

River Valley Health & Dental Center
CEO Report
October 2023

Access to Care

- The Center is nearing the end of its three-year strategic plan. Our goal is to perform most of groundwork necessary to develop a new plan by the time our new CEO is on board, allowing him or her to be part of the final product. Leadership is planning to take the opportunity to share with the board perceived environmental factors that could affect long-term sustainability as part of the new plan development, which may include discussions around strategic restructuring, alliances, and possible merger opportunities.
- Several staff members recently attended the PACHC Annual Conference in Lancaster. Plenty of very helpful information was shared which could have a positive impact on various individual positions and the Center.

Community

Outreach Locations & Activities for October 2023 Board Meeting

- STEP Board Activities
- Lycoming County Health Improvement Coalition Board Activities
- First Quality Lock Haven: Employee health fair
- Penn College of Technology: STD testing and education
- Penn College of Technology: Employee health fair
- Lock Haven University: STD testing and education
- Table Display and TV monitors in exam rooms at RVH&DC: Breast Cancer Awareness

Sustainability

- As we discussed last month, an effort is underway to seek a PPS rate adjustment. In Pennsylvania, the only way to initiate a PPS rate adjustment is to add or delete a service, which will prompt a review by Medicaid. Management has considered multiple services that providers have suggested, and podiatry services have been selected to be added to our scope of services. It is estimated that a scope change would have the possibility of adding up to \$1 million to revenue.

Progress to recruit a podiatrist has been made and a firm to perform the Medicaid cost report has been engaged. The cost report is necessary to the process. A request to add podiatry to our scope of services will be in front of the board next month.

Workforce

- Michelle Dangle, CRNP received the 2023 Innovation Award at the PACHC conference. The award is presented to an individual or health center team who has demonstrated a truly innovative approach to enhancing care or delivery of care. Michelle is planning to present the mini education session at the November meeting.

Workforce

- Nicole Kehoe, RDH, PHDHP presented on a panel for Home Grown Dental Assistants as part of PACHC's oral health track at the annual conference, and of course, she did an excellent job representing our center.
 - As mentioned at last month's meeting, a graph depicting turnover rates for RVHDC as compared to all Pennsylvania employees, all US employees, and all US healthcare employees is in your packet as part of the Executive/Finance Committee minutes. While the turnover rate for River Valley Health and Dental Center is not optimal, it is below average for all other categories reviewed.
 - Some progress has been made with provider recruiting and we were also presented with a setback. Details will be reported in the operations update during the meeting.
-

**Partnerships
&
Collaboration**

- Nothing to report.
-

**Governing
Body**

- We are counting on a lot of support from the Directors with the Eat Around The World fundraising event slated for October 26th. Multiple opportunities for support exist, including:
 - Find a donor for one or two items for the silent auction
 - Help sell tickets, including raffle tickets
 - Your attendance

--	--