



BOARD OF HEALTH: Quality Committee Meeting Minutes

Date of Meeting: May 19, 2026
Time of Meeting: 6:00 p.m.
Location of Meeting: 555 North Court Street, Room 115, Rockford, IL 61103
Committee Members: Dr. Stephen Minore, Penelope Lechtenberg, James Powers, Dr. Allen Williams (Ex-Officio)
Committee Members Present: Dr. Stephen Minore, Penelope Lechtenberg, James Powers, Dr. Allen Williams (Ex-Officio)
WCHD Participants: Dr. Sandra Martell, Patrick Ngum, Michael Jarvis, Cheryl Floyd
WCHD Support: Stephanie Bahling, Executive Assistant (Recorder)
Attorney: Lafakeria Reuter, Luke Carlson

With a quorum being established, Dr. Minore called the May 19, 2026 Quality Committee Meeting to order at 6:00 pm.

Agenda:

1. Welcome and Approvals - (Presented By: Dr. Minore)
 - a. Approval of the May 19, 2026 meeting agenda: Dr. Minore entertained a motion to approve the May 19, 2026 meeting agenda which was provided by Jim Powers, seconded by Penelope Lechtenberg, all were in favor and the May 19, 2026 Quality Committee Meeting agenda was approved. Ayes (3), Nays (0), Absent (0).
 - b. Approval of February 17, 2026 meeting minutes: Dr. Minore entertained a motion to approve the February 17, 2026 meeting minutes which was provided by Penelope Lechtenberg, seconded by Jim Powers, all were in favor and the February 17, 2026 Quality Committee Meeting minutes were approved. Ayes (3), Nays (0), Absent (0).
2. Quality Improvement Update – (Presented By: Patrick Ngum): Patrick advised that WCHD received a positive update from PHAB reaccreditation and the annual report indicating that PHAB has reduced the number of measures so there will be less documents to submit. He also reported that there will be a webinar that provides updates on domains, standards and measures.
 - a. QI Plan Goals and Objective: Patrick indicated that WCHD staff have continued advancing quality improvement initiatives. He reported that the center for emergency preparedness has identified a process for onboarding MRC volunteers which includes volunteers working with center/program liaisons to facilitate onboarding and task assignments. The QI team is working to implement the process and assess its effectiveness in onboarding MRC volunteers. Patrick indicated that the Center for Environmental Health continues to cross-train inspectors across public facilities programs and Health Promotion & Wellness continues to explore strategies to increase WIC caseload by implementing an additional appointment reminder as well as following-up with clients who missed appointments. WIC also continues outreach opportunities and are working with Roosevelt High School to increase WIC recruitment. Patrick reported that WIC's current case load has averaged approximately 87% between January – April, 2026. Patrick reported that the Health Protection & Environmental Health QI project on foodborne illness is continued from the previous year and the QI team is analyzing changes made to the process with the goal of reducing the turnaround time on the response. Patrick reported that most of the QI projects are in the “Do” stage, some are in the “Plan” phase and one is in the “Study” phase. Patrick indicated that 92% of the QI projects have utilized at least one QI tool to identify needed changes to the current process; 83% are implementing changes to improve the process and 10% are analyzing the impact of the changes made.
 - b. Center/Program Level Initiatives
 - 1) Routine Records Destruction (Presented by Michael Jarvis): Michael reported that the records destruction QI project ensures that WCHD staff spend dedicated time reviewing records for destruction. The QI team

has implemented quarterly emails reminding WCHD staff to review their records and the QI project has been updated to include the destruction of digital records as well. Michael reported that along with the destruction of approved WIC client records, they also have worked with IT and completed their firsts destruction of digital records. Michael indicated that IT has successfully had the digital records permanently delete from the servers as well as the back-up servers.

3. Program Reviews/Audits

- a. WIC Management Evaluation Quality Assurance (MEQA) Audit Findings/Corrective Action (Presented by Cheryl Floyd): Cheryl reported that the WIC Program's FY26 Management Evaluation Quality Assurance review started on February 3rd and concluded on February 23rd. Cheryl reported that there was a total of 171 criteria that were evaluated and of those there was a total of 9 corrective actions. Cheryl noted that the WIC staff was commended for their dedication and compliance with the program requirements adding that they have exceeded the state redemption rate for the Farmer's Market Nutrition Program for the past two years. Cheryl also reported that the WIC staff have continually supported breastfeeding and the rates have shown improvement since the last review. WCHD's WIC program has two (2) international Board-Certified Lactation Consultants and seven (7) certified lactation specialists. Cheryl indicated that WIC was provided six (6) months to correct the findings. The WIC supervisor and staff worked diligently to address the findings which were completed within three (3) months and WCHD was provided a follow-up letter advising that the corrective actions were addressed and successfully completed. The next WIC audit will be in February, 2028. Dr. Minore provided a motion to file the WIC audit findings which was seconded by Dr. Williams, all were in favor and the audit filing was approved. Ayes (4), Nays (0), Absent (0)

4. Executive Closed Session – None

5. Additions – Patrick advised that WCHD received a positive update from PHAB reaccreditation regarding the annual report indicating that PHAB has reduced the number of measures resulting in less documents to submit. Patrick also reported that there will be a webinar that provides updates on domains, standards and measures.
6. Adjournment: With no further business to discuss, Dr. Minore entertained a motion to adjourn the May 19, 2026 Quality Committee meeting which was provided by Jim Powers, seconded by Dr. Williams, all were in favor and the meeting adjourned at 6:55 p.m.