

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
October 26, 2020 5:30 PM

PRESENT: Barb Barbus, Board Secretary; Dr. John Boll, Board Chair; Kim Wetherhold; Max Houseknecht, Jr., CFO; Barb Wool, Clinical Operations Manager; and Jim Yoxtheimer, President & CEO (ex-officio)

PRESENT VIA ZOOM: Abbey Eschbach, Board Vice-Chair; Dr. Ralph Kaiser; Matt McLaughlin; Tom Zimmerman; Jean Myers; Chris Ebner; Adanma Akujieze; and Shantay Hall

Excused: Rev. Velinda Smith; Rick Wyatt; and Dewy Hilliard

QUORUM MET

I Call to Order & Invocation

Dr. John Boll called the meeting to order at 5:30 PM and offered the invocation.

II Mini-Educational Session—Neighborhood Care Telehealth

Barb Wool introduced Rose Thomas-Sarno, RN to the Board to share information on the Neighborhood Care Telehealth project that the Center has been working on.

Rose shared with the Board the AGNES equipment to be used when staff travels into the community for services. The AGNES equipment has a stethoscope that staff can place on the patient and the provider will hear it remotely while in their office at River Valley Health and Dental Center. Other useful tools the equipment has includes a dermascope and an otoscope. The equipment is currently being used in partnership with American Rescue Workers (ARW). A patient that was seen last week was very excited about the services provided. Our transportation driver was able to deliver medications to the patient the next day, which was also very exciting for the patient.

III CEO Update

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

- COVID testing has remained a valuable service during the past four weeks. To date, the Center has tested 1,038 patients, an increase of 262 over last month. Also, the Center has obtained the equipment and supplies to do the rapid COVID testing. Training for the rapid testing started today (October 26th).
- Dental services continue to be impacted while provider vacancies exist. Most notable, new patient visits are currently being scheduled out several weeks. Provider and patient schedules have been modified to provide the greatest access possible. The first temporary dentist was scheduled to begin this week (October 26-30).
- Three new medical providers have been hired. Two nurse practitioners and one physician assistant will be onboarded by the end of December. The positions are required to expand our walk-in services and replace a nurse practitioner who resigned last month. In addition, we are actively recruiting a family medicine physician due to a planned retirement in the first or second quarter of next year. Significant activities have occurred since last month when we reported the nationwide 340B challenge launched by Merck, Sanofi, Novartis, and Eli Lilly.

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HRSA has made their position clear that the pharmaceutical companies have misinterpreted the regulations and do not have the right to deny the sale of medications to qualified entities. However, because HRSA has not taken legal action to stop the manufacturers, NACHC announced it will sue HRSA to attempt to force them to act. Another important factor is that Congress has made their position clear, in as much as the majority believe, that the pharmaceuticals are wrong and still need to provide 340B drugs to facilities.

- An agenda item for this evening was the possibility of acquiring a dental practice in Jersey Shore. The purchase would include a building and dental equipment, as well as an adjoining vacant lot, which could be used to expand medical services in the future.
- The Center has recently been notified by the Pennsylvania Office of Rural Development that we have been selected as the Rural Health Program of the Year. The award will be presented at a virtual ceremony to be held on November 18. The Rural Health Program of the Year award recognizes an exemplary health program that addresses an identified need in a rural community.
- The PR, Marketing, and Fundraising Committee did not meet this month, but the plan to send out the donor fundraising letter to approximately 1,000 individuals, Chamber of Commerce members and local supporters was implemented. Letters were to be going out later this week.
- The billboard campaign was this month with 22 billboards across Lycoming County featuring the message, “You Are Not Alone” in conjunction with the Center’s partners in Substance Use Disorder and Mental Health services. The design included all the partner logos provided. In addition to the billboards, about 4,000 masks were branded with the same message, with the River Valley Health and Dental logo and that of NAMI/Northcentral PA. Funding was provided by HRSA, as part of a SUD-MH FY18 award totaling \$326,000.
- The month of November includes Hunger & Homelessness Awareness Week, November 15-22, and the YWCA has asked us to partner with them to build and install a “Hut of Hope” outside of the Center. The hut will be frequently supplied with hygiene and warm weather gear for people who are in need to take at their leisure. They have been able to help many people with such a hut near their facility with success supplying the hut with donations from the community. We have requested approval from our landlord to put a kiosk in the River Valley/Hepburn Plaza.

b. Dashboard

- **Operational Indicators:** Barb reviewed the highlights of the Operational Indicators as follows: She reported the goal for billable encounters (visits) was only 92 visits under budget. New patient visits were under budget. There were 4 patient complaints.

Clinical Quality Measures: As a reminder from last month, Barb reported that all measures continue to be monitored by the QA workgroup as well as the QA/QI Executive Committee. However, the plan is to provide a full report on one measure per month. This month the Tobacco Use Screening and Cessation Intervention measure was to be discussed. Barb reported that every patient who smokes is offered education about quitting. The state average for compliance in

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this measure is 88% and the Center is at 98%. This measure includes everyone 18 years and older who has had a visit within the year. While being roomed, the nursing staff asks the patient if they smoke or use tobacco products. The reason for the few fallouts is that the patient refuses to discuss or the nursing staff inadvertently does not check the box that it was discussed. All fallouts are reviewed with the nursing staff.

IV Financial Report

The highlights of the Financial Report were reviewed for September 2020 as were set forth in the summary provided to the Board, which is hereby incorporated for all purposes herein. Max reported the YTD net gains from operations was \$298,043. Net days in A/R was 20, days in A/P remained at 51. Days cash on hand was at 40.9 and the current ratio was 1.15. Of note, October was the best month for pharmacy revenue since its opening.

Motion #1 Dr Ralph Kaiser made the motion to approve the September 2020 Financial Report. Matt McLaughlin seconded the motion. The motion passed unanimously.

V Quality Assurance/Quality Improvement Report

Barb reported there were clinical policies reviewed for this month, with only minor changes recommended. The rest of the clinical policies will be reviewed in November. The Patient Failed Appointment Policy was reviewed with changes suggested.

a. Credentialing

- **Michelle Dangle, CRNP**

On behalf of the QA/QI Committee, Dr. Richardson has recommended approval of Michelle Dangle, CRNP for appointment to the medical staff based on the results of the credentialing verification process. In addition, her request for medical privileges was also reviewed and found suitable for granting and delineation of privileges as requested.

Motion #2 Tom Zimmerman made the motion to approve Michelle Dangle, CRNP appointment to the medical staff of River Valley Health and Dental Center. Dr. Ralph Kaiser seconded the motion. The motion passed unanimously.

VI Consent Agenda

Board of Directors Meeting Minutes September 2020; Executive Committee Meeting Minutes October 2020; Finance and Audit Committee Meeting Minutes October 2020; and Quality Assurance/Quality Improvement Committee Meeting Minutes October 2020

Motion #3 Barb Barbus made the motion to approve the Consent Agenda as presented. Abbey Eschbach seconded the motion. The motion passed unanimously.

VII Old Business

There was no old business to be brought before the Board.

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VIII New Business

a. FY20 Audit: Max indicated that all FY20 audit information was available on the Board Portal as well as the recording of the presentation from Baker Tilly made to the Finance and Audit Committee.

Max reported on the FY20 Audit report indicating there were no findings on the audit showing an unmodified “clean” report. There were no instances of noncompliance noted that are material to financial statements and no material weaknesses.

Motion #4 Kim Wetherhold made the motion to approve the FY20 Financial Audit Report. Chris Ebner seconded the motion. The motion passed unanimously.

b. Jersey Shore Dental Practice: Jim reported that while researching ways to expand care, management became aware of a dental practice owned by Dr. Richard Beatty which would become available for purchase as he is retiring. Management has been working on the possibilities of purchase of his practice and equipment for two months. They have been reviewing assets and comparing market value of the equipment.

Each board member was afforded time for question and answers from management.
Considerations included:

- This purchase will expand access to care.
- Services provided in a new area within the current service area
- Reasonably priced asset
- Opportunity to expand into medical services in the future

Risks included:

- Timing—availability of dentists and potential impact of pandemic
- Lost opportunity costs—time and money

After considerable discussion, the following motion was made.

Motion #6 Kim Wetherhold made the motion to approve the purchase of the dental practice currently owned by Dr. Richard Beatty in Jersey Shore, PA. Jean Myers seconded the motion. Let the record show that there were 8 yes votes and 1 no vote. The motion passed by majority vote.

IX Announcements for the next Meeting

a. December 2020 Board Meeting Date: Jim informed the Board that there would be a poll sent to all board members in regards to the December Board meeting as to which would be a better date for attendance, December 21 vs. December 28 as well as to determine what type of setting the Board would like to see.

b. President & CEO Annual Review: Dr. Boll indicated he would be sending the Board an email with information for this year's CEO evaluation which will be less formal than in the past, as this year has been unique. The November Board meeting will go into Executive Session to review the results.

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c. Dr. Boll made the Board aware that Abbey Eschbach had resigned from the Executive Committee. He expressed his appreciation for everything she has provided to the Executive Committee.

X Adjournment

With no further business to be brought before the board, Dr. Boll adjourned the meeting at 7:02 PM.

Next Meeting: November 23, 2020 @ 5:30 PM Community Room, 431 Hepburn Street or via Zoom

Signatures:

Dr. John Boll, Board Chair

Barbara Barbus, Board Secretary

Date: