

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
February 22, 2022 5:30 PM

PRESENT: Jean Myers, Board Vice-Chair; Barb Vanaskie; Josh Warfel; Max Houseknecht, Jr., CFO; Matt McLaughlin, COO; and Jim Yoxtheimer, President and CEO

PRESENT VIA ZOOM: Dr. Ralph Kaiser; Austin White; Abbey Eschbach, Rev. Velinda Smith; and Shantay Hall

Excused: Kim Wetherhold; Chris Ebner; and Rick Wyatt

QUORUM MET

I Call to Order, Mission Statement, & Invocation

Jean Myers, Board Vice-Chair called the meeting to order at 5:30 pm, read the mission statement and offered an invocation.

II Mini-Educational Session: Board Self Evaluation

Jim presented the mini-educational session focusing on the Board Self Evaluation form. Board self -evaluations are required annually by HRSA. The questions focus on making the experience better for the board; it is not an evaluation of management or staff. Jim indicated he was aware that some areas which may need attention due to the pandemic, as for example question #8 which asks about the board's active support of fundraising. The Center has not been aggressive with fundraising due to the pandemic.

The self-evaluation is anonymous, however, if anyone would like to discuss any items in the evaluation, please place your name on the paper and the Executive Committee will address those questions.

Jean Myers added that she and Kim Wetherhold recently participated in the training for board of directors presented by NACHC. She felt that it was an excellent training session and recommended it to all board members if it should become available in the future. Jean indicated the training reassured her as to her role and made her aware that the Center was on target and the organization/staff has been doing what was needed.

Jim indicated the results of the board self-evaluation will be tabulated and reviewed at the next Executive Committee meeting.

III CEO Update

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

- The Center welcomed Matt McLaughlin to the leadership team in February. Matt will play a vital role in the continued success of the organization.
- The leadership team has been wrestling with the issue of lower than anticipated patient visit volume during the past several months. The team has been spending a lot of time on diagnosing challenges and a more thorough update will be provided on the findings and steps taken to date later in this meeting.

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
February 22, 2022 5:30 PM

- Management has continued working on options to purchase the plaza. The team has been focused on getting clarification of uses of the SBA loan. It was clear that the Center cannot directly use the loan for a down payment on the plaza acquisition, but ways may exist to use the loan funds directly to help with the financial impact associated with the pandemic.
- The Center received notice that it has been awarded the state grant for \$300,000 for the Clinton County project. HRSA has just approved the scope change request for the new site as well as the final approval for the project overall. Jim gave a special thanks to Jackie, Max, and the finance team for all their hard work on the grant application process.
- Bids were received and opened January 25th for the renovations to the 431 Hepburn space. Typically, with a bidding process, the lowest bidder is awarded the contract. Management was awaiting a schedule for the work to be completed. Of note, the original bids came in \$100,000 under budget.
- The administration of COVID testing and immunizations continued to be demanding on staff for the first half of the month but was substantially less taxing during the second half. To date, the Center has tested nearly 9,400 individuals and administered over 15,700 vaccines including about 395 to children between the ages of five and thirteen.
- The Center has continued to receive at-home COVID test kits from HRSA. More recently, the Center has also begun to receive N95 masks. The test kits and masks have been distributed to patients at the Center and with help from the community. Jim indicated that if any board member knows of any community groups or individuals that would help with the distribution to reach out to Trudy or himself. Employers are not to be using them for required staff testing.
- Raise the Region will be happening on March 9 – 10. Information will be sent to all board members as soon as it is available.
- The Executive Committee received an initial copy of the recommended changes to the bylaws. The committee was asked to review their copy and be prepared for discussion at the next Executive Committee meeting. It is planned for the Bylaws to be on the Board Agenda for the March meeting.
- As Jean had discussed earlier in the meeting, two board members attended the “Board Member Boot Camp” on February 13.

Matt took the opportunity to thank everyone for allowing him to join the RVHDC team.

Matt reported on the Capacity Gap Analysis attached with the CEO Report. Matt indicated that in nearly all service visits were at or above FY21. Growth has been limited by a number of factors to include recruitment, covid related issues, and a need for shorter more efficient visits. Many areas show a backlog of patients.

The management team has been working on the root causes of decreased visits, which some of the numbers can be broken down as follows for the month of January:

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
February 22, 2022 5:30 PM

- Williamsport Dental (194 visits)
 - 1 Hygienist vacancy
 - 1 Hygienist on unexpected medical leave
- Jersey Shore Dental (366 visits)
 - 1 General Dentist vacancy
- Neighborhood Care (71 visits)
 - 1 Provider vacancy

Max reported on the comparison of unused visits from December 2021 vs. January 2022. He explained that an unused appointment slot refers to any slot that went vacant, either by no appointment scheduled, cancellations, reschedules, and no-show visits.

- Dentists saw a 1% decrease in unused slots, while Hygienist saw a 2% increase in unused slots.
- Reproductive Health Services saw a 2% decrease in unused slots.
- Medical Physicians saw a 4% increase in unused slots, while Medical APP's saw a 7% increase in unused slots. Telepsychiatry saw a 17% increase in unused slots.
- Chiropractic Services saw a 1% increase in unused slots.

Matt indicated he had lists from the Dental Operations Director and the Medical Operations Director on ways to mitigate the unused appointment slots. A few areas which are actively being worked on to increase capacity are as follows:

- Medical
 - Walk-ins are seen by an available provider rather than scheduling with their primary care (panel) provider
 - One physician and one APP expanded clinic hours.
- Dental
 - All late and unconfirmed patients who come to their appointment are worked into the schedule whenever possible.
 - Instituted an open access schedule for patients experiencing dental pain. Previously these patients were seen in Express Care.

b. Dashboard

- **Operational Indicators**
- **Clinical Quality Measures:** Barb Wool presented the highlights of the Clinical Quality Measures as follows: The Clinical Quality Measures for the month look similar to the previous month. In particular, the EPSDT measure was very low, however, that measure is driven by calendar year, so since it was the first month of the year no data existed for comparison. This measure captures anyone under the age of 21 who has been in for their EPSDT exam. This number should climb as the year progresses.

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
February 22, 2022 5:30 PM

IV Financial Report

a. January 2022 Financial Summary Report: The highlights of the financial report were reviewed for January 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 month of January net gains from operations was under budget by approximately \$69,000. The YTD excess of expenses over revenues was \$363,654. Max reported expenses were under budget by \$18,640 and factoring out unbudgeted grant related expenses, they would have been under budget by \$86,313. He commended staff for their hard work at keeping expenses down. Net days in A/R showed a slight increase to 34. Days in A/P decreased slightly to 34.44, days Cash on Hand was 39.98 and Current Ratio was 1.45.

Motion #1 Josh Warfel made the motion to approve the financial report for January 2022. Barb Vanaskie seconded the motion. The motion passed unanimously.

V Quality Assurance/Quality Improvement

Barb Wool presented the QA/QI report by pointing out that several IT policies were included in the Consent Agenda for approval. The Center completed a HIPAA Risk Assessment which showed areas in need of improvement in the IT policies. While the policies changed some, the procedures were being done, they were just not captured in the written formal policies.

a. Credentialing/Re-Credentialing

- **Sabina Mushtaq, M.D.:** Dr. Mushtaq is a tele psychiatrist in need of her two-year recredentialing and reprivileging.

On behalf of the Quality Assurance/Quality Improvement Committee, Dr. Richardson has recommended approval of Dr. Sabina Mushtaq for reappointment to the medical staff of River Valley Health and Dental based on the Committee's review of her application and results of the credentialing verification process.

Motion #2 Abbey Eschbach made the motion to approve Dr. Sabina Mushtaq's reappointment 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, January 2022; Executive Committee Meeting Minutes, February 2022; Finance and Audit Committee Meeting Minutes, February 2022; Quality Assurance/Quality Improvement Meeting Minutes, February 2022; and Personnel & Nominating Committee Meeting Minutes, February 2022

Motion #3 Dr. Ralph Kaiser made the motion to approve the Consent Agenda as presented. Barb Vanaskie seconded the motion. The motion passed unanimously.

VII Old Business

a. Conflict of Interest Statements: Jean Myers reported that all Conflict of Interest statements have been received, reviewed, and returned to Trudy.

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
February 22, 2022 5:30 PM

VIII New Business

a. Prospective New Board Member: Jim reported that the Personnel & Nominating Committee met with a prospective new board member, Mark Thompson. Mark was recommended to the board by Matt McLaughlin who, at the time, had been serving on the. The committee had the opportunity to learn a little about Mark at the meeting and felt he would be an excellent addition to the. Everyone was asked to complete the ballot in the packet and return to Trudy by February 25.

b. Board Self Evaluation: Jean asked all board members to complete the Board Self Evaluation Form in the packet and return it to Trudy by March 2, 2022.

With no further business to be discussed the meeting was adjourned at 6:13 pm.

Next Meeting: March 22, 2022 @ 5:30 PM Community Room or via Zoom

Signatures:

Kimberly Wetherhold, Board Chair

Christopher Ebner, Board Secretary

Date: