



**Minutes of the BOH Quality Committee Meeting
Tuesday, June 17, 2025 at 6:00 p.m.
WCHD, Room 115**

Members Present: Jim Powers, Bob McCreath, Dr. Minore (chair), Dr. Williams (Ex-Officio)

Members Absent: Dr. Halversen

WCHD Staff: Dr. Sandra Martell-Public Health Administrator, **Patrick Ngum Quality and Data Director**; Katherine O'Toole, Director of Communications; **Cheryl Floyd Director of Health Promotions**; Todd Marshall, Director Environmental Health; Rebecca Lyons, Director of Emergency Preparedness; Todd Kisner, Director of Health Protection; **Tiffany Levine, Director of Personal Health Services**, James, Keeler, Director of Finance; Michael Jarvis, Director of Policy; **Cynthia Hall, Director of Strategic Initiatives**; **Stephanie Bahling, Executive Assistant (Recorder)**.

Dr. Minore determined that a quorum was present and called the meeting to order at 6:00.

1. **Approval of Agenda – June 17, 2025** – Dr. Minore requested a motion to approve the June 17, 2025 meeting agenda which was provided by Jim Powers, seconded by Bob McCreath, all were in favor and the meeting agenda was approved Ayes (4), Nays (0), Absent (1).
2. **Approval of May 20, 2025 Meeting Minutes:** Dr. Minore entertained a motion to approve the May 20, 2025 meeting minutes which was provided by Jim Powers, seconded by Bob McCreath, all were in favor and the May 20, 2025 meeting minutes were approved. Ayes (4), Nays (0), Absent (1).
3. **Quality Improvement Update:** Patrick provided an update on the QI projects for records destruction, response to foodborne illnesses and the environmental health customer satisfaction survey.
 - Records Destruction QI Project: Patrick reported that one of the goals for Quality Improvement is to have several WCHD staff involved in quality improvement initiatives that are outside of their centers. Patrick reported that the Center for Health Care Policy has established a structured and refined process for records destruction in accordance with guidance from the Records Destruction Commission.
 - Response to Foodborne Illnesses QI project: Patrick reported on the QI project to reduce response time to foodborne illnesses reported to WCHD. He indicated that the Health Protection Center and Environmental Health Center have reviewed and updated the process flow for responding to cases reported to WCHD.
 - EH Customer Satisfaction survey QI project: The Center for Environmental Health Improvement has implemented a customer satisfaction survey through Qualtrics to enhance the quality of inspection and permitting services provided to Winnebago County residents. So far, 15 responses have been received.

Patrick also reported that 33% of QI initiatives have analyzed the impact of the changes made to determine the next phase of their QI projects which involves either adapting, adopting or abandoning the implemented change.

- a. **WIC QI Project Update:** Cheryl reported that in FY2024 the caseload rates for Winnebago County were 80% of the assigned caseload of 6,961 below the state goal of 90%, indicating that 20% of eligible clients were not receiving WIC services. For FY2025 the assigned caseload was reduced to 6760 which could potentially have an impact on future funding. Cheryl indicated that through outreach initiatives at community events, Swedish American and Javon Bae they are able to promote the WIC program and



enroll additional clients. They also implemented a texting messaging system to send out appointment reminder text messages however acknowledge that when clients change their telephone numbers the clinic is not always notified. They have also a second location in South Beloit to increase clients in that area as well. Cheryl noted that most families tend to discontinue the WIC program until the child is one year old and no longer needs formula. Dr. Williams inquired as to why they wouldn't stay on until the child was 5 years old and receive milk, cheese, peanut butter and other grocery items. Cheryl indicated that they either do not want to continue the program or may not realize they can continue to participate until the child is five years old. Cheryl indicated that as a result of the QI project enrollment numbers have started to increase as they are now at 81.2% enrollment.

- b. **IBCCP QI Project Update:** Tiffany reported that the IBCCP QI project started last year to increase the IBCCP caseload. Tiffany indicated that for FY2024 there were 363 cases and for FY2025 IBCCP had a case load of 199 as of October 2024 which is only 42% of the goal of 475 cases. Tiffany indicated to improve on the caseload as part of the QI project they implemented some strategies. She reported that along with the mailed notice they added strategies such as the having the clerical staff call before they receive the notice, appointment reminder phone calls. Tiffany added that there have been no missed appointments since implementing the reminder calls. Tiffany indicated that the clerical staff are also encouraging clients to complete the application while at the health department which resulted in one completing it and two taking the application home. Tiffany reported that as of May 2025 the case load is up to 359 which is 76% of their goal and they are on target to reach the goal of 80%.

4. Strategic Plan

- Strategic Refresh 2025-2030: Cynthia Hall informed the committee that every five years WCHD reviews the strategic plan goals and objectives. Cynthia reported that in January, WCHD leadership held a strategic retreat at the Rockford Public Library to review the strategic plan. The strategic plan was reviewed at all-staff meeting where staff were able to provide suggestions. Cynthia provided an updated chart comparing the current mission, vision and values with the proposed new mission, vision and values. The words in italics were added:

Current Mission Prevent disease, promote health, and engage the community to ensure the health of Winnebago County	Current Vision Health people in a healthy community that promotes health equity	Current Values <ul style="list-style-type: none"> - Responsiveness - Community Resource - Expertise - Collaboration
New Mission <i>Engage the community to promote conditions for all residents to achieve optimal health</i>	New Vision Healthy people in a healthy community that promotes <i>optimal health for all</i>	New Values <ul style="list-style-type: none"> - Responsiveness - Community Resource - Expertise - Collaboration - <i>Trustworthy</i>

The Strategic Goals were updated as listed below. Words in italics were added:

1. Focus on Core Public Health
 - Advocate for policies that promote public health
 - Assess the health status of the population *and current trends*
 - Assure development and implementation of plans to address health priorities
2. Develop and Enhance Systems to Support Core Public Health
 - Engage with community partners to address health priorities
 - Organize internally to support strategic initiatives



3. Advance a Culture of Quality

- Maintain and ensure a workforce development plan to support public health competency
- Inform community on public health initiatives and impact
- Maintain or surpass national public health accreditation standards *by using best practices to address health priorities*

After a brief discussion, Dr. Minore entertained a motion to approve the updated strategic plan which was provided by Jim Powers, seconded by Bob McCreath, all were in favor and the updated strategic plan was approved. Ayes (4), Nays (0), Absent (1).

5. Executive Session - None

6. Additions - None

7. Adjournment – With no further business to discuss, Dr. Minore entertained a motion to adjourn the June 17, 2025 Quality Committee Meeting which was provided by Jim Powers, seconded by Bob McCreath, all were in favor and the Quality Committee meeting adjourned at 6:29 p.m.