



**Minutes of the BOH Quality Committee Meeting  
Tuesday, July 15, 2025 at 6:00 p.m.  
WCHD, Room 115**

**Members Present:** Jim Powers, Penelope Lechtenberg

**Members Absent:** Dr. Minore (Chair), Dr. Williams (Ex-Officio)

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. Martell determined that a quorum was present and called the meeting to order at 6:04.

1. **Approval of Agenda – July 15, 2025** – Dr. Martell requested a motion to approve the July 15, 2025 meeting agenda which was provided by Jim Powers, seconded by Penelope Lechtenberg, all were in favor and the meeting agenda was approved Ayes (2), Nays (0), Absent (1).
2. **Approval of June 17, 2025 Meeting Minutes:** Dr. Martell entertained a motion to approve the June 17, 2025 meeting minutes which was provided by Jim Powers, seconded by Penelope Lechtenberg, all were in favor and the June 17, 2025 meeting minutes were approved. Ayes (2), Nays (0), Absent (1).
3. **Quality Improvement Update:** Patrick provided an update on the QI projects indicating that QI team lead are ensuring that their charters, process flow, tools and initiatives are uploaded in KMS, WCHD's performance manager system. He reported that 92% of QI initiatives have implemented at least one change to enhance current initiatives. Approximately 33% of QI initiatives have analyzed the impact of change to determine the next phase of the project to either adapt, Adopt or abandon the implemented change. Patrick reported that workforce development ensure that quality improvement trainings are 100% completed within new employees first 90 days. Patrick reported that the QI projects are ongoing with most in the "do" stage.
  - **Response to Foodborne Illness QI Project:** Todd Kisner reported that Environmental Health has been working with Communicable Disease to address food complaints and investigations to determine if a foodborne illness case is in progress. Rather than waiting for EH to get a confirmation they are being proactive to prevent the spread of a foodborne illness. Todd indicated that complaints are received through various methods such as the website, phone calls to EH & CD and the IDPH Food Protection Program. Todd indicated that when a complaint is received, CD conducts an interview with the complainant and sends the questionnaire to the EH team to complete an inspection of the food establishment. The CD & EH team meet to determine the suspect pathogen causing the illness and determine if further investigation is required. Todd Marshall concurred that CD & EH work together with EH conducting the site inspection for cross-contamination and CD conducts the interview and completes the questionnaire. Todd Marshall indicated that the information is then reviewed and decisions made as to whether the establishment needs to be closed down or not. Dr. Martell added that when the investigation is not a coordinated effort the establishments may be impacted longer than necessary while the team determines a mitigation plan.



- Communications website and the response to public health concerns QI project: Katie O'Toole reported that all public health concerns reported on the website are forwarded to the communications team and then directed to the appropriate center. She indicated that the goal is to automate the process with the request going directly to the center. Katie reported that they are using Qualtrics for ticketing the requests and since July 7<sup>th</sup>, they have had 214 tickets, 4 new and 3 in progress and 207 have been closed. Katie indicated that 73% of the tickets were for environmental health and 25% for communications. Katie indicated that they are still developing the project as they've also received requests for vital records and plan to include those tickets in the automated distribution process as well.
- Communications hard to reach population QI project: Katie indicated that the goal of the project is to be able to communicate with the entire community population. They are looking at ways to communicate outreach initiatives more directly with the hard-to-reach populations which has been challenging. They are looking for specific ways to message in the community to provide health messaging targeted to all populations. They are also trying to determine different methods to communicate with the hard-to-reach population such as using the WhatsApp. Katie indicated that they are in the "do" phase of the project working on strategies and channels to reach all populations.

**4. Executive Session - None**

**5. Additions - None**

**6. Adjournment** – With no further business to discuss, Dr. Martell entertained a motion to adjourn the July 15, 2025 Quality Committee Meeting which was provided by Jim Powers, seconded by Penelope Lechtenberg, all were in favor and the Quality Committee meeting adjourned at 6:36 p.m.