

River Valley Health and Dental Center

CEO Report to the Board of Directors

September 2022

Highlights

- Facilities –

Clinton County Site Update: Notice was received from the HVAC contractor that the planned completion of the site improvements may be delayed as much as six to eight months due to a nation-wide delay in HVAC equipment availability. The team will be working on a temporary solution, but it looks as if the opening of the Clinton County site may be pushed back to the second quarter of 2023.

431 Construction Update: The new office space for Specialty Care is currently open for business and seems to be running smoothly.

471 Mechanical Issues: The Center has been experiencing plumbing issues for quite some time. It is now to the point where major work needs to be completed to fix the problem. A section of pipe in the medical department that was kept when the initial renovations were completed is a problem. A portion of the pipe has sunk to the extent that it is causing repeated clogs. This sunken portion of the pipe will need to be replaced. While the landlord will pay for the work, this repair will likely impact patient care as the Center will need to close for a few days. We will update you as more information becomes available.

- We have received an award of \$282,600 for the development of a training program for Medical Assistants. Last month, we reported that a grant application was submitted to state Department of Health through the PA Association of Community Health Centers. The team has already begun recruiting potential students, who would be interested in this program.
- Leadership has recently been notified that the Center has qualified for a \$168,000 grant to be used to create and implement a Workforce Market Campaign. The funds, like the above training grant, are part of the remaining funds from the American Rescue Plan Act provided to the PA Department of Health and passed through the PA Association of Community Health Centers to health centers.
- As you may have read in the Executive/Finance committee minutes, Leadership reported that they have been working with Quest Diagnostic Laboratory to possibly lease them a portion of the space at 471. An onsite laboratory would help with patient adherence and improve patient care. In 2021, over 77,000 laboratory orders for patients were issued with only approximately 38,000 completed. Quest can offer their lab services at a fraction of the cost of UPMC labs or any other hospital-based lab. After discussion and questions, the committee agreed this direction would be beneficial to both patients and to the Center and thus, would support a decision for approval by the board. Additional information will be forthcoming in preparation for future board action.
- Progress with provider recruitment has been made with hiring of a nurse practitioner who began this month. Also, a physician assistant will be starting in October to work in the Center until the Clinton County Clinic opens next year. Lastly, a pediatric dentist interview has been scheduled for the end of September.

- We are very pleased to share that we have hired a Development Director, Amy Alexander, who will be joining the team in mid-October. Amy comes to us from North Central Sight Services where she had served as their Development Director for the past three years.
- The Center has received and is administering the newest bivalent COVID booster from Moderna and Pfizer. The quantity of COVID testing has leveled out as the transmission levels have lessened. Vaccine booster administration has remained at six to eight per day.
- We have been notified that two employees have been chosen by PACHC to be honored for APEX awards which will be given out at the Annual PACHC conference in October, which will be an opportunity for good publicity and serve as a celebration for staff. The Awards for Primary Care Excellence (APEX Awards) represent the pinnacle of service, quality, innovation, and achievement in primary health care, and are designed to recognize the outstanding efforts of dedicated individuals and teams who work or volunteer for Pennsylvania's health centers in ten different categories. More details will be shared later as at least one of the honorees has not, as of yet, been notified of this honor.

Access to Care

- The Clinton County satellite project received notice from the HVAC contractor that the planned completion may be delayed as much as six to eight months due to a nation-wide delay in HVAC equipment availability. The team will be working on a temporary solution, but it looks as if the opening of the Clinton County site may be pushed back to the second quarter of 2023.
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Community

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Building Community Awareness and Perception

- Efforts continued this month with the design of bus advertising to include one shelter wrap located at Third Street by Ruby Tuesday and the Texas Roadhouse. This campaign also includes four bus tails with advertising for Express Care, Pharmacy, General Medical, and Specialty Care services. Continued updates were made to the website with new photography of reproductive health and chiropractic along with front office personnel. Updated photos of the main medical and dental operations is in the planning stages. Continued refinement of the social media and google advertising efforts is being pursued.

- At the request of the STEP Office of Aging, who had grant funding to continue public education efforts relating to on-going COVID efforts, we are assisting Let's End COVID! with marketing and fiscal assistance to reach out to senior citizens in the area, with a campaign designed to include the dissemination of a 4-page pamphlet to Webb Weekly subscribers (58,000). In addition, a TV series of six segments will be featured on PA Live with WBRE/WYOU. River Valley provider, Dr. Daniel Conner will be featured on a segment discussing the antiviral treatments and Barb Parker, Director of Clinical Operations, will be featured discussing the different types of COVID vaccines available. This series will be airing in a few weeks.

Outreach Locations & Activities for September 2022 Board Meeting

- STEP Board Activities
- Lycoming County Health Improvement Coalition Board Activities
- Penn College: Reproductive health education for incoming Freshman students
- Lycoming College Involvement Fair: General information with reproductive health education
- Penn College: STD Testing
- Lock Haven University: STD Testing
- Senior Health Expo
- Night of Remembrance (West Branch Drug and Alcohol event): General information and mask distribution
- American Rescue Workers: Mask and test distribution
- First Quality Health Fair: General information and mask and test distribution
- UPMC Block Party: General information and mask and test distribution
- Table Display and TV monitors in exam rooms at RVH&DC: Back to School for children with vaccine information for parents. "More Matters Month" Encourages patients to eat more fruits and vegetables daily. COVID awareness

Sustainability

Grants and/or Expanded Services Opportunities

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Workforce

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Partnership & Collaboration

- Nothing to report

Technology

- Nothing to report

Governing Body

- Nothing to report