

CCH Monthly Report



Item #: 24-1413

May/ 2024

Updates and Metrics presented to the CCH Board of Directors on April 26, 2024



COOK COUNTY
HEALTH

New Hires and Promotions



COOK COUNTY
HEALTH

Welcome

New Hires

Dr. Mallory Williams, Chair of the Department of Trauma and Burn Services, Trauma and Burn

Raphael Parayao, Director of Nursing Operations - Provident Hospital, Nursing Administration

Michele Spikes-Cain, Associate Director Of Nursing, Public Health Nursing

James Nelson, Manager of Clinical Data Analytics, Nursing Professional Development & Education

Danielle Fultz, Manager of Justice Involved Services, Behavioral Health Services*

Lindsey Roden, Manager of Patient Centered Care, Patient Care Services - CORE

Marquietta Hayes, Manager of Population Health and Performance Improvement, CountyCare

Ravanna Bey, Nurse Coordinator II, Provident-MICU, Nursing Administration*

Welcome

New Hires

Yvette Johnson, Nurse Coordinator II, General Medicine - 7W, Nursing Administration

Anthony White, Building Service Supervisor, Environmental Services - Cermak

Susan Clary, Laboratory Services Supervisor, Transfusion Medicine



Congratulations

Promotions

LaShondra Brown, Director of Ambulatory Specialty Care, ACHN

Alecia Boyd, Director of Community Engagement and Health Education, Public Health

Maeve Dixon, Director of Projects and Strategic Initiatives, CountyCare

Rosibell Arcia Diaz, Residency Program Director, Pediatrics - Medicine

Bozena Miltko, Manager of Complex Care Coordination, CountyCare

Maya Vargas, Special Investigations Unit Manager, Corporate Compliance Administration

Keisha French, Supervisor of Revenue Cycle -Training and Quality Assurance, Revenue Cycle

Recognition



COOK COUNTY
HEALTH

3rd Annual Provident Scholarship

Cook County Health, in partnership with Cook County government, has launched the third year of the Provident Scholarship.

The program awards future health care professionals with scholarships between \$10,000-\$20,000.

Scholarships will support awardees who are from, and dedicated to serving, underrepresented communities in Cook County.

For more information:

cookcountyhealth.org/about/careers/provident-scholarship-fund/



**Deadline
May 10**

Commission on Cancer Accreditation

Stroger Hospital's Cancer Center earned full accreditation by the Commission on Cancer, a program of the American College of Surgeons.

Accreditation signifies that Stroger Hospital provides comprehensive, state-of-the-art cancer care. Congratulations to the multidisciplinary team who supported this effort!



A **QUALITY PROGRAM**
of the AMERICAN COLLEGE
OF SURGEONS

Total Health Talks

Cook County Health's podcast, Total Health Talks, is now live!

The goal is to offer a wide range of consumer-focused health topics to elevate CCH's profile and drive interest in the health system as a provider of care.

Visit www.cookcountyhealth.org/podcast or wherever you stream your podcasts to listen!



Honoring Black Maternal Health Week

In honor of Black Maternal Health Week, April 11-17, Cook County Health showcased several physicians on social media to discuss the importance of health equity.

CCH leaders also led a Facebook Live discussion where they talked about what to expect during delivery, and how to care for oneself after delivery.

Thank you to the panelists for highlighting this important topic!



Doctor of the Year

Dr. Chantal Tinfang

Congratulations to Dr. Chantal Tinfang, Family Medicine physician at Provident's Sengstacke Health Center for being voted as Cook County Health's 2024 Doctor of the Year.

Dr. Tinfang has been with Cook County Health since 2009. She is dedicated to preventive care and has worked on several federally-funded projects centered around blood pressure control, particularly with African American patients, including an ongoing project sponsored by the American College of Preventive Medicine in collaboration with the Centers for Disease Control and Prevention.

Congratulations!



Johnson & Johnson Nurse Innovation Fellowship Powered by Penn Nursing and the Wharton School

Beena Peters and Beth Vaclavik

Congratulations to Beena Peters and Beth Vaclavik on being selected as part of the Johnson & Johnson Nurse Innovation Fellowship, powered by Penn Nursing and the Wharton School!

This one-year, team-based nursing fellowship is focused on powering-up nurse-led innovation and leadership within health systems to drive transformative change.



DAISY Award Winner

Rafael Medrano

Congratulations to Rafael Medrano, a perioperative nurse at Provident Hospital, for being recognized as a DAISY Award honoree!

The DAISY Award is a recognition program to celebrate and recognize nurses by collecting nominations from patients, families, and co-workers.



PER21C Graduation

Saadia Carter

Congratulations to Superintendent Saadia Carter for graduating from the PER21C program at the Illinois Law Enforcement Training and Standards Board Executive Institute!

The program is an executive development program designed to expand and enhance senior law enforcement leaders' strategic leadership knowledge, skills, and abilities.



COOK COUNTY
HEALTH

Patient Safety & Experience Poster Fair

Thank you to those who participated in the Patient Safety and Experience Week Poster Fair during our recognition week held April 1-5!

Audience Choice 1st Place	Most Innovative 1st Place	Most Impactful 1st Place	Best Team Project 1st Place	Best Research 1st Place
<p>“Joy in Work”</p> <p>Linda Liu Jasmine Thomas</p> <p>COOK COUNTY HEALTH</p>	<p>“Putting Women’s Health in the Hands of Women and Their Providers: Digital Solutions with Measurable and Meaningful Outcomes”</p> <p>Ashlesha Patel Kelly Metoyer Yoselin Colorado Shalonda Carter Fidel Abrego</p>	<p>“Hey Doc, call me back.” Improving Clinic Phone Line Access for Patient Safety and Satisfaction</p> <p>Reshma Mohiuddin Michael Davidovich Ena Mahapatra</p>	<p>“Joy in Work”</p> <p>Linda Liu Jasmine Thomas</p>	<p>“Feasibility, Acceptability, and Clinical Effectiveness of Advanced Practice Nurse-led Virtual Clinically Integrated Practice Model for the management of Gastroesophageal Reflux Disease in an Outpatient Setting: A Comparative Study (FACE Study)”</p> <p>Simi Joseph</p>
	Most Innovative 2nd Place	Most Impactful 2nd Place	Best Team Project 2nd Place	Best Research 2nd Place
	<p>“Reducing Sitter Cases to Support Safe Patient Care”</p> <p>Gins Thachil</p>	<p>“HBIA-IS Outreach Initiative”</p> <p>Sabrina Dominguez Jennifer Cisneros Juan Guerro Nicolas Ramos Brenda Cortina Rose Veliz Kayla Brown Catherine Huber</p>	<p>“Patient Safety and Process Improvement Project to Reduce Medication Error in Cardiac ICU”</p> <p>Indu Abraham Feby George Sherly Chorath, Douglas Hilo Everett Johnson- Hobson</p>	<p>“Stratification of Severe Maternal Morbidity and Mortality by Race and Ethnicity”</p> <p>Joy Ungaretti Megan Adam Kelly Metoyer</p>



Special congratulations to the winners of the 2024 Patient Safety Week Poster Fair!

Strategic Plan Update













COOK COUNTY
HEALTH

Strategic Initiatives













April 2024



Accomplished

-  Launched acute case management solutions optimization project to reduce length of stay/readmissions/improve revenue capture
-  Cermak's baseline review for Pathway to Excellence completed
-  Social media videos posted recognizing Black Maternal Health Week
-  The lab began acetaminophen and aspirin testing at Provident
-  Provident completed the first left thyroid lobectomy
-  Capital Equipment: 1). Completed four contracts for \$1.075M in capital purchases for bladder scanning, GI scopes, MRI patient Monitors; 2). Cermak Pharmacy replaced 100 pieces of equipment; 3). Completed workstation on wheels project
-  Began scanning vaccinations to automate capture of lot numbers and expirations
-  Concluded the pilot agency request process with Lab
-  Onboarded two hematologists from University of Illinois Health
-  Updated accelerated hiring to provide preference to contractors/interns and exclude contractors with poor performance

Coming Soon

-  Re-designing the geo-localization project to improve patient throughput
-  CCDPH will be launching advertising for the "Let's Get Checked" program to provide home Gonorrhea, Chlamydia and HIV testing
-  CountyCare expanding provider network and expand access for eating disorder treatment
-  Provident and CountyCare are planning a Men's Health Fair scheduled June 8, 2024
-  Updating current procedural terminology codes for Press Ganey Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and Systems Survey
-  Review viability of performing pacemaker insertions and OMFS services at Provident
-  Hosting a cardiology physician education/networking event
-  TigerConnect, digital whiteboard and door sign installation at Provident
-  Completing process enhancements to the Contract Oversight Committee
-  Updated electronic medical record to add nurse orders for vaccines (MMR and Varicella) from CDPH inventory for shelters
-  Provident implementing Stroger's death certificate signing process
-  CountyCare developing a provider directory to improve search functionality

Robotic Surgery Program



Dr. Alex Sauper

Chair of Surgical Critical Care

Head of the Robotics Steering Committee



COOK COUNTY
HEALTH

Program Launch

Robotic Steering Committee formed late 2023

Close partnership with Intuitive Surgical (da Vinci surgical robot)

Staff and Surgeon Training started in the weeks leading up to launch day

March 8, 2024

- OR Room 6 opened for dedicated robotic assisted surgery
- General Surgery - Dr. Sauper
- First robotic assisted surgery case at CCH



Program Expansion

April 5, 2024

- Second OR Room16 opened
- Urology - Dr. Dobbs
- Thoracic Surgery - Dr. Geissen

April 9, 2024

- Gynecologic Oncology - Dr. Nieves-Neira

April 22, 2024

- Bariatric Surgery - Dr. Makiewicz

• April 26, 2024

- Colon Rectal Surgery - Drs. Chaudhry and Bianchi

• June 12, 2024

- Benign Gynecology - Dr. Tate

• TBD

- ENT - Dr. Patel



Case Volume

General Surgery: 29 procedures to date

- Cholecystectomy: 11
- Ventral hernia: 9
- Inguinal hernia: 7
- Appendectomy: 2

Urology: 3

Thoracic Surgery: 2

Gynecology Oncology: 3

Total procedures: 37

Anticipated additional procedures in April: 25+



Promoting Robotic-Assisted Surgery

Successful ribbon cutting

- More than 40 news placements
- \$1.5M ad value equivalency

New webpage

Multiple videos created in English and Spanish

Videos are being “boosted” across social media channels to increase visibility



COOK COUNTY
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Administrative & Legislative Updates



COOK COUNTY
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Legislative Updates – Local

The week of March 11th, CCH leadership appeared before the following Cook County Board committees to provide testimony and respond to questions from Commissioners.

- **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.
- **Health & Hospitals Committee** – Dr. LaMar Hasbrouck, Cook County Department of Public Health’s (CCDPH) Chief Operating Officer presented to the committee CCH’s Quarterly COVID-19 & Infectious Disease Update.

Legislative Updates – State

There are no General Assembly session days scheduled. Legislators will return to Springfield April 30 for the remainder of the 2023 spring session. The scheduled adjournment date is May 24, and the state fiscal year ends June 30.

- [Senator Ann Gillespie](#) (D-27, Arlington Heights) was appointed by Governor Pritzker to be the Director of the [Illinois Department of Insurance](#). Gillespie is a health care attorney and was the Senate sponsor of legislation in 2023 that establishes a state-based health insurance exchange/marketplace starting in plan year 2026. CCH’s Arlington Heights Health Center is in Senate District 27. A replacement for Gillespie has not been appointed.

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 on the immigrant adults and seniors’ programs that have 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. Despite having over a dozen co-sponsors, these bills were not assigned for committee hearings and have not met the committee passage deadlines.
- 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.

Legislative Updates – Federal

FY 2024 Appropriations Process

- On March 23, the President signed on the second and final FY 2024 “minibus,” the Further Consolidated Appropriations Act, 2024. The bipartisan negotiated bill funds the federal agencies covered by six of the annual appropriations bills, including the one which funds the U.S. Department of Health and Human Services (HHS), through September 2024, the end of the current fiscal year.
- While most of the federal funding drawn down by Cook County Health flows through the mandatory Medicaid program, discretionary funding for HHS includes public health and behavioral health programs of interest. Overall, the White House and Senate negotiators were able to maintain level funding for many programs in the face of deep cuts called for by the House.
- Ending the HIV (EHE) Initiative and Other Federal HIV Program Appropriations
- Health Resources and Services Administration (HRSA) Ryan White Program Total: 2.571 billion, the same as FY 2023 enacted.
- HRSA Ryan White Program EHE: \$165.0 million, the same as FY 2023 enacted.
- Minority HIV/AIDS Fund: \$60.0 million, the same as FY 2023 enacted.
- Public Health Infrastructure Funding: \$350 million, the same as FY 2023 enacted.
- 988 Suicide & Crisis Lifeline: \$519.618million, \$18 million over FY 2023 enacted.
- State Opioid Response Grants: \$1.575 billion, the same as FY 2023 enacted.
- Substance Use Prevention, Treatment, and Recovery Services Block Grant: \$2.008 billion, same as FY 2023 enacted.
- Community Mental Health Services Block Grant: \$1.007 billion, the same as FY 2023 enacted.
- HRSA Behavioral Health Workforce Development & SUD Treatment and Recovery Loan Programs: \$153 billion, the same as FY 2023 enacted.
- Substance Abuse and Mental Health Services Administration (SAMHSA) Minority Fellowship Programs: \$19.516 million, the same as FY 2023 enacted.

Legislative Updates –Federal- Cont’d

FY 2025 Budget and Appropriations Process

- Congress has begun working on FY 2025 appropriations, which begins October 1, with HHS Secretary Javier Becerra and other Administration officials appearing before the House and Senate Budget Committees, Appropriations Committees and Authorizing Committees to promote and defend the President’s budget proposals. Most observers believe that at least one continuing resolution will be required to extend current year funding past the November elections.

Public Health Legislation

- On March 19, the House passed H.R. 766, the Dr. Michael C. Burgess Preventive Health Savings Act, by voice vote. The bill would require the Congressional Budget Office (CBO) to determine if proposed use of preventive health legislation would reduce federal spending beyond the usual 10-year budget window, if requested by Congress. While these evaluations would not be used for official scoring under “paygo” rules, such CBO findings help make the case for health measures which would produce longer term savings.

Biden-Harris Administration Action

- On March 18, the President signed an [Executive Order](#) to prioritize federal support for women’s health research and related initiatives. The executive order requires the relevant federal agencies to strengthen women’s health research and data standards.
- On March 27, CMS issued a final rule aimed at simplifying enrollment and renewals in Medicaid, Children’s Health Insurance Program (CHIP). The rule, initially proposed in 2022, will standardize processes and apply ACA consumer protections across states. It also eliminates annual and lifetime limits for children, permits children to maintain CHIP coverage whether or not their family is able to pay premiums, and smooths the transfer of children from Medicaid to CHIP when family income rises.

Media Dashboard



COOK COUNTY
HEALTH

Earned Media Dashboard: March 18 – April 21, 2024



Total Media Placements

546



Total Reach

1.1 Billion



Total Media Value

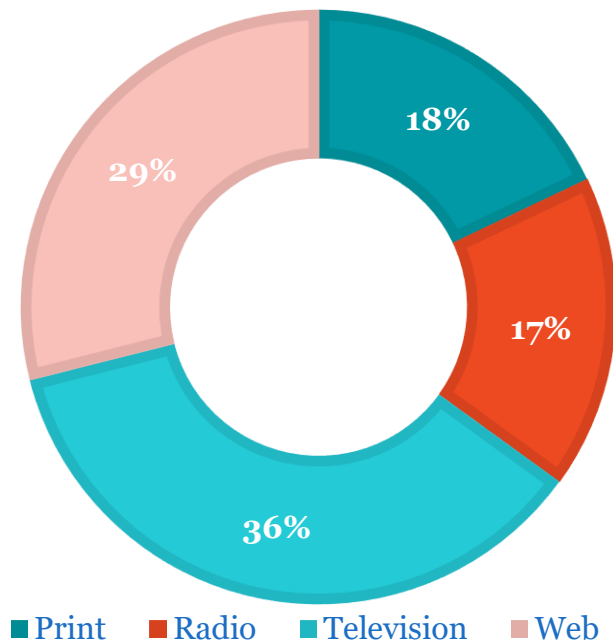
\$10.1 Million

Top 5 Local Media Outlets

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

Media Dashboard: March 18 – April 21, 2024

Media Outlet Type



Most Common Topics

1. Measles
2. Robotic Surgery Launch
3. TB/New Arrivals
Healthcare
4. Ophthalmology/Eclipse
Safety
5. CCDPH Marketing
Campaign

Top Headlines



Alarming number of Chicago children may have been exposed to lead-contaminated water: Study



Cook County Department of Public Health rolls out new graphic novel campaign to raise public awareness



CDC issues measles alert with cases detected in 17 states



Cook County Jail's inmate opioid treatment programs SMART and THRIVE are trailblazers in Illinois



Lyme disease cases have gone up in the U.S. Here's why – and how – to protect yourself



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



Eye doctors will be on high alert after eclipse

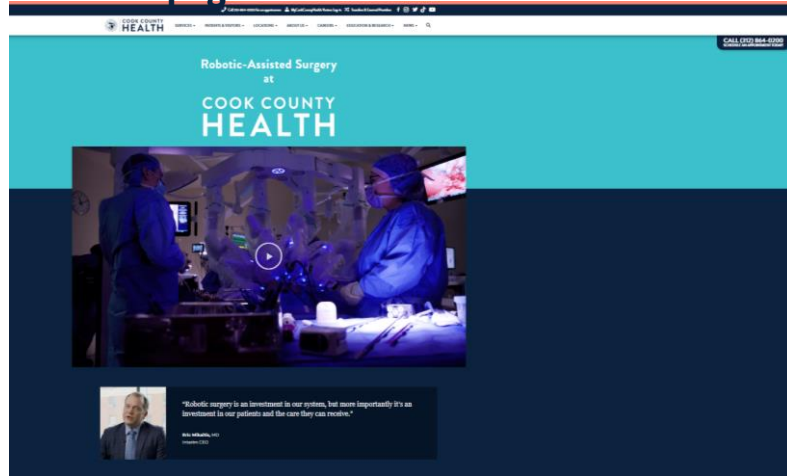


Ya Están Abiertas las Solicitudes del Fondo de Becas Provident



Robotic Surgery Launch

New webpage



Media



New robotic surgery program launches in Cook County



Promotional Video



Social Media Paid Promotion



Press Conference



Social Media Report

March 18 – April 21, 2024



COOK COUNTY
HEALTH

Social Media Summary

March – April Activity

During March 18 – April 21, 2024, the communications team posted content on Facebook, Twitter, Instagram and LinkedIn for Cook County Health.

Facebook – 66 posts

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

Twitter – 66

<https://twitter.com/CookCtyHealth>

Instagram – 70 posts (includes stories and IGTV)

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

LinkedIn – 67 posts

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

Social Media Summary

As of April 22

Twitter

- Impressions: **11.5K** (up **12%**)
- Post Link Clicks: **36** (up **9%**)
- Engagements: **180** (up **22%**)
- Followers: **4,759** (up **9**)

LinkedIn

- Impressions: **50.9K**
- Page Views: **3.0K**
- Engagements: **3.2K**
- Followers: **13.4K** (up **323**)

Facebook

- Total impressions: **91.4K**
- Post engagement: **2.8K**
- Post reach: **44.4K** (up **4%**)
- Page followers: **8,769** (up **78**)

Instagram

- Impressions: **23.8K** (up **3%**)
- Engagement: **823**
- Profile visits: **624**
- Followers: **3,438** (up **34**)

Black Maternal Health Week

Social Media Outreach

“What does Black Maternal Health mean to me?”



“How does Cook County Health work to ensure equitable maternal healthcare?”



Facebook Live: Honoring Black Maternal Health



Thank you for conversation!!! 🙌

Thank you so much for this, great information!

Great conversation and education!



Facebook

March 18 – April 21, 2024



COOK COUNTY
HEALTH

Facebook Insights

March 18 – April 21, 2024

Top Performing Posts (Organic)

Cook County Health
Published by Meltwater Engage · March 27 at 9:00 AM · 🌐

Cook County Health is hiring! Join us tomorrow, March 28 for a series of job fairs for surgery, pharmacy, and nursing positions.

Submit an online application prior to the event and visit the link below to find out more information. <https://cookcountyhealth.org/join-our-team/>

Job Summary
The Operating Room Clinical Nurse I is specially trained to practice nursing during the Perioperative period. The dimensions of practice range from preoperative assessment to intra operative intervention to postoperative evaluation. It is a practice designed to meet a patient's needs through the nursing process ensuring continuity of care during the surgical experience.

Benefits

- 100% tuition reimbursement for nursing-related programs during employment with Cook County Health
- Pension Plan
- 4 weeks' Vacation 0-1 years of service
- 5 Weeks' Vacation 1+ years of service
- 3 weeks Sick leave annually
- Sick and Vacation days roll over
- 12 Holidays + 1 Floating Holiday
- Evening, nights, and weekend shift differentials
- Medical, Dental, and Vision Coverage
- Basic Term Life Insurance
- Deferred Compensation Program

Apply Today
cookcountyhealth.org/join-our-team/

Questions? Call 312-864-0430.
COOK COUNTY HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER

GENERAL METRICS

8	0	7	7.17%
Reactions	Comments	Shares	Eng. Rate

REACTIONS

13	2	0
Like	Love	Wow
0	0	0
Haha	Sorry	Angry

REACH

1,730	1,730	0
Total	Organic	Paid

IMPRESSIONS

1,812	1,812	0
Total	Organic	Paid

Cook County Health
Published by Meltwater Engage · April 9 at 4:22 PM · 🌐

¡Atención estudiantes de salud! El periodo de solicitud para el Fondo de Becas del Hospital Provident 2024 ya está abierto. Las becas otorgan hasta \$20,000 a estudiantes que provienen de comunidades desatendidas y están comprometidos al mejoramiento de ellas. ¡Solicite ahora e invierta en su futuro! <https://cookcountyhealth.org/.../provident-scholarship-fund/>

GENERAL METRICS

3	0	4	1.99%
Reactions	Comments	Shares	Eng. Rate

REACTIONS

5	0	0
Like	Love	Wow
0	0	0
Haha	Sorry	Angry

REACH

1,460	1,460	0
Total	Organic	Paid

IMPRESSIONS

1,595	1,595	0
Total	Organic	Paid

Anuncio de la Beca Provident

\$10,000

Becas Universitarias para Estudiantes de Pregrado y Salud Aliada

FECHA LIMITE : 10 DE MAYO

Anuncio de la Beca Provident

\$20,000

Beca para Profesionales de la Salud

FECHA LIMITE : 10 DE MAYO


Facebook Insights

March 18 – April 21, 2024

Top Performing Posts (Boosted)

Cook County Health Published by Meltwater Engage · April 17 at 4:49 PM ·

Cook County Health has launched a new robotic surgery program! We are proud to offer this advanced surgical technology to our patients.



COOKCOUNTYHEALTH.ORG
Robotic Assisted Surgery – Cook County Health [Learn more](#)

VIDEO METRICS			
1,682	53	6,463	
Minutes Watched	Organic Views	Paid Views	

GENERAL METRICS			
8	0	1	0.35%
Reactions	Comments	Shares	Eng. Rate

REACTIONS			
8	1	1	
Like	Love	Wow	
1	0	0	
Haha	Sorry	Angry	

REACH		
7,952	147	7,856
Total	Organic	Paid

IMPRESSIONS		
12,919	155	12,764
Total	Organic	Paid

Cook County Health's Discussion on Black Maternal Health Recorded live



Ashlesha Patel MD MPH MsQS
Associate Chair Ob-Gyn

Dr. Whitney Lyn

Dr. Kristen Myhand

here talking about the important

VIDEO METRICS			
2,727	381	3,297	
Minutes Watched	Organic Views	Paid Views	

GENERAL METRICS			
77	15	24	6.2%
Reactions	Comments	Shares	Eng. Rate

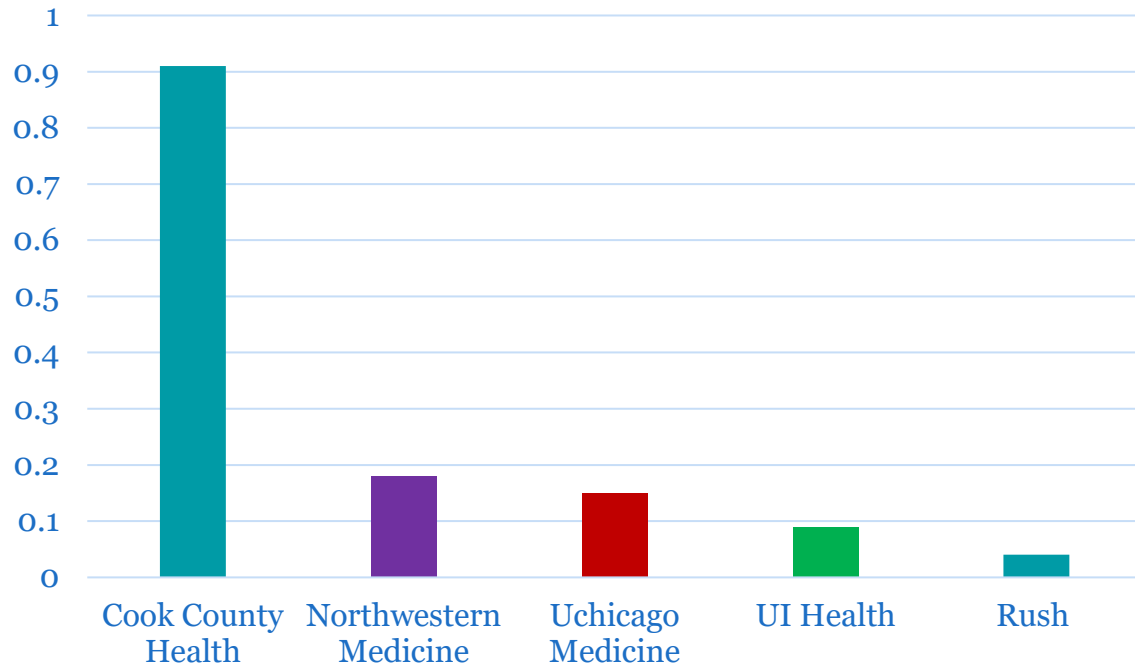
REACTIONS			
66	39	0	
Like	Love	Wow	
0	0	0	
Haha	Sorry	Angry	

REACH		
6,947	778	6,188
Total	Organic	Paid

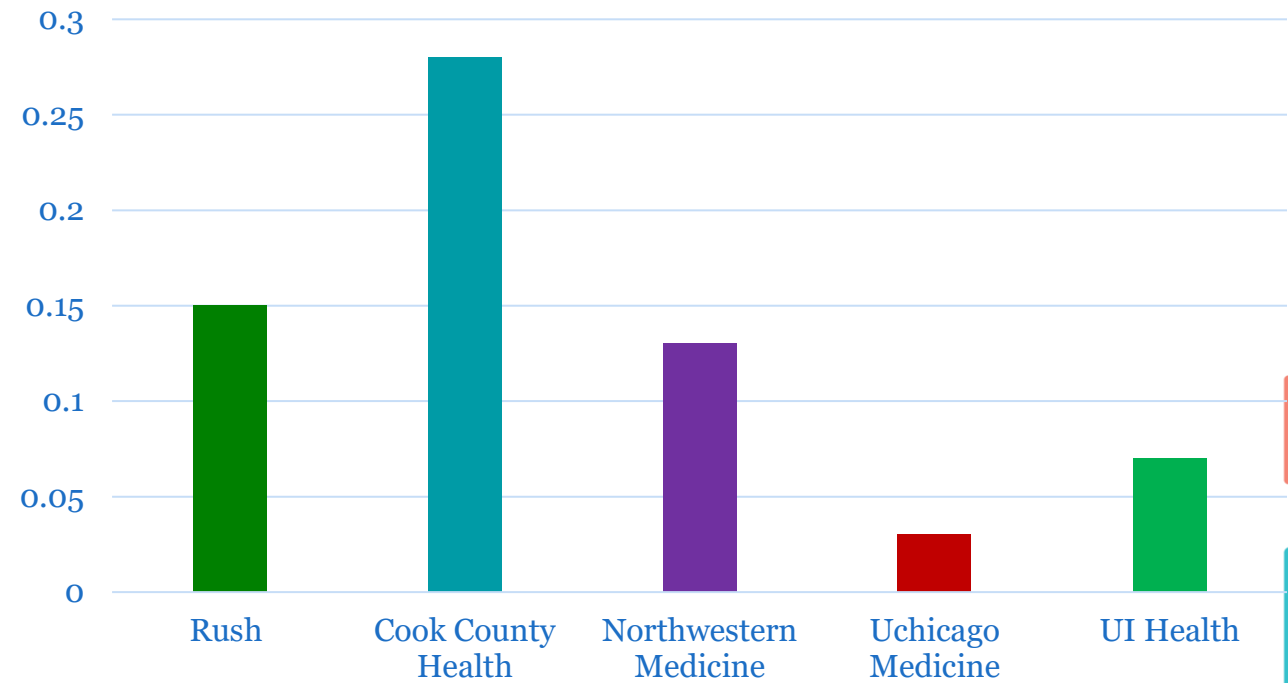
IMPRESSIONS		
11,746	817	10,929
Total	Organic	Paid

Facebook Benchmarking

Fan Growth by Percentage



Engagement Rate per Post



Twitter

March 18 – April 21, 2024



COOK COUNTY
HEALTH

Twitter Insights

March 18 – April 21, 2024

Top Performing Posts

Cook County Health
@CookCtyHealth Promote

Do you know your heart history? Cook County Health Cardiologist Dr. Yasmee Golzar talks about what women need to know about heart disease. This Women's History Month, prioritize your health. Make a doctor's appointment today.

Women's History Month

COOK COUNTY HEALTH

1:24

GENERAL METRICS

1,544 Impressions	20 Engagements	7 Likes
2 Retweets	0 Replies	

VIEWS

248 Video	0 Media
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Cook County Health
@CookCtyHealth Promote

Dr. Priscilla Ware, medical director for Cook County Health's Cermak Health, talks with ABC 7 about work to treat substance use disorder at Cook County Jail.

OPIOD TREATMENT PROGRAM
Cook County Jail's inmate opioid treatment programs SMART and THRIVE are trailblazer...

From abc7chicago.com

GENERAL METRICS

514 Impressions	18 Engagements	3 Likes
2 Retweets	0 Replies	

VIEWS

0 Video	0 Media
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CLICKS

12 URL

Instagram

March 18 – April 21, 2024



COOK COUNTY
HEALTH

Instagram Insights

March 18 – April 21, 2024

Top Performing Posts



cookcountyhealth •

cookcountyhealth • 3w
Turn classic deviled eggs into a fun Easter centerpiece with this heart healthy recipe [LINK IN BIO.](#)

#easterrecipe

No comments yet.
Start the conversation.

GENERAL METRICS

3 Likes	0 Comments	2.56% Eng. Rate
--- Video Views	6 Saves	

REACH & IMPRESSIONS

690 Reach	703 Impressions
-----------	-----------------

3 likes
March 26

Add a comment...



cookcountyhealth •

cookcountyhealth • 3w
March 30 is National Doctor's Day, a special day dedicated to those who care and comfort us when we are sick. We are grateful for the hard work of Cook County Health physicians who help better the lives of Cook County residents.

commissionerdennis 2w
Happy Doctors Day!
Reply ...

yanetflorentino 3w
Felicidades @arielisprz, estamos orgullosos de ti. un abrazo desde

GENERAL METRICS

61 Likes	2 Comments	11.08% Eng. Rate
--- Video Views	1 Saves	

REACH & IMPRESSIONS

591 Reach	695 Impressions
-----------	-----------------

61 likes
March 30

Add a comment...

LinkedIn

March 18 – April 21, 2024



COOK COUNTY
HEALTH

LinkedIn Insights

March 18 – April 21, 2024

Top Performing Posts

Cook County Health
13,408 followers
1w • 🌐

Cook County Government and Cook County Health announce the 2024 Provident Scholarship Fund to support students who are from, and committed to caring for, underserved communities. Learn more at <https://lnkd.in/gPGZXdn>



GENERAL METRICS

29 Likes	0 Comments	10 Shares	123 Clicks
7.03% Engagement Rate		2,304 Impressions	

Cook County Health
13,408 followers
2w • 🌐

Dr. Priscilla Ware, medical director for Cook County Health's Cermak Health, talks with ABC 7 about work to treat substance use disorder at Cook County Jail.

https://lnkd.in/g_rDfRqB



Cook County Jail's inmate opioid treatment programs SMART and THRIVE are trailblazers in Illinois

GENERAL METRICS

41 Likes	0 Comments	4 Shares	66 Clicks
6.08% Engagement Rate		1,826 Impressions	

Finance Metrics



COOK COUNTY
HEALTH

Executive Summary: Statement of Financial Condition – February 29, 2024

- On an accrual basis, interim financials show that CCH ended February with a **\$125.5M favorable** variance to budget. On a cash basis, the County's preliminary cash report on revenues and expenses shows a **\$36.5M 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 **\$1.4M favorable** variance to budget due to higher than budgeted membership
 - Membership just over 435,000, which is 15.4% greater than budgeted

Financial Results – February 29, 2024

Dollars in 000s	FY2024 Actual	FY2024 Budget	Variance	%	FY2023 Actual
Revenue					
Net Patient Service Revenue (1)	\$337,085	\$293,668	\$43,417	14.78%	\$109,075
Government Support (2)	\$94,831	\$92,665	\$2,166	2.34%	\$88,503
Adjusted NPSR	\$431,916	\$386,333	\$45,584	11.80%	\$197,579
CountyCare Capitation Revenue	\$795,942	\$703,085	\$92,857	13.21%	\$751,454
Other	\$20,336	\$5,500	\$14,836	269.74%	\$3,786
Total Revenue	\$1,248,194	\$1,094,918	\$153,276	14.00%	\$952,819
Operating Expenses					
Salaries & Benefits	\$180,009	\$211,397	\$31,388	14.85%	\$173,185
Overtime	\$14,073	\$11,346	(\$2,727)	-24.03%	\$13,389
Supplies & Pharmaceuticals	\$42,557	\$37,312	(\$5,245)	-14.06%	\$47,086
Purchased Services & Other	\$177,384	\$220,207	\$42,823	19.45%	\$146,436
Medical Claims Expense (1)	\$757,840	\$664,393	(\$93,448)	-14.07%	\$737,689
Insurance	\$7,472	\$7,747	\$275	3.55%	\$15,876
Utilities	\$2,342	\$1,838	(\$504)	-27.41%	\$3,158
Total Operating Expenses	\$1,181,678	\$1,154,239	(\$27,439)	-2.38%	\$1,136,819
Operating Margin	\$66,516	(\$59,321)	\$125,838	-212.13%	(\$184,000)
Non-Operating Revenue	\$39,133	\$39,426	(\$293)	-0.74%	\$34,968
Net Income (Loss)	\$105,649	(\$19,895)	\$125,544	-631.03%	(\$149,032)

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: February, 2024

Key Revenue Indicators

Patient Activity Stroger	2024 YTD Actual	2024 YTD Budget	%	2023 YTD Actual	2022 YTD Actual		Feb 2024 Actual	Feb 2023 Actual
Average Daily Census *	317	287	10.6%	297	278		295	276
Emergency Room Visits	22,673	20,212	12.2%	19,852	17,784		7,240	6,293
Surgeries	2,777	2,971	-6.5%	2,711	2,567		909	875

Patient Activity Provident	2024 YTD Actual	2024 YTD Budget	%	2023 YTD Actual	2022 YTD Actual		Feb 2024 Actual	Feb 2023 Actual
Average Daily Census *	23	21	8.1%	21	9		25	18
Emergency Room Visits	6,316	6,420	-1.6%	6,396	5,040		2,142	1,938
Surgeries	737	810	-9.0%	822	540		259	283

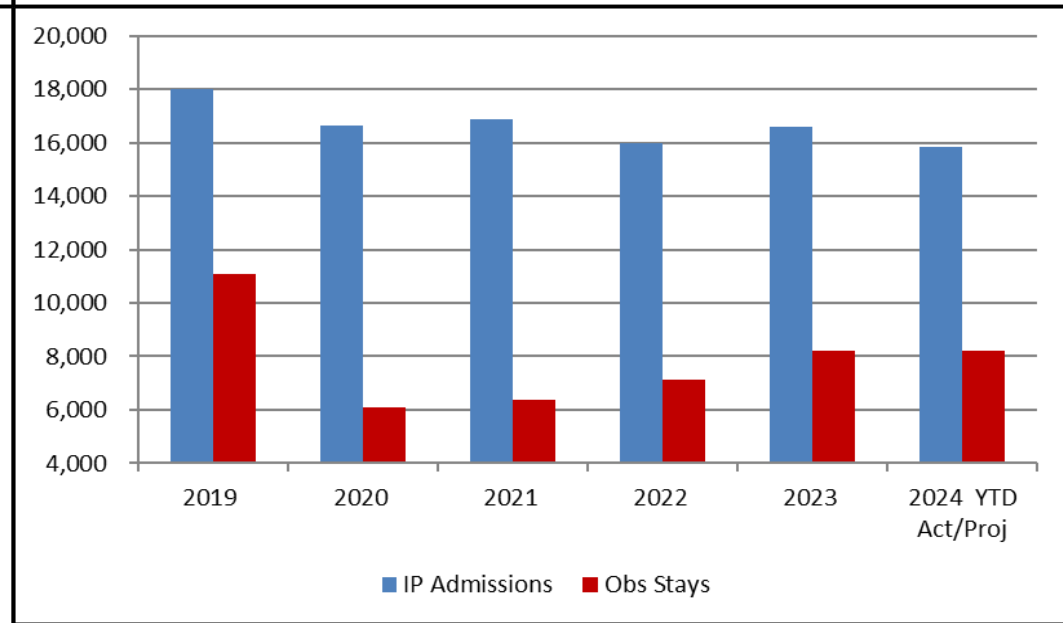
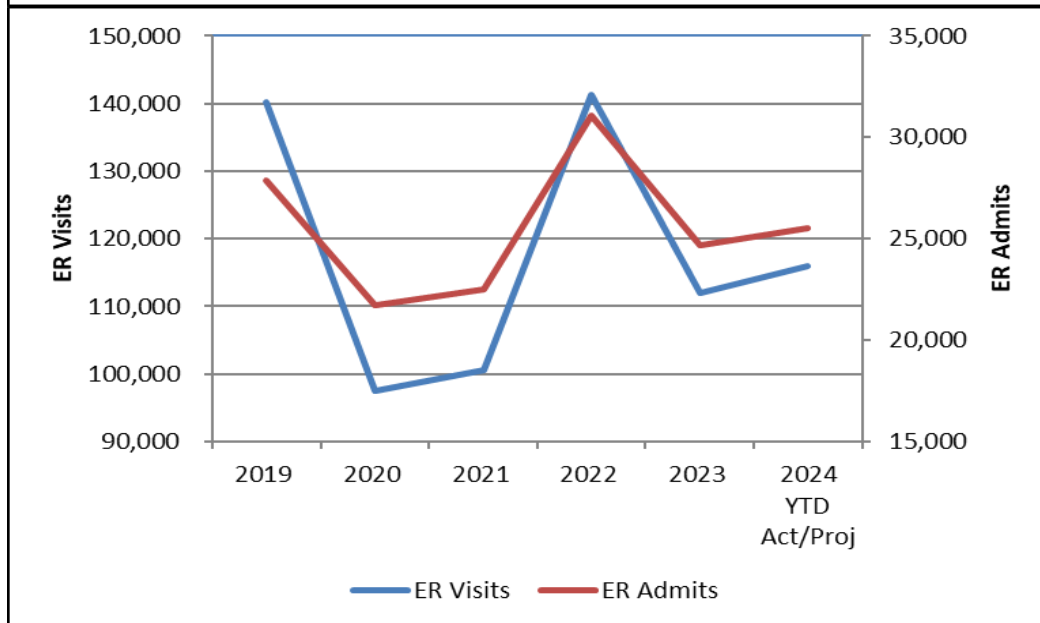
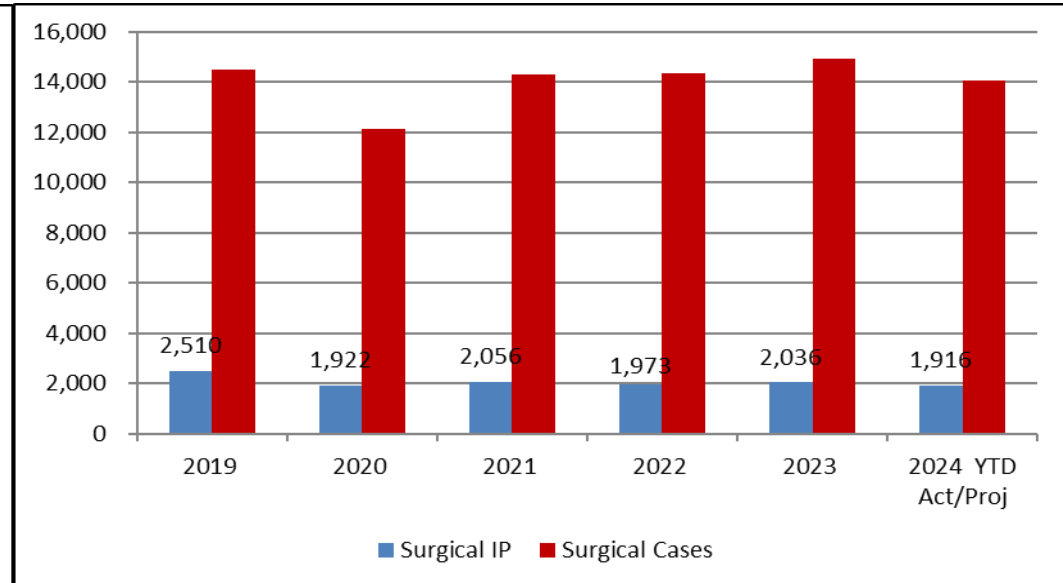
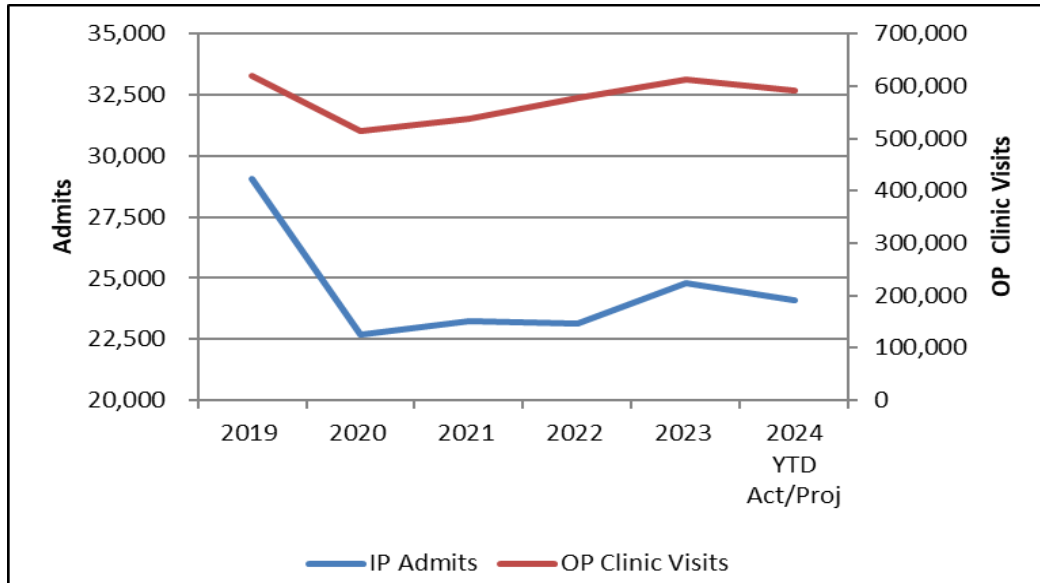
Patient Activity ACHN	2024 YTD Actual	2024 YTD Budget	%	2023 YTD Actual	2022 YTD Actual		Feb 2024 Actual	Feb 2023 Actual
Primary Care Visits	56,978	58,589	-2.7%	55,879	49,757		18,127	18,011
Specialty Care Visits	90,672	92,247	-1.7%	88,416	81,135		29,481	28,181

CountyCare Membership	2024 YTD Actual	2024 YTD Budget	%	2023 YTD Actual	2022 YTD Actual		Feb 2024 Actual	Feb 2023 Actual
Membership Count	431,431	390,615	10.4%	449,654	424,471		434,911	450,266

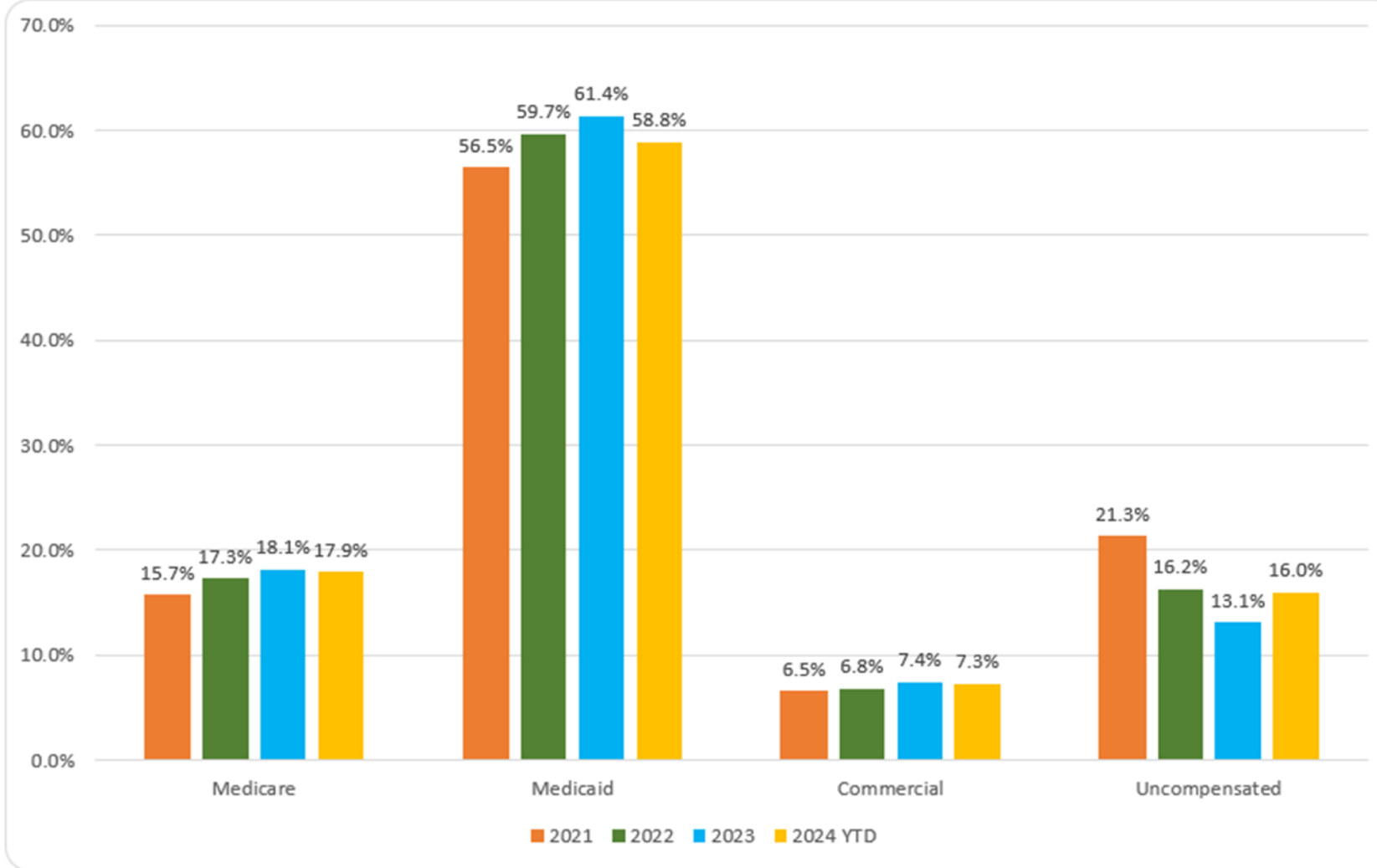
* Includes IP + Observations

Cook County Health

Operating Trends



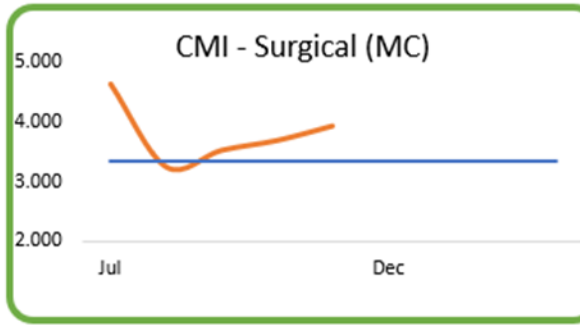
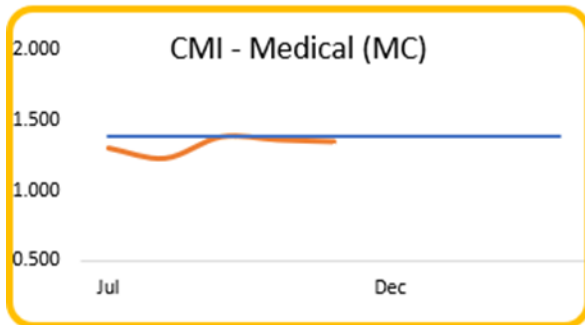
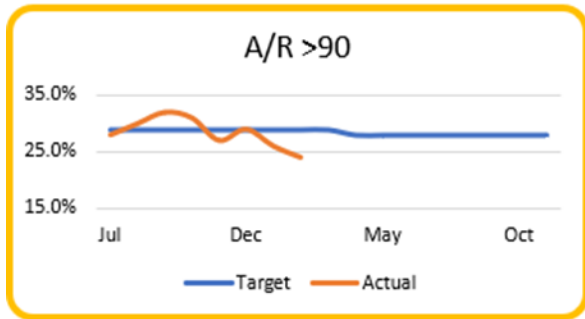
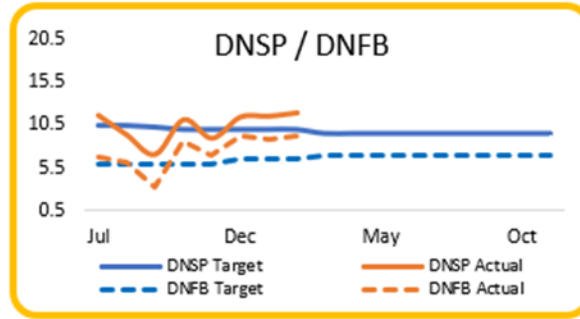
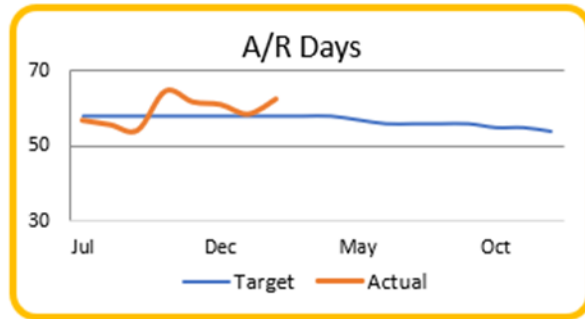
YTD Payer Mix – YoY Comparison



Commentary

- FY24 YTD reflects 3 months and should not necessarily be considered a trend.
- Jan-Feb Change:
 - Medicare: -0.04%
 - Medicaid: -0.08%
 - Commercial: +0.05%
 - Uncompensated: +0.07%
- 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%

Revenue Cycle KPI Trending



Commentary:

KPIs off target due to the Change Healthcare cyber-attack that occurred on 2/21/24. This resulted in removing data connections with them that has held claim and payment file activities. We are working directly with Change Healthcare to align operational readiness and expect to begin reconnection efforts late March. Additionally, we're engaged with another vendor (Experian) that can support our claim submission and payment posting needs through our emergency contract process. We expect to have claim submission restarted by the end of March and the backlog completed by the end of April.

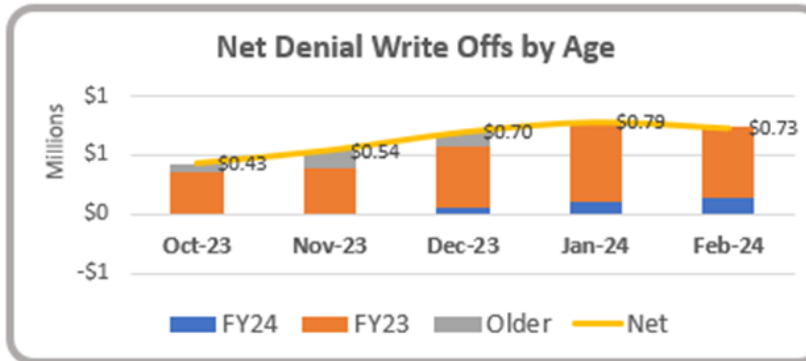
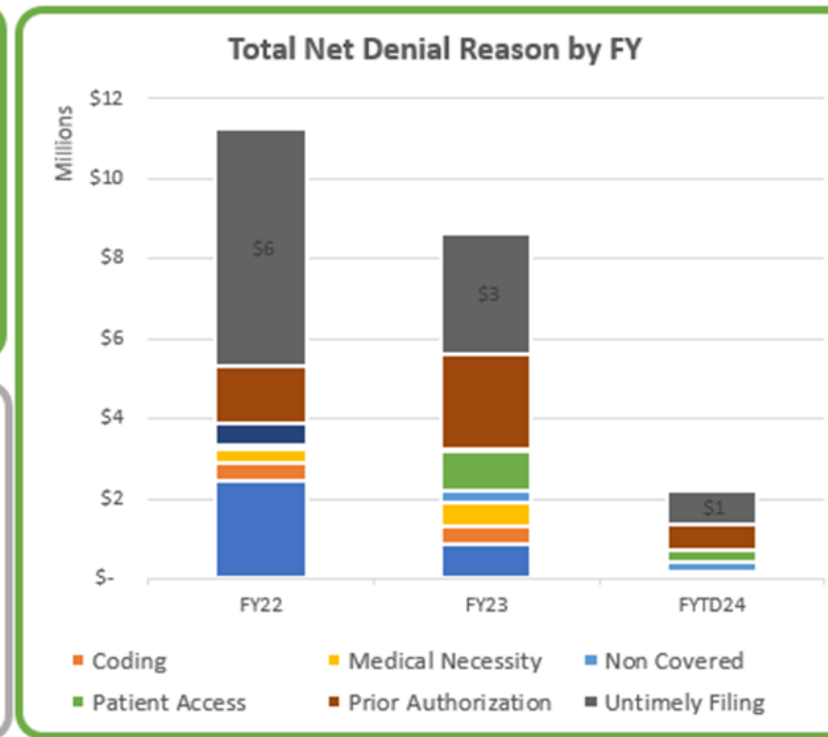
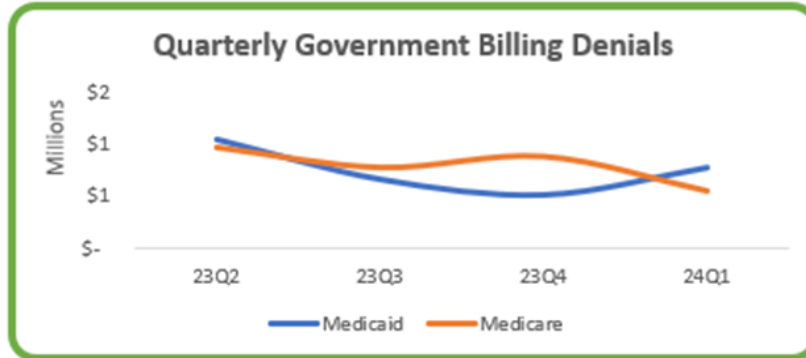
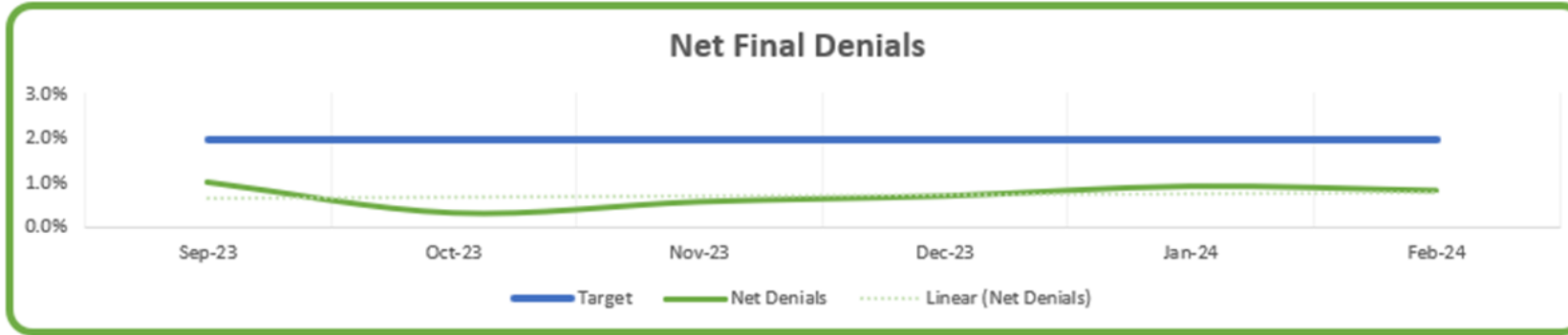
Definitions:

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	\$ 122,389
Other Uncompensated Care	108,284	135,655	91,800	91,800
Cermak & JTDC Health Services	90,293	100,779	116,848	115,439
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	\$ 422,361
% of Revenues *	36.9%	38.8%	30.3%	26.2%
% of Costs *	22.0%	23.1%	23.2%	24.4%

* Excludes Health Plan Services

Cook County Health

Savings Initiatives: February 29, 2024

Current Activities in Progress	Budgeted FY24 Impact	YTD Achieved	Status
<u>Revenue Cycle:</u>			
Chargemaster Review/Changes	2,750,000	690,000	
Revenue Recovery	3,930,000	-	
Point of Service Collections	300,000	20,000	
<u>County Care:</u>			
Care Coordination Initiatives	3,000,000	750,000	
<u>Health System:</u>			
Vendor Contract Negotiations	2,020,000	505,000	
	<u>\$ 12,000,000</u>	<u>\$ 1,965,000</u>	16%
		Goal 3/12th	25%

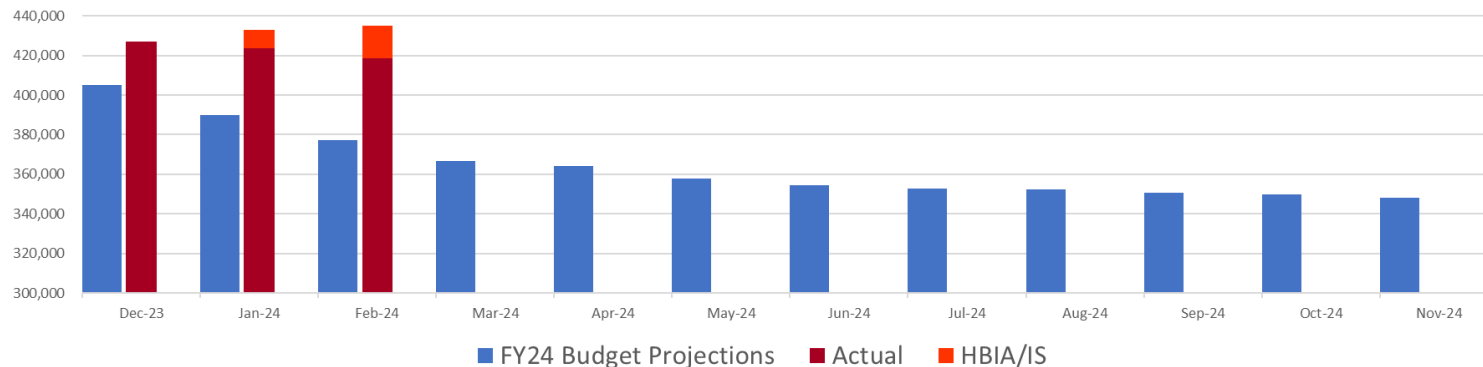
Health Plan Services Financial Results – February 29, 2024

Dollars in 000s except PMPM amounts	FY2024 Actual	FY2024 Budget	Variance	%	Fy23 Actual
Capitation Revenue	\$801,399	\$705,835	\$95,563	13.54%	\$741,707
Operating Expenses					
Clinical - CCH	\$22,525	\$30,450	\$7,925	26.03%	\$25,827
Clinical - External	\$735,203	\$633,511	(\$101,693)	(16.05%)	\$666,955
Administrative	\$42,278	\$41,874	(\$404)	(0.97%)	\$37,843
Total Expenses	\$800,007	\$705,835	(\$94,172)	(13.34%)	\$730,625
Operating Gain (Loss)	\$1,392	\$0	\$1,392		\$11,082
Activity Levels					
Member Months	1,294,988	1,171,844	123,144	10.51%	1,350,214
Monthly Membership	435,168	377,244	57,924	15.35%	450,478
CCH CountyCare Member Months	73,308	N/A	N/A	N/A	125,224
CCH % CountyCare Member Months	5.66%	N/A	N/A	N/A	9.27%
Operating Indicators					
Revenue Per Member Per Month (PMPM)	\$618.85	\$602.33	\$16.52	2.74%	\$549.33
Clinical Cost PMPM	\$585.12	\$566.59	(\$18.53)	(3.27%)	\$513.09
Medical Loss Ratio (1)	93.8%	94.1%	0.29%	0.30%	92.5%
Administrative Cost Ratio	5.2%	5.9%	0.70%	11.80%	5.0%
Total FTEs	346	435	89		

Commentary

- Total YTD member months are exceeding budget by 123,144 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 \$1.3M

CountyCare Membership



Notes:

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

Human Resources Metrics



COOK COUNTY
HEALTH

HR Optimization Vendor Overview

Vendors to partner with HR to optimize operations and accelerate hiring.

Slalom

Process Optimization for Hiring & Recruiting

- Process Standardization & Training Support
- Portfolio Management & Vendor Integration
- Data Management & Reporting
- Communications Management
- Technology Enablement

Deloitte

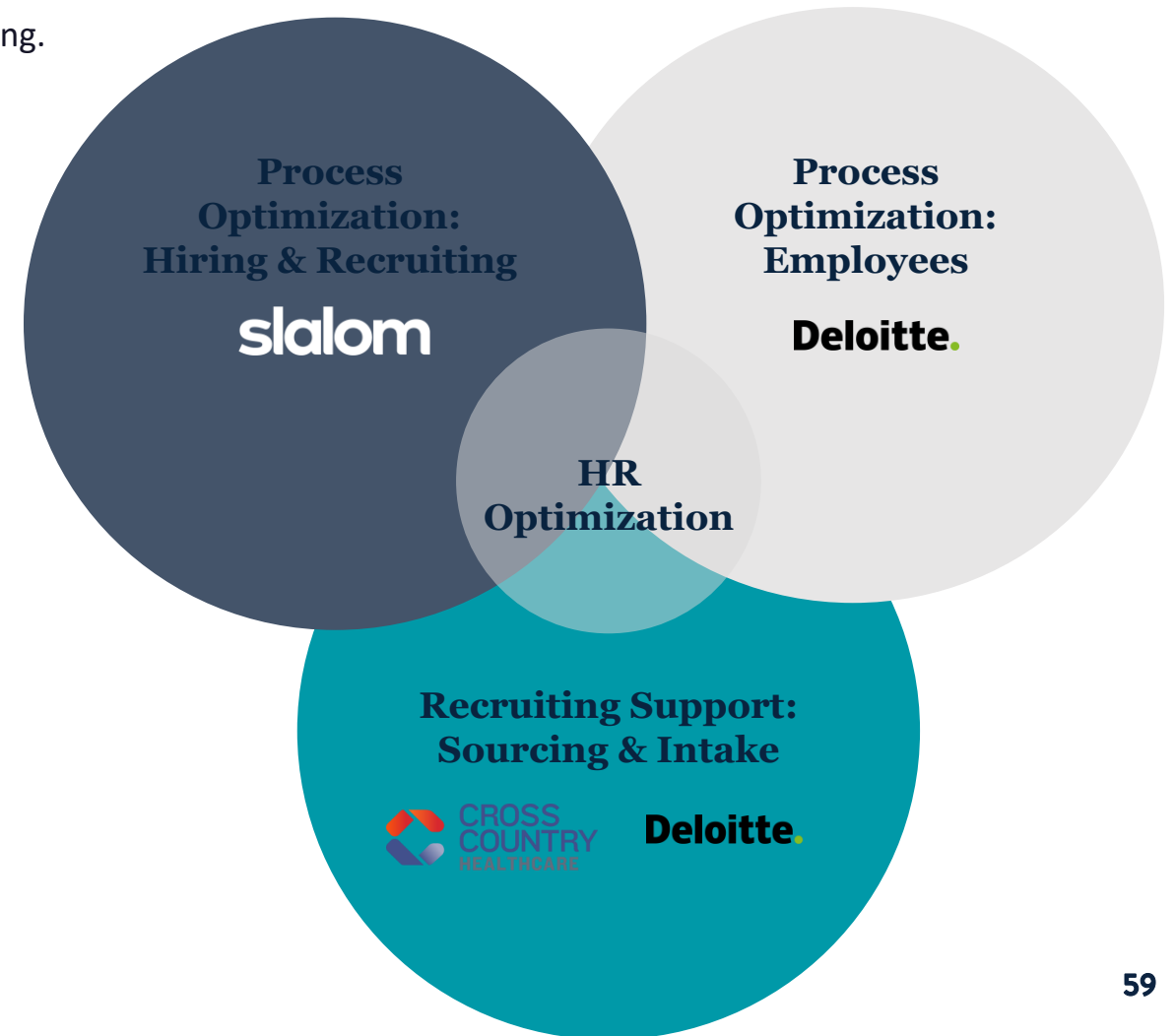
HR Operations Optimization and Workforce Development Support

- Workforce Development
- Classification & Compensation
- HR Operations Technology & Strategy
- HR Operating Model
- Process Standardization
- Recruitment Team Support

Cross Country

Recruiting Support & Marketing

- Recruitment Support – Sourcing & Intake
- Hiring Fairs
- Marketing & Communication Strategy



Vendor Summary: **Slalom**

ACCOMPLISHMENTS



Managed PMO
Overseeing
4+ Vendors and **20+**
Deliverables

20,000

Hours Saved from Digital Solutions*
*Estimated avg of time savings from digital solutions

18

Tech & Data Solutions
that improved hiring velocity and capacity

243%

Increase in External Hires

3,100

Offers Tracked
via digital solution since April 2022

2,06

8 Unique Employees
visited **Hiring Central**

370

Net Workforce Gain
FY 23

Contract Begin: JAN '22

Contract End: JULY '24

WORK COMPLETED

Outreach & Communications

- Modernized online presence with refreshed career page + Nursing Microsite
- Increased and streamlined hiring fair and candidate promotions
- Templated data-focused communication for internal executive audiences

Recruit: Nursing Strategy

- Led design of EPO-compliant Accelerated Nurse Hiring program
- Partnership development
- Nurse focus group & listening sessions
- Weekly expedited hiring process
- Strategic career fairs
- Job description optimization

Data and Reporting

- Executive dashboard and leadership metrics
- Data access to real-time recruiting & pipeline activity
- Metrics standardization
- Data storytelling & recruiting process efficiency analysis
- Workforce retirement analysis

Program Management

- Program governance
- Strategy and roadmap development
- Executive reporting
- Backlog management
- Meeting facilitation

Recruit: Process Improvement

- HR Hiring Playbook development
- Hiring event process redesign or digitization
- Position prioritization & reconciliation
- Recruiter workload management
- Request to Hire tracking

Digital Solutions

- Recruiter workspace hub
- Digital offer & recruiting bonus tracker
- Decision to Hire form
- Request to Hire
- EHS appointment scheduling
- Interview questions submission

Employee Experience

- 130 qualitative interviews & analysis
- Top 5 priority initiatives development in partnership with CEO, CHRO, & CXO
- Action plan road map development
- Employee retention & engagement drive

Class & Compensation

- Centralize Job Description library
- Digital process to request new or updated Job Description
- Class & Comp team digital workspace hub

REMAINING WORK



DATA DASHBOARD: Finalizing multiple dashboard and reporting tools



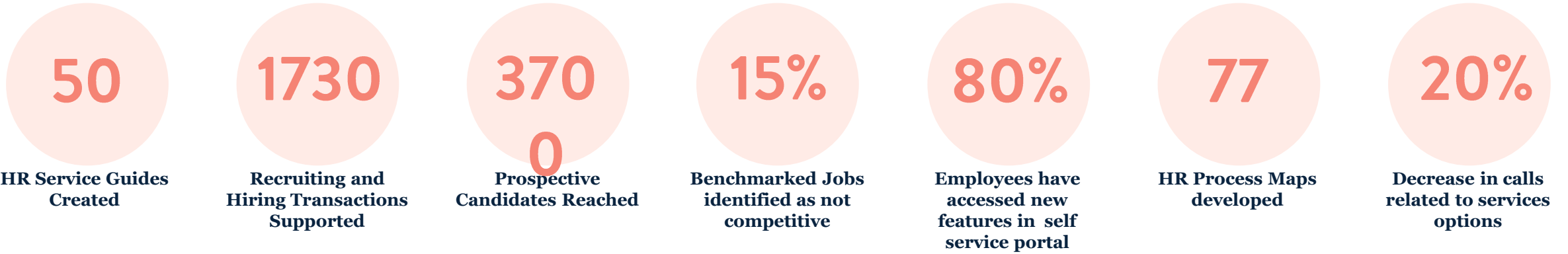
TECH: Developed Applications and launched Job Description management digital workflow system

WORK TO BE TRANSITIONED

- Data and Technical support to Cook County HR, HIS and Business Intelligence.

Vendor Summary: Deloitte

ACCOMPLISHMENTS



Contract Begin: AUG '22

Contract End: APRIL '24 (pending)

WORK COMPLETED

TALENT ACQUISITION

Increased the Candidate Pipeline and Increased Recruiting Effectiveness through Talent Acquisition operational support including job posting, candidate validation, ARP and Interview Packet, Decision to Hire, Salary Determination, and Sourcing support

WORKFORCE DEVELOPMENT

Enhanced the Employee Experience & Development through Leadership Development, Community Programs, Learning & Development, Onboarding & Offboarding, Leader & Employee Job Aids, SOPs, and Change Management initiatives.

COMPENSATION

Increased Competitiveness & Retention through Job Architecture Harmonization and Compensation Recommendations.

HR SERVICELINK

Enhanced Employee Experience and Faster HR Service through digital solution design including Employee HR Portal, updated Case Management Processes, Automated User Provisioning, Upliftment of User Experience, "Smart" Processes including Automations, and Chatbot and Live Chat functionality

HR OPERATING MODEL, TECHNOLOGY & STRATEGY

Streamlined Strategic HR approach through design of Operating Model, Service Catalog, Governance Model, Processes and Procedures, and Employee HR Guides

Enhanced Employee Experience through identification of opportunities to maximize HR Service Link utility and identification of HR Operating Model and Governance enhancement opportunities

REMAINING WORK



Talent Acquisition: Continue talent acquisition support from sourcing to processing candidates.



Workforce Development: Continue to deliver and develop leadership development training modules, community programs and onboarding enhancements, communications and training support.



HR ServiceLink: Complete and deploy HR self service capabilities.



Compensation: Complete compensation competitive projects and standard operating procedures.

Vendor Summary: Cross Country

ACCOMPLISHMENTS






Contract Begin: MAR '22

Contract End: JAN '25 (pending)

WORK COMPLETED & IMPACT

- Hiring Fair Success:** Supported and coordinated 64 Hiring fairs.
 - Team travel every month to coordinate.
 - Customized approach and dedicated 2 Hiring Fair team member.
 - Solutioned for better reporting and Live tracking for Hiring Fair numbers.
- Market intelligence and analysis:** Compiled a benefits analysis to highlight value of Cook County Health against competitors
- Recruiting Support** Dedicated recruiting support comprising of 10 team members including 3 onsite HR Assistants and 1 Client Director.
 - Total of 1,270 RTHs assigned since Mar 2022.
 - Total of 519 DTHs audited and completed for offer. – Averaging at 41 % conversion rate
 - Weekly department meetings assist with
- Marketing:** Increased Cook County Health brand reach and candidate engagement with Tik Tok/Indeed marketing strategy resulting in 64.8k impressions/views and 2,282 Hiring Fair attendees
 - Brand reinforcement with Digital Marketing Presence
 - Improved marketing assets and surveys for hiring events to improve outcomes in participation and offers made

PROJECT COLLABORATIONS AND IMPACT

-  Provided recruiting support to County Care-Health Plan Services, Hospital Police Registry, Surgery, Pharmacy, Laboratory and Respiratory Services to meet their demands.
-  Conducted an occupational survey on nursing retention crisis in January 2023 highlighting recommendations based on survey results.
-  Outreach support for Pilot Accelerated Hiring Program.

WORK TO BE TRANSITIONED

- Hiring Fair Support:** Project Management support and preparation of positions for hiring fairs.
- Marketing Support:** Develop marketing campaigns for job fairs, Provident Scholarships and requisitions
- Recruiting Support:** Handle requisitions from sourcing to decision to hire.
- Department Updates:** Meetings with hiring managers on position status.

CCH Vendor Transition Plan



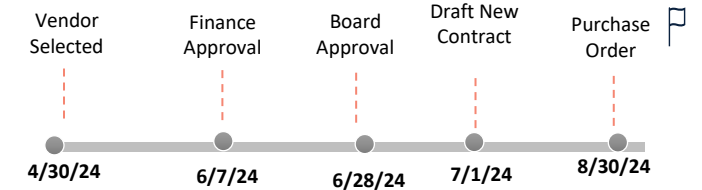
Key Initiative

Objectives

Tracking Results

RFP - Human Resources Optimization, Consulting, and Support Services
Cross Country, Deloitte and Slalom

- Transition Optimization & Support initiatives to selected vendor
- Twelve-month (12) contract
- Automation stabilization transitioned to HR and HIS



Extend temporary staffing contracts

Catena Solutions and Cornerstone Staffing

- Current FTEs serve as a bridge through transition w/ RFP
- Staff augmentation to maintain service levels for Recruitment, HR Operations, HRIS, & Organization Development

Continue to source, recruit and provide qualified staff 5/1/2024 thru 4/30/2025

Processing Map Launched

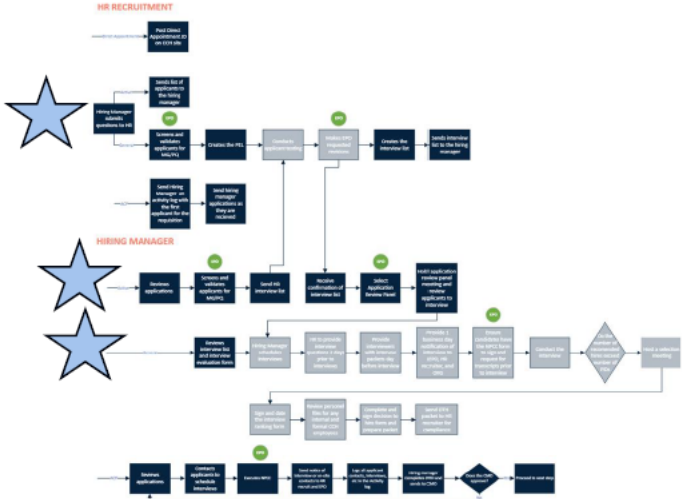
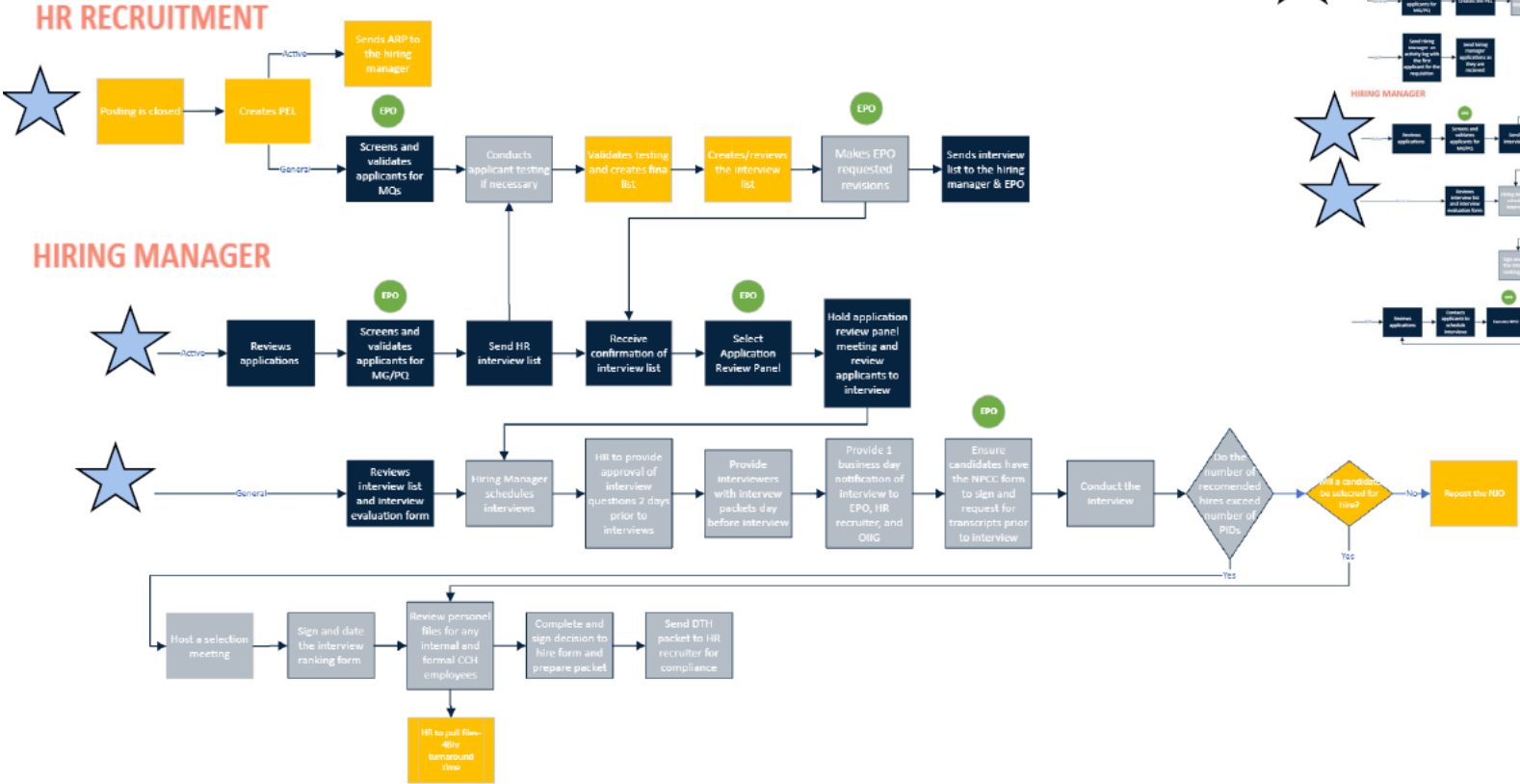
Deloitte and Slalom

- Transitioned to Quality, HR, & EPO teams
- Performance improvement insights to continuously monitor and improve performance.

Digitized Workflow Insights

Recruitment & Decision to Hire

HR Recruitment & Hiring Managers



Managed Care Metrics



COOK COUNTY
HEALTH

Agenda

- **Health plan metrics**
- **Strategic initiatives and priorities**
 - Redetermination
 - CountyCare Access (Health Benefits for Immigrant Adults and Seniors)
 - HealthChoice Illinois RFP
 - Quality and Equity
 - Choice Campaign

**Member
Safety, Clinical
Excellence,
and Quality**



Health Plan Metrics

Current Membership



Monthly membership as of April 5, 2024

Category	Total Members	ACHN Members	% ACHN
FHP	254,479	13,849	5.4%
ACA	108,070	13,977	12.9%
ICP	30,757	4,742	15.4%
MLTSS	9,223	-	0%
SNC	5,450	261	4.8%
HBIA	26,373	2,084	7.9%
HBIS	8,300	646	7.8%
Total	442,652	35,559	8.0%

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



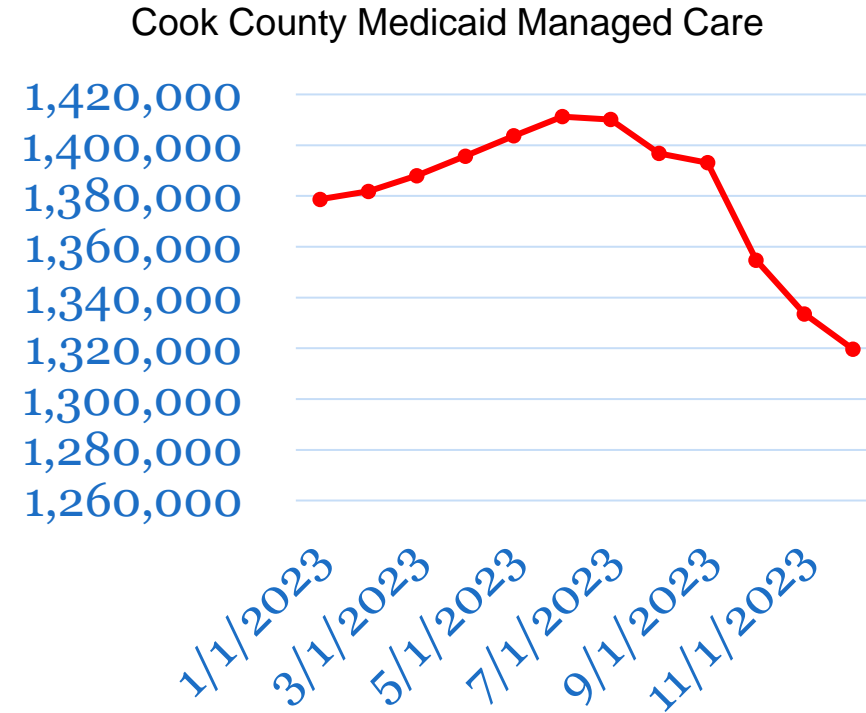
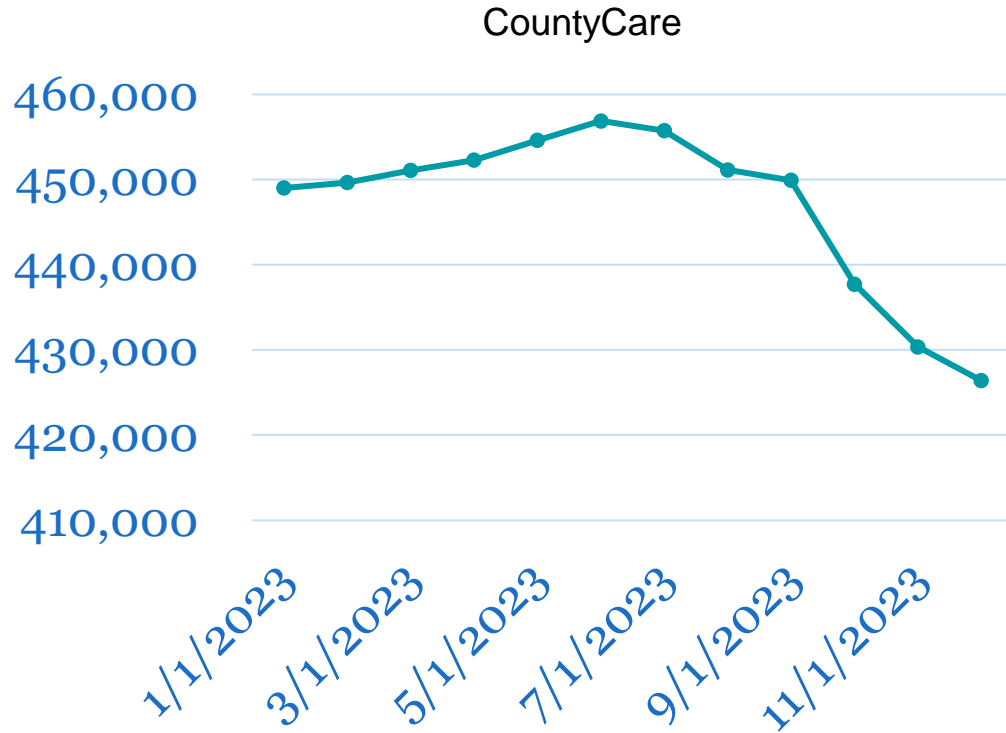
Illinois Department of Healthcare Services December 2023 Data

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)



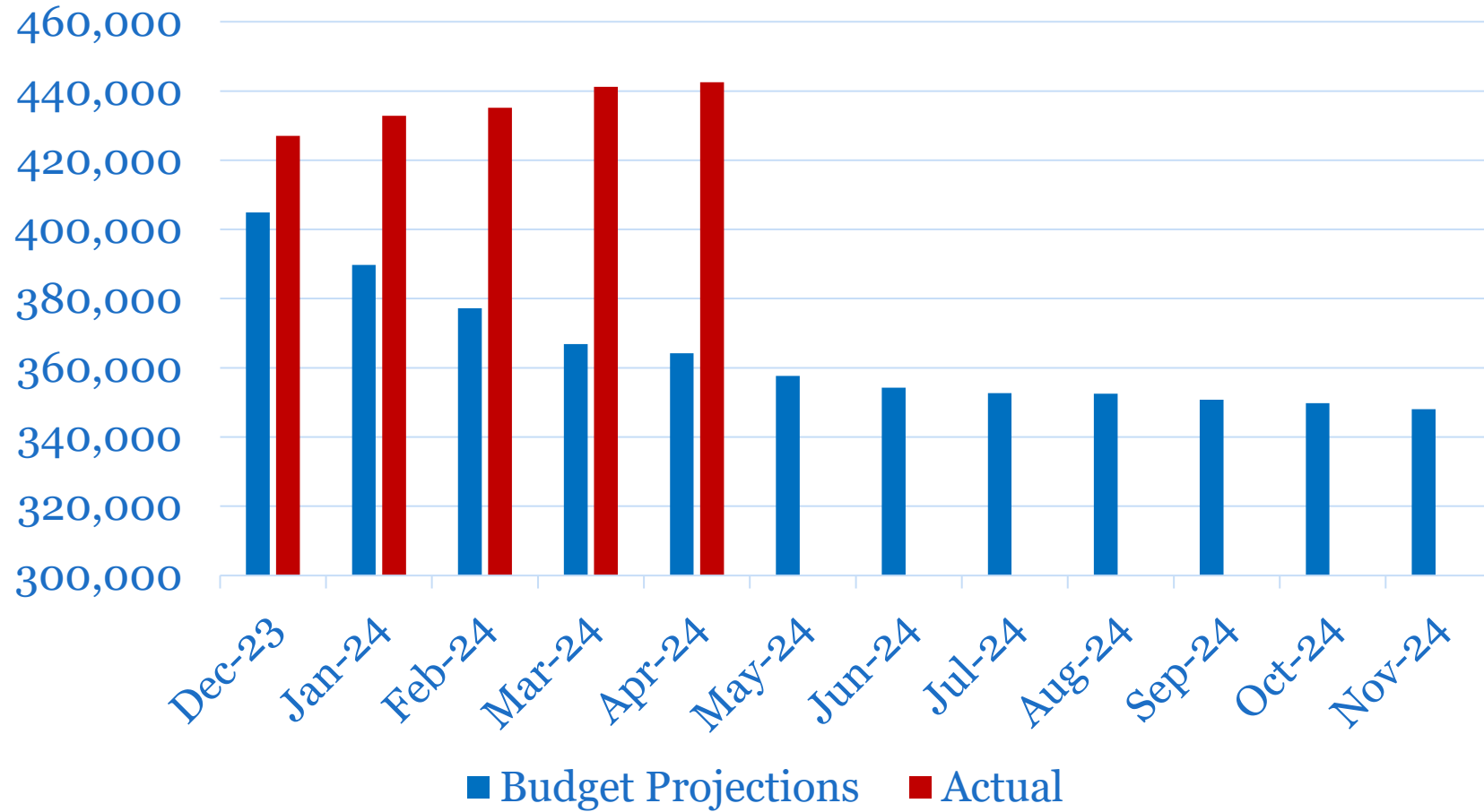
- CountyCare's enrollment decreased 0.92% in December 2023 compared to the prior month, in line with the Cook County decrease of 1.04%

Source: [Total Care Coordination Enrollment for All Programs | HFS \(illinois.gov\)](https://www.hfs.illinois.gov/Total-Care-Coordination-Enrollment-for-All-Programs)

FY24 Budget | Membership



CountyCare Membership



Operations Metrics: Call Center & Encounter Rat

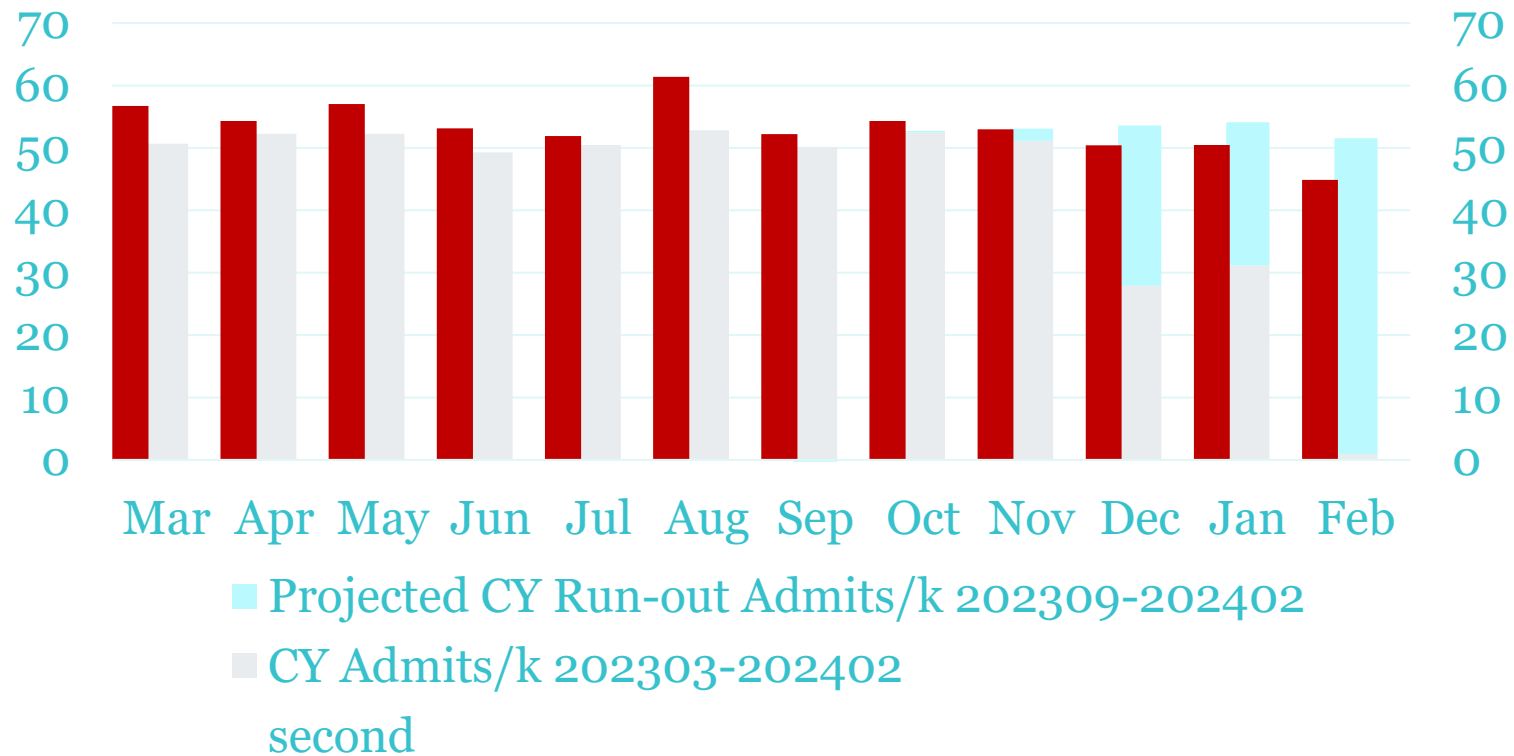


		Performance		
Key Metrics	State Goal	Jan 2024	Feb 2024	Mar 2024
Member & Provider Services Call Center Metrics				
Inbound Call Volume	N/A	54,936	53,682	52,892
Abandonment Rate	< 5%	1.74%	1.74%	1.21%
Average Speed to Answer (minutes)	1:00	0:23	0:19	0:12
% Calls Answered < 30 seconds	> 80%	82.55%	85.91%	91.57%
Quarterly				
Claims/Encounters Acceptance Rate	98%	98%		

Current v. Prior Year: IP Acute Admits/1000

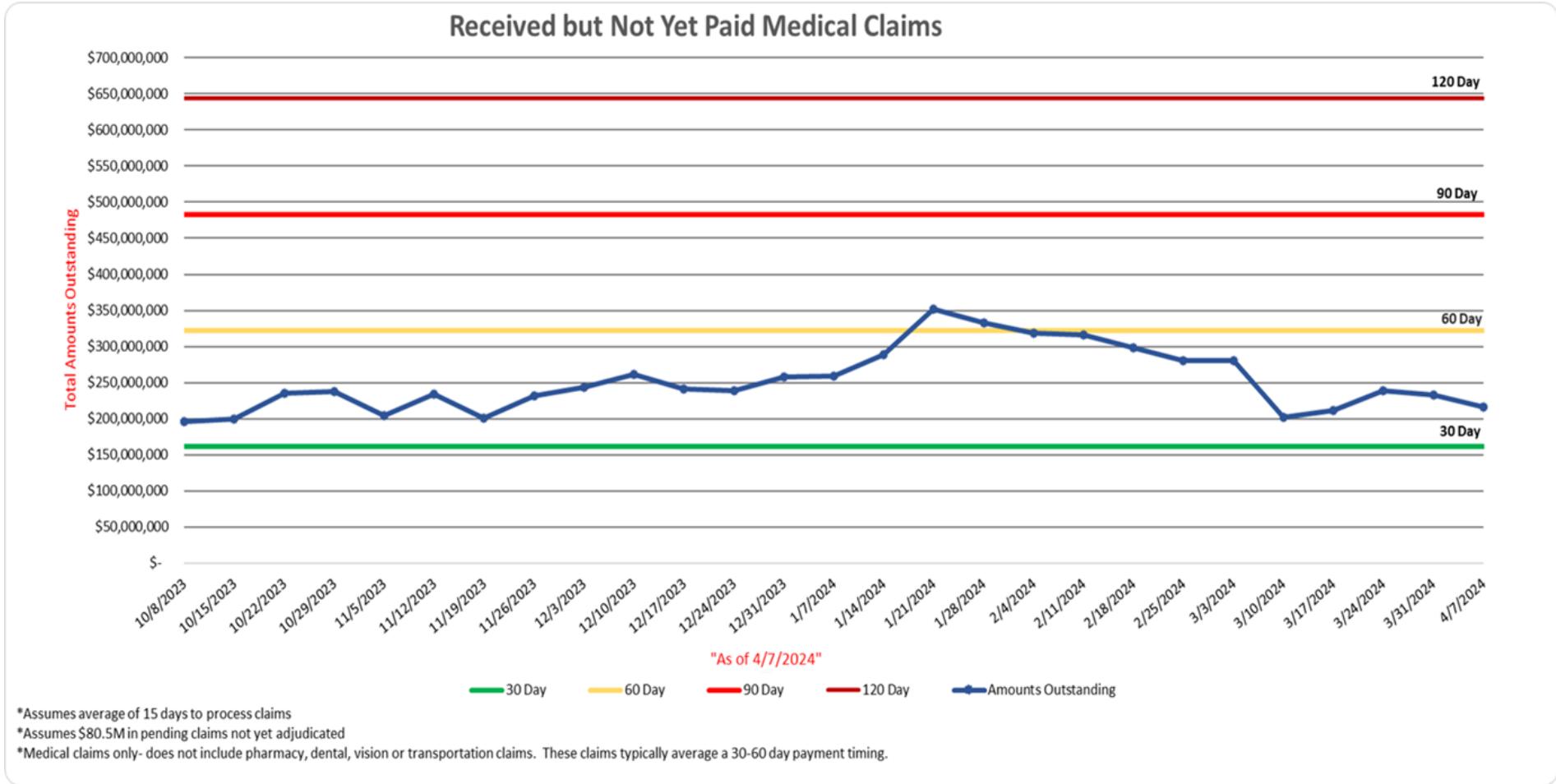


Acute Admits/k



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



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
Week of 4/7/2024	\$ 167,790,141	\$ 47,791,165	\$ 663,762	\$ 155,228	\$ 216,400,296

*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

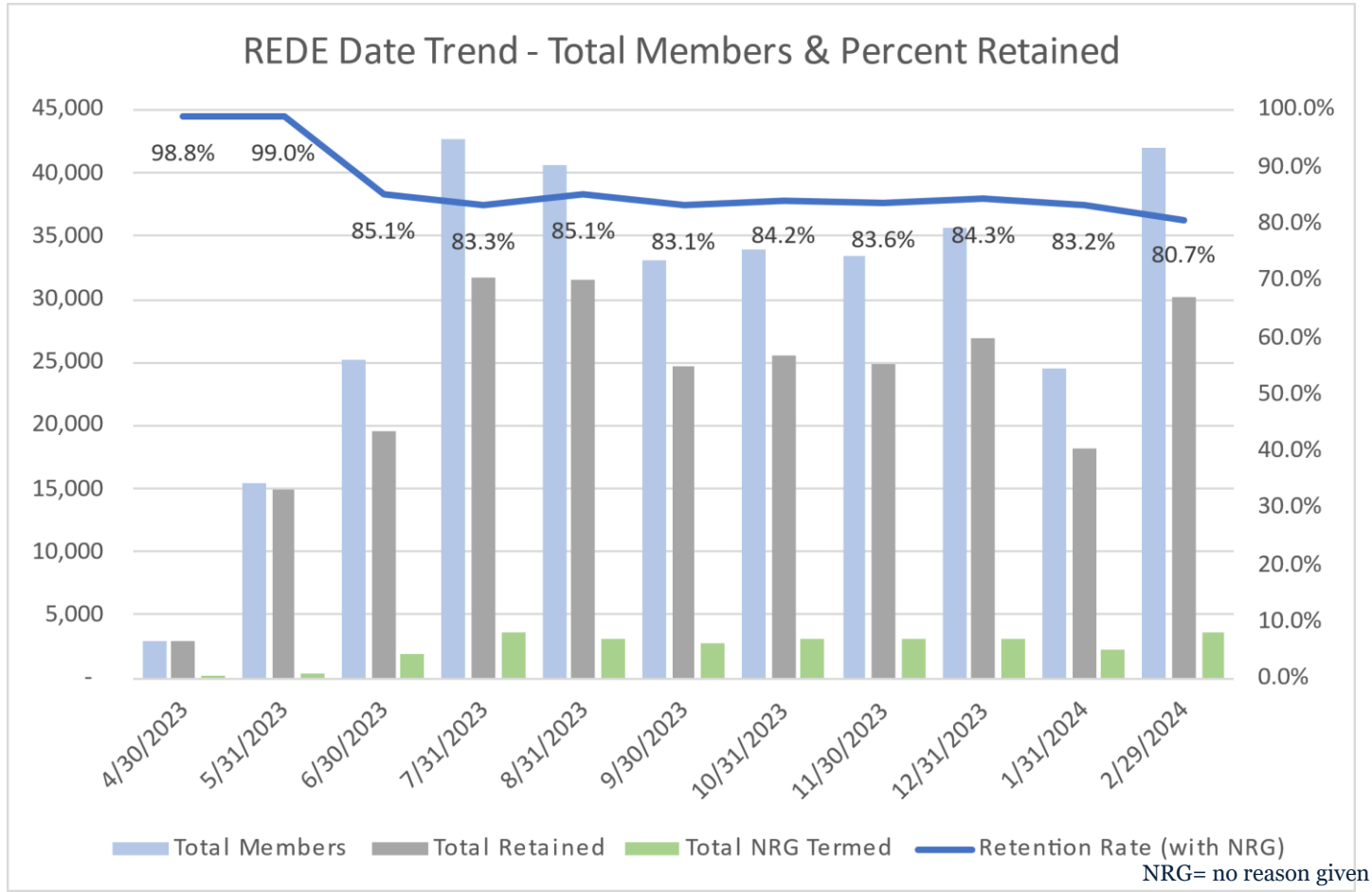
Member
experience



Strategic Initiative Highlight

Redetermination

Redetermination



Health Plan Response (As of Jan 2024)



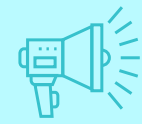
961,500
Postcards Mailed to Households



259,000
Texts with REDE information



82,400
Inbound/Outbound Calls from REDE Hotline Call Center



1.3M
Efforts made to Members for REDE

REDE Ads (May2023-Jan 2024)



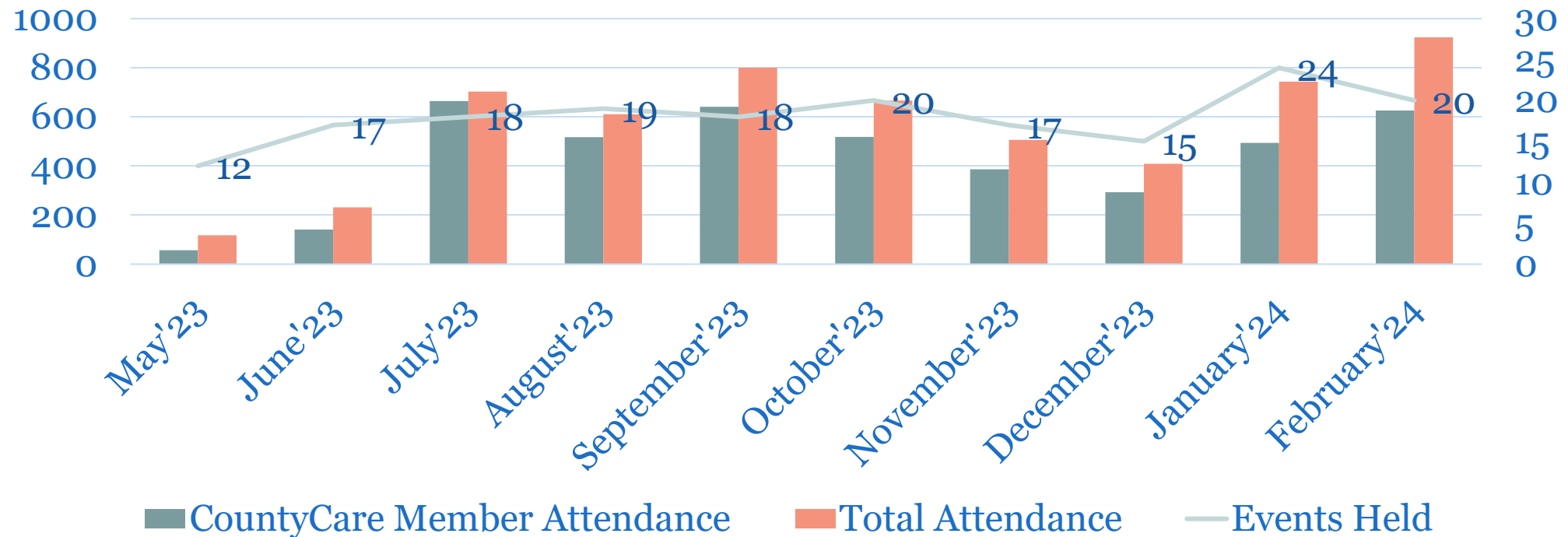
Search Engines and Social Media

- **108,500** total clicks on REDE web page
- **604,800** reached (number that saw ad)
- **22,825** total calls
- **7.9M** total impressions (times ad shown)

Redetermination events held



CountyCare Redetermination Events and Attendance, May 2023-February 2024

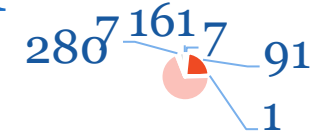


Events Held	180
CountyCare Member Attendance	4,336
Total Attendance	5,708

Collaboration with Faith-based leaders and other trusted messengers



Type of Outreach



Total Events - 403

Community and Speaking Events - 8

Church Campaigns/Speaking Events – 3

- Over 2,500 community members in attendance

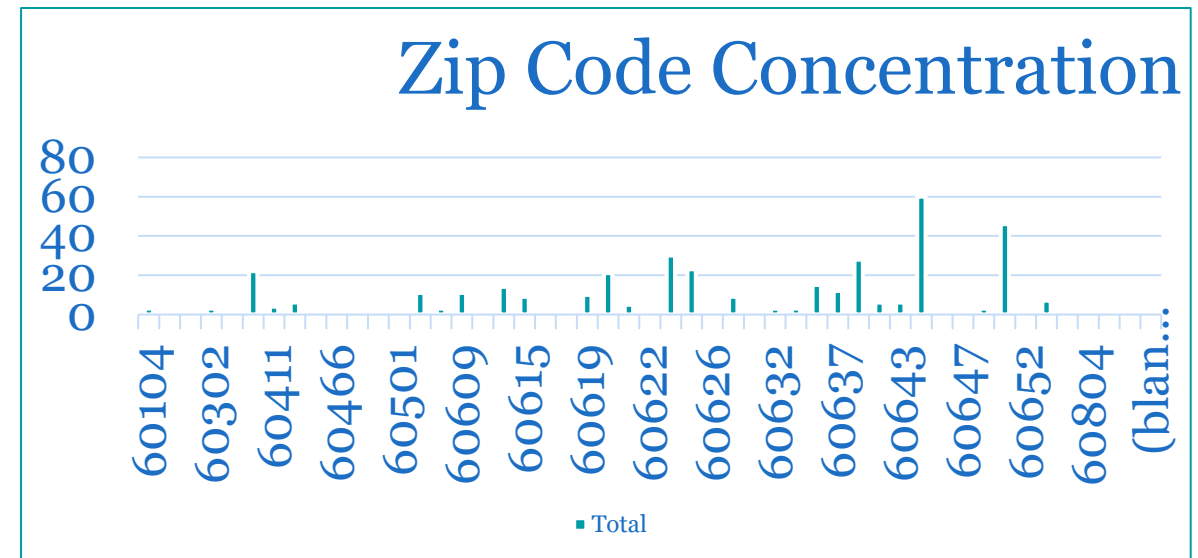
Boots on the Ground - 386

- Businesses and Community – 98
- Churches – 281
- Alderman – 7

Zip Codes – 47 unique zip codes

E-Blast to Churches – 500+ individuals

■ Alderman Outreach Rede



Growth
Innovation,
and
Transformation



Strategic Initiative Highlight

CountyCare Access

(Health Benefits for Immigrant Adults and Seniors)



Health Benefits for Immigrant Adults & Seniors (HBIA/S) – CountyCare Access

HBIA/S members transitioned into Medicaid Managed Care beginning on 1/1/2024

Members residing in Cook County will be auto-assigned to CountyCare, except for those with a family member in another plan

CountyCare received **100%** on HSAG readiness review

CountyCare Program Enrollment to Date

Age	January Membership	February Membership	March Membership	April Membership
Senior (65+)	1,398	1,540	2,782	2,593
Adults (42-64)	7,819	5,989	7,817	6,736
TOTAL	9,217	7,529	10,599	9,329

79% of participants are in the Adults population

Total of 34,679* members to date

*Total membership does not equal incremental/monthly membership

Health Benefits for Immigrant Adults & Seniors (HBIA/S) – CountyCare Access



CountyCare designed its CountyCare Access program with an equity lens:

- Community involvement in decision making process
- **No cost-sharing or co-pays**
- Full [Member Rewards](#) program
- Medical-home based care management
- Translation of member materials into Spanish and Polish
- Increased bilingual call center and care management staffing

CountyCare Access is a program within CountyCare, a Medicaid plan that is part of HealthChoice Illinois.

- CountyCare Access is for people who were approved for the Health Benefits for Immigrant Adults (HBIA) or Seniors (HBIS) program by the Illinois Department of Healthcare and Family Services.
- Health Benefits for Immigrant Adults (HBIA) and Health Benefits for Immigrant Seniors (HBIS) are programs for people who are 42 years old or older, meet income guidelines, and are not eligible for Medicaid due to immigration status.
- Your health care team includes your primary care provider (PCP), specialty providers, care coordinators, your pharmacist, and you. Our main goal is to make sure you receive high quality health care.
- No-copays! CountyCare Access is the only Medicaid health plan that offers covered services at no-cost to you and your family.

Unique website for CountyCare Access members: [CountyCare Access – CountyCare Health Plan](#) including all member materials and FAQ in English, Spanish, and Polish

Quality & Patient Safety Metrics



COOK COUNTY
HEALTH

Stroger Op Ex Steering Committee Dashboard

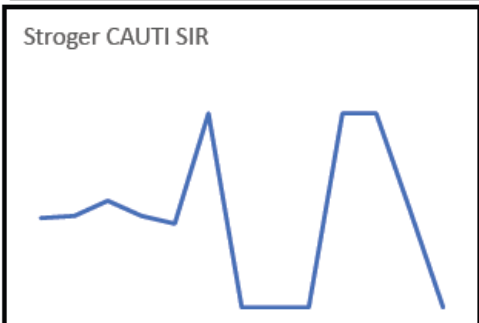
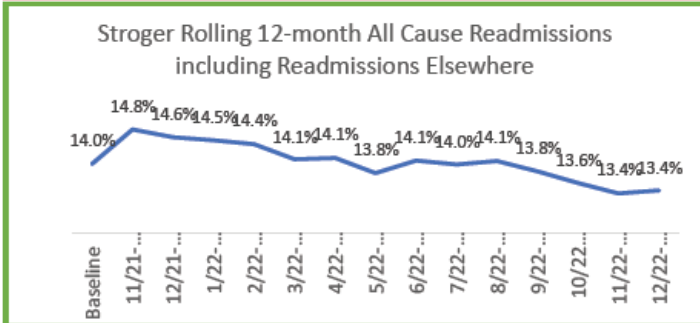
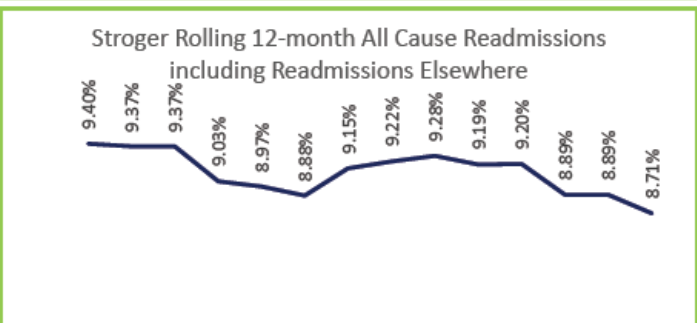
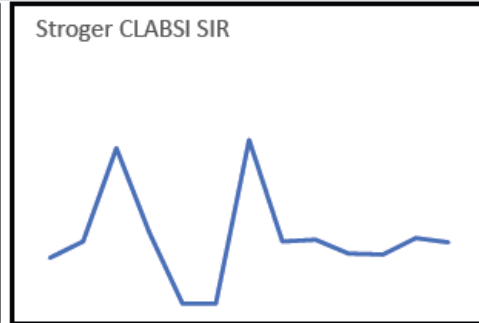
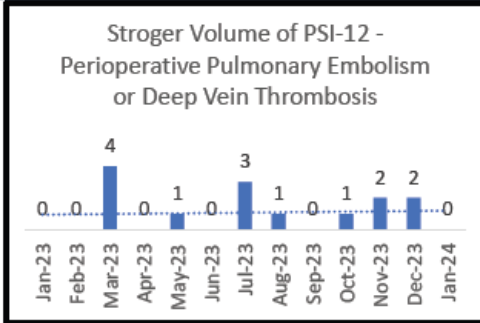
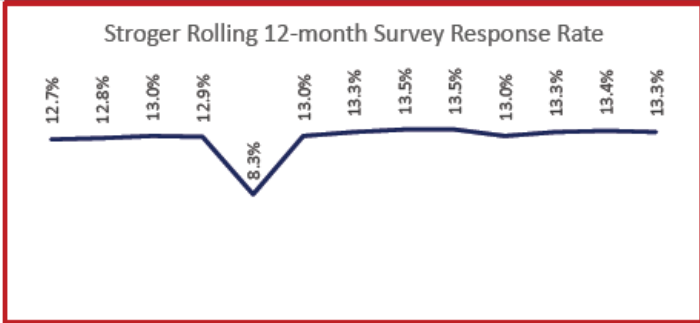
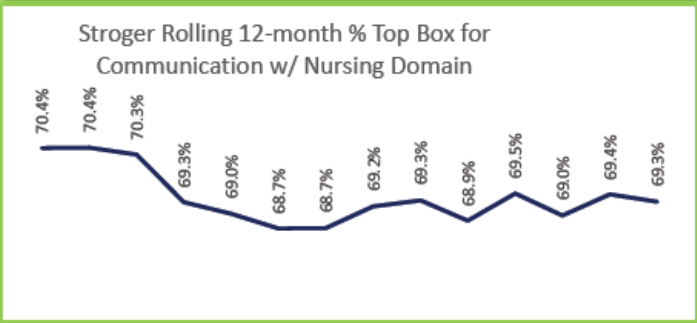
Op Ex Steering Committee Dashboard for Stroger Hospital

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	Mar-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%	69.27%
	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%	75.59%
	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%	13.30%	
	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%	10.80%	
CLINICAL OUTCOMES		Target	Stretch Target	2022	2023	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	
	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	0.75		
	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	0.00		
	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	Jan-24	Feb-24
	<=7	0	14	0	0	4	0	1	0	3	1	0	1	2	2	0		
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	Dec-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%	8.71%	
	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%	6.72%	
	IHA Rolling 12-Month All Cause All Payer - Readmissions including other hospitals	Target	Stretch Target	Baseline	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	10/22-9/23	11/22-10/23	12/22-11/23
	13.00%	12.00%	14.00%	14.76%	14.59%	14.52%	14.44%	14.10%	14.13%	13.80%	14.08%	13.99%	14.07%	13.84%	13.58%	13.36%	13.42%	



Stroger Op Ex Steering Committee Dashboard

Op Ex Steering Committee Dashboard for Stroger Hospital



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

Legend

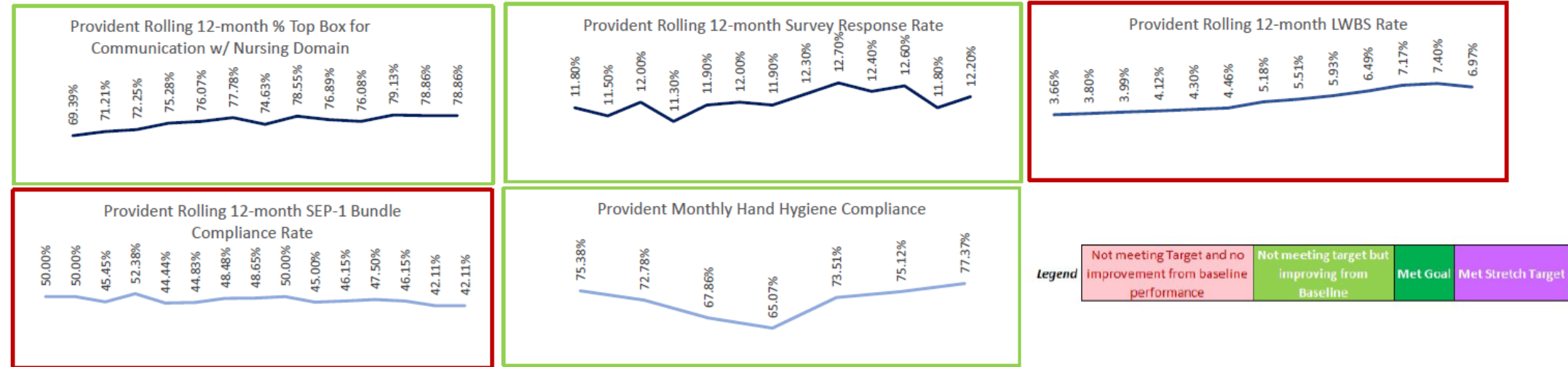
Not meeting Target and no improvement from baseline performance	Not meeting target but improving from Baseline	Met Goal	Met Stretch Target
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Provident Op Ex Steering Committee Dashboard

Op Ex Steering Committee Dashboard for Provident Hospital

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	Mar-24
	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%	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%	85.16%
	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%	12.20%	
	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%	10.90%	
CLINICAL OUTCOMES		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	Jan-24	Feb-24
	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%	42.11%	42.11%
	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%	33.00%	0.00%
	Monthly Hand Hygiene Compliance	Target	Stretch Target	Baseline	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24								
	Monthly Hand Hygiene Compliance	80.00%	90.00%	75.38%	72.78%	67.86%	65.07%	73.51%	75.12%	77.37%								
THROUGHPUT		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	Mar-24	
	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%	6.97%	
	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%	5.94%	

Op Ex Steering Committee Dashboard for Provident Hospital



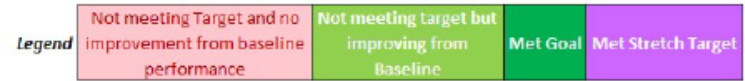
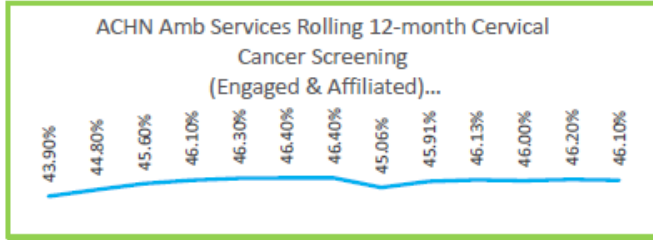
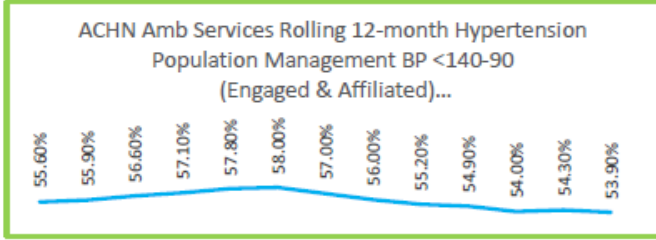
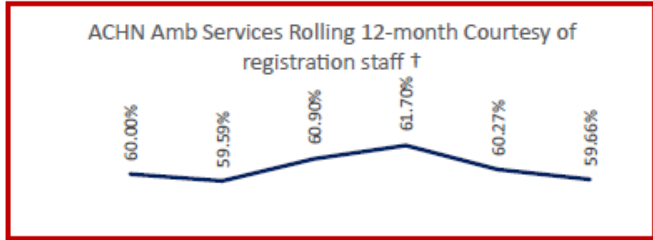
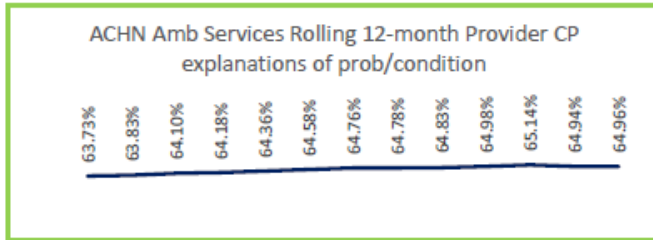
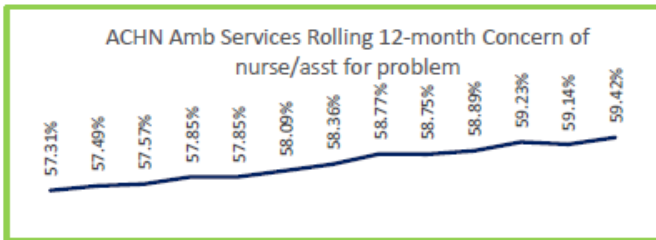
Data sources: Patient Experience from Press Ganey; Sep-1 Bundle chart abstracted CMS measure; Hand Hygiene TST Infection Control observation software; LWBS - BI Tableau
 Author: J. Rozenich, BS, MBA

ACHN Op Ex Steering Committee Dashboard

Op EX Steering Committee Dashboard for ACHN

DOMAIN WORKGROUPS Metrics

	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	Mar-24
PATIENT EXPERIENCE																
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%	59.42%
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%	61.18%
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%	64.96%
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%	65.28%
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%
Monthly Courtesy of registration staff †	60.00%	65.00%	60.00%								60.00%	59.59%	62.31%	63.55%	58.10%	57.70%
HEDIS																
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%	54.30%	53.90%
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%	46.10%



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