

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES FOR
THE ANNUAL CORPORATE MEETING
July 26, 2022 5:30 PM

PRESENT: Kim Wetherhold, Board Chair; Jean Myers, Board Vice-Chair; Chris Ebner, Board Secretary; Shantay Hall; Barb Vanaskie; Mark Thompson; and Max Houseknecht, Jr., CFO

PRESENT VIA ZOOM: Abbey Eschbach; Josh Warfel; Rev. Velinda Smith; Austin White; and Jim Yoxtheimer, President & CEO

Excused: Dr. Ralph Kaiser and Matt McLaughlin

QUORUM MET

I Call to Order, Mission Statement, & Invocation

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

II Mini-Education Session: Care Management Program

Emily Drick, Chief Quality Officer of River Valley Health and Dental presented the mini-educational session on the Care Management Program. She began by stating the goals of the program which are: To promote patient centered approach to care to ensure patient's needs and goals are understood; To identify high and moderate risk populations; To align care management services and interventions to the needs of individuals; To develop integrated care plans; To Improve transitions of care, and to improve health outcomes.

Emily indicated that there are a lot of moving parts in Care Management to include: extending support to high-risk patients; providing in person contact with patients through warm handoffs or scheduled appointments; coordinating care transitions and close follow up of patients; providing self-management support and education; providing healthy lifestyle education; providing after appointment coordination and navigation of the health system; proactively reminding patients of service needs; completing follow up calls to patients post-discharge, and assisting with goal setting and implementation of patient care plans.

Emily explained that the Care Management Team includes herself, two LPNs, and a Community Health Worker (CHW). She explained that a Community Health Worker is a public health worker with close understanding of the community that they serve. The CHW serves as a liaison between health/social services and the community.

Emily explained how the team defines a high-risk patient as well as the outcomes that are expected from the Care Management Team.

Emily shared four success stories from the program. Three of the four success stories showed no readmission to the hospital within 30 days, which is a huge success. One showed improvement in an A1C result from 11.0 to 7.8 in a six-nine month time period. They have provided food boxes for food insecurities as well as helping with medications by initiating the pharmacy to do blister packs for better adherence.

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The board was afforded the opportunity to ask questions of Emily and asked to be kept updated on the progress of the program. They understood this program has been funded with grant dollars but would like to be kept apprised if management feels another CHW would be needed.

III CEO Update

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

- Dr. William Bartlow has agreed to assume the interim Chief Medical Officer position in early August when Dr. Richardson leaves. Dr. Bartlow will remain in the position as long as we desire and will assist with the recruitment of a new physician to eventually replace him in that role.
- The Executive/Finance Committee has had extensive discussions regarding the changes made to the employee turnover goal on the balanced score card and operational dashboard. The committee agreed that raising the goal from the nine percent to sixteen percent was an appropriate change.
- The leadership team has continued to consider options to enhance security and safety of the employees, facilities, and patients. Additional security guard coverage has been implemented which allows the Center to have a guard on duty every hour that it is open. The team has also been reviewing opportunities to have an outside organization perform an in-depth vulnerability assessment.
- The quantity of COVID testing had increased due to the higher transmission rate the region had been experiencing. To date, the Center has tested over 11,200 individuals and administered over 16,900 vaccine doses.
- The Clinton County satellite project has moved forward. The construction drawings are finished, and they have been distributed to contractors. The bids should be received within the next three weeks.
- Construction work on the renovations for the 431 Hepburn space has been completed and the Center has been awaiting the occupancy permit.
- Work continues with the project to provide Medically Assisted Treatment (MAT) services for incarcerated individuals through coordination with West Branch Drug and Alcohol.

b. Dashboard

- **Balanced Score Card:** Max reviewed the Balanced Score Card for the month of June which showed success in the following areas: Visits for behavioral health and reproductive health; Patient Experience, Center-wide; Quality for behavioral health and medical; Dental visits are improving, and areas for opportunity are medical visits, and employee retention.
- **Operational Indicators:** Max reported that the YTD center visit analysis showed June to be the second highest in the fiscal year. New patient visits for the month of June were 311 which was the best month of the fiscal year. There were two patient concerns for the month of June, which is 50% better than goal.

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IV Quality Assurance/Quality Improvement Report

a. Clinical Quality Measures: Jim reported the quality measures indicating that there were no significant issues for the month of June. A new measure was included which will be reported twice per year according to PCMH guidelines. The New Patient measure shows the percentage of new patients that were able to be scheduled for a new patient appointment within 30 days. This measure was met 100% for the month of June. ED Utilizations, unfortunately, continues to rise despite efforts from clinical staff and support staff. Studies have demonstrated that ED visits have risen since 2020, especially with mental health disorders.

b. Recredentialing

- **Dan Bozza, DMD**
- **Patricia Bozza, DMD**
- **Tracy Mathers, PHDHP**

Jim reported that Dr. Dan Bozza, Dr. Patricia Bozza, and Tracy Mathers have all been with the Center for quite a while. They are all in need of their recredentialing.

Barb Parker, on behalf of the QA/QI Committee, recommended reappointment of Dr. Dan Bozza, Dr. Patricia Bozza, and Tracy Mathers, PHDHP to the staff of River Valley Health and Dental based on the committee's recommendations and the results of the credentialing verification process. In addition, their request for practice privileges were reviewed and found suitable for granting the delineation of privileges as requested.

Motion #1 Jean Myers made the motion to approve Dr. Dan Bozza, Dr. Patricia Bozza, and Tracy Mathers reappointment to the dental staff and to grant privileges at River Valley Health and Dental. Mark Thompson seconded the motion. The motion passed unanimously.

V Financial Report

a. June 2022 DRAFT Financial Summary Report: The highlights of the DRAFT financial report were reviewed for June 2022, as were set forth in the summary provided to the board, which is hereby incorporated for all purposes herein. Max reported that for the FY22 year end there was a profit of \$89,606. The YTD increase in net assets was \$808,046. Net Days in A/R was 22. Days in A/P was 38.43. Days Cash on Hand was 42.51, very close to the goal of 45. Current Ratio was 1.63.

Max reminded the board that, if approved, the June 2022 financials will remain in DRAFT form until after the audit is complete in October. By keeping the financials in draft form, it allows the Finance Department to avoid the need for post-closing adjustments.

Motion #2 Barb Vanaskie made the motion to approve the June 2022 DRAFT Financial Report. Rev. Velinda Smith seconded the motion. The motion passed unanimously.

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VI PR, Marketing, & Fundraising Committee Report

Shantay Hall presented the PR, Marketing, & Fundraising Committee report. She reminded the board that National Health Center Week will be August 7 – 13. On August 4, the County Commissioners plan to issue a proclamation for National Health Center Week in Lycoming County. Patient Appreciation Day will be on Wednesday of that week. Patients presenting to the Center for an appointment that day will receive an insulated tote. There will be an Open House on Thursday, August 11 from 4 pm – 6 pm. Tours of the facilities will be available with health screenings along the way. The YMCA will be providing games for the kids as well as Air Weaver Balloon will be on site. A welcoming ceremony will be held at 4:30 pm with speakers. She encouraged the board to attend if at all possible.

Shantay indicated that reports received back from social media showed that the Center has been improving with outreach penetration in social media.

VII Consent Agenda

Board of Directors Meeting Minutes, June 2022; Executive/Finance Committee Meeting Minutes; Quality Assurance/Quality Improvement Meeting Minutes, July 2022; and PR, Marketing, & Fundraising Committee Meeting Minutes, July 2022

Motion #3 Kim Wetherhold made the motion to approve the Consent Agenda as presented. Chris Ebner seconded the motion. The motion passed unanimously.

VIII Old Business

- a. Nominations and Voting:** Jim closed the loop from the nominations and voting from the June, 2022 meeting. As previously reported in an email to all board members, three board members were unanimously elected to enter their second three-year term. Also, voting for officers showed unanimous election of the following:
- Kim Wetherhold, Board Chair
 - Jean Myers, Board Vice-Chair
 - Chris Ebner, Board Secretary
 - Dr. Ralph Kaiser, Board Treasurer

IX New Business

- a. Committee Assignments:** Kim reported that Jim had reached out to board members who had not yet committed to a committee assignment. Both Austin White and Josh Warfel have agreed to join the PR, Marketing, & Fundraising Committee. She thanked them both for their willingness to serve on this committee. The FY23 meeting schedules were also included in the packet.

X Announcements for the Next Meeting

Kim made the announcement that there will be a meeting on October 18, 2022 at 5 p.m. in the Community Room. This meeting will allow board members to hear the FY22 Audit presentation from Baker Tilly.

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XI Adjournment

With no further business to be brought before the board, Kim Wetherhold, Board Chair, adjourned the meeting at 6:34 PM.

Next Meeting: August 23, 2022 @ 5:30 PM Community Room or via Zoom

Signatures:

Kimberly Wetherhold, Board Chair

Christopher Ebner, Board Secretary

Date: