



**Minutes of the BOH Quality Committee Informational Meeting
Tuesday, September 16, 2025 at 6:00 p.m.
WCHD, Room 115**

Members Present: Jim Powers, Dr. Williams (Ex-Officio)

Members Absent: Dr. Minore (Chair), Penelope Lechtenberg

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. Williams called the informational meeting to order at 6:07 acknowledging that a quorum was not established.

- 1. Approval of Agenda – August 19, 2025 –** No action taken, no quorum
- 2. Approval of July 15, 2025 Meeting Minutes:** No action taken, no quorum
- 3. Quality Improvement Plan Update:**

- **2025 QI Plan Goals and Objectives:** Patrick provided an update on the QI projects indicating that the report reflected a high-level summary of QI activities for August. Patrick reported as part of the reaccreditation process, the QI team was instructed to formalize and restructure WCHD's performance management system. He added that they have been adding QI documents into the performance management system including QI charters, QI tools such as logic models & fishbone diagrams as well as the QI project monthly updates sharing the different stages of the QI projects. Dr. Martell asked Patrick to plan to share the documents saved in CEMP/KMS during next month's meeting.

Personal Health Services, Illinois Breast and Cervical Cancer Screening Program: Patrick provided an update on the IBCCP QI project indicating that they have been working on increasing the number of breast & cervical cancer screening enrollment. Patrick reported that the QI team successfully completed its QI goal to serve 380 participants by June 30, 2025 and is working to the goal of serving 475 participants by December 31, 2025.

Health Promotion & Wellness, WIC Program: Patrick provided an update on the WIC QI project indicating that they reached 85% (5746 of 6760 goal) of the assigned caseload in August. He reported that the team has continued a proactive outreach approach contacting & visiting local hospitals (UW Health & Javon Bea) to schedule follow-up appointments for newborns and their families.

Patrick provided an update on the records retention & destruction QI project indicating that centers continue to destroy records approved by the Records Destruction Commission adding that 18 boxes for destruction were collected between July & September. Patrick indicated that the team are providing quarterly document review for destruction reminders and are on target with destroying or archiving 20% by December 31, 2025.



- **Center/Program level QI initiative update:**

- **Rebecca Lyons: Increase number of MRC volunteers:** Rebecca reported that the QI goal is to increase the percentage of Winnebago County MRC volunteers that participate in one or more volunteer opportunities annually from 44% (14) to a minimum of 66% (21) by December 31, 2025. She indicated that currently the project is in the planning stage and the team utilized a process flow QI tool to determine when volunteers were no longer engaged and not active. After completing the process flow, the team wanted to conduct additional research and created a survey to send out to MRC volunteers. The survey was sent out to MRC volunteers on July 31st which responses identified that a majority of the MRC volunteers are working professionals with the most active volunteers being retirees, volunteering for 158 hours. Rebecca highlighted some benefits the volunteers receive such as learning new skills as well as the challenges such as changing schedules & availability. Volunteer efforts included volunteering during the COVID-19 Pandemic with recent volunteer efforts such as “reach out and read” for the WIC program. Rebecca reported that the biggest motivating factor was helping the community with a barrier of timing of volunteer opportunities (during WCHD business hours) or that the opportunity wasn’t of interest to them. Rebecca informed the committee that WCHD will be hosting a volunteer appreciation event recognizing MRC volunteers Wednesday September 17, 2025.
- **Patrick Ngum: Decrease the number of business days to respond to a data request:** Patrick reported that the QI project is targeted to reduce the number of business days business days to complete a data request. Patrick reported that since COVID WCHD has seen an increase in number of data requests received. Patrick referenced the meeting packet for the QI project update adding that the project is almost to completion. Patrick reported that they reviewed internal data requests which are requests from WCHD staff and external data request which are from community members and partners. Patrick indicated that internal requests are typically for data needed for grant applications and external requests from community members requesting data. Patrick reported that they used a logic model to determine causes for delayed response to data requests. One of the primary causes for delayed response with external requests was due to clarity of the request adding that the initial requests did not clarify specific information for the data requested. Another delay was with the process which the data request was received such as via email or telephone which was challenging. Patrick shared the process flow before and after initiating the QI project. Patrick indicated that the team used Qualtrics to develop a ticketing system for data requests which provides a form that provides additional details upfront minimizing the need to request for additional information and clarification. Patrick reported that through the QI projects they determined that it takes more business days to complete an external data request than an internal data request. Patrick indicated that one of the challenges is requests for data that are not maintained by WCHD takes longer to respond to providing the example of data maintained at the Illinois Department of Public Health (IDPH). Patrick added that they are implementing data use agreements to access data which streamlines the process of accessing data from external sources, reducing the number of days to respond to external data requests.

4. Executive Session - None

5. Additions - None

6. Adjournment – With no further information to discuss, Dr. Williams ended the informational Quality Committee meeting with no action taken at 6:32 p.m.