

# River Valley Health and Dental Center

## CEO Report to the Board of Directors

December 2020

**EARLY RELEASE**

### Financial Sustainability and Growth

- COVID testing has remained a valuable service during the past month. To date, we have tested 1,534 patients, an increase of 262 over the prior month. There have been 78 positive cases since March 11. A demographic breakdown of the patients tested is as follows:

	Year to Date / Monthly Increase	
American Indian	4	1
Asian	7	1
Black or African American	321	68
Other Pacific Islander	10	3
Other Race	64	7
Unreported/Refused to Report	172	38
White	956	144

Leadership's phased approach to conducting business during the increased spread of the virus continues to evolve. The Center had been giving patients an option if they would like a telehealth visit or an in-person visit. This has only minimally helped mitigate the amount of traffic in the Center. Last week we have had the providers review their schedule and indicate which patients could easily be a virtual visit and which patients need to come to the Center. Staff is then calling the patients to strongly encourage telehealth visits to those patients. If the patient adamantly refuses a telehealth visit, they are referred back to the provider. The Center is trying to reduce the number of individuals in the building as well as the patient load of the staff that is here due to vacancies in staffing created by the virus. No patient has been refused an appointment. Having just been implemented last week, it is too early to evaluate its impact on patient care.

Since oral health for our patients was so negatively impacted earlier in the year, the Center is extremely reluctant to stop those services yet again. However, unnecessary procedures have been suspended and telehealth for pain patients has been activated.

To date, there have been 10 employees with a positive COVID test. However, there have been approximately 25 employees that have had to be quarantined anywhere from a few days to 14 days. The Center is struggling with staff vacancies, as other health care organizations have also experienced.

### *Grant and/or Expanded Services Opportunities*

- Construction has begun on the changes needed to convert a medical exam room to a dental operatory. We anticipate another six weeks or so before opening the room for use. The work was funded by the Oral Health Infrastructure grant approved last year.
- Building inspectors have been to the Jersey Shore Dental office and have found no material weaknesses. The project is now with legal services for title search, etc. Closing is still on track for early-mid January.
- The Express Care Services providers are on the agenda for credentialing approval. These services are still on track for a January opening.

### **Building Community Awareness and Perception**

- Planning continues for two upcoming opportunities for increased visibility at the Center. The first is the soft launch of the Express Care Services expansion at 431 Hepburn. The second is the celebration of the Center's 10-year operational anniversary of the Center based on its 1/1/2010 opening as an independent corporate organization. These events will be used to rally marketing and staff engagement efforts.
- The annual fundraising campaign was kicked off last month by mailing 1,000 letters to previous and potential donors. We could still use your support to contact anyone who you feel might contribute to the cause. If you would like any help with that process, please contact Trudy. To date, we have received about \$850.

### **Outreach Locations & Activities for October / November 2020**

- STEP Board Activities
- Chamber of Commerce Activities
- Health Resource Center: Social Media Outreach for World AIDS Day December 1
- Health Resource Center: World AIDS Day Waiting room event with handouts December 2
- Table Display and TV monitors in exam rooms at RVH&DC: World AIDS Day/HIV education and COVID prevention/awareness.