

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
January 25, 2021 5:30 PM – 7:00 PM

PRESENT: Kim Wetherhold, Board Chair; Barb Barbus, Board Secretary; Shantay Hall; Max Houseknecht, Jr., CFO; and Jim Yoxtheimer, President & CEO (ex-officio)

PRESENT VIA ZOOM: Jean Myers, Vice Chair; Dewy Hilliard, Board Treasurer; Chris Ebner; Abbey Eschbach; Adanma Akujieze; and Dr. Ralph Kaiser

Excused: Rev. Velinda Smith; Matt McLaughlin, and Rick Wyatt

QUORUM MET

I Call to Order, Mission Statement, and Invocation

Kim Wetherhold called the meeting to order at 5:30 pm, read the mission statement, and offered the invocation.

II Mini-Education Session: Vaccine Program Planning

Barb Wool presented the mini-education session by offering information to the board about COVID vaccine planning and its progress.

Barb reported that, to date, 49 employees have received the first vaccine and 591 non-employees have received their first vaccine. As directed by the Department of Health, the Center is currently vaccinating people in Phase 1A which includes healthcare workers, nursing home patients, people aged 65 and older, and high-risk individuals with underlying medical conditions such as diabetes or heart disease. Currently the Center can give 50 vaccines per day, but management has been brain-storming for ideas on how to serve more people per day.

Barb indicated that management has identified challenges which have come along with administering the vaccine to include staffing, space, long-term solution, vaccine availability, and changing regulations.

Barb provided information to the board on how patients and/or community members can receive the vaccine. Anyone can go to the website at www.rivervalleyhealthanddental.org and click on the COVID-19 vaccine request button and then choose the appropriate request for individual or group/company.

Jim reported on community related issues indicating that Geisinger and UPMC have been vaccinating as supply is available to them. UPMC has only been able to vaccinate employees while Geisinger has taken the opportunity to vaccinate the public. Their supply has also been limited. The Department of Health has made available to the public a map of where the vaccine can be obtained. Other FQHC's have identified the same challenges as River Valley Health and Dental Center. Recently local pharmacies have begun to administer the vaccine, but they have separate contracts with the government that govern how they receive their supply.

The board was then able to ask questions and got answers from Barb and/or Jim.

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III CEO Update

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

- The total number of COVID-19 tests performed in 2020 was 2,039, of which 140 tests were positive. January tests to date totaled 364. The Center has continued to provide both rapid testing and non-rapid PCR tests five days per week.
- The Center recently made a small renovation to the Center's main conference room to facilitate the use of two exam rooms in the Reproductive Health wing for testing. The use of the mobile unit for testing has been discontinued for the winter months.
- Very recently, there has been some progress with recruitment of dentists. The Center has received interest from multiple dentists and plans are moving forward with the hiring process.
- The Center has recently signed an employment agreement with a family medicine physician who plans to start at the Center sometime in April.
- The construction has been completed ahead of schedule on the changes needed to convert a medical exam room to a dental operatory.
- The closing on the Jersey Shore Dental office has been scheduled for January.
- The opening of the Express Care Services has been postponed due to one of the providers pending final paperwork from the state needed to begin seeing patients.
- The Pennsylvania Department of Health was awarded CARES Act funding from the federal government. The PA DOH has awarded FQHC's additional monies to be used for testing. River Valley Health and Dental Center expects to receive approximately \$430,000.

b. Dashboard

- **Operational Indicators:** Barb reviewed the highlights of the Operational Indicators as follows: Barb reported that visits were down across the Center by 1,400 visits. Some patients continue to feel uncomfortable to come into the Center due to the COVID virus. 16% of the visits were telephone visits and 8% were tele-video visits. New patient visits were under budget at 129.
- **Clinical Quality Measures:** This month, Barb discussed colorectal cancer screening in full detail. This measure is for patients aged 50-74 years of age. It would include the Fit Kits and Cologuard test kits. The Cologuard kit is simple to order, nursing staff fills out a form and faxes it to the company. The company, in turn, sends the kit to the patient with instructions on how to complete. Once the test is completed the patient mails it back to the company. The Fit Kits are used for patients who are uninsured. The nursing staff reviews the schedules daily to see who would be eligible for a screening test. The challenge to this measure is that patients may not return the kit for testing. This measure was at 57% this month, which is the highest known result for River Valley Health and Dental Center. The state average for compliance is 45%.

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IV Financial Report

The highlights of the Financial Report were reviewed for December 2020, as were set forth in the summary provided to the Board, which is hereby incorporated for all purposes herein. Max reported the net gains from operations was \$1,540,790. Without the PPP Loan forgiveness, the net gains would have been \$335,230. Net days in A/R was 32. Days in A/P was 38.55. Days cash on hand increased by one day to 39.4. The current ratio increased to 1.51.

Motion #1 Dewy Hillard made the motion to approve the December 2020 Financial Report. Chris Ebner seconded the motion. The motion passed unanimously.

V Quality Assurance/Quality Improvement Report

Barb reported that the QA/QI Workgroup has been brainstorming on how to get the patient satisfaction surveys to more patients. Currently not a lot of patients wish to complete the surveys in hand due to social distancing guidelines.

Barb reported the Behavioral Health/Oral Health integration has been going well. To date, 37 patients have been identified to have behavioral health needs and of which, the Center was able to provide educational materials and/or a warm hand off to a behavioral health consultant.

The Center has been working on a hypertensive initiative with Quality Insights. Soon, the Center will have delivered scales and blood pressure cuffs to patients to help with blood pressure monitoring during the pandemic.

Barb reported that no credentialing needs were to be considered for this meeting.

VI PR, Marketing, & Fundraising Report

Shantay reviewed the highlights of the PR, Marketing, and Fundraising Committee minutes. She reported that the Center's Google reviews continue to do well. Shantay asked the Board for help in several areas. First, to help with ideas for Facebook posts. Second, help in brainstorming ideas to help staff celebrate the 10-year anniversary of the Center becoming an independent organization, while keeping in mind events need to be socially distant friendly. Lastly, Shantay reminded the board that Raise the Region will be coming up in March and she asked if any board members might want to volunteer to help facilitate that fundraiser.

VII Consent Agenda

Board of Directors Meeting Minutes, December 2020; Executive Committee Meeting Minutes, January 2021; Finance and Audit Committee Meeting Minutes, January 2021; Quality Assurance/Quality Improvement Meeting Minutes; and PR, Marketing, and Fundraising Meeting Minutes, January 2021

Motion #2 Dr. Ralph Kaiser made the motion to approve the Consent Agenda as presented. Abbey Eschbach seconded the motion. The motion passed unanimously.

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VIII Old Business

A late item was added to the meeting as during the meeting Max received an email requesting a signature from the Board Secretary for the closing on the Jersey Shore dental practice, which was scheduled for January 27. The Board had previously voted to approve the purchase of the Jersey Shore Dental practice; however, clarification was necessary to ensure that Jim Yoxtheimer and Max Houseknecht Jr. were approved signatories for the closing of the property.

Motion #3 Dr. Ralph Kaiser made the motion to approve James Yoxtheimer and Max Houseknecht, Jr. as signatories for the mortgage closing of the Jersey Shore Dental Practice. Barb Barbus seconded the motion. The motion passed unanimously.

IX New Business

a. Board Responsibilities: Kim reported that Trudy had emailed everyone a new Board Responsibilities form to be signed and returned. This form is a good reminder of the basic responsibilities of a board member which included the fact that attendance, as well as preparedness, is very important for meetings to run smoothly and the plan for each board member to serve on a sub-committee. If a committee exists that any board member might be interested in serving on, please reach out to Trudy.

b. Conflict of Interest Statement: Kim reported that Trudy had emailed the Conflict of Interest Statement form to be signed and returned to her. HRSA requires this form be reviewed and signed by each board member annually. If you have not already completed your form, as well as the Board Responsibilities form, please do so and return to Trudy as soon as possible.

c. Standards of Conduct: Jim highlighted to the Board that the Standards of Conduct policy which had been reviewed by the Executive Committee and approved under the Consent Agenda previously included additional provisions to prohibit harassment and address diversity & inclusion.

X Announcements for the Next Meeting

No announcements were necessary for the next meeting.

XI Adjournment

Kim Wetherhold thanked everyone for their attendance and participation in tonight's meeting and adjourned the meeting at 6:36 PM.

Next Meeting: February 22, 2021 @ 5:30 PM Community Room or via Zoom

Signatures:

Kimberly Wetherhold, Board Chair

Barbara Barbus, Board Secretary

Date: