



# CCH Monthly Report



Item #: 24-1420

August / 2024



COOK COUNTY  
HEALTH

# Administrative & Legislative Updates

Presented to the Cook County Health Board on 7/26/24



COOK COUNTY  
HEALTH

# Legislative Updates – Local

- Cook County Health’s work to address food insecurity began in 2015 with a two-question food insecurity screening, which was later adopted by all CCH primary care sites and incorporated into the CountyCare health risk screening tool. CCH patients who screened positive received a voucher to access fresh produce from the Greater Chicago Food Depository’s Fresh Truck.
- Since its inception, CCH’s Fresh Truck partnership with GCFD has resulted in more than 500 visits to CCH health centers providing fresh fruits and vegetables, as well as some shelf stable items during the COVID-19 pandemic, to over 50,000 households, representing more than 165,000 individuals.
- Over the next several months, CCH and GCFD will be pivoting to a different model to connect patients with fresh and nutritious food. This includes piloting an onsite food pantry at Belmont Cragin Health Center and a medically-tailored meals program based initially at Provident Hospital that will further align the health conditions identified by CCH providers with food-related resources following a provider visit. These efforts are funded by an ARPA award to CCH from Cook County; these funds will also support a full-time Food Security Manager, based in the Office of Diversity, Equity, and Inclusion. We are also exploring other models that work best for our patients and look forward to sharing more when details are available.
- The Cook County Board held a Special Board Meeting on September 18 to conduct a Memorial for the late Cook County Commissioner Dennis Deer.
- The week of July 22, CCH leadership appeared before the following Cook County Board committees to provide testimony and respond to questions from Commissioners.
  - **Asset Management Committee** – Cook County Department of Asset Management leadership along with Craig Williams, CCH Chief Administrative Officer participated in the meeting to respond to questions pertaining to a contract with Gensler for renovation design services for the CORE Center.
  - **Audit Committee** – Pam Cassara, CCH CFO participated in the meeting to respond to questions pertaining to the Cook County Annual Audit.
  - **Finance Committee** – Pam Cassara, CCH CFO addressed questions related to the County’s Monthly Revenues and Expenses Report as well as CCH finances. CCH leadership was also available to respond to questions related to CCH’s Monthly Report which is a compilation of the metrics and presentations made to the CCH Board of Directors from the previous month. CCH leaders were also available to respond to questions related to the Cook County Annual Performance Report.
  - **Health & Hospitals Committee** – Dr. LaMar Hasbrouck, CCDPH Chief Operating Officer presented the CCDPH quarterly COVID-19 and other Infectious Disease Report.
  - **Technology** – Cook County Department of Technology along with Angela O’Banion, CCH Chief Information Officer participated in the meeting to respond to questions pertaining to a county-wide contract with AT&T.

# Legislative Updates – Local (cont.)

- The Cook County Board of Commissioners met on July 25. The following items were introduced and considered:
  - Commissioner Bill Lowry(3rd District) introduced a Resolution pertaining to annual Mammogram and Prostrate screenings. The Resolution was referred to the Health & Hospitals Committee for consideration in September.
  - CCH introduced a transfer of funds request. Pam Cassara, CCH CFO provided an overview of the transfer and responded to questions from Commissioners. This item was approved.
  - CCH introduced a grant acceptance for a clinical trial with Gilead. Pam Cassara, CCH CFO provided an overview of the transfer and responded to questions from Commissioners. This item was approved.
  - CCH introduced the Semi-Annual Mental Health Report. This item was referred to the Health & Hospitals Committee for consideration in September.
  - CCH introduced a Resolution that provided an overview of 53 ARPA funded Stronger Together Behavioral Health Grant Awards. Jennifer Brothers, CCH Impact Fund Executive Director, provided an overview of the initiative and responded to questions from Commissioners. This item was for information and was Received and Filed.
  - CCH introduced a Resolution seeking approval of 10 of the 53 ARPA funded Stronger Together Behavioral Health Grant Awards in the amount of \$1M each. Jennifer Brothers, CCH Impact Fund Executive Director, provided an overview of the initiative and responded to questions from Commissioners. This item was approved.
  - CCDPH introduced a Resolution pertaining to the ARPA funded Good Food Purchasing Initiative. Gina Massuda-Barnett, CCDPH Deputy Director of Public Health Programming - Prevention Services, provided an overview of the initiative and responded to questions from Commissioners. This item was approved.
  - CCDPH introduced a Resolution pertaining to the ARPA funded Worker Protection Initiative. Gina Massuda-Barnett, CCDPH Deputy Director of Public Health Programming - Prevention Services, provided an overview of the initiative and responded to questions from Commissioners. This item was approved.
  - CCDPH introduced the Semi-Annual Disparities Report with a focus on Tobacco. This item was referred to the Health & Hospitals Committee for consideration in September.
  - CCDPH introduced the CCDPH Quarterly Report for Q3. This item was referred to the Health & Hospitals Committee for consideration in September.
  - The Cook County Department of Real Estate introduced a lease with Family Guidance Center for CCH's Austin Health Center Methadone Pilot Program. Dr. Juleigh Nowinski-Konchak was available to respond to questions from Commissioners pertaining to the use of Methadone and the pilot program. This item was approved.

# Legislative Updates – State

- The Fall 2024 Veto Session is scheduled for November 12-14 and November 19-21. The consecutive weeks of fall session follow the November 5 elections. Legislators may also return to Springfield for “lame duck” session days in early 2025, prior to the swearing in of the members of the 104<sup>th</sup> General Assembly.
- On July 2, Illinois received approval from the federal Centers for Medicare & Medicaid Services (CMS) for a [Medicaid 1115 waiver extension](#) that will allow coverage for health-related social needs, including housing and housing supports, medical respite, food and nutrition benefits, violence prevention/intervention, non-medical transportation, and pre-release/re-entry services for the justice involved. HFS is still finalizing terms and conditions with the federal government and has shared in public meetings that they intend to phase in coverage, with the intent of rolling out new services in early 2025.
- The [House Health Care Availability and Accessibility Committee scheduled a subject-matter only hearing on Pharmacy Benefits Managers \(PBMs\)](#) on July 23. This is the second of such hearings that have taken place this calendar year and follows discussions about prescription drug prices and pharmacy networks.

# Legislative Updates – Federal

- Congress returns to Washington this week for a compressed legislative work period before recessing for the August recess from the 2nd to September 9th. Investigations into the security lapses around the failed assassination attempt of former President Trump and the turmoil around President Biden’s withdrawal from the presidential race are likely to dominate all discussions on the Hill. The tight schedule is further complicated by the security arrangements required for the address to Congress by Israeli Prime Minister Netanyahu on Wednesday. Some are saying that the House could cancel votes the week of July 29 and start the August recess early.
- On July 28, the U.S. Supreme Court, overturned the long-standing principle of “Chevron deference,” by a 6-3 decision. The ruling means that federal courts no longer must defer to reasonable agency interpretations of federal statutes under the Administrative Procedure Act. Members of Congress have already begun demanding that agencies, including HHS, identify their current rules that rely on Chevron. Health policy stakeholders should expect increasing litigation and calls for Congress to craft legislation with more precise implementation instructions for the agencies.

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

- Congress continues to work on FY 2025 appropriations, which begins October 1. As announced, the House Appropriations Committee Labor-HHS-Education Subcommittee marked up its FY 2025 spending bill, H.R. 9029, the Departments of Labor, Health and Human Services, and Education, and Related Agencies Appropriations Act, 2025 (LHHS bill), on June 27 and the full Appropriations Committee marked it up and reported it out on July 10. The House Rules Committee is processing the bill for floor consideration and Majority leadership have indicated they intend to take it up before the recess but given the level of controversy and scheduling challenges, consideration could be delayed.
  - The bill includes a total of \$109.5 billion for HHS, a decrease of \$7.5 billion, or 6.4 percent, below the FY 2024 level. The bill includes the following proposed allocations of interest to CCH:
    - Centers for Medicare & Medicaid Services (CMS) Program Management: \$3.9 billion for CMS administrative expenses, \$215 million below the 2024 level.
    - Health Resources and Services Administration (HRSA): \$7.4 billion for HRSA, \$647 million below the 2024 level, including:
      - \$1.3 billion for Health Workforce training, a decrease of \$62 million below the 2024 level;
      - \$1 billion for Maternal and Child Health programs, \$152 million below the 2024 level (including elimination of funding for the Healthy Start program); and
      - \$2.4 billion for the Ryan White HIV/AIDS program, \$190 million below the 2024 level (including elimination of funding for the Ending the HIV Epidemic initiative).
    - Centers for Disease Control and Prevention (CDC): \$7.4 billion for CDC, \$1.8 billion below the 2024 level, including eliminating funding for the Center on Injury Prevention, Firearm Injury and Mortality Prevention Research, Opioid Overdose Prevention and Surveillance, Tobacco Prevention and Control, and the Climate and Health program.
    - Substance Abuse and Mental Health Services Administration (SAMHSA): \$7.5 billion, an increase of \$167 million above the 2024 level.

# New Hires and Promotions



COOK COUNTY  
**HEALTH**

# Welcome

## New Hires

**Laurel Clark, Chair of the Division of Consultation Liaison, Psychiatry**

**Glenda Roberts, Director Of Clinical Research**

**Lashawnda Thornton, CountyCare Behavioral Health Program Manager**

**Ana Ortega, Manager Of Respiratory Services**





# Congratulations

## Promotions

**Cristina Turino, Chief Plan Officer, Medicaid Services, Health Plan Services**

**Victoria Alagiozian-Angelova, Chair of the Department of Pathology**

**Shweta Gupta, Associate Chair of the Division of Hematology and Oncology**

**Ayodeji Gbotosho, Medical Director, Utilization Management and Physician Advisory Services**

**Bijumon Kunjukunju, Cardiology Technical Manager**



# ExpressCare Milestone

CCH has launched ExpressCare, a virtual immediate care platform staffed by credentialed acute care Physician Assistants to provide diagnosis, treatment plans and prescriptions to patients with pressing (but non-emergent) medical need.

The service is available for both new and current patients. Hours are Monday – Friday, 11am – 7pm. ExpressCare has video and live interpreter service capabilities. Patients can connect via the ExpressCare app, the CCH patient portal, and CCH website.

More than 1,100 visits have already completed visits through ExpressCare and a social media campaign has been launched to promote the service.



# U.S. News & World Report

## Stroger Hospital

John H. Stroger, Jr. Hospital has been recognized by U.S. News & World Report as a high-performing organization for chronic obstructive pulmonary disease, heart failure, heart attack, kidney failure, and pneumonia.

U.S. News & World Report's annual procedures & conditions ratings are designed to assist patients and their doctors in making informed decisions about where to receive care. Ratings are based on several factors, including patient outcomes, patient safety, nurse staffing and more.



# AHA Get With The Guidelines Awards

Cook County Health has received four American Heart Association and American Stroke Association Get With The Guidelines® achievement awards for demonstrating commitment to following up-to-date, research-based guidelines for the treatment of heart disease and stroke.

The health system was also included on the stroke elite honor roll and Type 2 diabetes honor roll. This is the highest level of recognition the health system has achieved through this program.



# Lown Institute Hospitals Index

## Stroger Hospital

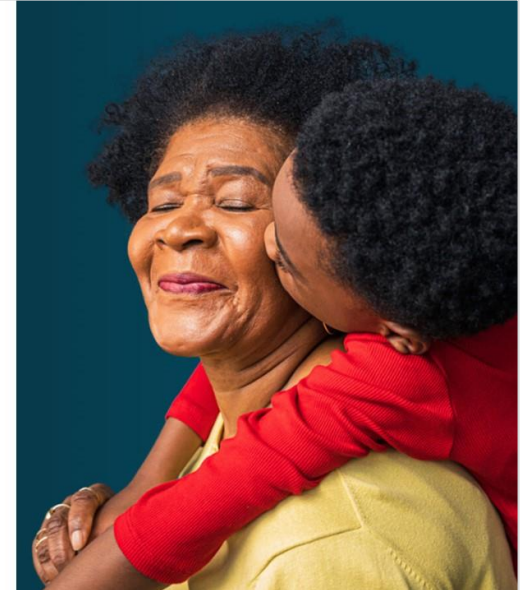
Cook County Health's John H. Stroger, Jr. Hospital has been named the #1 most inclusive hospital in Illinois and #10 most inclusive hospital in the nation by the Lown Institute Hospitals Index. The hospital was also recognized as #1 in Illinois for avoiding overuse.

The Lown Institute evaluates hospitals on over 50 metrics across categories of health equity, value of care, and patient outcomes.

COOK COUNTY  
**HEALTH** | Stroger  
Hospital

**#1 Most Inclusive  
Hospital in Illinois**

**#10 Most Inclusive  
Hospital in U.S.**



# NACo Achievement Awards

Cook County Health earned thirteen 2024 Achievement Awards from the National Association of Counties for a variety of programs that improve the health and wellbeing of Cook County communities. Recognized programs include:



- Addressing Food Insecurity among Medicaid Members: FoodCare by CountyCare
- Heart Institute Excellence Program
- How Analytics and Operations Supported CCH's Mission to Care for New Arrivals
- Medicaid Member Demographics Improvement: A Strategy for Engagement
- Project REACCH-OUT's Bridge Clinic
- Provident Hospital Growth Program
- The Great Unwinding: Engaging Medicaid Members During Redetermination
- Promoting Engagement to Enhance Recovery Program
- Enhancing Healthcare Access through Express Care Initiative
- Improving Employee Wellness as a Precursor to Better Patient Outcomes
- Provident Scholarship Fund
- Sal the Sepsis Sea Otter
- The Development of the Population Health Epidemiology Surveillance Program



# Regulatory Update

Stroger Hospital completed its triennial survey by The Joint Commission in July. Surveyors commended the entire hospital team for the successful survey and specifically applauded the teamwork they observed between staff at all levels, as well as several specific departments including: infection control, pharmacy, interventional radiology, and equity and inclusion.

The hospital also completed its National Healthcare Safety Network validation by the Illinois Department of Public Health. The surveyor noted that the system's infection control protocols and implementation are among the best they have encountered.



# 2024 Health & Medicine Award Winner

## Juleigh Nowinski Konchak, MD

Congratulations to Dr. Juleigh Nowinski Konchak, Preventive Medicine Attending and MAT Physician Advisor, for being recognized by the Health & Medicine Policy Research Group as a 2024 Medicine Award Winner!

Awardees are recognized for their efforts to build power and momentum for social justice and health equity in Illinois.

The awards will be celebrated at the 2024 Health & Medicine Awards Gala on September 12.





# Women We Admire 2024 List

## Octavia Rolland

Congratulations to Octavia Rolland, Executive Director of Ambulatory, Specialty Care Operations at Cook County Health for being named in The Top 50 Women Leaders of Chicago for the 2024 list for Women We Admire.

She was recognized for her expertise in strategic planning, business processes, operational management, and budgeting.



# America's Essential Hospitals Fellowship

Congratulations to **Ratna Kanumury**, Associate Chief Strategy Officer, for being selected to for the America's Essential Hospitals Fellowship program.

For more than 30 years, the AEH Fellows initiative has been a highly sought-after leadership program dedicated to educating participants on issues that impact essential hospitals.

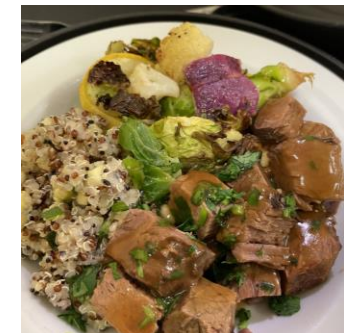


# Celebration Meals for New Parents

## Stroger Hospital

Stroger Hospital is proud to now offer new parents with celebration meals during their hospital stay.








New parents can select a three-course meal from a specially prepared menu of premium main dishes, sides and desserts. A taste testing event was held for staff to preview the meals. This initiative was the result of a collaboration between the OBGYN, administration and Morrison dietary teams.






# Strategic Initiatives - July



## Accomplished

-  The American Heart and American Stroke Associations recognized CCH with a Stroke Gold Plus rating and an Honor Roll Elite listing
- IDPH commended the infection control team on surveillance practices during National Healthcare Safety Network validation survey
- State of Illinois Care Plan audit successfully completed review of Health Plan
-  Completed build out of Belmont Cragin food pantry
- Awarded 91 Scholarships to Medical (45) and Allied (46) Health Students totaling \$1.37M on June 27 at Provident Scholarship Ceremony
- CCDPH completed Naloxone training for 32 new and returning officers at Cook County Department of Corrections
-  Cermak and Cottage Grove Health Center unveiled a Community Murals
-  The expansion of the Intermediate Care Unit went live July 1 and will include 14 Cardiology beds and 12 General Medicine beds on Stroger 4th floor
-  Global Imaging Specialist's feed is live for radiology exams to be read by external credentialed radiologists.
- Express Care and Express Care telehealth platform have gone live with Emergency Medicine Physician Assistants; Express Care received Most Effective Technology Team Award from Chicago Chapter's Association of IT Professionals
-  June 20 Hiring Fair success resulting in 23 same day offers, 20 of which were accepted
-  Finalized the FY2023 audit, with improved net position and no significant deficiencies or material weaknesses

## Coming Soon

-  CountyCare transitioning to new non-emergency transportation vendor
-  The Project Review Board approved establishing an Ion-Robot Assisted Bronchoscopy and Pain Management services at Provident
-  The inventory management system training to begin for the Provident team to improve efficiency and delineate roles
- The Clinical Documentation Improvement and HIS teams are creating a template to allow providers to address patients risk variables within the history and physical at time of admission



# Media Dashboard



Presented to the Cook County Health Board on 7/26/24



COOK COUNTY  
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# Earned Media Dashboard: June 24 – July 21, 2024



Total Media Placements

**92**



Total Reach

**232.9M**



Total Media Value

**\$3.7 Million**

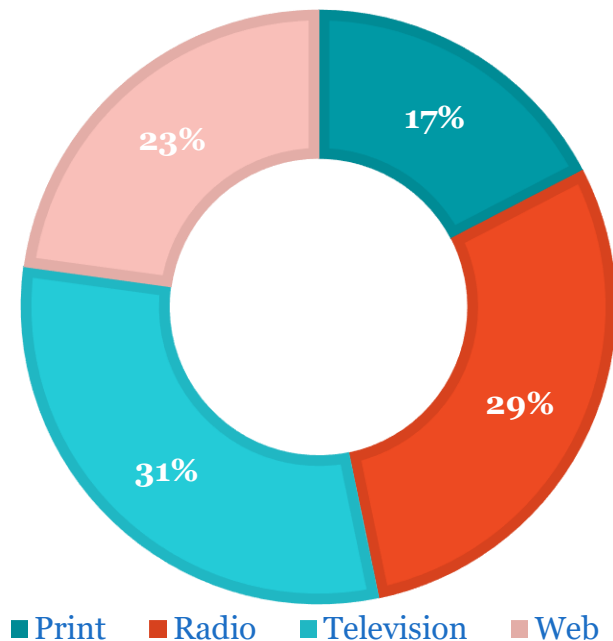
## Top 5 Local Media Outlets

1. *WBEZ*
2. *Chicago Tribune*
3. *Fox 32 Chicago*
4. *NBC 5 Chicago*
5. *WGN*



# Media Dashboard: June 24 – July 21, 2024

## Media Outlet Type



## Most Common Topics

1. DNC planning
2. Heat safety
3. COVID
4. Community outreach

# Top Headlines



Chicago trauma unit says declaring gun violence a public health crisis is overdue



From regular doctor visits to injured protesters, here's how Chicago's hospitals are preparing for the DNC



Unregulated Delta-8 weed poses health risk: 'It turned our lives upside down'



Dengue Fever Is Rising in the US. Should You Be Concerned About Your Mosquito Bites?



Se acercan temperaturas que se sienten como 105 grados con posibilidades diarias de tormentas para Chicago



Cook County Health's Stroger Hospital Recognized by U.S. News & World Report



COVID symptoms summer 2024: What to watch for as new variants rise, spread



Low-income immigrants over 42 may need to renew their health insurance





# Top Source Competitor Report

Share of Voice by Search ⓘ



- Cook County - Top Sources 25.8%
- Northwestern | Top Sources 33.9%
- University of Chicago | Top Sources 6.5%
- Rush | Top Sources 27.4%
- UIC Hospital | Top Source 6.5%

Top Article by Reach ⓘ



 CBS News · Tara Molina  
Editorial | US | Jun 25 - 4:31 PM

Trauma unit doctors at Chicago hospital say declaration of gun violence as public health crisis is overdue

em>Cook County has the busiest trauma center in the United States," said Dr. **Claudia Fegan**, chief medical officer for **Stroger Hospital** of

Social Echo  0  4  0

Top Article by Social Echo ⓘ



 WMAQ-TV - NBC 5 Chicago  
Editorial | US | Jul 11 - 10:25 AM

COVID symptoms summer 2024: What to watch for as new variants rise, spread

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

Social Echo  0  127  1

4.21M Reach

Neutral ⓘ

# Social Media Summary

## June – July Activity

During June 24 – July 21, 2024, the communications team posted content on Facebook, Twitter, Instagram and LinkedIn for Cook County Health.

**Facebook – 42 posts**

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

**Twitter – 40**

<https://twitter.com/CookCtyHealth>

**Instagram – 42 posts (includes stories and IGTV)**

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

**LinkedIn – 41 posts**

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

# Social Media Summary

As of July 22 (In comparison to last year during the same time period)

## Twitter

- Impressions: **5.5K**
- Post Link Clicks: **16**
- Engagements: **68**
- Followers: **4,800** (up **23**)

## LinkedIn

- Impressions: **35K**
- Page Views: **1.8K**
- Engagements: **2.7K**
- Followers: **14.2K** (up **18**)

## Facebook

- Total impressions: **313K** (up **8%**)
- Post engagement: **4.9K** (up **20%**)
- Post reach: **185K** (up **103%**)
- Page followers: **8,941** (up **113** from last month)

## Instagram

- Impressions: **14.8K**
- Engagement: **392**
- Profile visits: **461**
- Followers: **3,566**(up **92**)

# Facebook Insights

June 24 – July 21, 2024

## Top Performing Posts (Organic)



### GENERAL METRICS

11 Reactions	0 Comments	3 Shares	11.93% Eng. Rate
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### REACTIONS

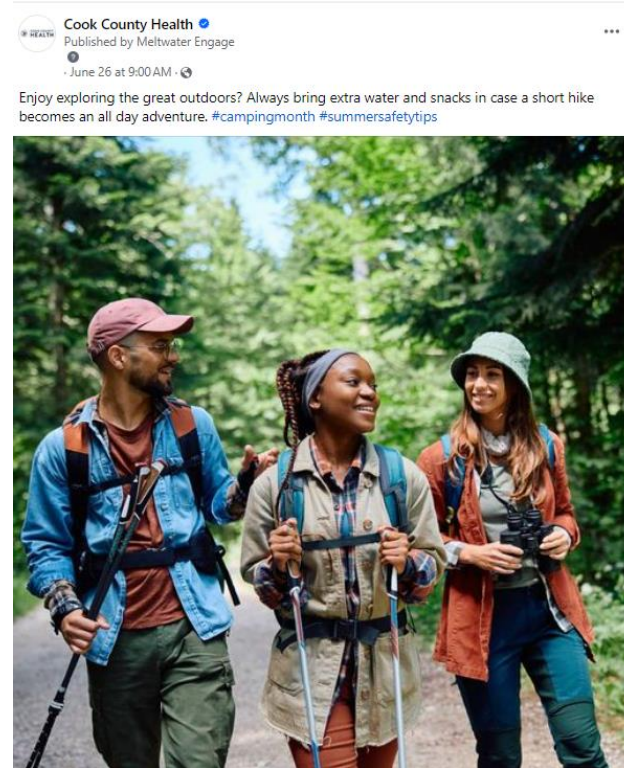
10 Like	6 Love	0 Wow
0 Haha	0 Sorry	0 Angry

### REACH

855 Total	855 Organic	0 Paid
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### IMPRESSIONS

891 Total	891 Organic	0 Paid
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### GENERAL METRICS

2 Reactions	0 Comments	1 Shares	0.62% Eng. Rate
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### REACTIONS

1 Like	1 Love	0 Wow
0 Haha	0 Sorry	0 Angry

### REACH

809 Total	809 Organic	0 Paid
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### IMPRESSIONS

841 Total	841 Organic	0 Paid
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# Facebook Insights

June 24 – July 21, 2024

## Top Performing Posts (Boosted)

**Cook County Health**  
Published by Meltwater Engage  
June 28 at 11:16 AM

¡Cook County Health ahora ofrece visitas virtuales de atención médica inmediata! Los pacientes pueden conectarse virtualmente con un proveedor de 11:00am a 7:00pm, de lunes a viernes, para tratar afecciones de salud básicas.

Este servicio está disponible para adultos y niños de todas las edades. Hay intérpretes disponibles para pacientes que hablan español, polaco, mandarín, ruso, árabe, hindi y otros idiomas. Visite [cookcountyhealth.org/es/expresscare](https://cookcountyhealth.org/es/expresscare) para conectarse con un proveedor.



¡Cook County Health ahora ofrece visitas virtuales de atención médica inmediata!



Hable con un proveedor de Cook County Health para tratar problemas básicos de salud sin salir de casa.



### GENERAL METRICS

121 Reactions	1 Comments	18 Shares	6.95% Eng. Rate
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### REACTIONS

115 Like	8 Love	0 Wow
0 Haha	0 Sorry	0 Angry

### REACH

13,516 Total	617 Organic	13,029 Paid
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### IMPRESSIONS

23,109 Total	678 Organic	22,431 Paid
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**Cook County Health**  
Published by Meltwater Engage  
July 16 at 9:39 AM

Stroger Hospital was recognized by U.S. News & World Report as a high-performing organization in the care for COPD, heart attack, heart failure, kidney failure, and pneumonia. Congratulations to the teams for their heart work.

Learn more: <https://cookcountyhealth.org/.../cook-county-healths.../>

3,308 Minutes Watched	98 Organic Views	14,266 Paid Views
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### GENERAL METRICS

12 Reactions	4 Comments	4 Shares	0.48% Eng. Rate
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### REACTIONS

13 Like	1 Love	0 Wow
0 Haha	0 Sorry	0 Angry

### REACH

8,459 Total	321 Organic	8,097 Paid
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### IMPRESSIONS

14,664 Total	333 Organic	14,331 Paid
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# Summer Safety Facebook Live



**Summertime Burn Safety Facebook Live**

*Don't spend your summer nights in the hospital! Cook County Health experts will discuss fire and burn injuries and what to do if you are hurt.*

**Thursday, June 27, 2024 at 11am**

<b>Moderator</b>	<b>Expert Panel</b>
Mersaydes Young Trauma and Burn Units Analyst	Dr. Stathis Poulakidas Medical Division Chair, Burn Unit
	Andy Wheeler Manager of Trauma Recovery
	Catherine Simonek, MSN, RN Interim Manager Burn Unit

Facebook.com/cookcountyhhs  
Send us your questions.

**COOK COUNTY HEALTH** [cookcountyhealth.org](http://cookcountyhealth.org)

VIDEO METRICS

2,060 Minutes Watched	318 Organic Views	3,290 Paid Views
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GENERAL METRICS

84 Reactions	12 Comments	25 Shares	9.73% Eng. Rate
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REACTIONS

82 Like	24 Love	0 Wow
0 Haha	1 Sorry	0 Angry

REACH

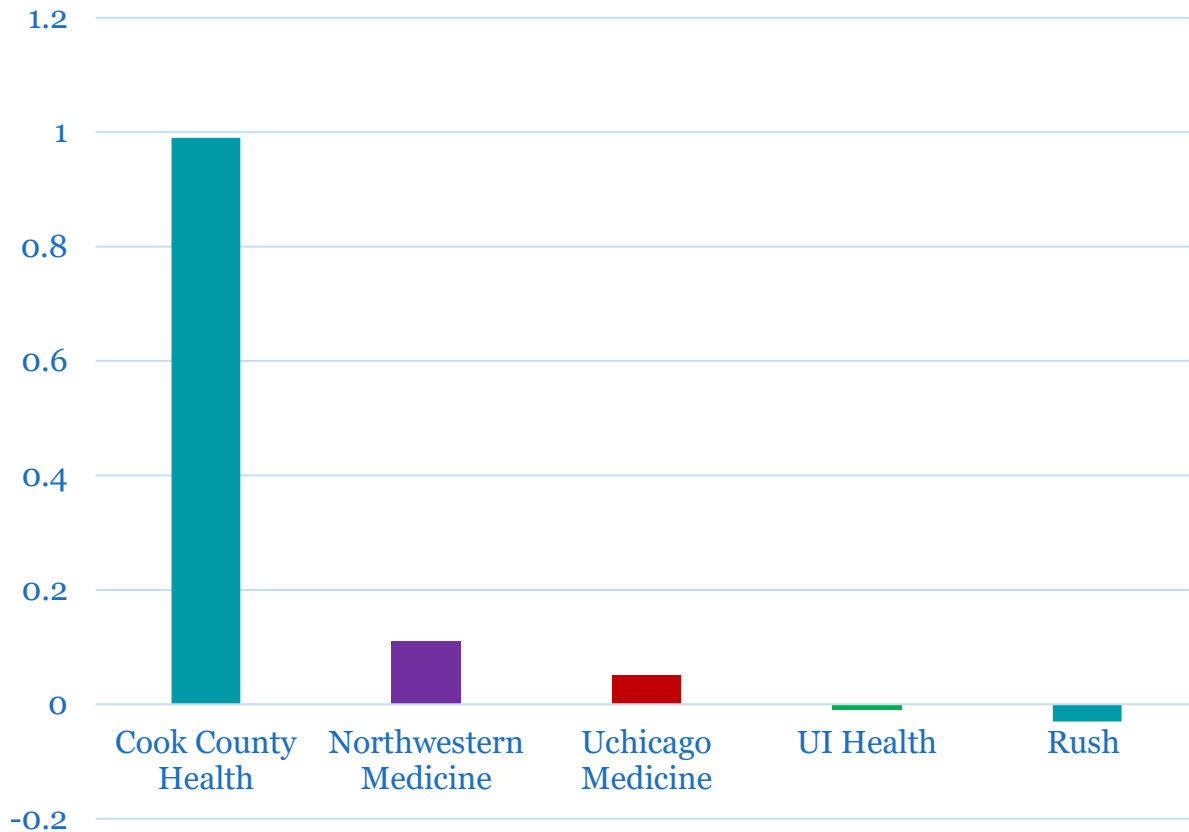
5,815 Total	495 Organic	5,355 Paid
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IMPRESSIONS

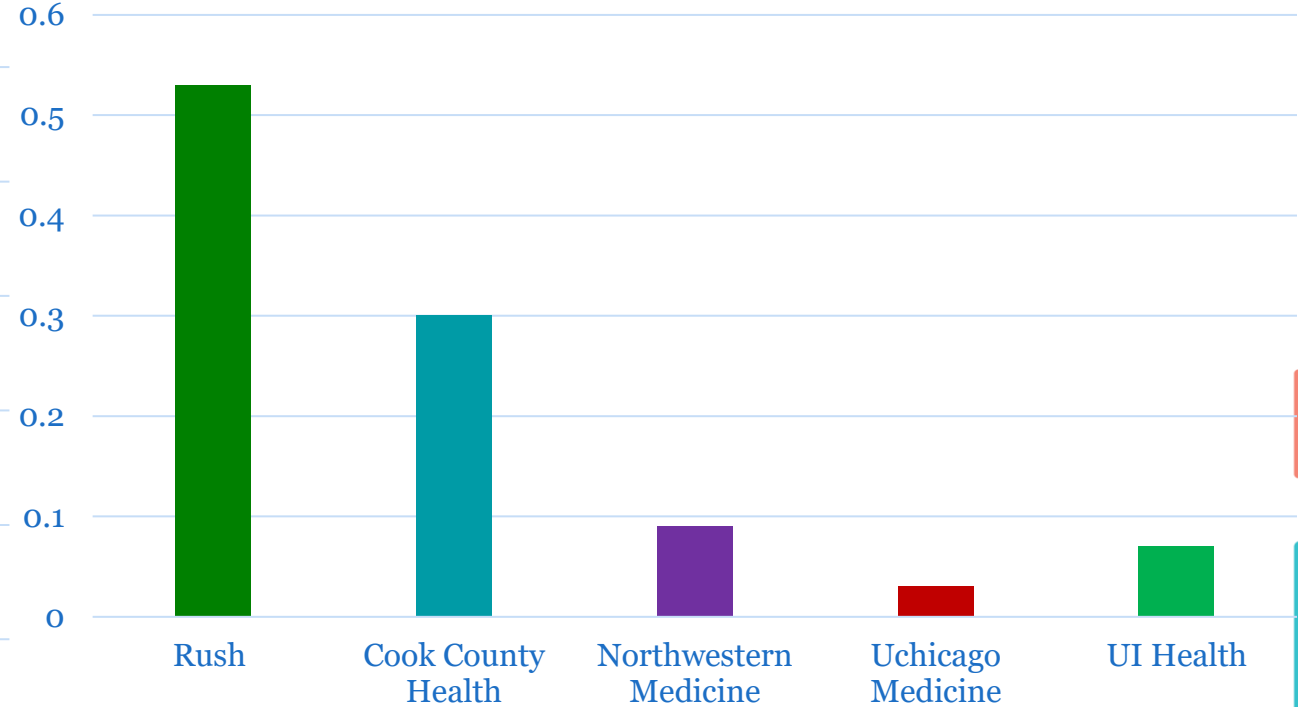
9,419 Total	567 Organic	8,852 Paid
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# Facebook Benchmarking

## Fan Growth by Percentage



## Engagement Rate per Post



# Twitter Insights

June 24 – July 21, 2024

## Top Performing Posts

**Cook County Health**  
@CookCityHealth

**COOK COUNTY HEALTH**

Cook County has lost a health care champion with the passing of Commissioner Dennis Deer.

As Vice Chair of the Cook County Health Board of Directors, Commissioner Deer provided steadfast leadership to our health system, with an exceptional focus on health equity.

He was passionate about advancing the wellbeing of Cook County residents and demonstrated his commitment with both his words and actions.

Commissioner Deer's life's work will serve as a source of inspiration for us as we carry on his legacy. My heart goes out to his family during this difficult time.

- Dr. Erik Mikaitis  
Interim CEO, Cook County Health

### GENERAL METRICS

1,039 Impressions	6 Engagements	3 Likes
0 Retweets	0 Replies	

**Cook County Health**  
@CookCityHealth

Stroger Hospital was recognized by U.S. News & World Report as a high-performing organization in the care for COPD, heart attack, heart failure, kidney failure, and pneumonia. Congratulations to the teams for their heart work.

Learn more: [cookcountyhealth.org/press\\_releases...](https://cookcountyhealth.org/press_releases...)

**HIGH PERFORMING HOSPITALS**  
**U.S. News & World Report**  
2024-2025  
**HEART ATTACK**  
**PROUD TO RECOGNIZE Stroger Hospital**  
**COOK COUNTY HEALTH**

### GENERAL METRICS

212 Impressions	4 Engagements	2 Likes
1 Retweets	0 Replies	

### VIEWS

37 Video	0 Media
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### CLICKS

1 URL
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# Instagram Insights

June 24 – July 21, 2024

## Top Performing Posts



**cookcountyhealth** • 3w  
 Congratulations to the third cohort of Provident Scholarship Fund awardees, the largest number of awardees since the program's inception in 2022!

Overall, 91 students who are pursuing careers in the medical field and are committed to caring for or are living in

View insights [Boost post](#)

39 likes  
 June 28


Add a comment...

### GENERAL METRICS

39 Likes	2 Comments	3.5% Eng. Rate
---	3 Saves	---

### REACH & IMPRESSIONS

1,288 Reach	1,458 Impressions
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**cookcountyhealth** • 1w  
 Dr. Steven Aks spoke with Fox 32 about the dangers of unregulated cannabis-like drugs sold at gas stations. Learn more at the link in our bio.

**No comments yet.**  
 Start the conversation.

View insights [Boost post](#)

24 likes  
 7 days ago

Add a comment...

### GENERAL METRICS

24 Likes	0 Comments	2.71% Eng. Rate
---	0 Saves	---

### REACH & IMPRESSIONS

861 Reach	959 Impressions
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# LinkedIn Insights

June 24 – July 21, 2024

## Top Performing Posts

**Cook County Health**  
14,247 followers  
2w • 🌐

Dr. Claudia Fegan, chief medical officer for Cook County Health, talked to CBS Chicago about the U.S. surgeon general's declaration of gun violence a public health crisis.

<https://lnkd.in/gNSnkZKw>




**GENERAL METRICS**

136 Likes	2 Comments	13 Shares	273 Clicks
7.11% Engagement Rate		5,965 Impressions	

Caryn Stancik and 135 others • 2 comments • 13 reposts

**Cook County Health**  
14,247 followers  
6d • 🌐

**Craig Williams**, Chief Administrative Officer at Cook County Health, spoke with WBEZ about work the health system is doing to ensure the continuity of patient care during the Democratic National Convention.



**From regular doctor visits to injured protesters, here's how Chicago's hospitals are preparing for the DNC**  
wbez.org

Ratna Kanumury and 66 others • 1 comment • 2 reposts

**GENERAL METRICS**

67 Likes	1 Comments	2 Shares	157 Clicks
7.14% Engagement Rate		3,179 Impressions	

# Finance Metrics



Presented to the Cook County Health Board on 7/26/24



COOK COUNTY  
**HEALTH**

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

- On an accrual basis, interim financials show that CCH ended May with a **\$179.3M favorable** variance to budget. On a cash basis, the County's preliminary cash report on revenues and expenses shows a **\$120.5M favorable** variance to budget. Differences in accrual versus cash basis are primarily due to the timing difference related to recording of revenues received and expenses paid.
  - Revenue Commentary:
    - **Favorable** NPSR variance to Budget due to higher than budgeted volumes/revenues
    - **Favorable** capitation variance to Budget due to higher than budgeted CountyCare membership
  - Expenditures:
    - CountyCare claims **unfavorable** variance to budget due to higher than budgeted membership
  - CountyCare:
    - CountyCare financials at budget
    - Membership just over 430,000, which is 21.5% greater than budgeted

# Financial Results – May 31, 2024

Dollars in 000s	FY2024 Actual	FY2024 Budget	Variance	%	FY2023 Actual
<b>Revenue</b>					
Net Patient Service Revenue (1)	\$569,644	\$532,463	\$37,180	6.98%	\$587,471
Government Support (2)	\$190,627	\$185,711	\$4,916	2.65%	\$161,664
<b>Adjusted NPSR</b>	<b>\$760,271</b>	<b>\$718,174</b>	<b>\$42,096</b>	<b>5.86%</b>	<b>\$749,135</b>
CountyCare Capitation Revenue	\$1,676,052	\$1,362,637	\$313,415	23.00%	\$1,532,147
Other	\$36,239	\$11,000	\$25,239	229.45%	\$3,706
<b>Total Revenue</b>	<b>\$2,472,561</b>	<b>\$2,091,811</b>	<b>\$380,750</b>	<b>18.20%</b>	<b>\$2,284,988</b>
<b>Operating Expenses</b>					
Salaries & Benefits	\$382,634	\$432,762	\$50,128	11.58%	\$350,533
Overtime	\$26,757	\$22,817	(\$3,939)	-17.27%	\$24,687
Supplies & Pharmaceuticals	\$106,877	\$91,156	(\$15,720)	-17.25%	\$86,451
Purchased Services & Other	\$323,333	\$384,598	\$61,265	15.93%	\$310,833
Medical Claims Expense (1)	\$1,524,230	\$1,230,744	(\$293,486)	-23.85%	\$1,435,780
Insurance	\$14,945	\$15,180	\$235	1.55%	\$31,698
Utilities	\$6,514	\$6,942	\$428	6.17%	\$6,722
<b>Total Operating Expenses</b>	<b>\$2,385,289</b>	<b>\$2,184,200</b>	<b>(\$201,089)</b>	<b>-9.21%</b>	<b>\$2,246,703</b>
<b>Operating Margin</b>	<b>\$87,272</b>	<b>(\$92,389)</b>	<b>\$179,661</b>	<b>-194.46%</b>	<b>\$38,285</b>
<b>Non-Operating Revenue</b>	<b>\$97,669</b>	<b>\$97,998</b>	<b>(\$329)</b>	<b>-0.34%</b>	<b>\$71,649</b>
<b>Net Income (Loss)</b>	<b>\$184,941</b>	<b>\$5,609</b>	<b>\$179,332</b>	<b>3197.31%</b>	<b>\$109,934</b>

**Notes:**

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

Source: CCH unaudited financial statements and FY23 budget.

# Cook County Health

## Volumes: May, 2024

### Key Revenue Indicators

Patient Activity <b>Stroger</b>	2024 YTD Actual	2024 YTD Budget	%	2023 YTD Actual	2022 YTD Actual		May 2024 Actual	May 2023 Actual
Average Daily Census *	323	287	12.7%	295	267		323	306
Emergency Room Visits	45,339	40,647	11.5%	41,068	38,115		7,750	7,383
Surgeries	5,807	5,975	-2.8%	5,664	5,577		1,066	1,051

Patient Activity <b>Provident</b>	2024 YTD Actual	2024 YTD Budget	%	2023 YTD Actual	2022 YTD Actual		May 2024 Actual	May 2023 Actual
Average Daily Census *	21	21	0.0%	20	10		18	18
Emergency Room Visits	13,024	12,910	0.9%	13,073	10,324		2,250	2,312
Surgeries	1,522	1,629	-6.6%	1,809	1,323		283	328

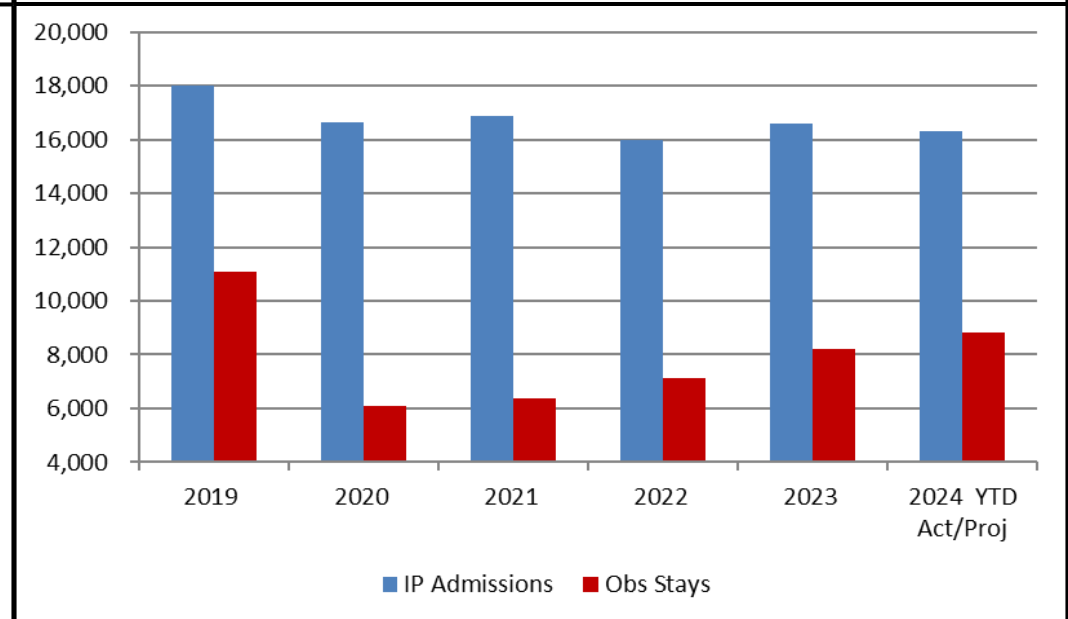
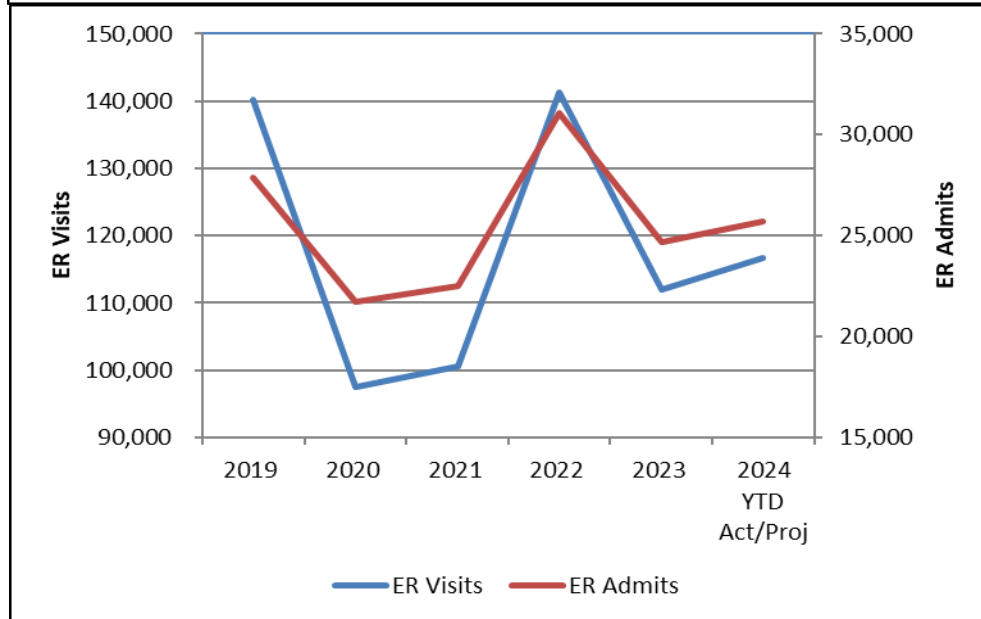
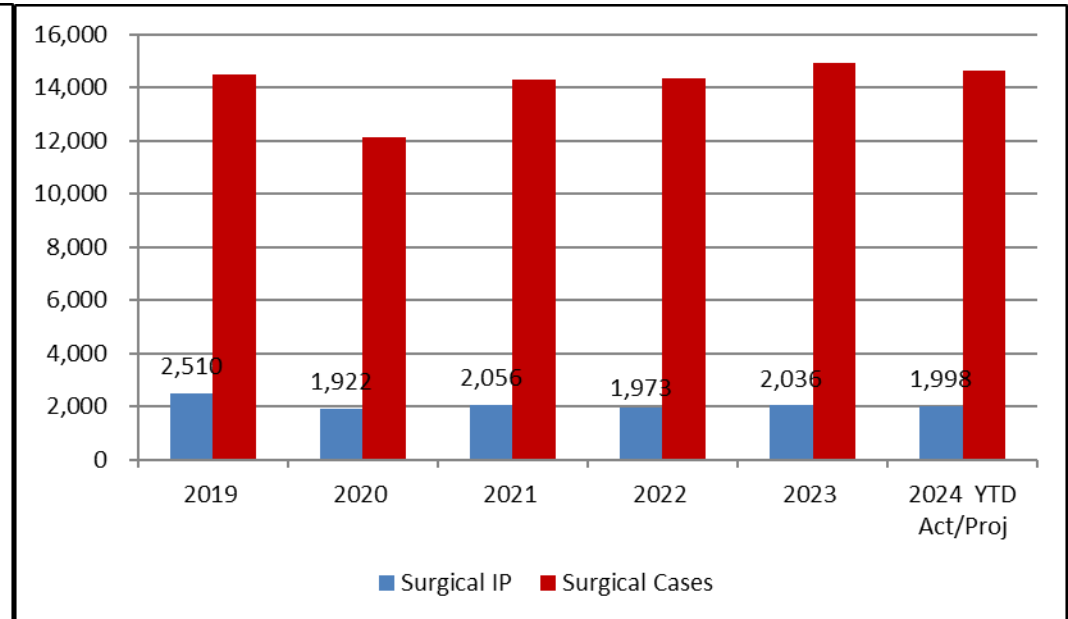
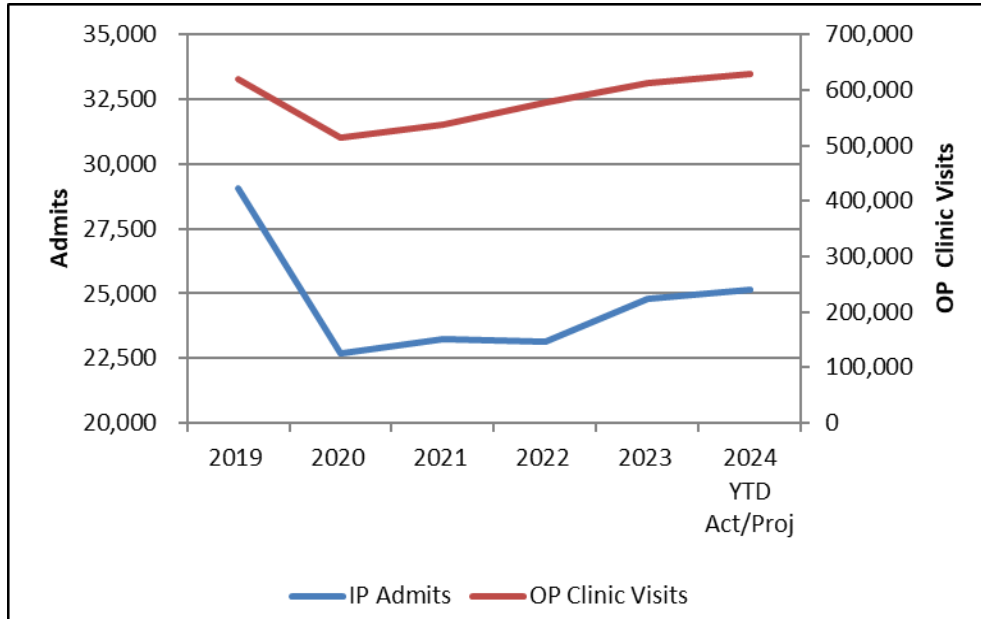
Patient Activity <b>ACHN</b>	2024 YTD Actual	2024 YTD Budget	%	2023 YTD Actual	2022 YTD Actual		May 2024 Actual	May 2023 Actual
Primary Care Visits	121,202	117,822	2.9%	119,532	108,151		20,313	22,019
Specialty Care Visits	192,925	185,507	4.0%	188,960	179,187		33,177	34,437

CountyCare Membership	2024 YTD Actual	2024 YTD Budget	%	2023 YTD Actual	2022 YTD Actual		May 2024 Actual	May 2023 Actual
Membership Count	435,326	376,761	15.5%	451,476	427,945		434,605	455,106

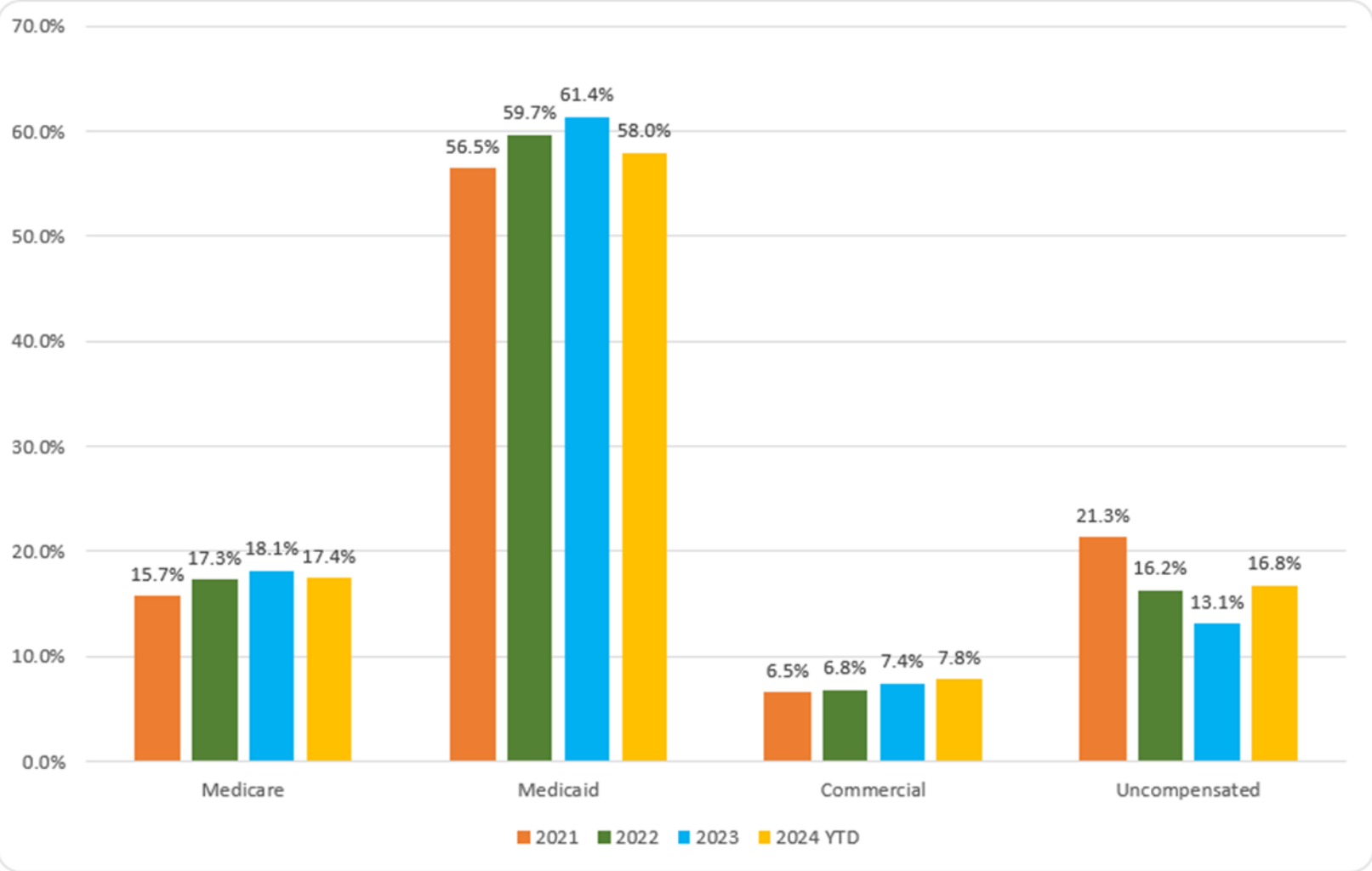
\* Includes IP + Observations

# Cook County Health

## Operating Trends



# YTD Payer Mix – YoY Comparison

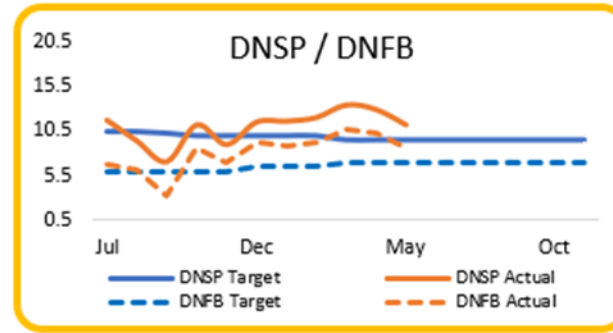
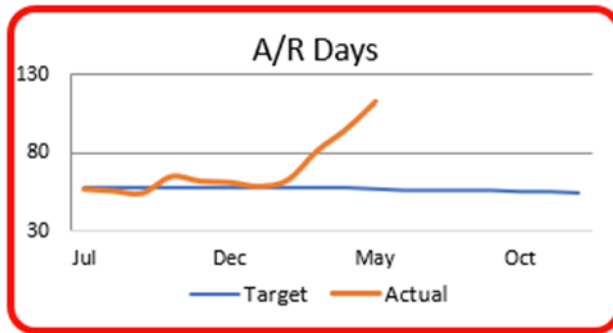


## Commentary

- Apr-May Change:
  - Medicare: -0.03%
  - Medicaid: -0.05%
  - Commercial: +0.02%
  - Uncompensated: +0.06%
- Mar-Apr Change:
  - Medicare: +0.01%
  - Commercial: +0.01%
  - Uncompensated: -0.01%
- Feb-Mar Change:
  - Medicare: -0.03%
  - Medicaid: -0.02%
  - Commercial: +0.02%
  - Uncompensated: +0.02%

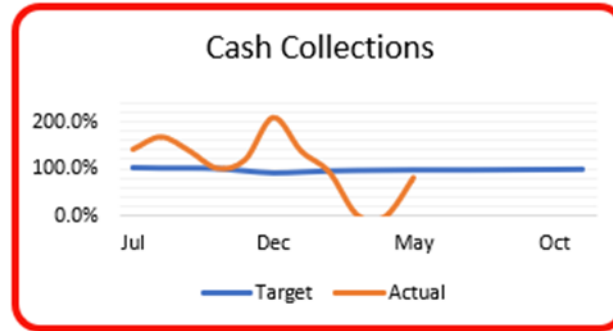


# Revenue Cycle KPI Trending



## Commentary:

- AR and Cash metrics off target due to the Change Healthcare cyber-attack that occurred on 2/21/24.
- Billing delayed approximately 8 weeks.
- Have now resumed billing and begun to receive payments but the posting solution CCH uses to apply payments to the AR has not been reactivated by Change Health, therefore implementing a Cerner solution, HDX.
- \$69.4M in unposted cash as of 5/31/24.
- Anticipate full resolution by 8/31/24.

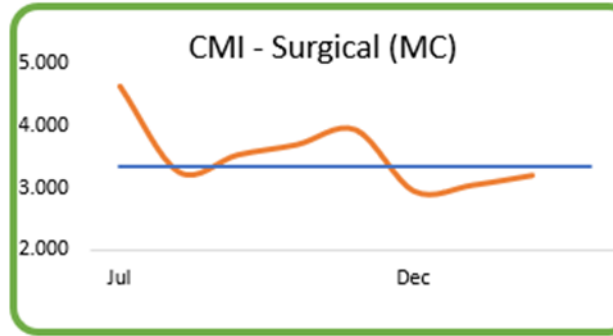
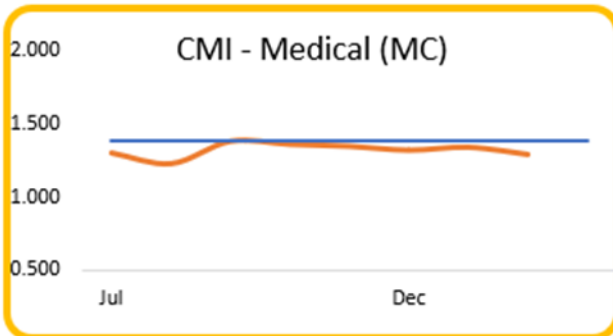


## Definitions:

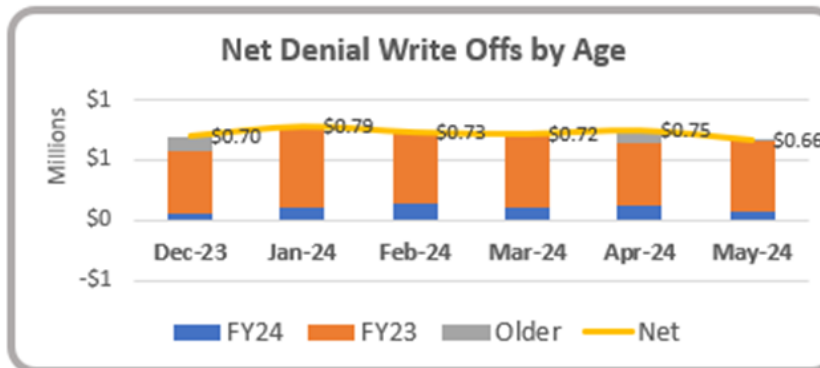
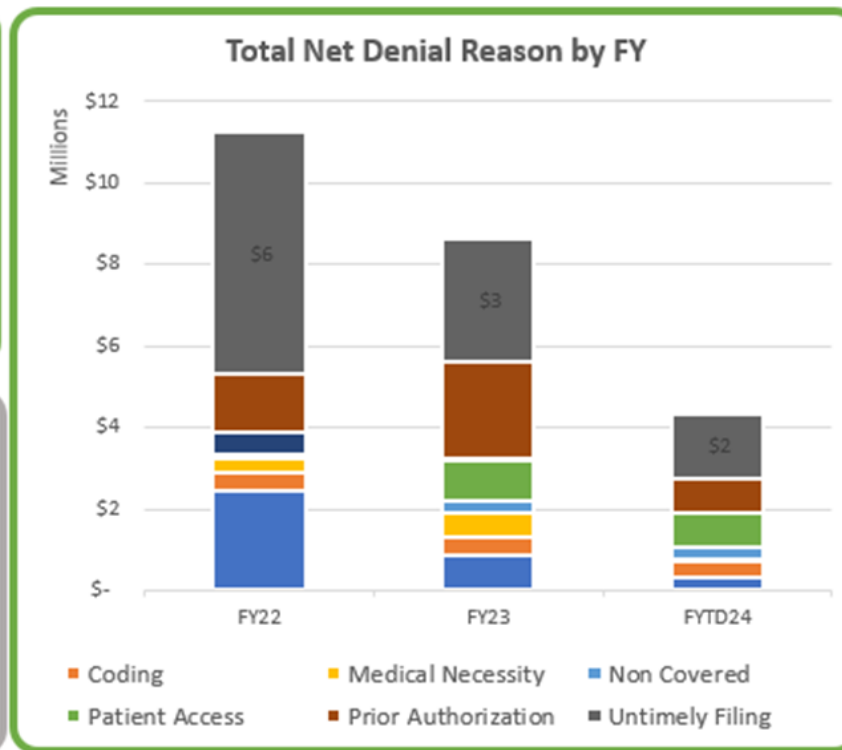
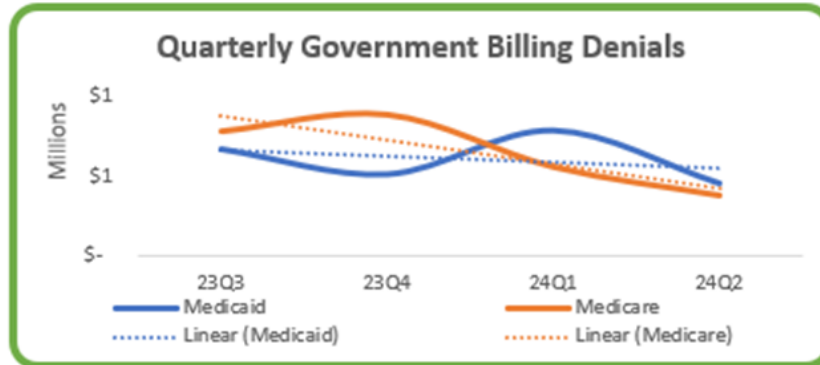
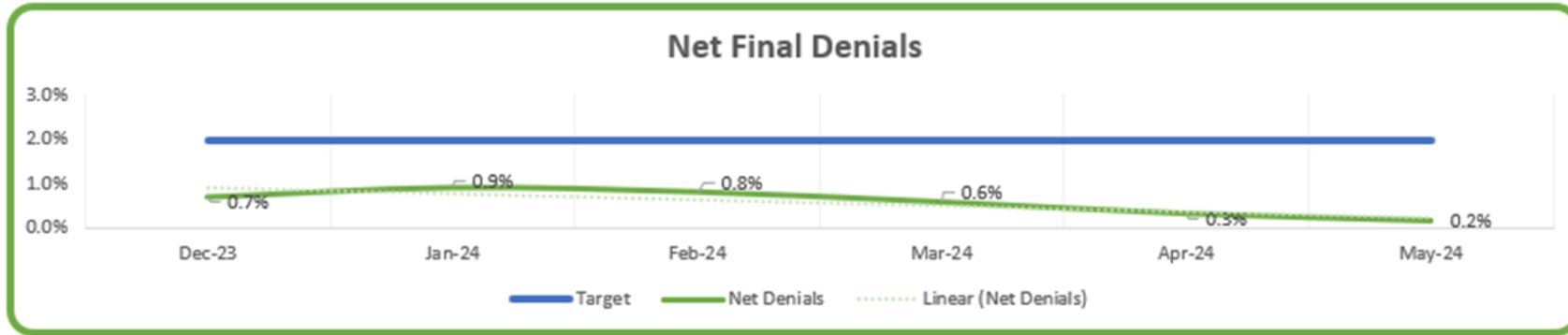
**DNSP: Discharged Not Submitted to Payer** - Gross dollars from initial 837 claims held by edits in claims processing tool that have not been sent to payer.

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

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



# Denial Focus & Trending



# Cook County Health

## 2024 Charitable & Public Program Expenditures






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

	2022 Actual Net Benefit	2023 Actual Net Benefit	2024 Budget Net Benefit	2024 Act/Proj Net Benefit
<b><u>Charitable Benefits and Community Programs</u></b>				
Traditional Charity Care	\$ 122,499	\$ 105,040	\$ 112,011	\$ 146,582
Other Uncompensated Care	108,284	135,655	91,800	82,054
Cermak & JTDC Health Services	90,293	100,779	116,848	118,033
Department of Public Health	12,965	12,712	22,267	22,234
Other Public Programs & Community Services	66,321	66,321	71,600	71,600
<b>Totals</b>	<b>\$ 400,362</b>	<b>\$ 420,506</b>	<b>\$ 414,526</b>	<b>\$ 443,531</b>
% of Revenues *	36.9%	38.8%	30.3%	27.5%
% of Costs *	22.0%	23.1%	23.2%	25.7%

\* Excludes Health Plan Services

# Cook County Health

## Savings Initiatives: May 31, 2024

Current Activities in Progress	Budgeted FY24 Impact	YTD Achieved	Status
<b><u>Revenue Cycle:</u></b>			
Chargemaster Review/Changes	2,750,000	1,375,000	
Revenue Recovery	3,930,000	225,000	
Point of Service Collections	300,000	105,000	
<b><u>County Care:</u></b>			
Care Coordination Initiatives	3,000,000	1,500,000	
<b><u>Health System:</u></b>			
Vendor Contract Negotiations	2,020,000	1,010,000	
	<u>\$ 12,000,000</u>	<u>\$ 4,215,000</u>	35%
		Goal 6/12th	50%

# Human Resources Metrics



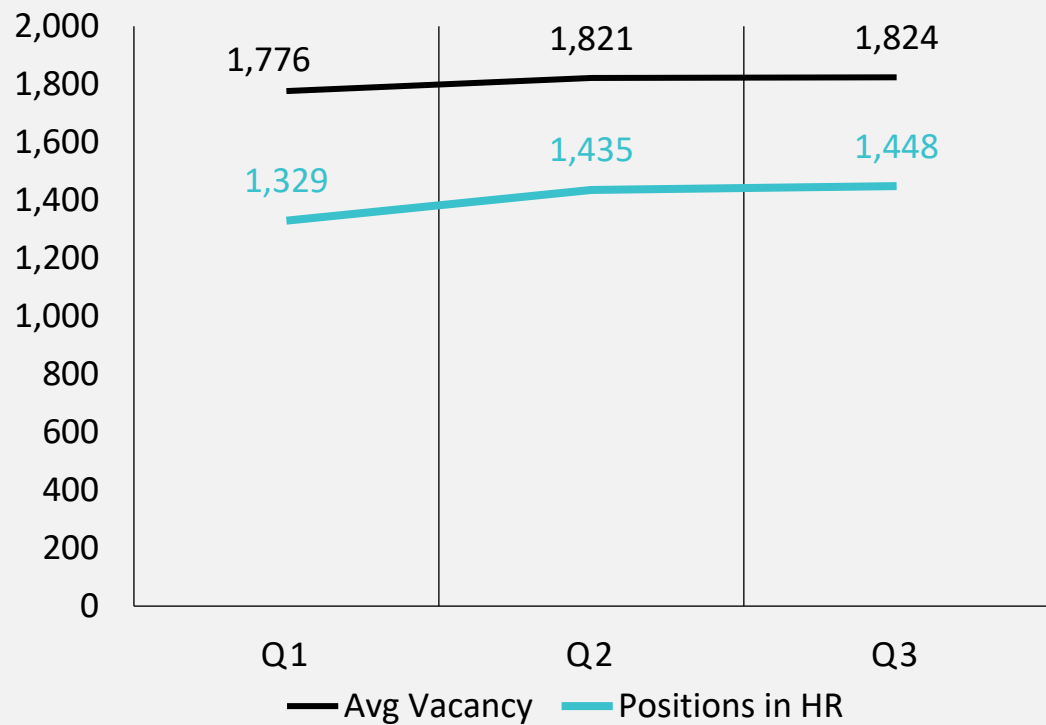
Presented to the Cook County Health Board on 7/26/24



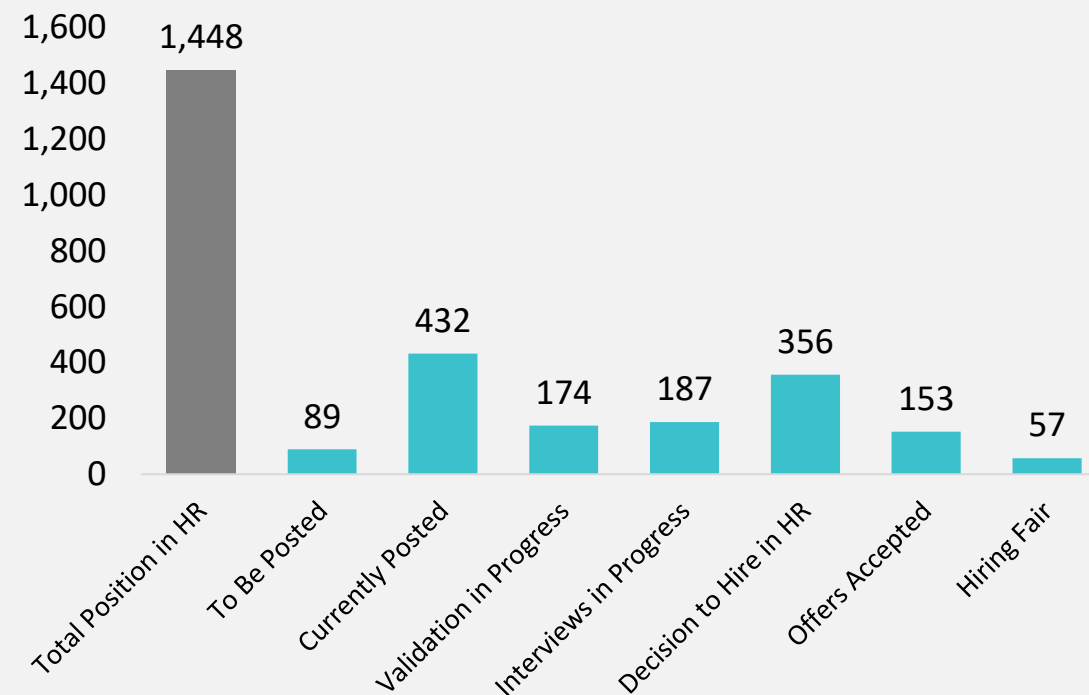
COOK COUNTY  
**HEALTH**

# CCH HR Activity Report – Vacant Positions in HR

## Vacant Positions



## Positions in Process



# FY24 CCH HR Activity Report

12/01/2023 thru 06/30/2024



## Filled Positions

**675**

**Total Filled Positions YTD**

**67%** Offer Acceptance Ratio



## External Filled Velocity

**431**

**Total External Filled Positions**

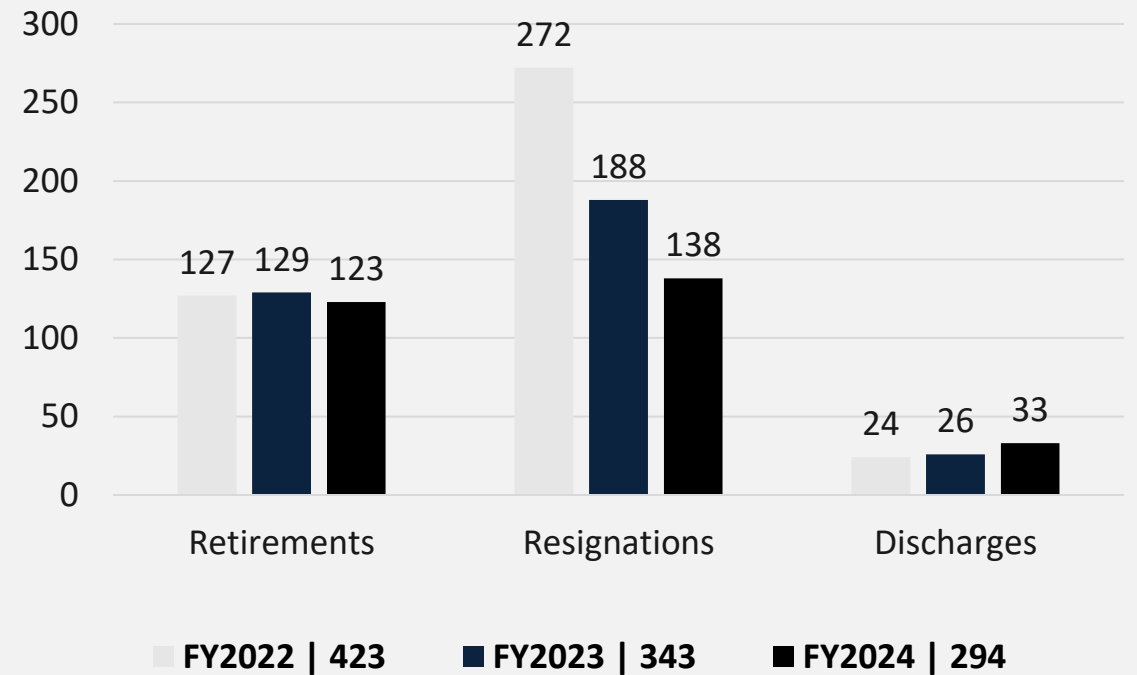
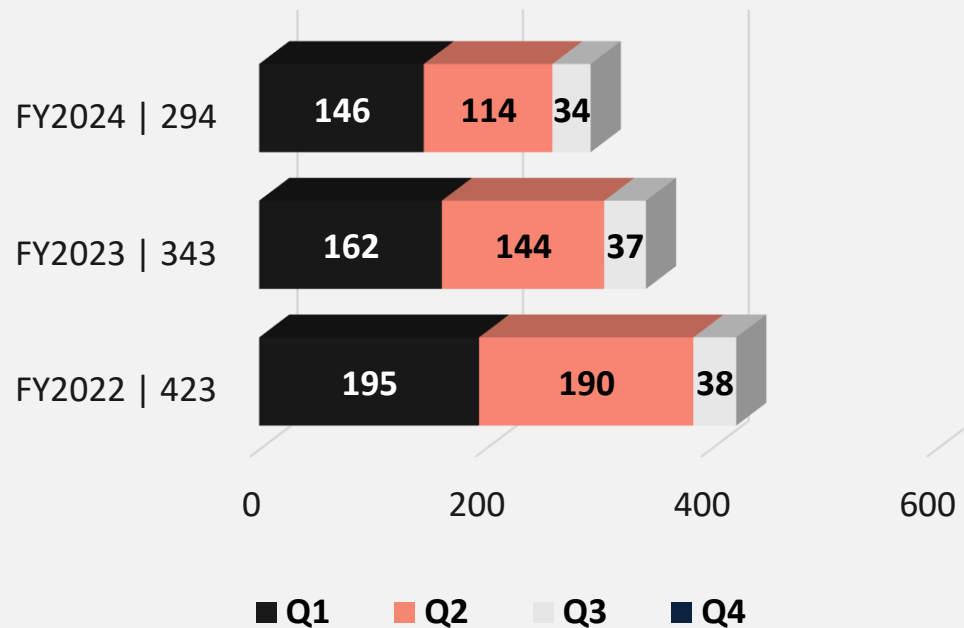
**+137** Net Gain

# FY24 CCH HR Activity Report

12/01/2023 thru 06/30/2024

## Separations – Year to Date and Year Over Year

### Separations FY24 YTD

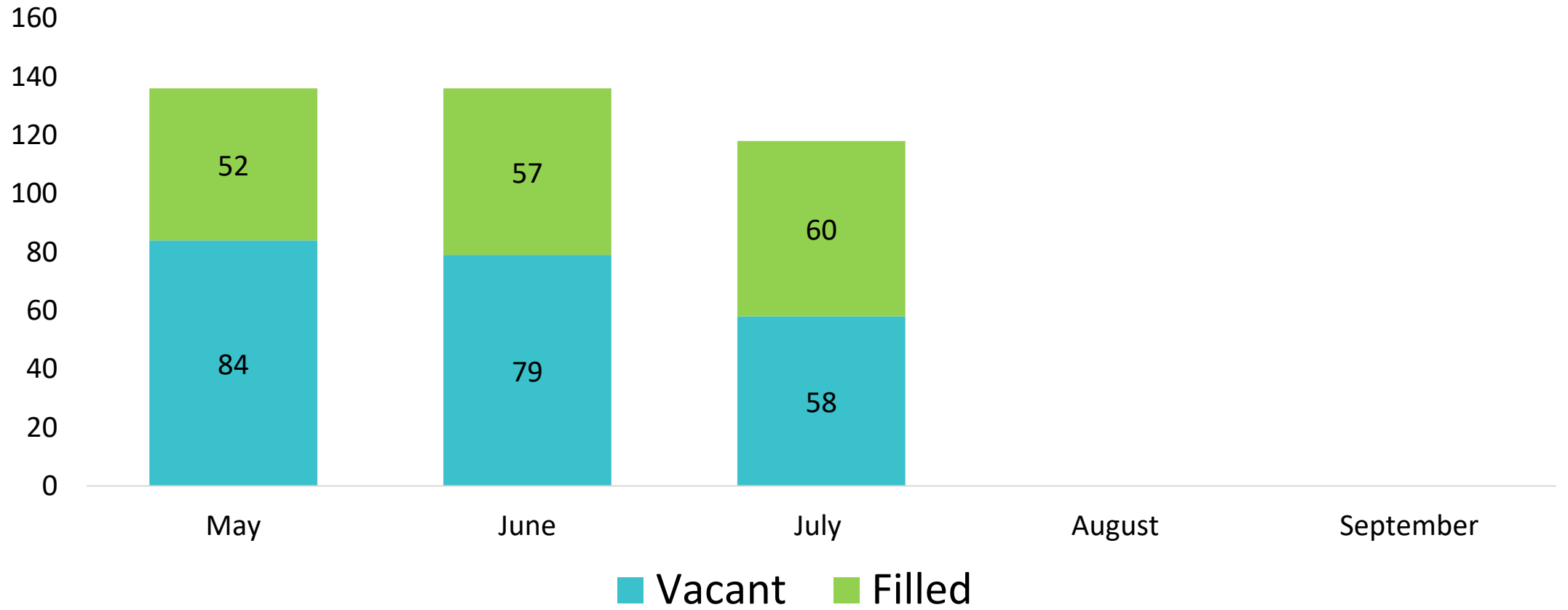


Does not include Consultants, Registry and House Staff



# ARPA Positions

## Monthly Update



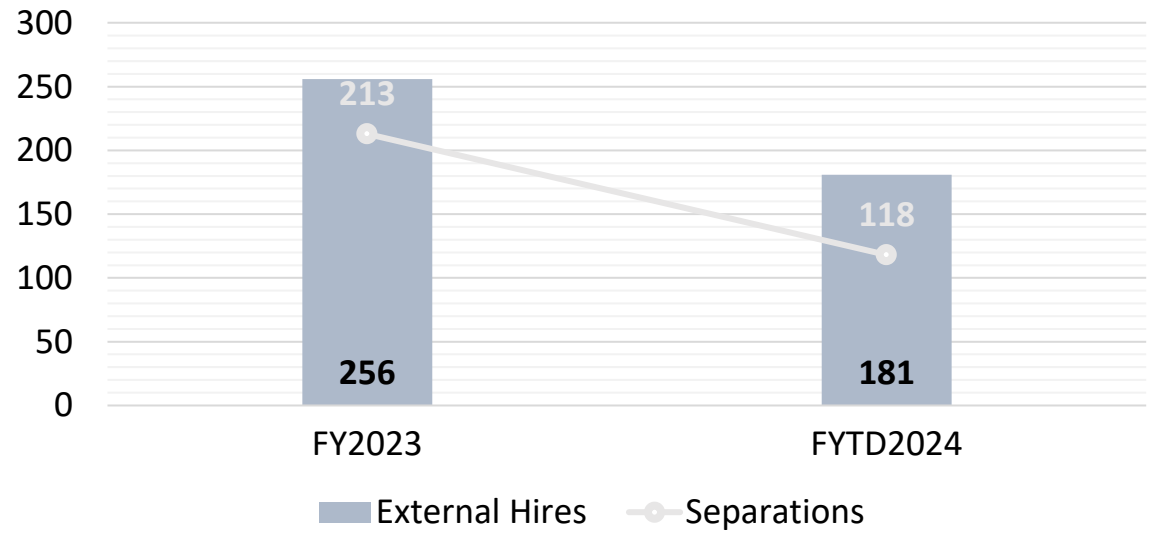
# Nurse Hiring Velocity & Attrition

FY24 thru 06/30/24

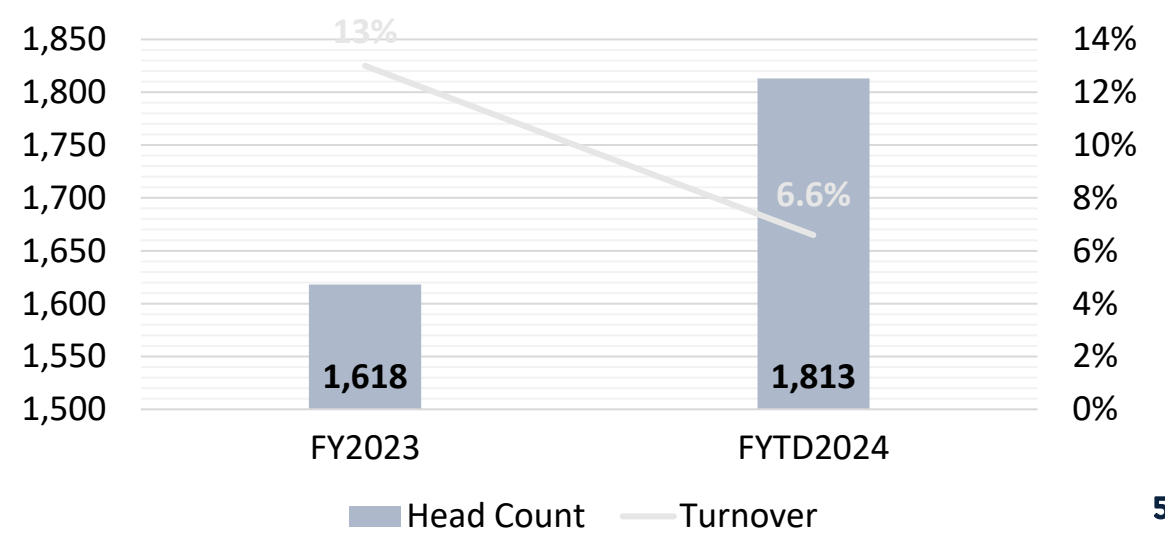


## Nurse Hiring Velocity: 2023 vs 2024

### Yearly Hires and Separations



### Head Count



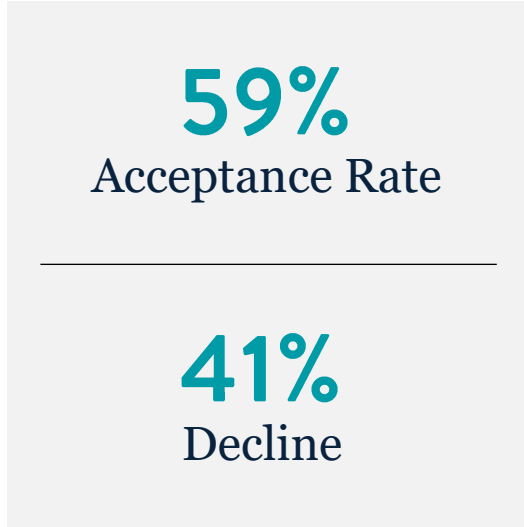
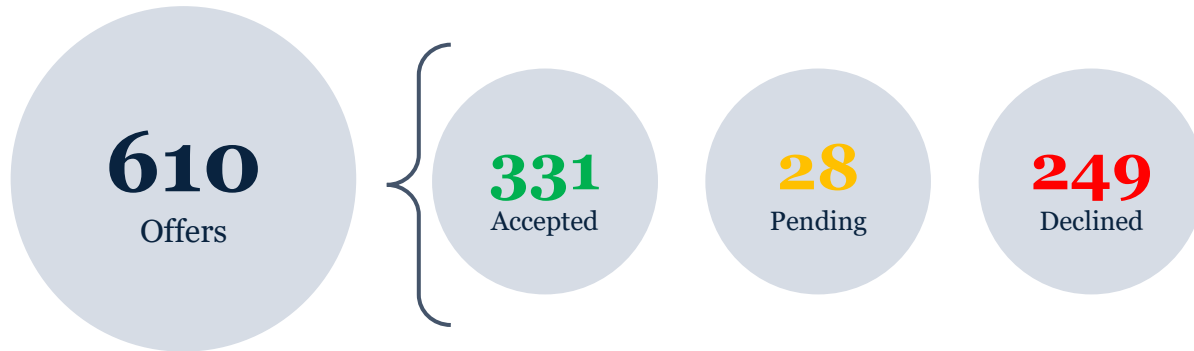
# Accelerated Nursing Hiring

Thru 06/30/2024

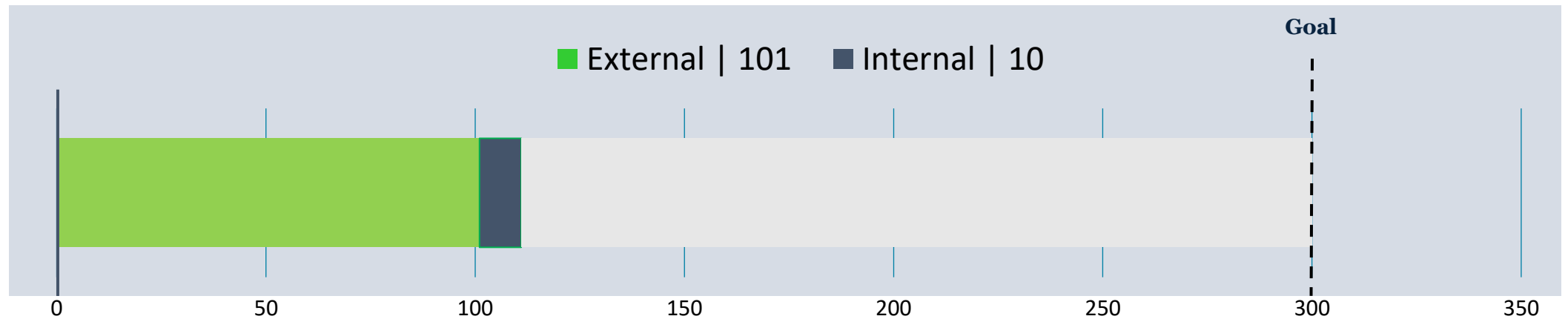
Timeframe: 8/7/2023 - 06/30/2024

## Accelerated Nursing Hiring

Current as of 07/16/2024



## Nurse Hiring Progress

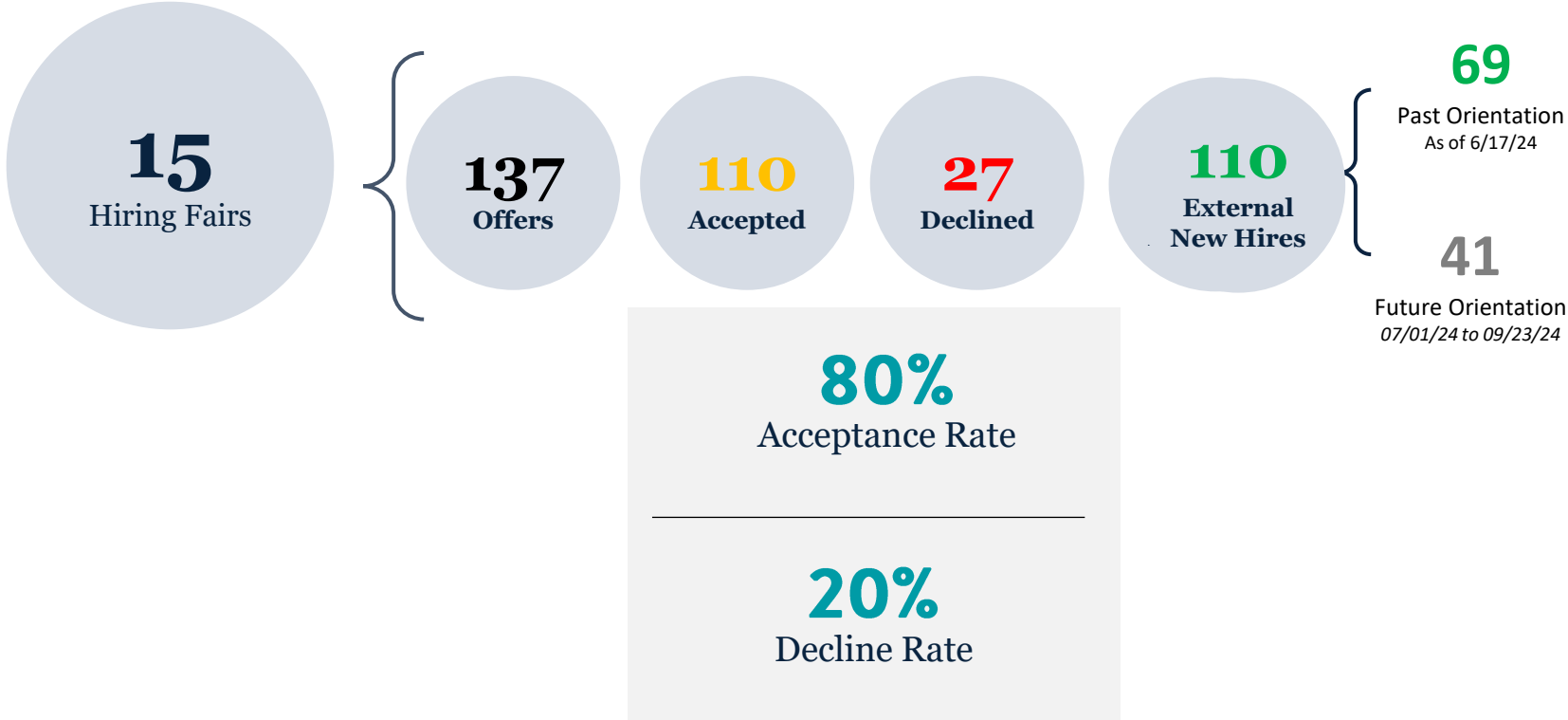


51

# Hiring Fair Success

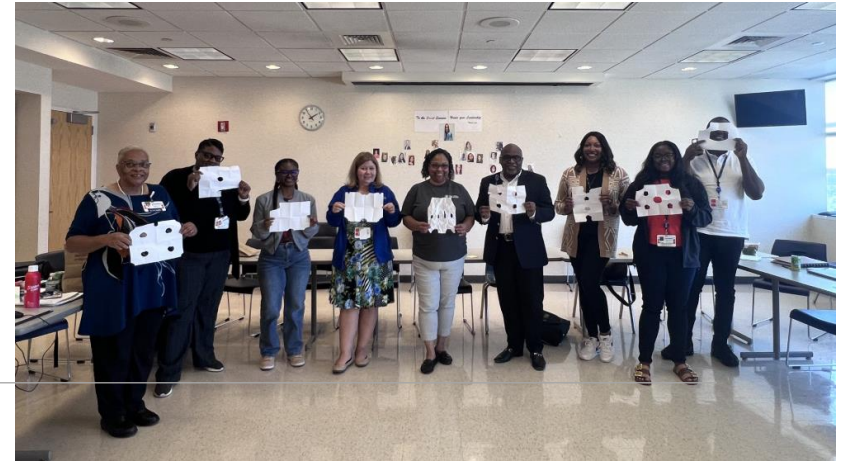
FY 2024 Timeframe: 12/1/2023 - 06/30/2024

Thru 06/30/2024



# Process Improvement Work

## Hiring Process



### Methodology

*Bring key team members together to identify improvement opportunities within the hiring process to reduce time-to-fill.*

- **Current state mapping session**
- **Voice of customer surveys conducted**
- **Multidisciplinary improvement sessions to validate the current state**
- **Identified root causes for delays in time-to-fill**

### Opportunities

*Identified solutions to address root causes of time-to-fill delays.*

- **Enhance communication with new hires by creating FAQs**
- **Earlier communication between hiring manager and new hire**
- **Create process transparency for all team members**
- **Eliminate variance in recruitment processes**

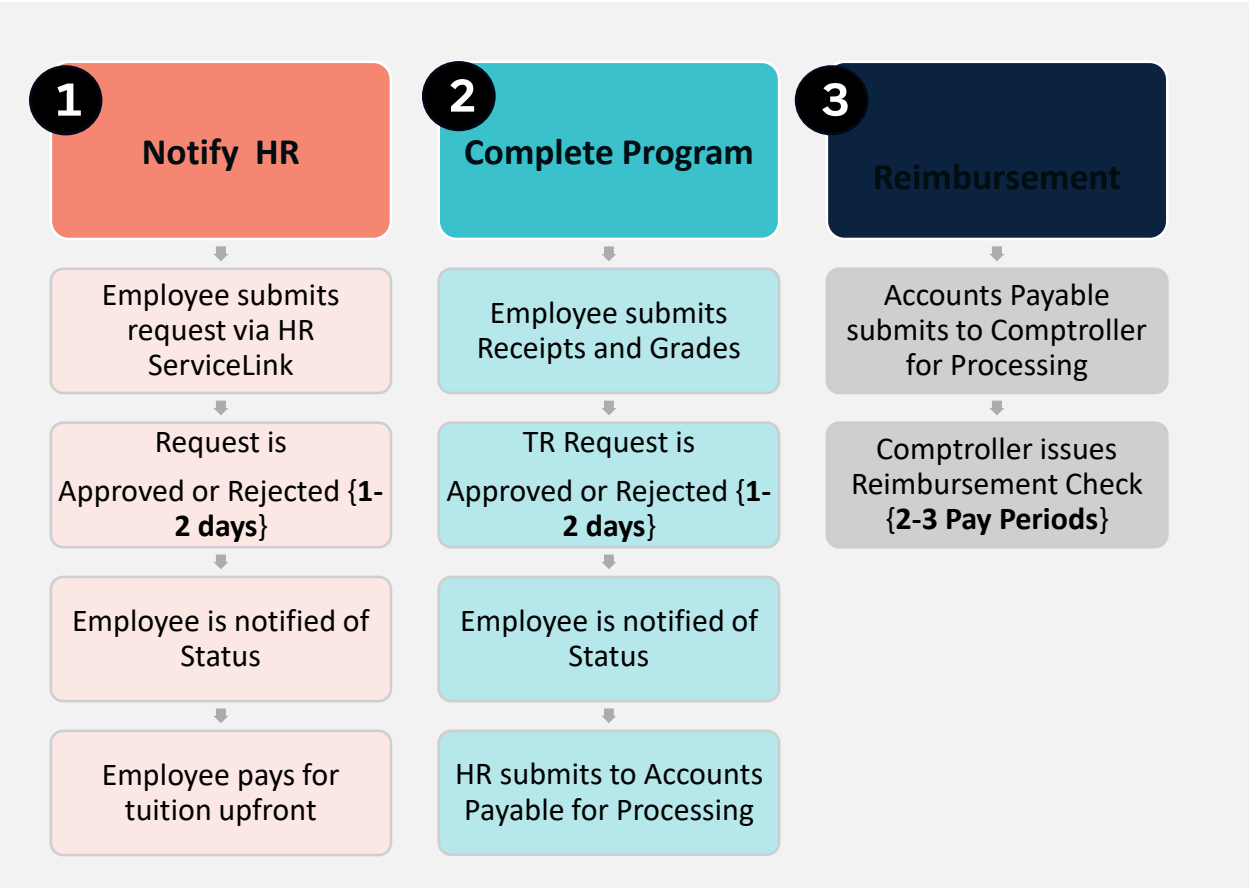
### Next Steps

*Develop and test potential solutions utilizing PDSA cycles*

- **Develop communication materials and structures for new hire engagement**
- **Develop and share standard work for recruiters and hiring managers**
- **Schedule training sessions to communicate process standards**

# Nurse Tuition Reimbursement

Thru 06/30/2024

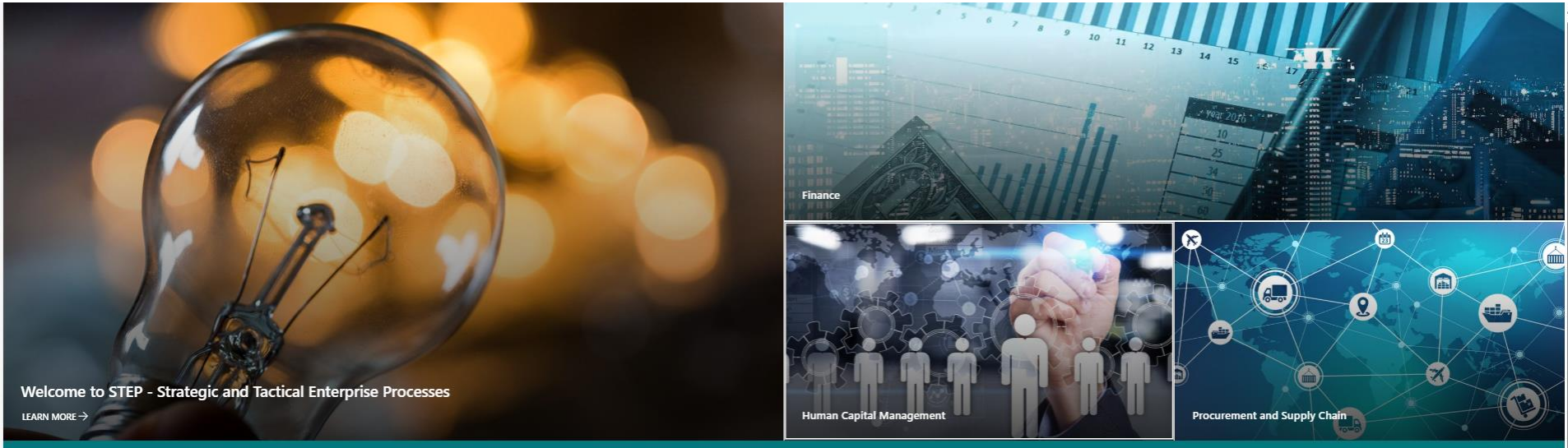


Description	FY 2023 Spend	FY 2024 Spend	% Variance
Year – Over – Year <i>(Ending June 30th)</i>	\$340,202.07	\$412,839.73	+37%
Fiscal Year	\$657,670.84	\$468,011.02	-29%



# The Cook County Oracle Enterprise Resource Planning (ERP) Solution is Referred to as STEP

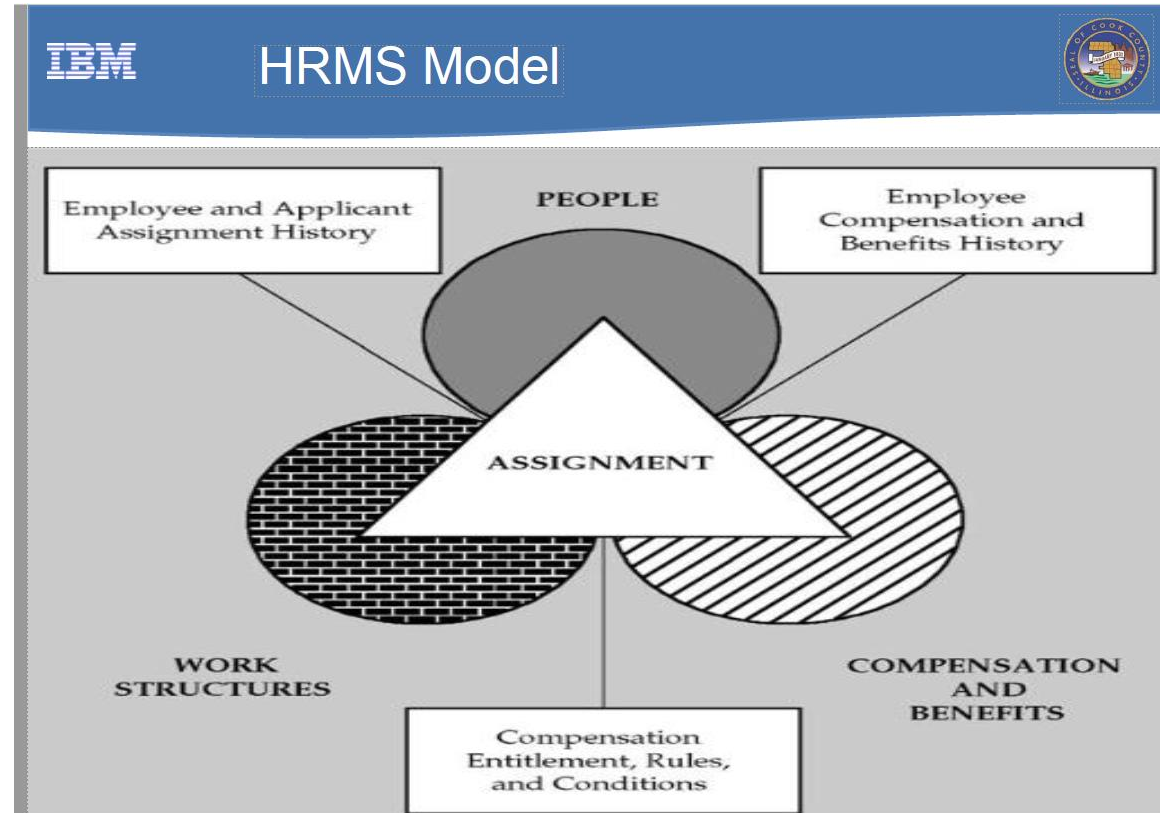
Strategic Tactical Enterprise Processes



Multi-Year Effort Completed in 2018; Ongoing Enhancements; Used County-Wide including CCH



# Human Capital Management



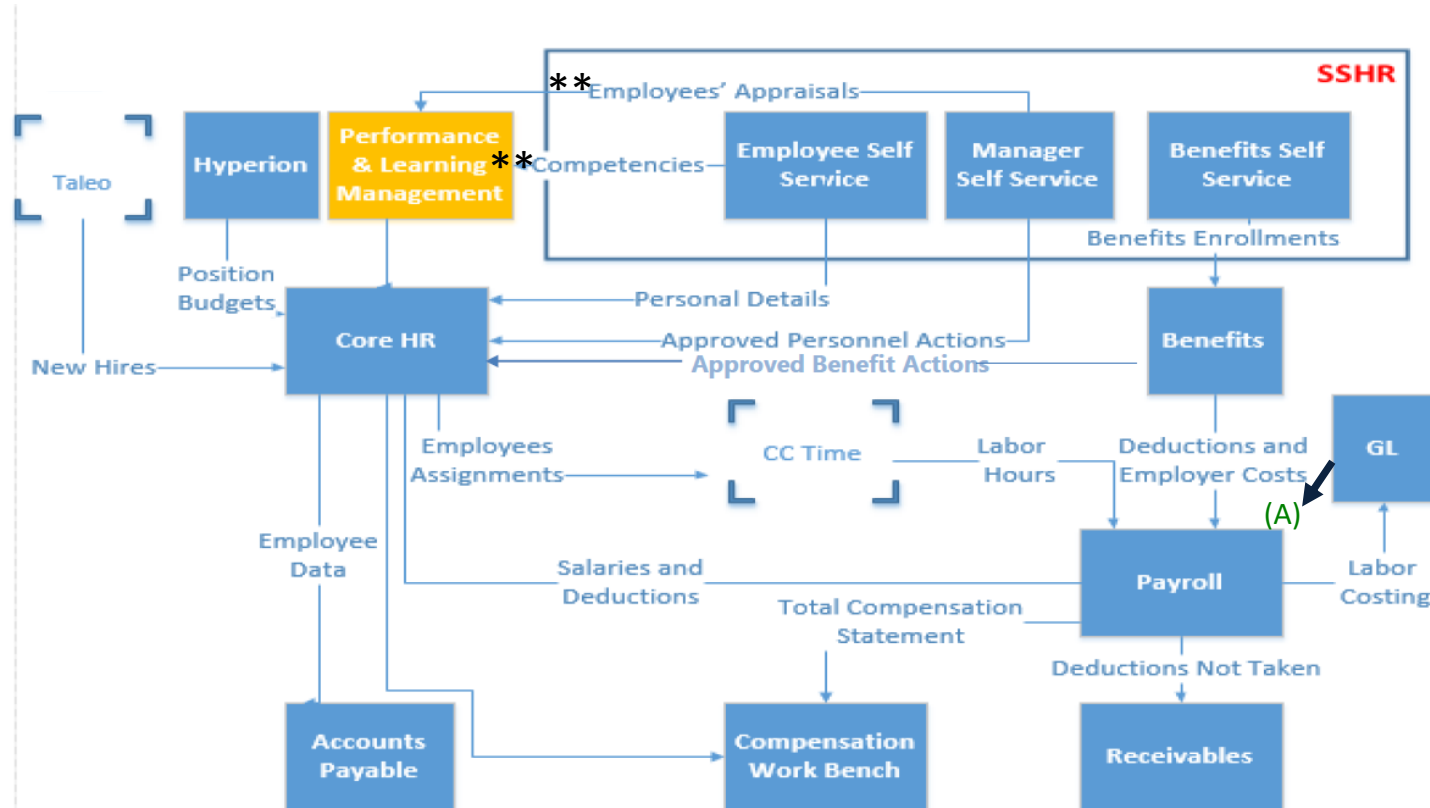
Sources: STEP Program Archives & ERP Sponsor Updates



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# Human Capital Management



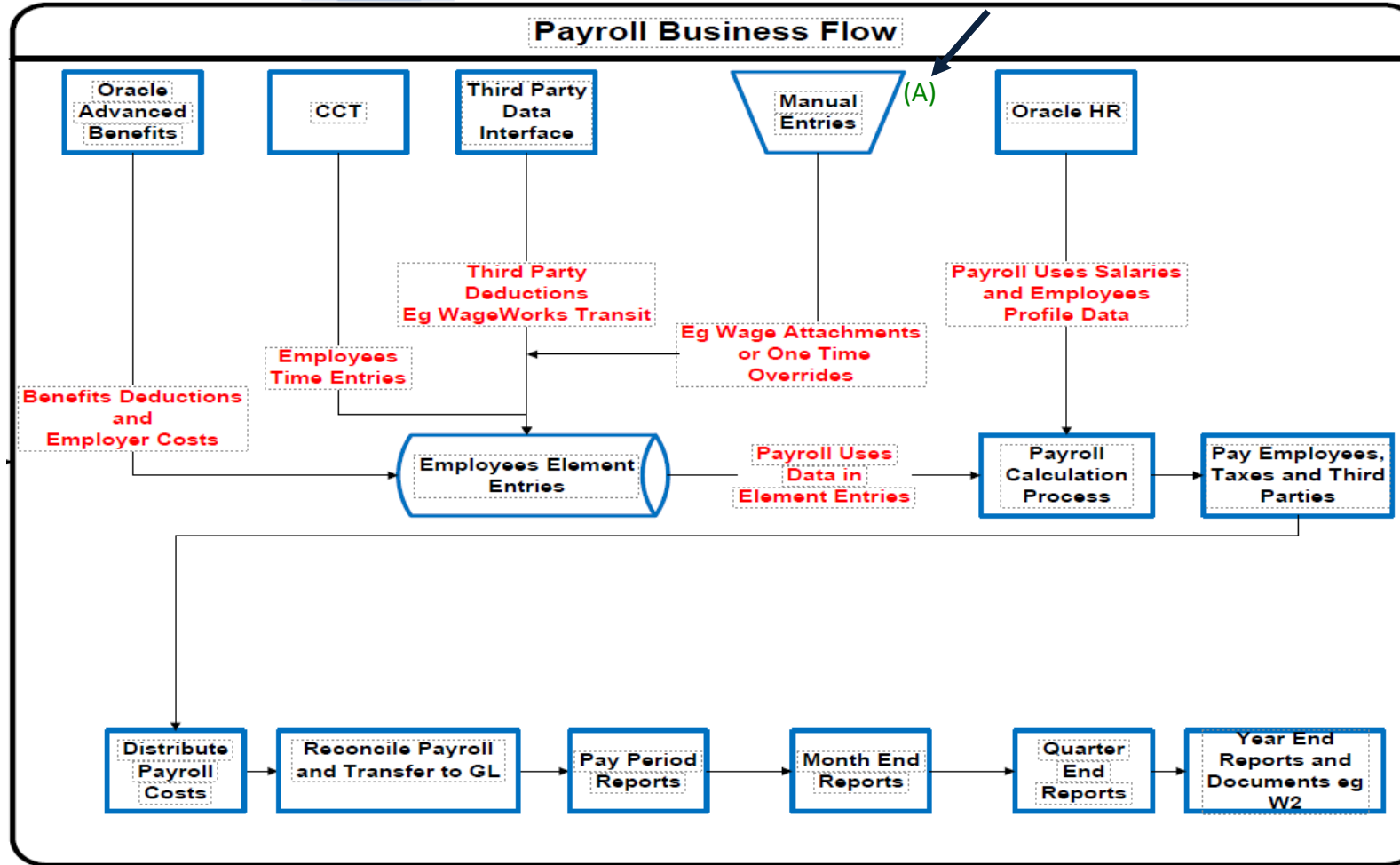
Key: \*\* Not yet implemented

Sources: STEP Program Archives & ERP Sponsor Updates



**COOK COUNTY**  
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# Human Resources & Payroll Intersection



Sources: STEP Program Archives & ERP Sponsor Updates



# Managed Care Metrics



Presented to the Cook County Health Board on 7/26/24



COOK COUNTY  
HEALTH

# Current Membership

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

Category	Total Members	ACHN Members	% ACHN
FHP	244,529	12,496	5.1%
ACA	104,979	12,443	11.9%
ICP	31,068	4,705	15.1%
MLTSS	9,324	-	0%
SNC	7,405	332	4.5%
HBIA	22,216	2,250	10.1%
HBIS	6,718	702	10.4%
<b>Total</b>	<b>426,239</b>	<b>32,928</b>	<b>7.7%</b>

**ACA:** Affordable Care Act

**FHP:** Family Health Plan

**ICP:** Integrated Care Program

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

**SNC:** Special Needs Children

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

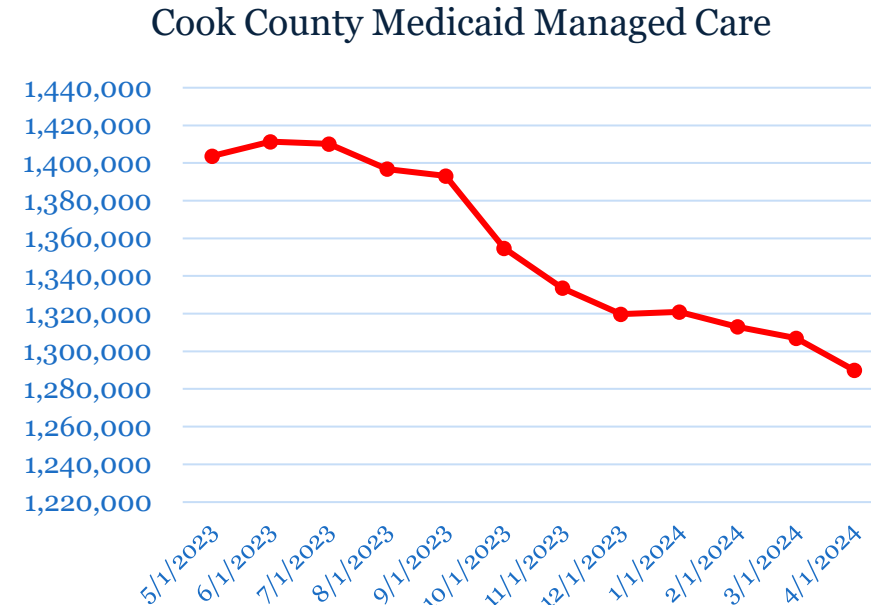
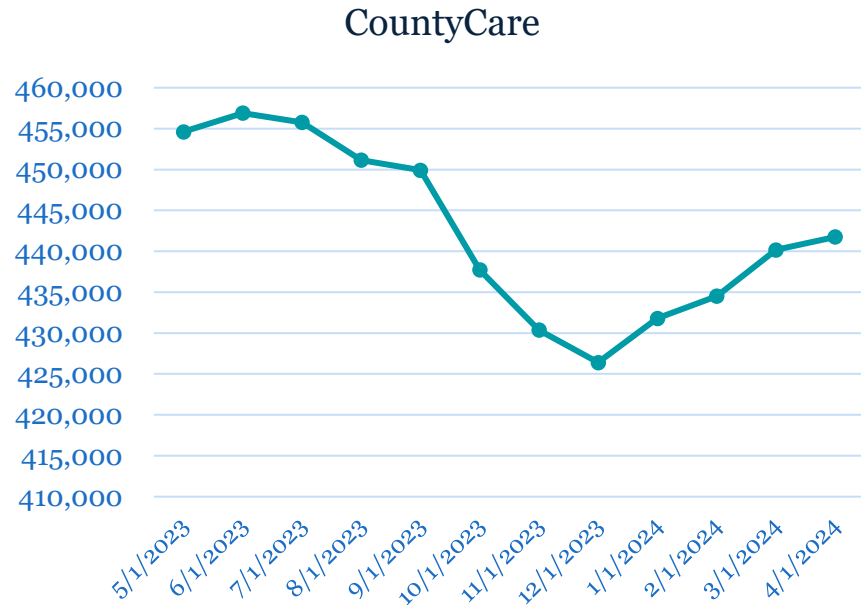
# Managed Medicaid Market

Illinois Department of Healthcare and Family Services April 2024 Data

Managed Care Organization	Cook County	Cook Market Share
*CountyCare	441,754	34.2%
Blue Cross Blue Shield	351,247	27.2%
Meridian (a WellCare Co.)	280,663	21.8%
IlliniCare (Aetna/CVS)	117,040	9.1%
Molina	90,203	7.0%
YouthCare	8,986	0.7%
<b>Total</b>	<b>1,289,893</b>	<b>100.0%</b>

\* Only Operating in Cook County

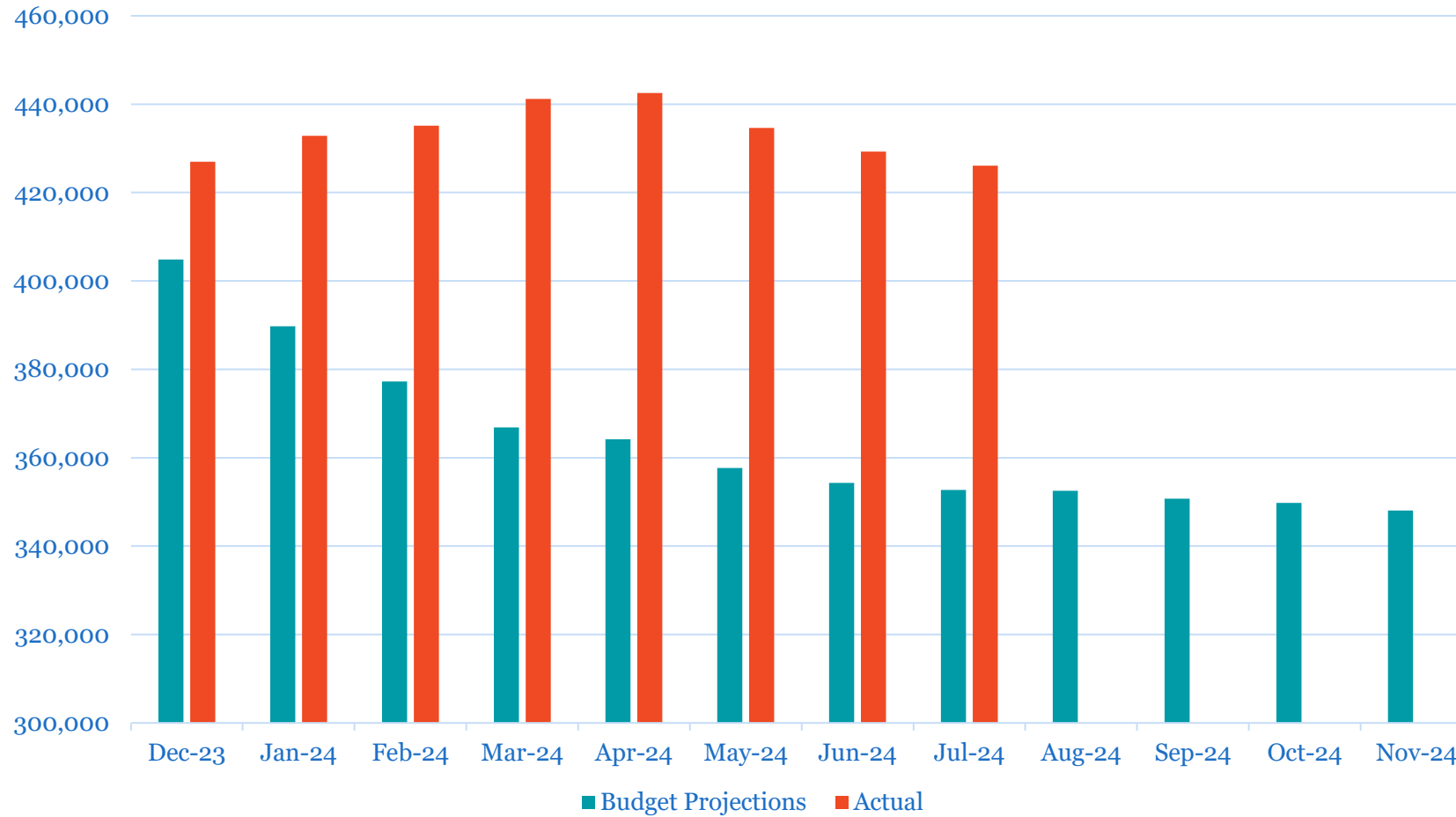
# IL Medicaid Managed Care Trend in Cook County (charts not to scale)



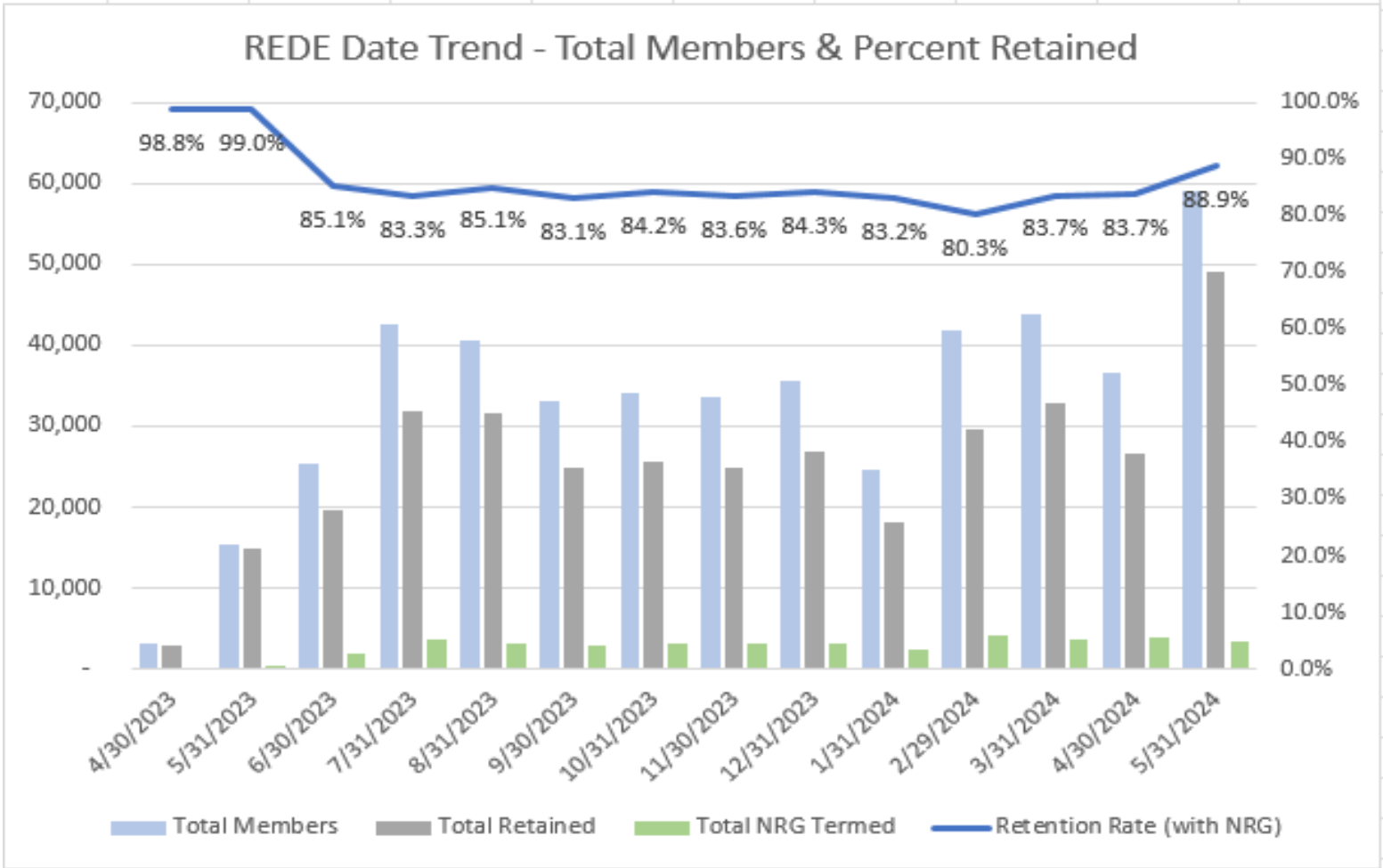
- CountyCare’s enrollment **increased** 0.36% in April 2024 compared to the prior month, which can be attributed to HBI enrollment, and outperforms Cook County’s **decrease** of 1.31%

# FY 24 Budget | Membership

## CountyCare Membership



# REDE Retention



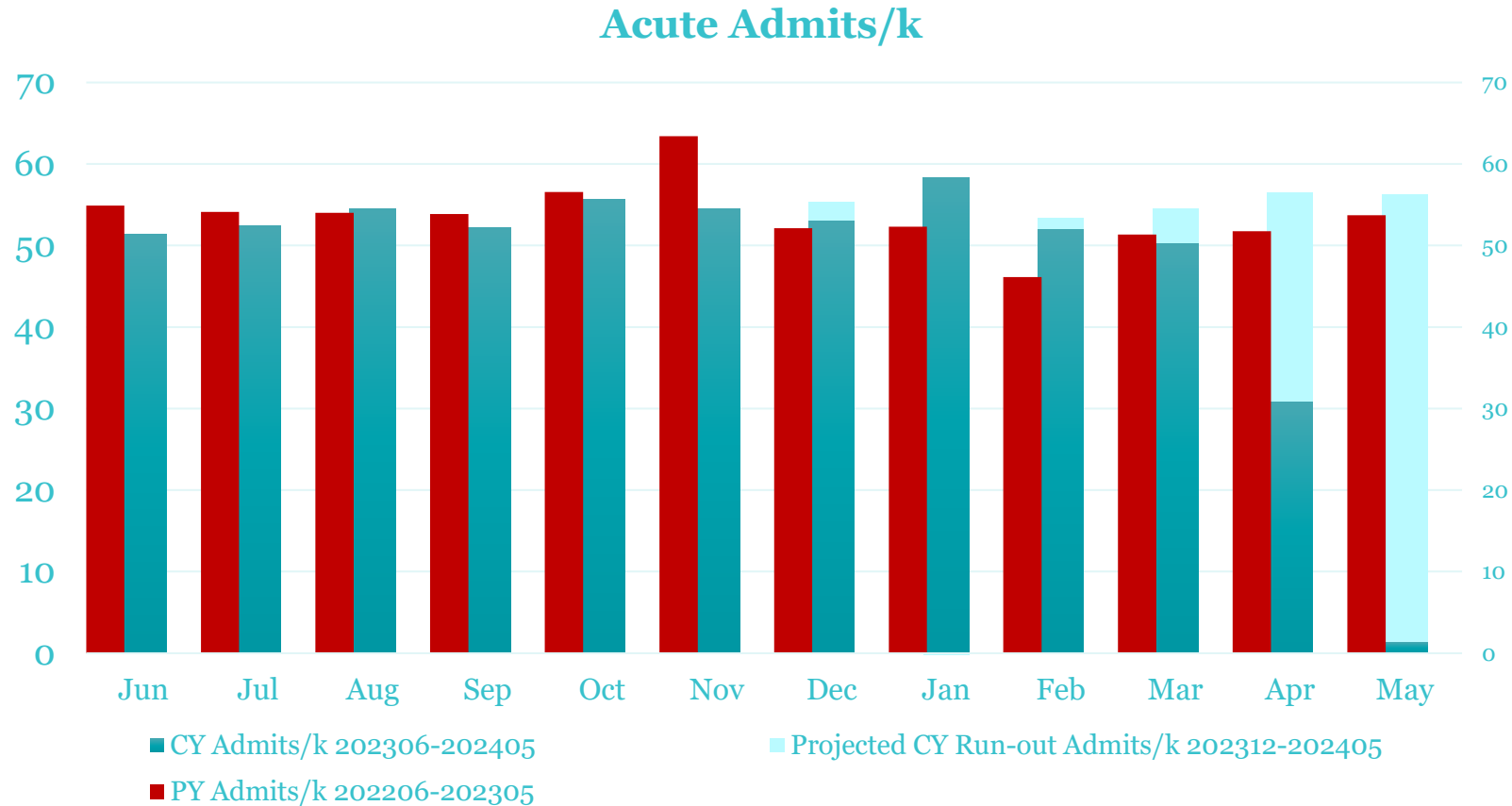
- Members with a 5/31/2024 redetermination date had an adjusted retention rate of 88.9%, which is an all-time high post REDE go-live



# Operations Metrics: Call Center & Encounter Rate

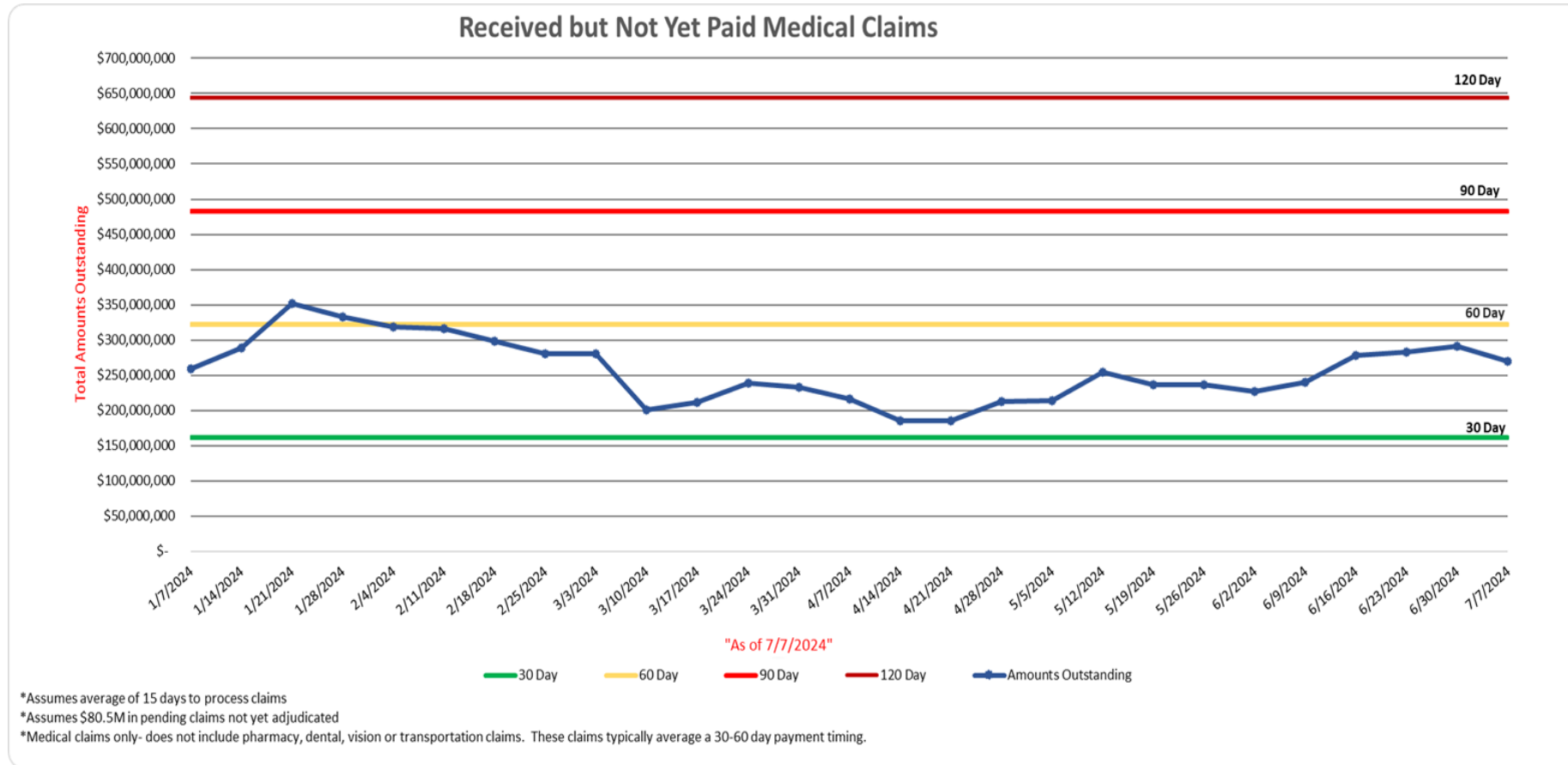
		Performance		
Key Metrics	State Goal	Apr 2024	May 2024	Jun 2024
<b>Member &amp; Provider Services Call Center Metrics</b>				
Inbound Call Volume	N/A	57,461	53,595	48,358
Abandonment Rate	< 5%	1.75%	2.13%	1.61%
Average Speed to Answer (minutes)	1:00	0:22	0:29	0:26
% Calls Answered < 30 seconds	> 80%	86.31%	82.56%	84.55%
<b>Quarterly</b>				
Claims/Encounters Acceptance Rate	98%	98%		

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



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

# Claims Payments



# Claims Payments

## Received but Not Yet Paid Claims

Aging Days	0-30 days	31-60 days	61-90 days	91+ days	Grand Total
Q1 2020	\$ 109,814,352	\$ 53,445,721	\$ 46,955,452	\$ 9,290,569	\$ 219,506,093
Q2 2020	\$ 116,483,514	\$ 41,306,116	\$ 27,968,899	\$ 18,701,664	\$ 204,460,193
Q3 2020	\$ 118,379,552	\$ 59,681,973	\$ 26,222,464	\$ 71,735	\$ 204,355,723
Q4 2020	\$ 111,807,287	\$ 73,687,608	\$ 61,649,515	\$ 1,374,660	\$ 248,519,070
Q1 2021	\$ 111,325,661	\$ 49,497,185	\$ 4,766,955	\$ 37,362	\$ 165,627,162
Q2 2021	\$ 131,867,220	\$ 49,224,709	\$ 566,619	\$ 213,967	\$ 181,872,515
Q3 2021	\$ 89,511,334	\$ 25,733,866	\$ 38,516	\$ 779,119	\$ 116,062,835
Q4 2021	\$ 125,581,303	\$ 90,378,328	\$ 112,699	\$ 1,114,644	\$ 217,186,974
Q1 2022	\$ 144,241,915	\$ 12,166,101	\$ 2,958,928	\$ 2,183,828	\$ 161,550,772
Q2 2022	\$ 120,267,520	\$ 735,088	\$ 2,476,393	\$ 4,676,897	\$ 128,155,898
Q3 2022	\$ 105,262,634	\$ 16,617,110	\$ 59,407	\$ 15,171	\$ 121,954,322
Q4 2022	\$ 142,815,499	\$ 62,495,024	\$ 2,403,391	\$ 2,056,097	\$ 209,770,011
Q1 2023	\$ 110,831,299	\$ 7,841,360	\$ 3,067,736	\$ 443,885	\$ 122,184,280
Q2 2023	\$ 149,387,487	\$ 31,299,177	\$ 1,319,945	\$ 346,575	\$ 182,353,184
Q3 2023	\$ 191,389,015	\$ 38,673,162	\$ 743,469	\$ 97,943	\$ 230,903,588
Q4 2023	\$ 181,111,957	\$ 75,730,673	\$ 1,511,954	\$ 20,819	\$ 258,375,403
Q1 2024	\$ 194,081,254	\$ 5,307,661	\$ 33,846,206	\$ 160,417	\$ 233,395,538
Q2 2024	\$ 187,157,359	\$ 89,900,410	\$ 14,514,430	\$ 124,785	\$ 291,696,984
Week of 7/7/2024	\$ 164,882,559	\$ 92,548,033	\$ 11,880,608	\$ 64,999	\$ 269,376,199

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

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

\*The amounts in the table are clean claims

# Quality & Patient Safety Metrics



Presented to the Cook County Health Board on 7/26/24



COOK COUNTY  
HEALTH

# Stroger Op Ex Steering Committee Dashboard

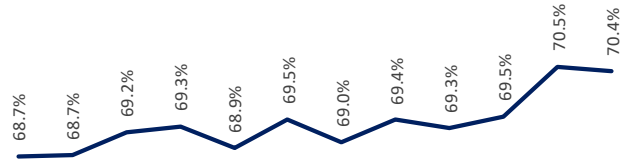
Op Ex Steering Committee Dashboard for Stroger Hospital																
DOMAIN WORKGROUPS	Metrics															
PATIENT EXPERIENCE		Target	Stretch Target	Baseline	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
	Rolling 12-month % Top Box for Comm. w/ Nursing Domain	73.00%	77.00%	69.30%	68.69%	68.70%	69.17%	69.30%	68.86%	69.45%	68.97%	69.43%	69.27%	69.51%	70.53%	70.44%
	Monthly % Top Box for Comm. w/ Nursing Domain	73.00%	77.00%	69.30%	72.51%	66.51%	76.00%	73.45%	66.51%	69.28%	61.43%	70.34%	75.59%	72.48%	73.20%	66.11%
		Target	Stretch Target	Baseline	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
Rolling 12-month Survey Response Rate*	15.00%	16.00%	13.60%	12.90%	8.30%	13.00%	13.30%	13.50%	13.50%	13.00%	13.70%	13.80%	13.70%	13.60%	13.30%	
Monthly Survey Response Rate*	15.00%	16.00%	13.60%	14.60%	12.90%	13.50%	16.40%	14.30%	14.50%	11.00%	12.70%	12.70%	13.30%	13.00%	11.90%	
CLINICAL OUTCOMES		Target	Stretch Target	2023	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24
	Monthly Volume of CLABSI			11	0	0	2	1	1	1	1	1	1	0	0	0
	SIR Rate CLABSI	0.8	n/a	0.76	0.00	0.00	2.00	0.76	0.78	0.61	0.60	0.80	0.75	0.00	0.00	0.00
		Target	Stretch Target	2023	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24
	Monthly Volume of CAUTI			11	1	2	0	0	0	2	2	1	0	2	0	1
	SIR Rate CAUTI	0.8	n/a	0.47	0.43	1.00	0.00	0.00	0.00	1.00	1.00	0.51	0.00	0.89	0.00	0.53
	Target	Stretch Target	Baseline	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	
Monthly Volume of VTE PSI-12	<=7	0	14	0	3	1	0	1	2	2	0	0	1	3	2	
Observed over Expected Ratio PSI-12				0.00	2.41	0.80	0.00	1.06	2.04	0.90	0.00	0.00	0.82	2.29	1.94	
READMISSIONS		Target	Stretch Target	Baseline	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	April	May-24
	Rolling 12-month All Cause, All Payer, All Age - Readmissions Rate - CMS Definition Same Hospital	8.40%	8.00%	9.40%	9.22%	9.28%	9.19%	9.20%	8.89%	8.91%	8.76%	8.52%	8.55%	8.42%	8.37%	8.22%
	Monthly All Cause, All Payer, All Age - Readmissions Rate - CMS Definition Same Hospital	8.40%	8.00%	9.40%	8.28%	9.45%	8.48%	9.60%	6.65%	8.47%	7.37%	6.79%	8.61%	7.72%	8.28%	8.76%
		Target	Stretch Target	Baseline	4/22-3/23	5/22-4/23	6/22-5/23	7/22-6/23	8/22-7/23	9/22-8/23	10/22-9/23	11/22-10/23	12/22-11/23	1/23-12/23	2/23-1/24	3/23-2/24
IHA Rolling 12-Month All Cause All Payer - Readmissions including other hospitals **	13.00%	12.00%	14.00%	14.13%	13.80%	14.09%	14.00%	14.08%	13.86%	13.59%	13.38%	13.47%	13.41%	13.13%	13.03%	
THROUGHPUT	Metrics	Target	Stretch Target	Baseline	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24
	Monthly GMLOS Avg Variance in days, excluding patients >30 days LOS	1.23	0.73	1.73	1.73	1.94	1.56	2.00	1.27	1.71	2.08	2.12	2.60	2.12	1.90	1.58



# Stroger Op Ex Steering Committee Dashboard

## Op Ex Steering Committee Dashboard for Stroger Hospital

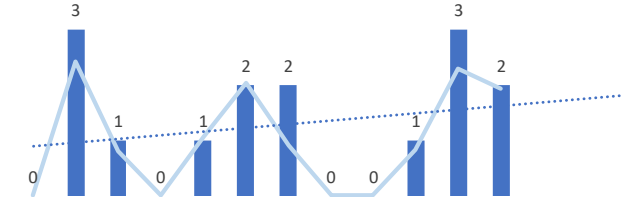
Stroger Rolling 12-month % Top Box for Communication w/ Nursing Domain



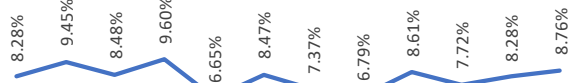
Stroger Rolling 12-month Survey Response Rate



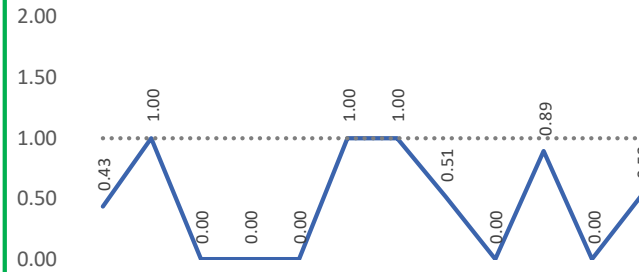
Stroger Volume of PSI-12 - Perioperative Pulmonary Embolism or Deep Vein Thrombosis



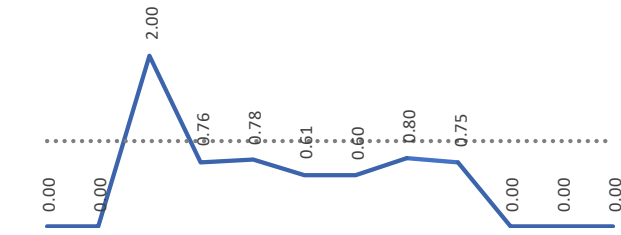
Stroger Monthly All Cause Readmissions Same Hospital



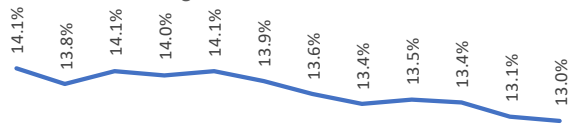
Stroger Monthly CAUTI SIR



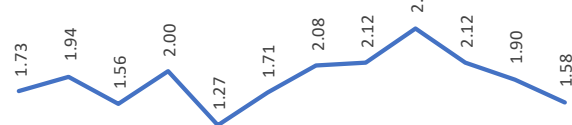
Stroger Monthly CLABSI SIR



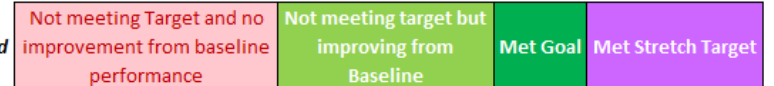
Stroger Rolling 12-month All Cause Readmissions including Readmissions Elsewhere



Stroger Monthly GMLOS Variance



Legend



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

Author: J. Rozenich, BS, MBA

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

\*\*IHA data is updated quarterly



# Provident Op Ex Steering Committee Dashboard

Op Ex Steering Committee Dashboard for Provident Hospital																
DOMAIN WORKGROUPS	Metrics															
<b>PATIENT EXPERIENCE</b>																
		Target	Stretch Target	Baseline	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
	Rolling 12-month % Top Box for Comm. w/ Nursing Domain	79.80%	80.00%	74.63%	76.07%	77.78%	74.63%	78.55%	76.89%	76.08%	79.13%	78.86%	78.86%	78.60%	79.31%	76.00%
	Monthly % Top Box for Communication w/ Nursing Domain	79.80%	80.00%	74.63%	77.78%	96.30%	66.67%	80.00%	63.64%	55.56%	100.00%	63.89%	85.16%	71.48%	80.00%	60.00%
					May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
	Rolling 12-month Survey Response Rate*	18.00%	20.00%	11.80%	11.30%	11.90%	12.00%	11.90%	12.30%	12.70%	12.40%	12.70%	12.10%	12.80%	13.80%	13.40%
	Monthly Survey Response Rate*	18.00%	20.00%	11.80%	6.60%	17.40%	14.30%	10.90%	15.40%	15.40%	12.70%	9.80%	10.90%	17.00%	23.50%	4.80%
<b>CLINICAL OUTCOMES</b>																
		Target	Stretch Target	Baseline	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
	Rolling 12 month SEP-1 Bundle Compliance	60.00%	65.00%	50.00%	44.83%	48.48%	48.65%	50.00%	45.00%	46.15%	47.50%	46.15%	42.11%	42.11%	39.53%	43.24%
	Monthly SEP-1 Bundle Compliance	60.00%	65.00%	50.00%	33.33%	75.00%	50.00%	66.67%	25.00%	33.00%	100.00%	0.00%	33.00%	0.00%	33.33%	n/a
		Target	Stretch Target	Baseline	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24			
	Monthly Hand Hygiene Compliance	80.00%	90.00%	75.38%	72.78%	67.86%	65.07%	73.51%	75.12%	77.37%	84.73%	88.06%	83.80%			
<b>THROUGHPUT</b>																
		Target	Stretch Target	Baseline	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
	Rolling 12-month LWBS	4.50%	4.00%	5.50%	4.30%	4.46%	5.18%	5.51%	5.93%	6.49%	7.17%	7.40%	6.97%	7.63%	7.63%	7.80%
	Monthly LWBS Rate	4.50%	4.00%	5.50%	5.85%	5.95%	13.00%	8.27%	11.45%	11.59%	11.67%	5.55%	5.94%	3.77%	4.58%	6.28%

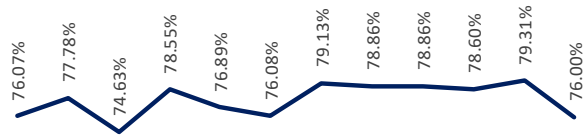




# Provident Op Ex Steering Committee Dashboard

## Op Ex Steering Committee Dashboard for Provident Hospital

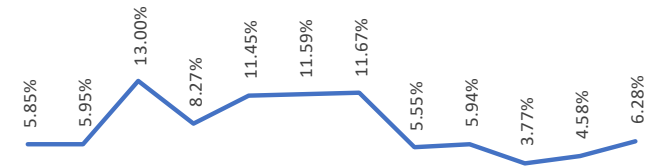
Provident Rolling 12-month % Top Box for Communication w/ Nursing Domain



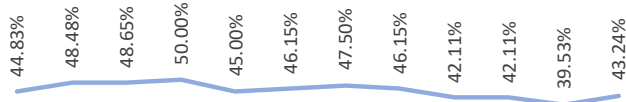
Provident Rolling 12-month Survey Response Rate



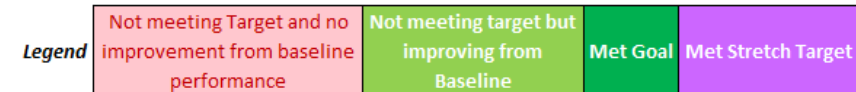
Provident Monthly LWBS Rate



Provident Rolling 12-month SEP-1 Bundle Compliance Rate



Provident Monthly Hand Hygiene Compliance



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

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

*\*Survey returns are refreshed historically as data is received*

*n/a = no cases*

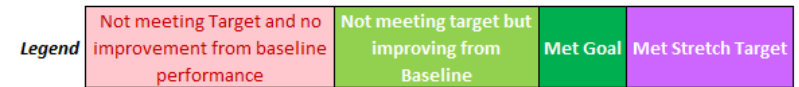
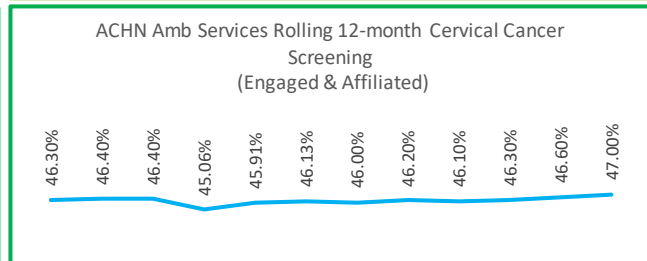
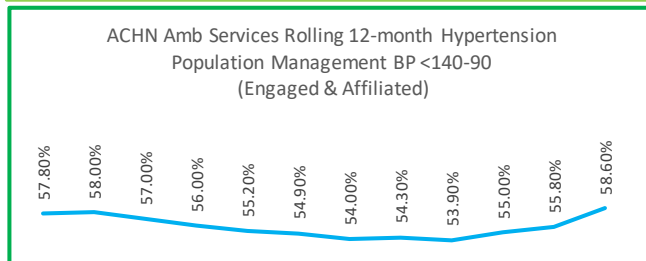
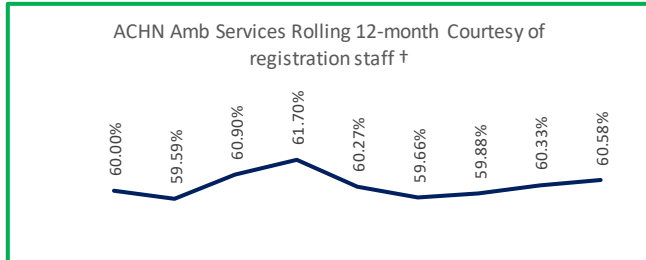
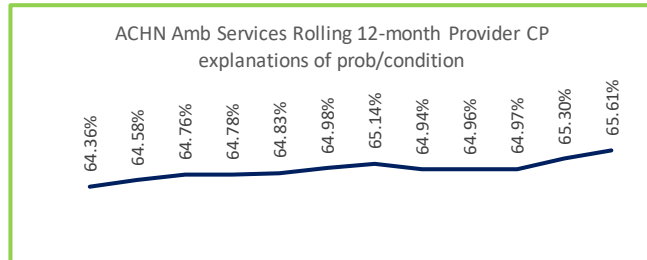
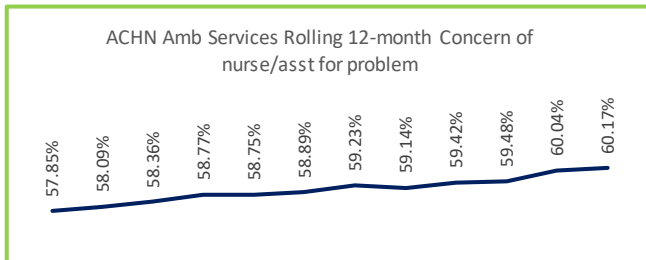


# ACHN Op Ex Steering Committee Dashboard

## Op EX Steering Committee Dashboard for ACHN

WORKGROUPS Metrics

PATIENT EXPERIENCE	Target	Stretch Target	Baseline	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
	Rolling 12-month Concern of nurse/asst for problem	61.34%	63.56%	58.77%	57.85%	58.09%	58.36%	58.77%	58.75%	58.89%	59.23%	59.14%	59.42%	59.48%	60.04%
Monthly Concern of nurse/asst for problem	61.34%	63.56%	58.77%	58.27%	59.52%	59.18%	60.57%	59.56%	61.37%	62.83%	57.25%	61.18%	59.77%	63.96%	60.00%
Rolling 12-month Provider CP explanations of prob/condition	66.80%	69.84%	64.78%	64.36%	64.58%	64.76%	64.78%	64.83%	64.98%	65.14%	64.94%	64.96%	64.97%	65.30%	65.61%
Monthly Provider CP explanations of prob/condition	66.80%	69.84%	64.78%	64.56%	65.03%	66.18%	64.88%	64.08%	67.58%	67.38%	62.36%	65.28%	64.04%	69.01%	68.04%
Rolling 12-month Courtesy of registration staff †	60.00%	65.00%	60.00%				60.00%	59.59%	60.90%	61.70%	60.27%	59.66%	59.88%	60.33%	60.58%
Monthly Courtesy of registration staff †	60.00%	65.00%	60.00%				60.00%	59.59%	62.31%	63.55%	58.10%	57.70%	60.96%	62.40%	62.01%
HEDIS	Target	Stretch	Baseline	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
Rolling 12-month Hypertension Population Management BP <140-90 (Engaged & Affiliated)	55.00%	60.00%	50.53%	57.80%	58.00%	57.00%	56.00%	55.20%	54.90%	54.00%	54.30%	53.90%	55.00%	55.80%	58.60%
Rolling 12-month Cervical Cancer Screening (Engaged & Affiliated)	47.00%	52.00%	42.83%	46.30%	46.40%	46.40%	45.06%	45.91%	46.13%	46.00%	46.20%	46.10%	46.30%	46.60%	47.00%



**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