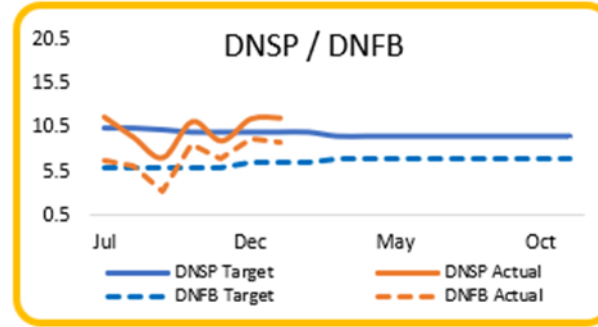
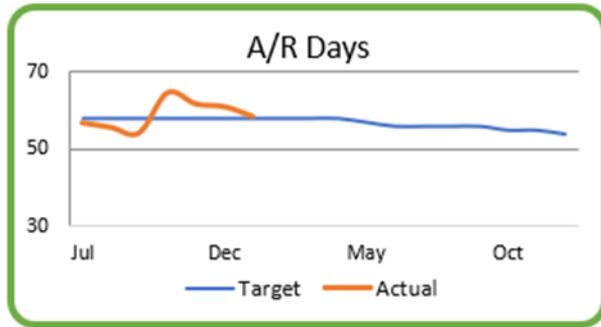
YTD Payer Mix – YoY Comparison



Commentary

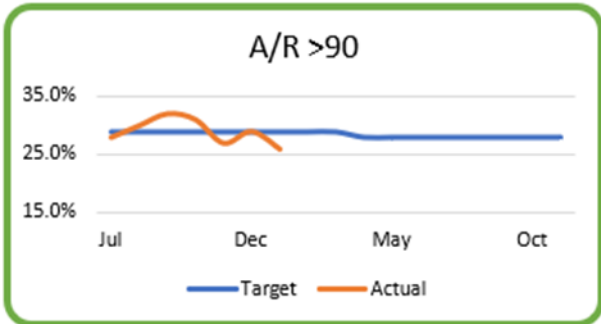
- FY24 YTD reflects 2 months and should not necessarily be considered a trend.
- Dec-Jan Change:
 - Medicare: -1.0%
 - Medicaid: -0.7%
 - Commercial: +1.3%
 - Uncompensated: +0.4%
- Nov-Dec Change:
 - Medicare: +1.2%
 - Medicaid: -1.1%
 - Commercial: -1.9%
 - Uncompensated: +1.8%
- Oct-Nov Change:
 - Medicare: -0.1%
 - Medicaid: -0.2%
 - Commercial: 0.0%
 - Uncompensated: +0.2%

Revenue Cycle KPI Trending



Commentary:

- DNSP/DNFB.** Working through professional claim creation issues within Invision/coding interface related to diagnosis ordering. The interim fix has caused manual interventions causing a 2-day delay in claim creation.

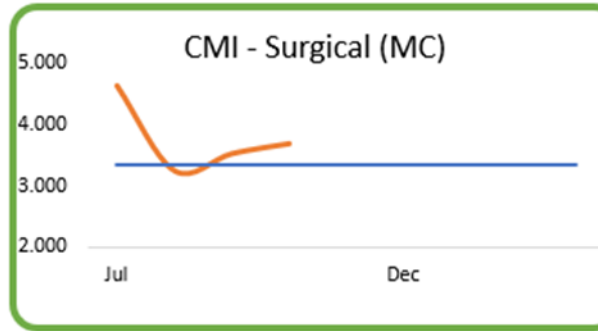
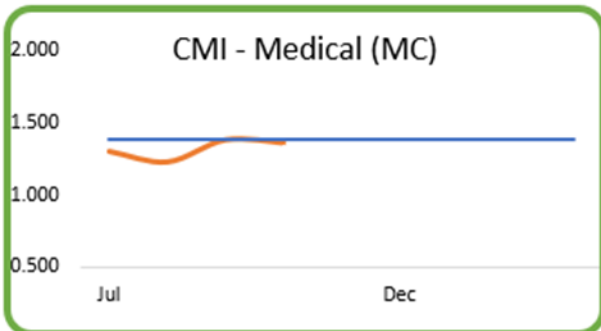


Definitions:

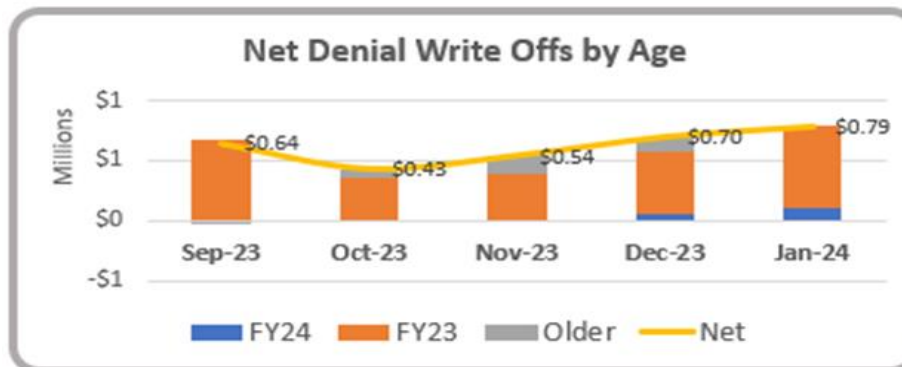
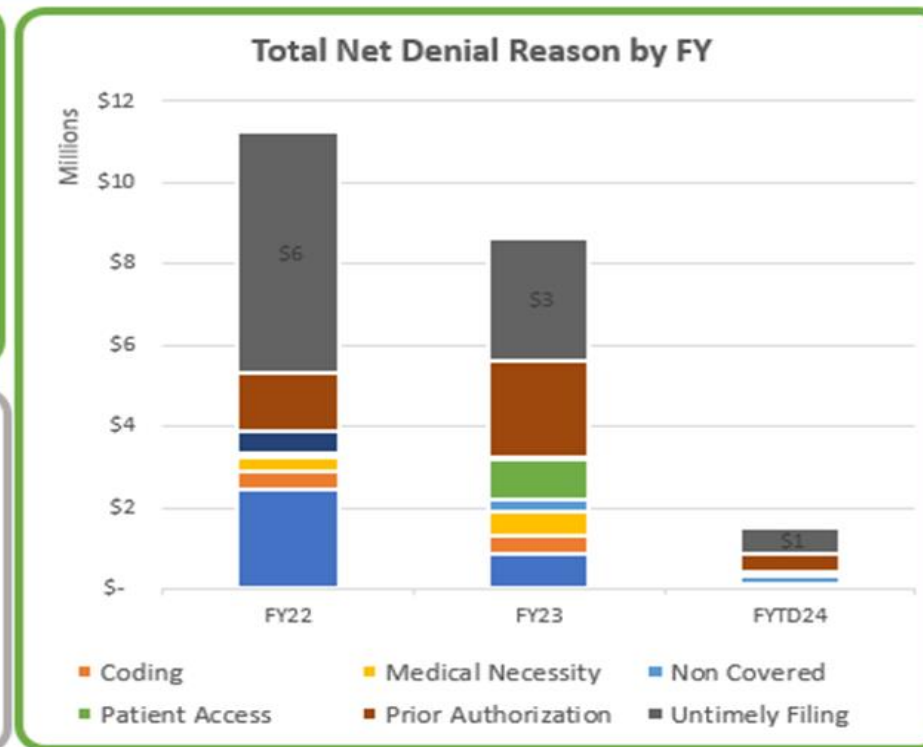
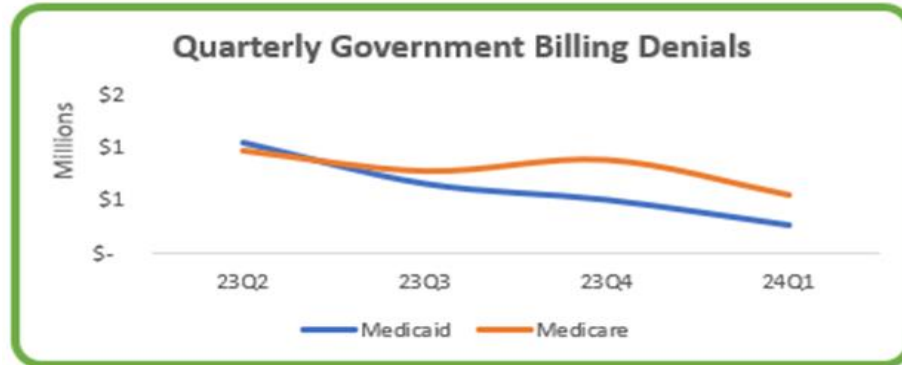
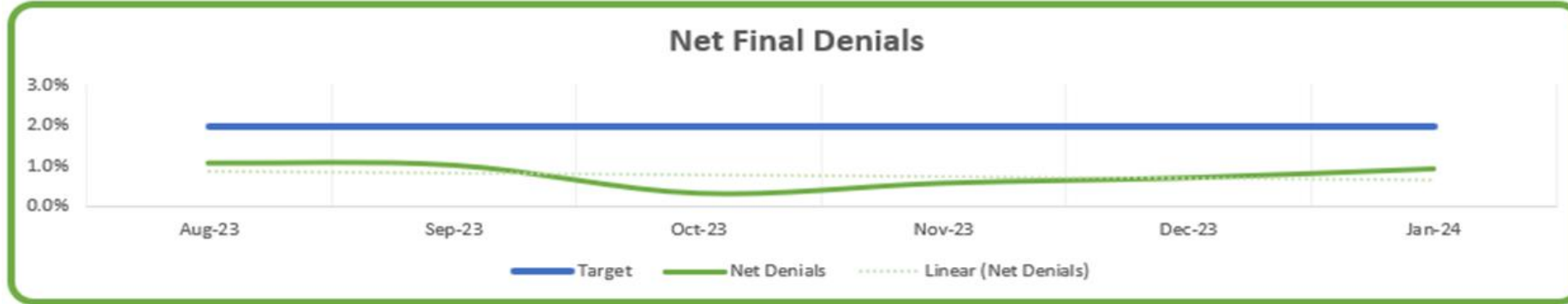
DNSP: Discharged Not Submitted to Payer - Gross dollars from initial 837 claims held by edits in claims processing tool that have not been sent to payer.

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)

	2022 Actual Net Benefit	2023 Actual Net Benefit	2024 Budget Net Benefit	2024 Act/Proj Net Benefit
<u>Charitable Benefits and Community Programs</u>				
Traditional Charity Care	\$ 122,499	\$ 105,040	\$ 112,011	\$ 83,397
Other Uncompensated Care	108,284	135,655	91,800	91,800
Cermak & JTDC Health Services	90,293	100,779	116,848	114,856
Department of Public Health	12,965	12,712	22,267	21,134
Other Public Programs & Community Services	66,321	66,321	71,600	71,600
Totals	\$ 400,362	\$ 420,506	\$ 414,526	\$ 382,787
% of Revenues *	36.9%	38.8%	30.3%	23.7%
% of Costs *	22.0%	23.1%	23.2%	22.1%

* Excludes Health Plan Services

Cook County Health

Savings Initiatives: January 31, 2024

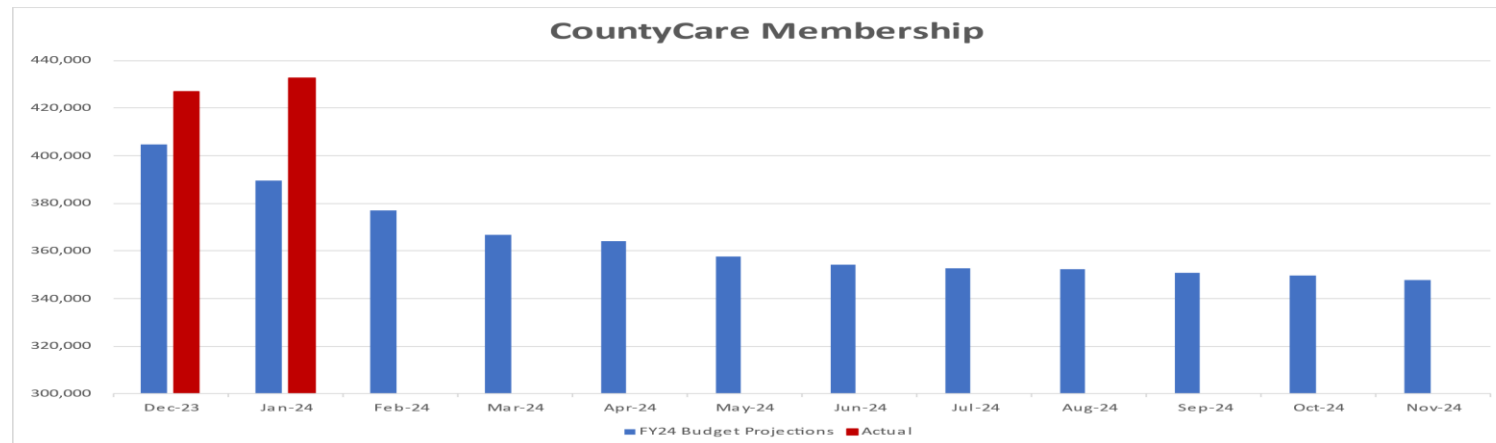
Current Activities in Progress	Budgeted FY24 Impact	YTD Achieved	Status
<u>Revenue Cycle:</u>			
Chargemaster Review/Changes	2,750,000	460,000	
Revenue Recovery	3,930,000	-	
Point of Service Collections	300,000	10,000	
<u>County Care:</u>			
Care Coordination Initiatives	3,000,000	500,000	
<u>Health System:</u>			
Vendor Contract Negotiations	2,020,000	340,000	
	<u>\$ 12,000,000</u>	<u>\$ 1,310,000</u>	11%
		Goal 2/12th	17%

Health Plan Services Financial Results – January 31, 2024

Dollars in 000s except PMPM amounts	FY2024 Actual	FY2024 Budget	Variance	%	Fy23 Actual
Capitation Revenue	\$513,907	\$478,215	\$35,692	7.46%	\$480,182
Operating Expenses					
Clinical - CCH	\$15,525	\$20,613	\$5,088	24.68%	\$13,096
Clinical - External	\$468,191	\$428,848	(\$39,342)	(9.17%)	\$433,438
Administrative	\$28,421	\$28,754	\$332	1.16%	\$26,174
Total Expenses	\$512,137	\$478,215	(\$33,922)	(7.09%)	\$472,708
Operating Gain (Loss)	\$1,770	\$0	\$1,770		\$7,475
Activity Levels					
Member Months	859,820	794,600	65,220	8.21%	899,736
Monthly Membership	432,824	389,732	43,092	11.06%	450,666
CCH CountyCare Member Months	73,308	N/A	N/A	N/A	83,458
CCH % CountyCare Member Months	8.53%	N/A	N/A	N/A	9.28%
Operating Indicators					
Revenue Per Member Per Month (PMPM)	\$597.69	\$601.83	(\$4.14)	(0.69%)	\$533.69
Clinical Cost PMPM	\$562.58	\$565.64	\$3.07	0.54%	\$496.29
Medical Loss Ratio (1)	93.4%	94.0%	0.59%	0.63%	92.9%
Administrative Cost Ratio	5.5%	6.0%	0.53%	8.73%	5.4%
Total FTEs	341	435	94		

Commentary

- Total YTD member months are exceeding budget by 65,220 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.
- Operating Gain of \$1.7M



Notes:

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

Human Resources Metrics



COOK COUNTY
HEALTH

FY24 CCH HR Activity Report



Filled Positions

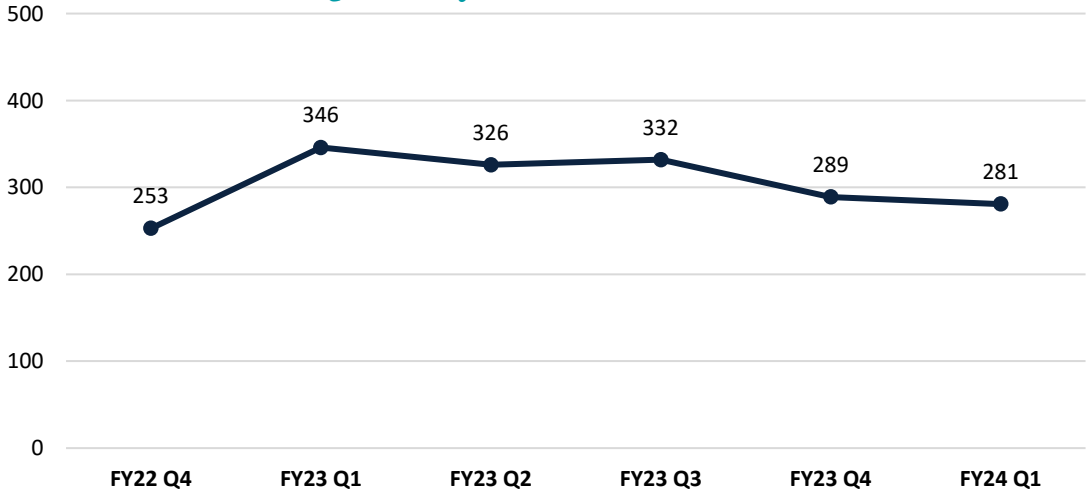
281

Total Filled Positions YTD

57 YTD Net Hires

70% Offer Acceptance Ratio

Quarterly Filled Positions



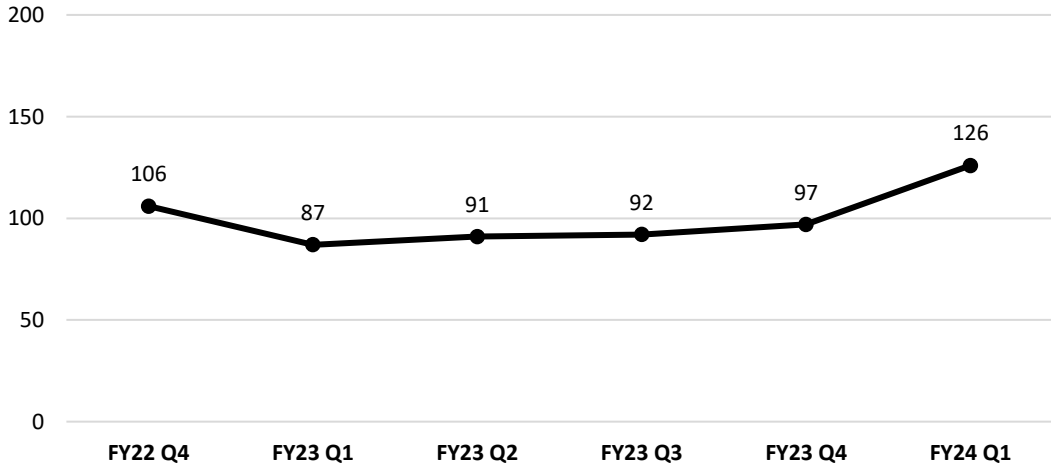
External Filled Velocity

195

Total External Filled Positions

126 days Overall FY24 Time to Fill

Overall Time to Fill Quarterly



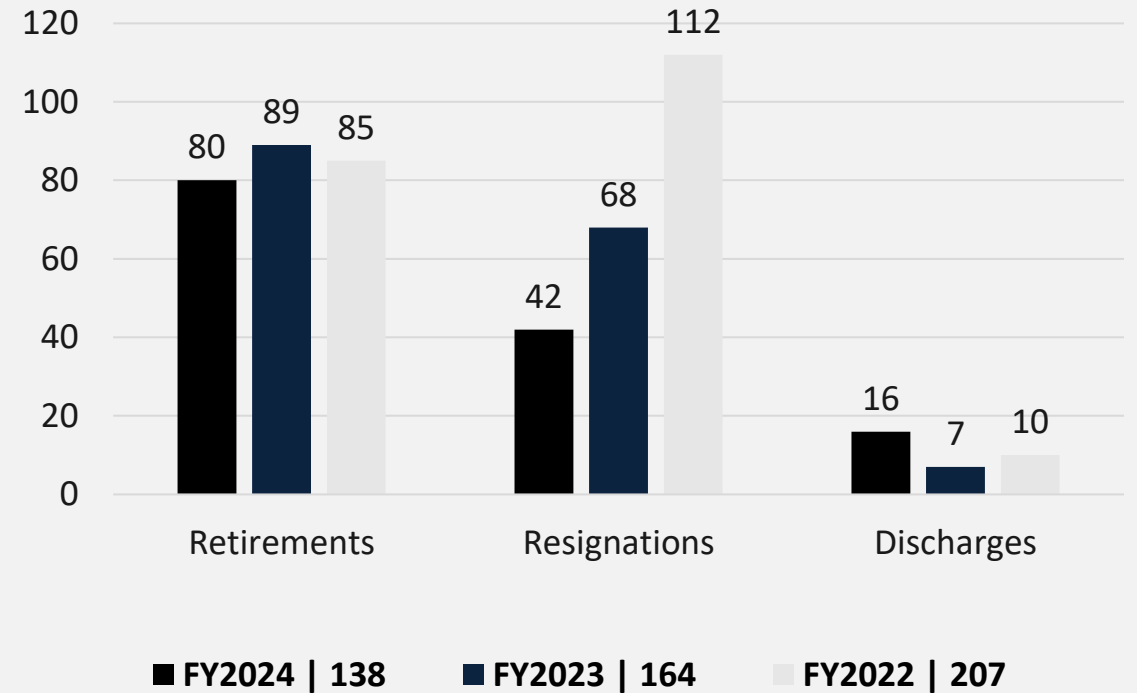
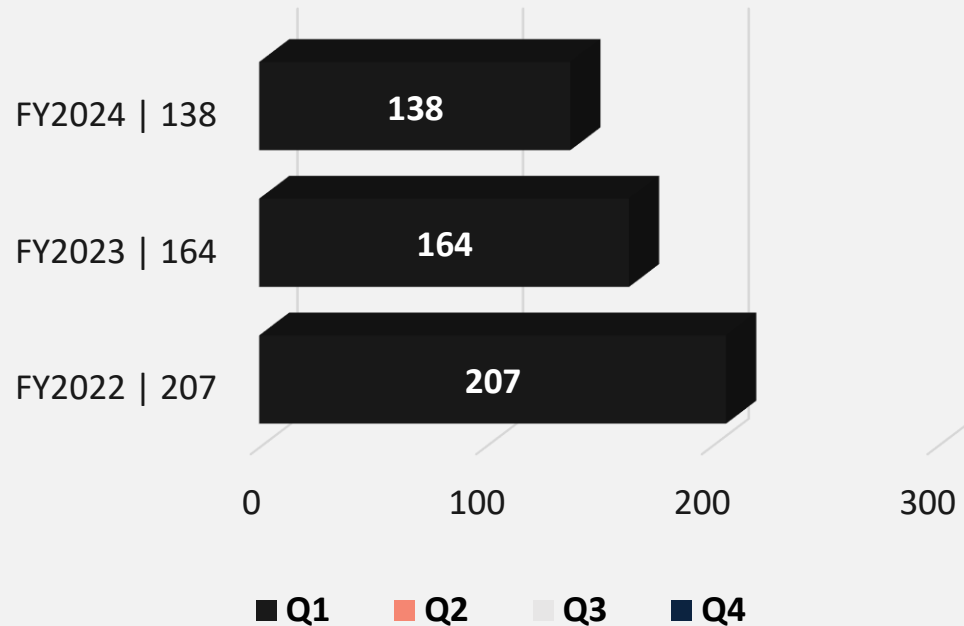
FY24 CCH HR Activity Report

12/01/2023 thru 2/29/2024



Separations – Year to Date and Year Over Year

Separations FY24 YTD



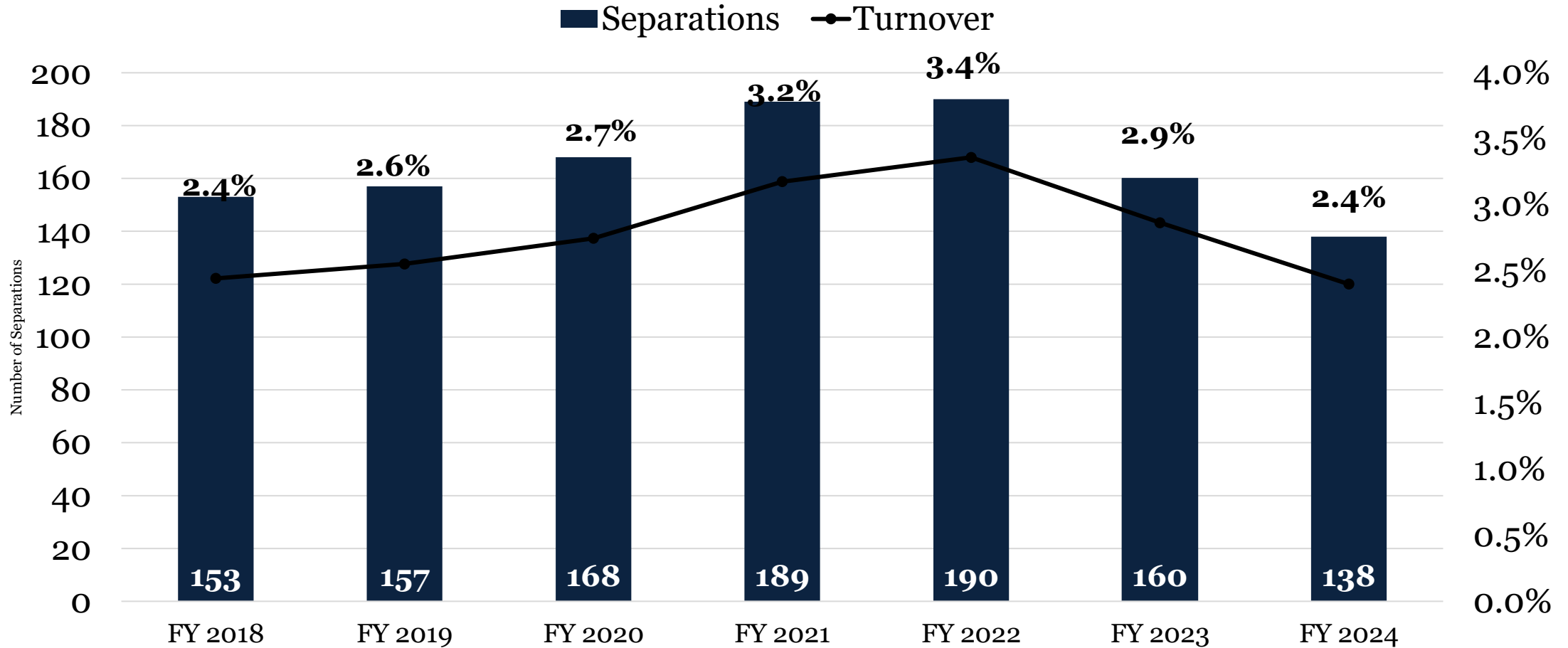
Does not include Consultants, Registry and House Staff

FY23 CCH HR Activity Report

Turnover – Pre-Pandemic – Dec through Mar YTD

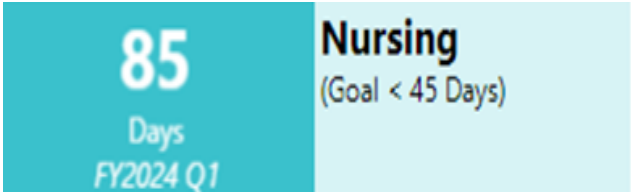
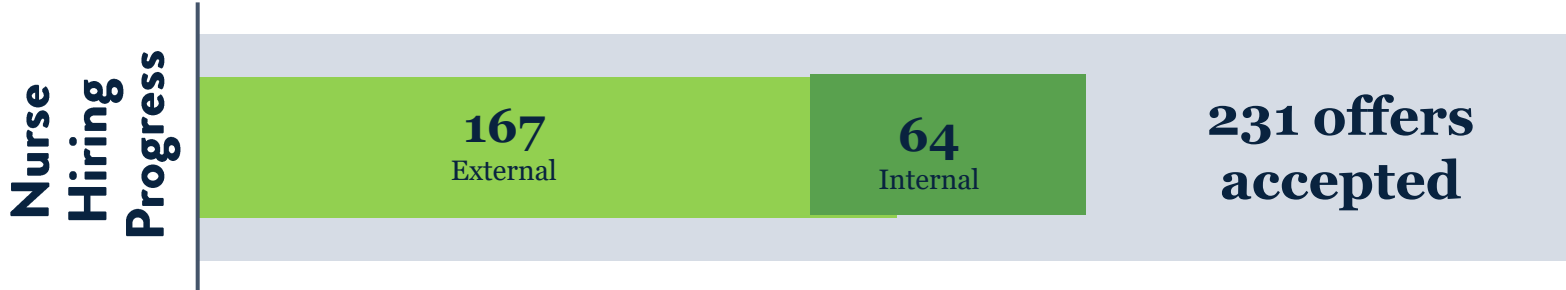
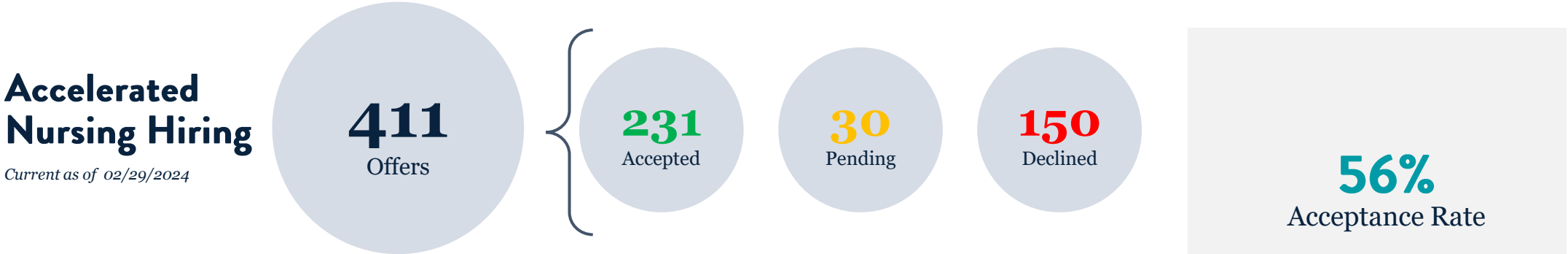
12/01/2023 thru 2/29/2024

2.4% YTD turnover



Accelerated Nursing Hiring

Timeframe: 8/7/2023 - 02/29/2024



Initial pilot ends February 6, 2024.

Managed Care Metrics



COOK COUNTY
HEALTH

Current Membership

Monthly membership as of March 5th, 2024

Category	Total Members	ACHN Members	% ACHN
FHP	259,615	14,428	5.6%
ACA	109,401	14,523	13.3%
ICP	30,598	4,746	15.5%
MLTSS	9,349	-	0%
SNC	5,474	266	4.9%
HBIA	20,590	1485	7.2%
HBIS	5,906	431	7.3%
Total	440,933	35,879	8.1%

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

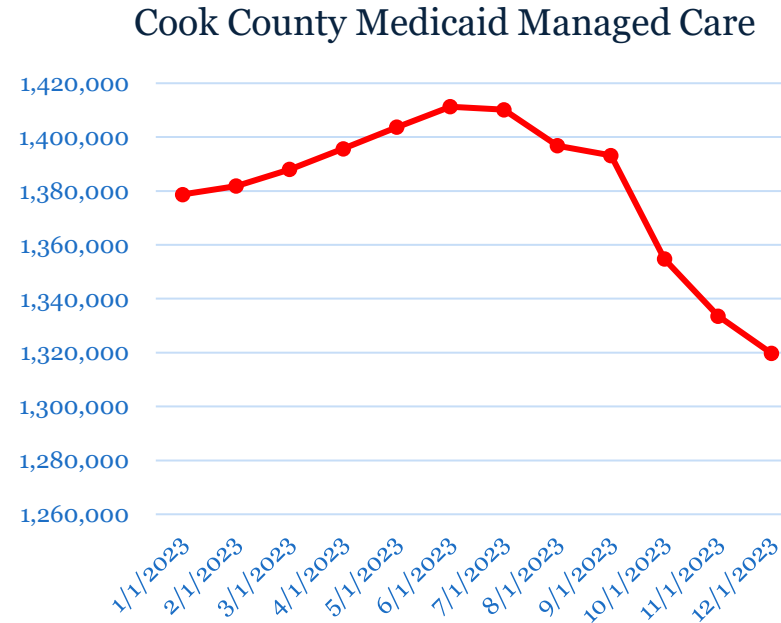
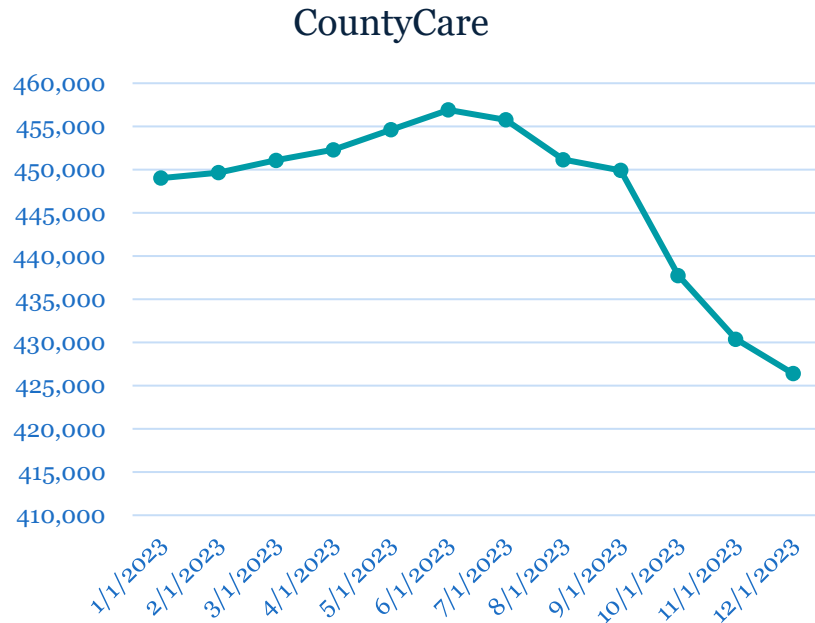
Illinois Department of Healthcare and Family Services December 2023 Data

Managed Care Organization	Cook County	Cook Market Share
*CountyCare	426,395	32.3%
Blue Cross Blue Shield	364,207	27.6%
Meridian (a WellCare Co.)	300,909	22.8%
IlliniCare (Aetna/CVS)	122,888	9.3%
Molina	96,116	7.3%
YouthCare	9,171	0.7%
Total	1,319,686	100.0%

* Only Operating in Cook County



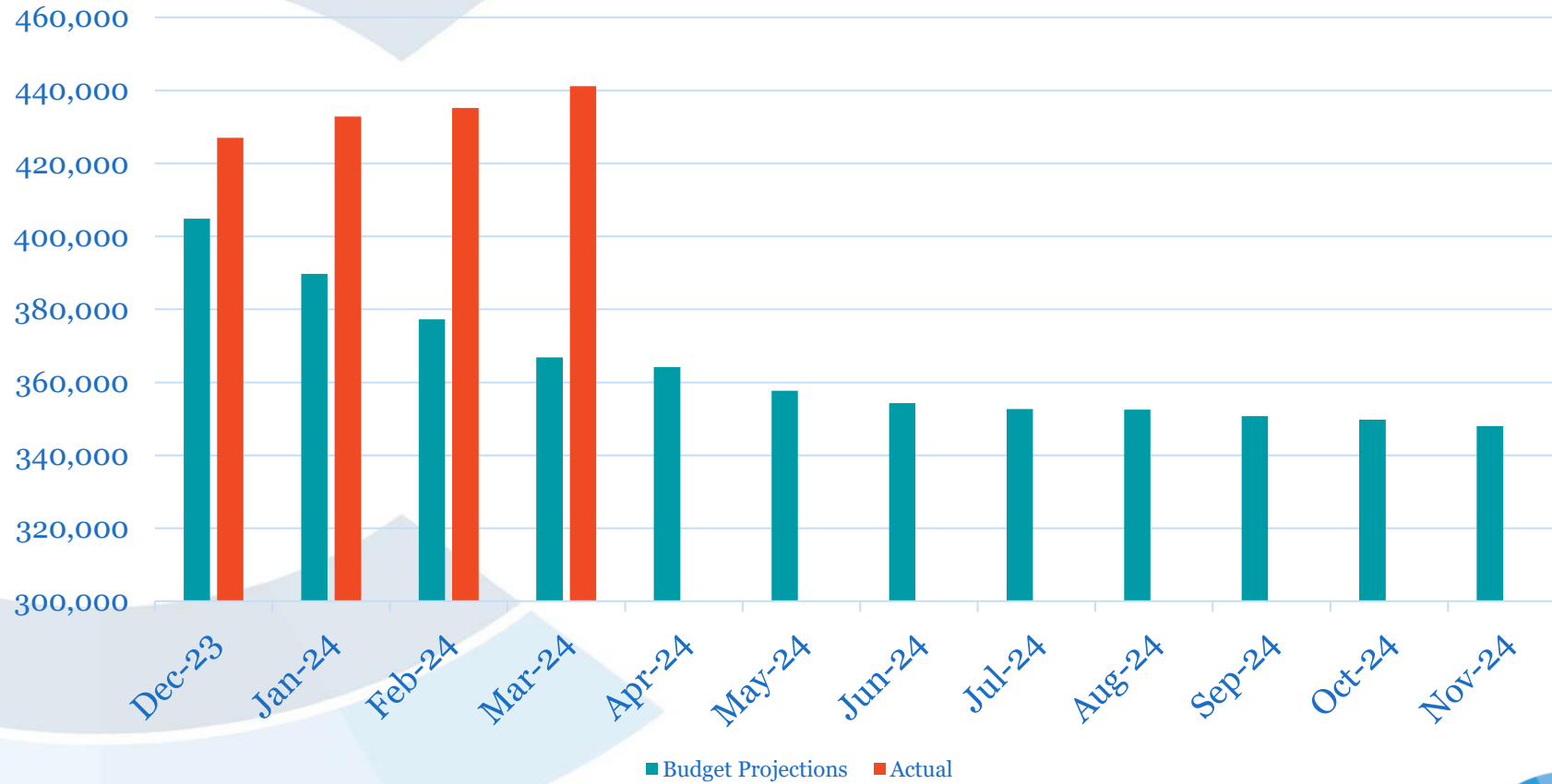
IL Medicaid Managed Care Trend in Cook County (charts not to scale)



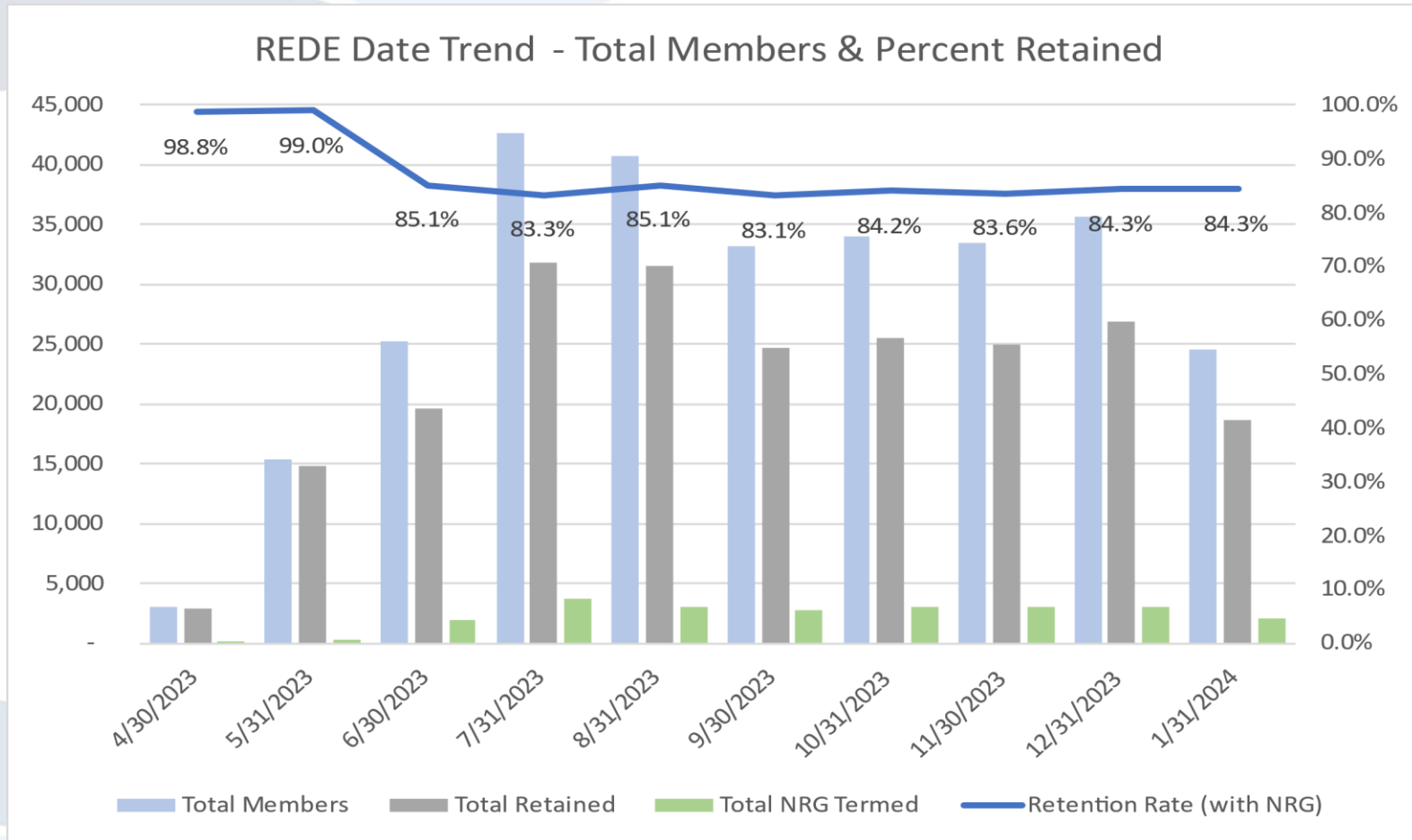
- CountyCare’s enrollment decreased 0.92% in December 2023 compared to the prior month, in line with the Cook County decrease of 1.04%

FY 24 Budget | Membership

CountyCare Membership



REDE Retention

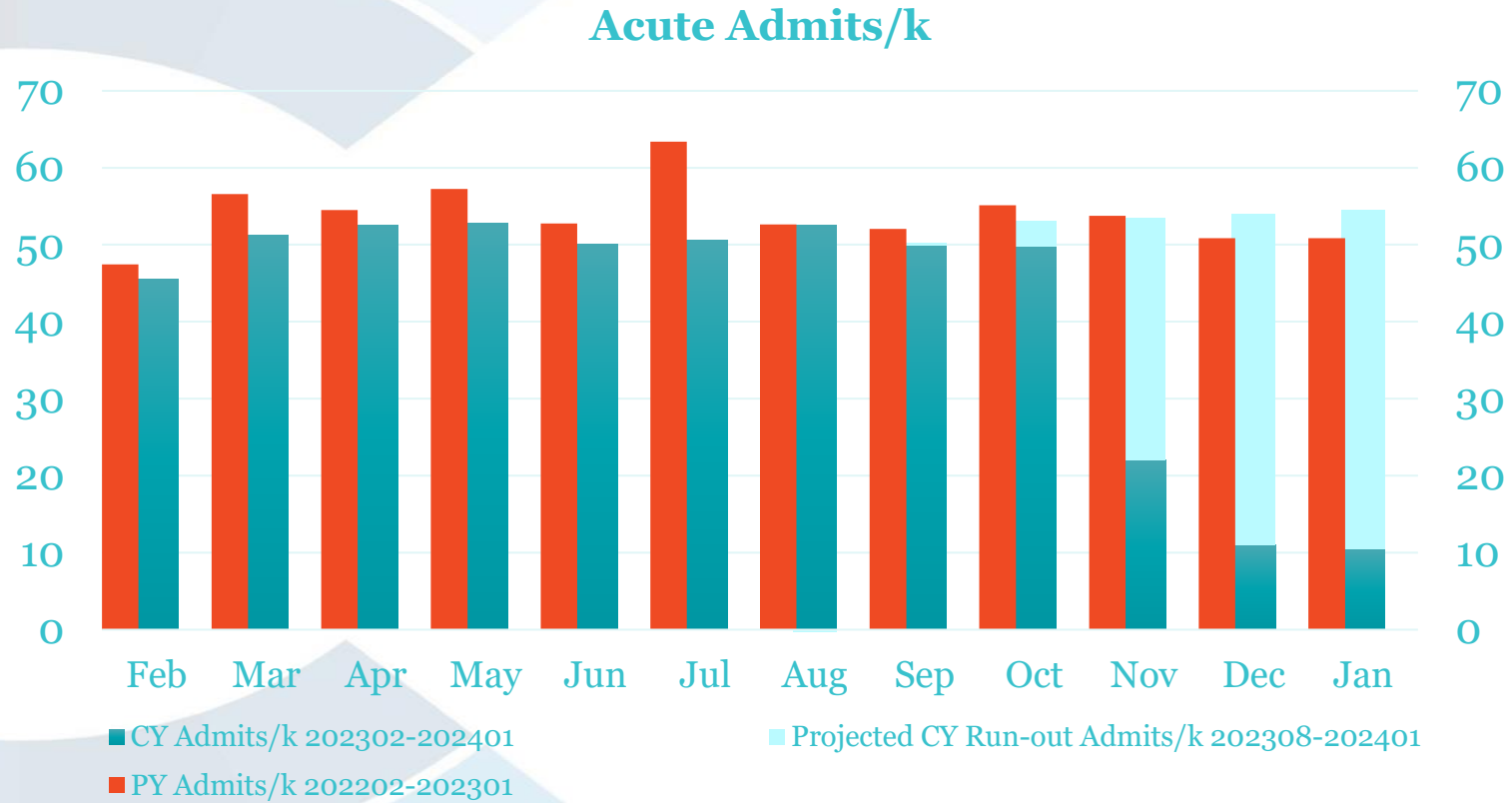


- Members with a 1/31/2024 redetermination date had an adjusted retention rate of 84.3%. This is in line with November's adjusted retention rate of 84.3%.

Operations Metrics: Call Center & Encounter Rate

		Performance		
Key Metrics	State Goal	Dec 2023	Jan 2024	Feb 2024
Member & Provider Services Call Center Metrics				
Inbound Call Volume	N/A	41,586	54,936	53,682
Abandonment Rate	< 5%	0.82%	1.74%	1.74%
Average Speed to Answer (minutes)	1:00	0:09	0:23	0:19
% Calls Answered < 30 seconds	> 80%	91.43%	82.55%	85.91%
Quarterly				
Claims/Encounters Acceptance Rate	98%	98%		

Current v. Prior Year: IP Acute Admits/1000

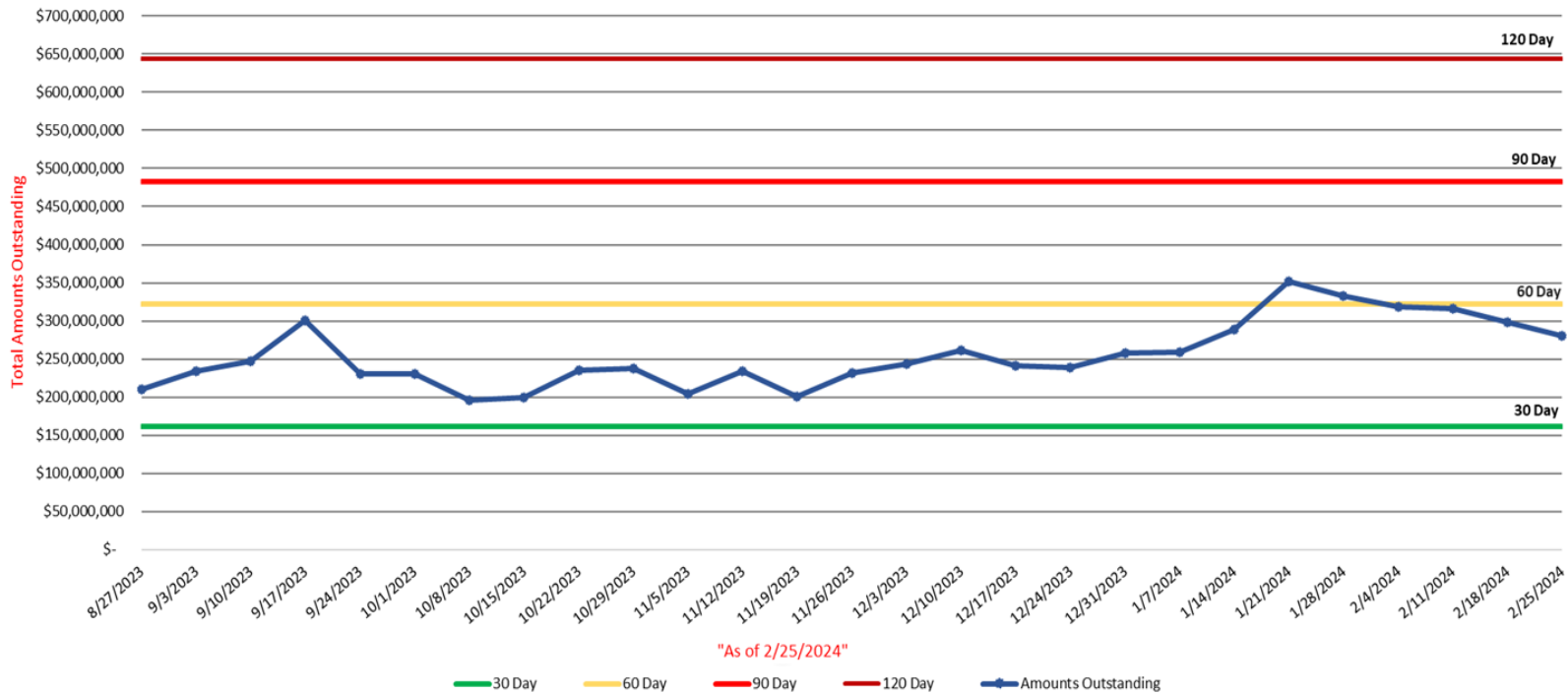


Updated monthly, paid through January 2024
 All acute and surgical cases + approved acute authorizations
 Domestic admissions are not included since they do not require Prior Authorization



Claims Payments

Received but Not Yet Paid Medical Claims



*Assumes average of 15 days to process claims

*Assumes \$80.5M in pending claims not yet adjudicated

*Medical claims only- does not include pharmacy, dental, vision or transportation claims. These claims typically average a 30-60 day payment timing.

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
Week of 2/25/2024	\$ 183,870,584	\$ 70,090,094	\$ 24,272,410	\$ 1,811,945	\$ 280,045,033

- *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



COOK COUNTY
HEALTH

Stroger Op Ex Steering Committee Dashboard

Op Ex Steering Committee Dashboard for Stroger Hospital

DOMAIN WORKGROUPS	Metrics																
PATIENT EXPERIENCE		Target	Stretch Target	Baseline	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
	Rolling 12-month % Top Box for Comm. w/ Nursing Domain	73.00%	77.00%	69.30%	70.42%	70.44%	70.28%	69.26%	69.01%	68.69%	68.70%	69.17%	69.30%	68.86%	69.45%	68.97%	69.43%
	Monthly % Top Box for Comm. w/ Nursing Domain	73.00%	77.00%	69.30%	65.01%	77.22%	70.33%	62.66%	67.72%	72.51%	66.51%	76.00%	73.45%	66.51%	69.28%	61.43%	70.34%
	Rolling 12-month Survey Response Rate	15.00%	16.00%	13.60%	12.70%	12.80%	13.00%	12.90%	8.30%	13.00%	13.30%	13.50%	13.50%	13.00%	13.30%	13.40%	
	Monthly Survey Response Rate	15.00%	16.00%	13.60%	14.10%	14.10%	14.50%	14.60%	12.90%	13.50%	16.40%	13.90%	14.20%	10.50%	12.20%	10.20%	
CLINICAL OUTCOMES		Target	Stretch Target	2022	2023	2024 Trend	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	
	Monthly Volume of CLABSI	<=4	0	8	11	12	2	1	0	0	2	1	1	1	1	1	
	SIR Rate CLABSI			0.56	0.76		1.90	0.87	0.00	0.00	2.00	0.76	0.78	0.61	0.60	0.80	
	Monthly Volume of CAUTI	<=3	0	12	11	12	1	1	1	2	0	0	0	2	2	1	
	SIR Rate CAUTI			0.46	0.47		0.55	0.47	0.43	1.00	0.00	0.00	0.00	1.00	1.00	0.51	
	Monthly Volume of CDIF	<=11	0	43	27	24	3	2	1	3	2	1	3	4	3	2	
	SIR Rate CDIF			0.64	0.38											pending	
	Monthly Volume of VTE PSI-12	Target	Stretch Target	Baseline	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	
		<=7	0	14	0	0	4	0	1	0	3	1	0	1	2	2	
	READMISSIONS		Target	Stretch Target	Baseline	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23
Rolling 12-month All Cause, All Payer, All Age - Readmissions Rate - CMS Definition Same Hospital		8.40%	8.00%	9.40%	9.37%	9.37%	9.03%	8.97%	8.88%	9.15%	9.22%	9.28%	9.19%	9.20%	8.89%	8.89%	
Monthly All Cause, All Payer, All Age - Readmissions Rate - CMS Definition Same Hospital		8.40%	8.00%	9.40%	9.18%	9.77%	8.23%	9.28%	9.04%	10.41%	8.28%	9.45%	8.48%	9.60%	6.65%	8.24%	
IHA Rolling 12-Month All Cause All Payer - Readmissions including other hospitals		Target	Stretch Target	Baseline	10/21-9/22	11/21-10/21	12/21-11/22	1/22-12/22	2/22-1/23	3/22-2/23	4/22-3/23	5/22-4/23	6/22-5/23	7/22-6/23	8/22-7/23	9/22-8/23	
	13.00%	12.00%	14.00%	14.72%	14.76%	14.59%	14.52%	14.44%	14.10%	14.13%	13.80%	14.08%	13.99%	14.07%	13.84%		
CLINICAL DOCUMENTATION		Target	Stretch Target	Baseline	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	
	Monthly Avg CMI: Overall	1.9316	2.1000	1.7560	1.729	1.731	1.829	1.702	1.761	1.754	1.827	1.729	1.767	1.721	1.775	1.771	
	Monthly Avg CMI: Medicine	1.3738	1.7400	1.2489	1.235	1.257	1.264	1.233	1.274	1.297	1.264	1.170	1.258	1.277	1.302	1.316	
	Monthly Avg CMI: Surgical	3.3241	3.9000	3.0219	2.965	2.951	3.202	2.933	2.938	2.937	3.164	3.096	3.123	2.979	3.081	2.994	

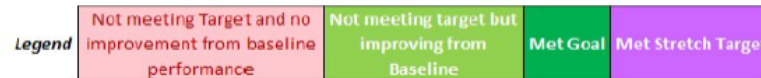


Stroger Op Ex Steering Committee Dashboard

Op Ex Steering Committee Dashboard for Stroger Hospital



Data sources: Patient Experience from Press Ganey; HAI-Infection Control Dept; VTE PSI - Vizient; Readmissions - Vizient & Illinois Hospital Association; CMI-Vizient
 Author: J. Rozenich, BS, MBA

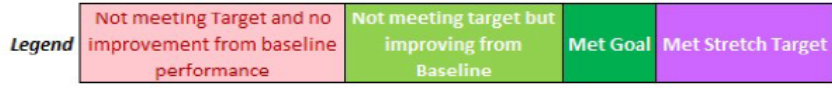
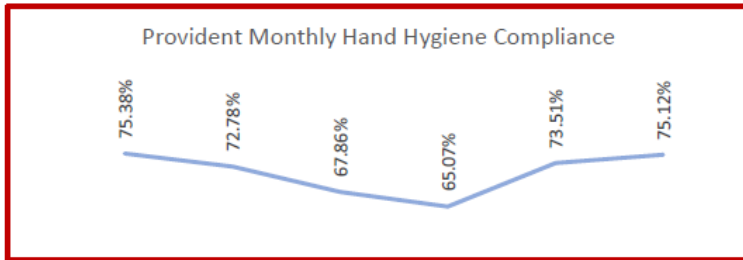
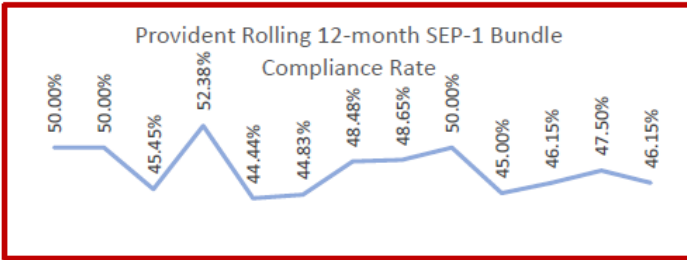
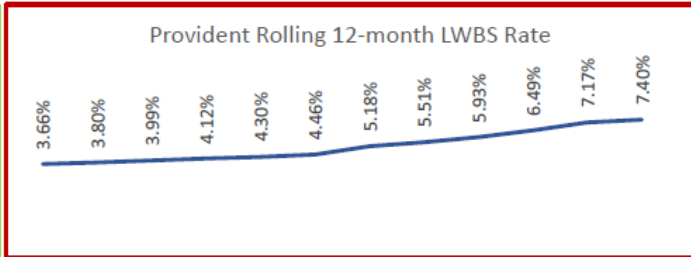
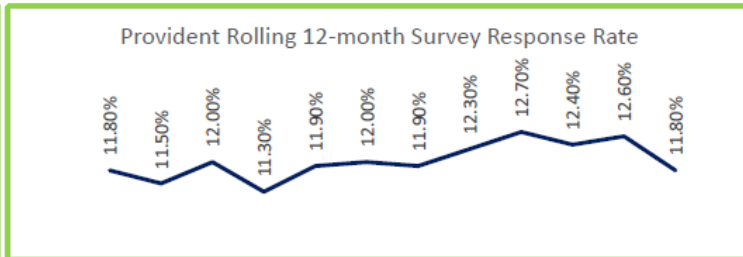
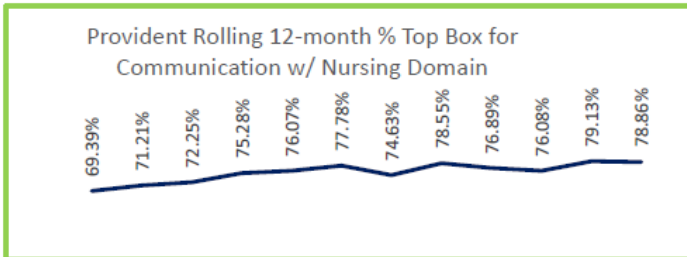


Provident Op Ex Steering Committee Dashboard

Op Ex Steering Committee Dashboard for Provident Hospital

DOMAIN WORKGROUPS	Metrics	Target	Stretch Target	Baseline	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
PATIENT EXPERIENCE	Rolling 12-month % Top Box for Comm. w/ Nursing Domain	79.80%	80.00%	74.63%	66.86%	69.39%	71.21%	72.25%	75.28%	76.07%	77.78%	74.63%	78.55%	76.89%	76.08%	79.13%	78.86%
	Monthly % Top Box for Communication w/ Nursing Domain	79.80%	80.00%	74.63%	72.22%	86.67%	66.67%	74.07%	100.00%	77.78%	96.30%	66.67%	80.00%	63.64%	55.56%	100.00%	63.89%
	Rolling 12-month Survey Response Rate	18.00%	20.00%	11.80%	11.80%	11.50%	12.00%	11.30%	11.90%	12.00%	11.90%	12.30%	12.70%	12.40%	12.60%	11.80%	
	Monthly Survey Response Rate	18.00%	20.00%	11.80%	8.80%	12.00%	11.40%	6.60%	17.40%	14.30%	10.90%	15.40%	15.40%	12.70%	9.80%	8.60%	
CLINICAL OUTCOMES	Rolling 12 month SEP-1 Bundle Compliance	60.00%	65.00%	50.00%	50.00%	45.45%	52.38%	44.44%	44.83%	48.48%	48.65%	50.00%	45.00%	46.15%	47.50%	46.15%	
	Monthly SEP-1 Bundle Compliance	60.00%	65.00%	50.00%	75.00%	0.00%	100.00%	16.67%	33.33%	75.00%	50.00%	66.67%	25.00%	33.00%	100.00%	0.00%	
	Monthly Hand Hygiene Compliance	80.00%	90.00%	75.38%	72.78%	67.86%	65.07%	73.51%	75.12%								
	Target	Stretch Target	Baseline	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24									
THROUGHPUT	Rolling 12-month LWBS	4.50%	4.00%	5.50%	3.66%	3.80%	3.99%	4.12%	4.30%	4.46%	5.18%	5.51%	5.93%	6.49%	7.17%	7.40%	
	Monthly LWBS Rate	4.50%	4.00%	5.50%	2.84%	3.93%	4.78%	4.12%	5.85%	5.95%	13.00%	8.27%	11.45%	11.59%	11.67%	5.55%	

Op Ex Steering Committee Dashboard for Provident Hospital



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

DOMAIN WORKGROUPS Metrics

PATIENT EXPERIENCE	Target	Stretch Target	Baseline	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
Rolling 12-month Concern of nurse/asst for problem	61.34%	63.56%	58.77%	57.31%	57.49%	57.57%	57.85%	57.85%	58.09%	58.36%	58.77%	58.75%	58.89%	59.23%	59.14%
Monthly Concern of nurse/asst for problem	61.34%	63.56%	58.77%	58.32%	58.94%	58.32%	58.23%	58.27%	59.52%	59.18%	60.57%	59.56%	61.37%	62.83%	57.25%
Rolling 12-month Provider CP explanations of prob/condition	66.80%	69.84%	64.78%	63.73%	63.83%	64.10%	64.18%	64.36%	64.58%	64.76%	64.78%	64.83%	64.98%	65.14%	64.94%
Monthly Provider CP explanations of prob/condition	66.80%	69.84%	64.78%	65.06%	63.92%	65.77%	64.60%	64.56%	65.03%	66.18%	64.88%	64.08%	67.58%	67.38%	62.36%
Rolling 12-month Courtesy of registration staff †	60.00%	65.00%	60.00%								60.00%	59.59%	60.90%	61.70%	60.27%
Monthly Courtesy of registration staff †	60.00%	65.00%	60.00%								60.00%	59.59%	62.31%	63.55%	58.10%
HEDIS	Target	Stretch Target	Baseline	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
Rolling 12-month Hypertension Population Management BP <140-90 (Engaged & Affiliated)	55.00%	60.00%	50.53%	55.60%	55.90%	56.60%	57.10%	57.80%	58.00%	57.00%	56.00%	55.20%	54.90%	54.00%	53.70%
Rolling 12-month Cervical Cancer Screening (Engaged & Affiliated)	47.00%	52.00%	42.83%	43.90%	44.80%	45.60%	46.10%	46.30%	46.40%	46.40%	45.06%	45.91%	46.13%	46.00%	46.20%

