

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
February 22, 2021 5:30 PM – 7:00 PM

PRESENT: Kim Wetherhold, Board Chair; Max Houseknecht, Jr., CFO; and Jim Yoxtheimer, President & CEO

PRESENT VIA ZOOM: Jean Myers, Board Vice Chair; Dewy Hilliard, Board Treasurer; Chris Ebner; Abbey Eschbach; Shantay Hall; Rev. Velinda Smith; Adanma Akujeze; Matt McLaughlin; and Barb Wool, Clinical Operations Manager

Excused: Dr. Ralph Kaiser; Barb Barbus; and Rick Wyatt

QUORUM MET

I Call to Order, Mission Statement, and Invocation

Kim Wetherhold called the meeting to order at 5:30 PM, read the mission statement, and offered the invocation.

II Mini-Education Session: Oral Health/Behavioral Health Integration

Jim introduced Melinda Diggan, Dental Operations Manager and Makenzie Metz, Oral Health Patient Navigator to present the mini-educational session on the Oral Health/Behavioral Health Integration program at River Valley Health and Dental Center.

Mindy introduced the program to the board of directors indicating that the Oral Health/Behavioral Health Integration program is a commitment to the whole body.

Makenzie shared with the board a typical dental appointment. She explained that while the patient is brought back to the room and is getting prepared for their appointment, they are asked screening questions by the assistant or hygienist. If the patient screening is positive, they are given the opportunity to speak with her. She can help patients with a variety of behavioral health referrals, both internal or external, help with transportation, food insecurity, housing needs, or support groups. Positive screenings will also afford the patient the opportunity to see Sue King, LCSW.

Makenzie then shared two success stories with the board, showing examples of how dental patients are not always aware of all the services provided at the Center and how she was able to refer patients for other services within the Center.

Mindy shared statistics on this program from October 19, 2020 – December 31, 2020: 119 patients screened positive. 39 patients received services. 11 patients were referred for comprehensive behavioral health care. 18 patients were negative, but still asked to speak with Makenzie to assist with other barriers.

Mindy felt the growth potential of the program can be whatever the Center would want. When a dental patients comes back to the Center for their next visit, it is hoped they will be more familiar with the questions and be prepared and more willing to reach out for help, if needed.

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
February 22, 2021 5:30 PM – 7:00 PM

III CEO Update

a. CEO Report: Jim highlighted the following information from his CEO Report:

- Management recently learned that the Center was one of four FQHC's in the state to be selected by HRSA to begin receiving direct federal distribution of the Moderna vaccine. If the federal effort rolls out according to plan, the Center could begin receiving a much larger vaccine quantity as early as the beginning of March. HRSA's expectation under this program is for FQHCs to accommodate patients first since their communities underserved make up the majority of FQHCs' patient base. Only 250 FQHCs across the county have been included in this program.
- Our state vaccine program has continued as discussed during last month's meeting. This program continues to utilize the Moderna vaccine supplied by the PA Department of Health. As reported in the media, the supply has been unpredictable and inconsistent.
- The Center has hired a full-time dentist who will begin working with us in mid to late March. Dr. David Uhrik currently lives and works in the Lancaster, PA area. There will also be an offer extended to a dentist from the Wilkes-Barre area in a few days.
- Unfortunately, the Center received a resignation from Dr. Gwen Martin. She will be leaving the Center in about 3 months. A short overlap in service with our new physician, Dr. Conner, will occur before she leaves.
- The Express Care services have not started as our one provider's licensing process is still tied up at the state level. Walk in services are still being provided at the Center.
- The annual Raise the Region online fundraising event will take place March 10-11. The Center has registered to participate but planning for the event was to be looked at to scale the effort in line with the anticipated resources currently available and the traditional return seen on those efforts. Kim added that this opportunity would be a good time for the board members to consider making a donation.

Jim then reviewed the high-level strategic plan summary which was developed three years ago. The columns on the left show what goals were set. The column to the right shows the progress made in the past three years. Jim asked the board to please read over this summary in preparation for next month's meeting where there will be time for discussion as to where board members would like to see the organization develop over the next three years.

b. Dashboard

- **Operational Indicators:** Barb reviewed the highlights of the Operational Indicators as follows: Barb reported that visits were down across the Center. Telehealth visits accounted for 18% of the visits. New patient visits, while more than last month, were still below goal at 150.

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
February 22, 2021 5:30 PM – 7:00 PM

- **Clinical Quality Measures:** Barb reported that the clinical quality measures forms have a new look. While all measures are monitored, the first form shows the measures the Workgroup is actively focusing on. The second form shows the rest of the measures that still are monitored on a month-to-month basis.

This month, Barb discussed the cervical cancer screening measure in detail. This measure is for female patients ages 23-65. This information can be captured by the nurse or medical assistant during the rooming process, when charts are prepped or “scrubbed” before the patient comes in for an appointment, or when the Center receives documents from specialists. There are a few challenges with this measure. Some women are not adherent and do not have their cervical cancer screening performed. Some women do not use their PCP to have their cervical cancer screening services performed. If the patient uses an outside provider, the Center needs to have a copy of the report to be compliant in this measure. Some insurance companies offer incentives to women to complete their cervical cancer screening exams. Currently, this measure is at 53% and our goal is 70%. The ways that the Center is currently working on improvement in this measure is educating patients about the importance of the screening and making sure staff is documenting as they are supposed to.

IV Financial Report

a. January 2021 Financial Summary Report

The highlights of the Financial Report were reviewed for January 2021, as were set forth in the summary provided to the Board, which is hereby incorporated for all purposes herein. Max reported that the YTD net gains from operations was \$1,566,643. Without the PPP Loan forgiveness, the net gains would have been \$361,083. Net days in A/R was 31 days and net days in A/P was 39. Days cash on hand decreased to 35.3 and the current ratio was 1.48, which decreased due to the new liability of the Jersey Shore Dental practice.

Motion #1 Matt McLaughlin made the motion to approve the January 2021 Financial Report. Adanma Akujize seconded the motion. The motion passed unanimously.

b. FY21 Operating Budget Reforecast

As requested from January’s committee meeting, Max had prepared a re-forecasted budget for FY21. He presented a very high-level overview of the new forecast and indicated he would be willing to review line by line detail if anyone would like.

Max reported the FY21 Operating re-forecast has been prepared utilizing July 2020 – January 2021 actual numbers. In addition, February – June 2021 estimates were calculated using averages of year-to-date actuals considering continued reductions due to the COVID-19 pandemic.

The goal of the Finance department is to be fully transparent as to what the year-end numbers would look like. Days cash on hand at fiscal yearend may be a little concerning as the original

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
February 22, 2021 5:30 PM – 7:00 PM

budget showed 18 days cash on hand. The reforecast shows just under 7. The department would always continue to strive to do better.

After discussion and all questions being answered the following motion was made:

Motion #2 Abbey Eschbach made the motion to approve the FY21 Operating Budget Reforecast. Dewy Hilliard seconded the motion. The motion passed unanimously.

V Quality Assurance/Quality Improvement Report

Barb presented the QA/QI report by reviewing the summary forms provided in the packet. This form contains all the goals the workgroup has identified as well as some of the interventions the team has used throughout the year. The center recognized improvement in many areas of quality while managing major challenges such as the global pandemic.

Barb indicated the 2021 Training Plan was reviewed in the January QA/QI Executive Committee meeting and is part of the consent agenda. The current training platform used is Relias which provides training to clinical and nonclinical staff members.

Barb reported that grant monies were recently used to purchase equipment for lead testing and cholesterol testing while the patient would be in the office with a simple finger stick. It is felt this testing should help with patient adherence and impact quality measures in a positive way.

Barb reported the Center has been working on implementation of a new diabetic service to offer patients. Michele Dangle, CRNP has experience monitoring glucose pumps. The glucose pump would be applied here, and the patient would come back to the Center periodically to have the information downloaded. Once the information would be downloaded, the provider can then review and make changes to medications if necessary.

Barb gave an update on the hypertension project that the Center has been involved in. To date, 35 bags with blood pressure cuffs, scales, and thermometers have been delivered to hypertensive patients with approximately 60 more bags to be delivered. This effort will help the Center monitor patients more effectively when they are unable to come into the office.

a. Credentialing/Rec credentialing

- **Melinda Flick, PHDHP:** Mindy is a current Public Health Dental Hygienist who has been with the Center since 2017. Mindy is in need of her 2-year rec credentialing.
- **Daniel Conner, DO:** Dr. Conner is a Family Physician who completed his residency at UPMC Susquehanna in June of 2019. He has been practicing medicine in South Carolina since completing his residency but would like to return to the area and is interested in what an FQHC can do for their patients.

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.

BOARD OF DIRECTORS MEETING MINUTES

February 22, 2021 5:30 PM – 7:00 PM

On behalf of the QA/QI Committee, Dr. Richardson recommends approval of both providers for reappointment/initial appointment to the dental or medical staff based on the Committee's review of their applications and the results of the credentialing verification process. In addition, their requests for medical practice privileges were also reviewed and found suitable for granting the delineation of privileges as requested.

Motion #3 Adanma Akujieze made the motion to approve Melinda Flick, PHDHP and Daniel Conner, DO for privileging and appointment to the medical and dental staff at River Valley Health and Dental Center. Abbey Eschbach seconded the motion. The motion passed unanimously.

VI Consent Agenda

Kim Wetherhold reported that there were two errors in the Finance and Audit Committee meeting minutes. The errors were pointed out to the board and corrected by Trudy.

Board of Directors Meeting Minutes, January 2021; Executive Committee Meeting Minutes, February 2021; Finance and Audit Committee Meeting Minutes, February 2021; and Quality Assurance/Quality Improvement Meeting Minutes, February 2021

Motion #4 Chris Ebner made the motion to approve the Consent Agenda with the correction of the two errors in the Finance and Audit Committee Meeting minutes. Dewy Hilliard seconded the motion. The motion passed unanimously.

VII Old Business

a. Conflict of Interest Statement: Kim reported that, as requested, all Conflict of Interest Statements were signed and returned to Trudy. Kim thanked everyone for the completion of this form which HRSA requires annually.

b. Board Responsibility Form: Kim also reported that the Board Responsibility forms were signed and returned to Trudy, as requested.

VIII New Business

a. Board Profile Review: Kim asked each board member to review their profile that is displayed on the River Valley Health and Dental Center website. If any changes, additions, and/or deletions need to be made please let Trudy know and she will take care of the corrections.

b. Board Self Evaluation: Jim reported that, according to HRSA's guidelines, it is time for the annual Board Self Evaluation. Jim asked the board members to complete the self-evaluation and return it to Trudy by March 4 so the results can be discussed in the next Executive Committee meeting.

IX Announcements for the Next Meeting

There were no announcements for the next meeting.

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
February 22, 2021 5:30 PM – 7:00 PM

X Adjournment

Kim Wetherhold adjourned the meeting at 6:43 pm.

Next Meeting: March 22, 2021 @ 5:30 PM Community Room or via Zoom

Signatures:

Kimberly Wetherhold, Board Chair

Barbara Barbus, Board Secretary

Date: