

SUSQUEHANNA COMMUNITY HEALTH & DENTAL CLINIC, INC.

BOARD OF DIRECTORS MEETING MINUTES

AUGUST 26, 2019 5:30 PM – 7:00 PM

PRESENT: Abbey Eschbach, Board Vice-Chair; Dewy Hilliard, Board Treasurer; Barb Barbus, Board Secretary; Tom Zimmerman; Chris Ebner; Kim Wetherhold; Rick Wyatt; Jean Myers; Lori Beucler; Adanma Akujeze; Barbara Wool, Clinical Operations Manager; Max Houseknecht, Jr., CFO; and Jim Yoxtheimer, President & CEO (ex-officio)

EXCUSED: Dr. John Boll and Shantay Hall

QUORUM MET

I Call to Order

Abbey Eschbach, Vice-Chair, called the meeting to order at 5:30 PM.

Dr. Boll had previously asked each board member to share what quality health care means to them. This month Abbey expressed her view of quality healthcare. She started by stating that going to the doctor or dentist with a child could be a disaster or a lot of fun for the child. She feels every time that her son is at the Center that everyone is very attentive, and they talk to her son, as the patient. Abbey feels it means a lot to the child to let them come in and be themselves.

II Mini-Educational Session—Fundraising—Eat Around the World

Karla Sexton presented the mini-educational session on information regarding the upcoming Eat Around the World fundraising event. The event is scheduled for September 19 from 5:30 PM – 8:00 PM at the Trade and Transit II Center on the third floor. Parking will be validated for those attendees using the parking deck. Karla reported the goal for this year is to sell 200 tickets. The Center's own Lenny Weber will be playing acoustic music. WILQ will be broadcasting live that evening. As a sponsor to this event, the Center will be receiving radio ads from WILQ starting September 1. Seven chefs have confirmed. Sponsorship support to date is \$5,650 (the goal was \$5,000) and Karla reported she was still working on sponsorships from different companies.

Karla indicated the biggest focus at present is the silent auction items needed. All board members were asked to solicit three donations valued at \$50 or more. Ideas for donation items were given. Board members can drop items off to Trudy or Karla in the administrative offices as soon as possible. Lastly, board members were informed they could do a monetary donation and the money would be used to purchase items for auction.

Each board member was also encouraged to support the Center by attending the event.

III CEO Update

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

Some progress has been made on the pharmacy enrollment into Medicaid.

Jim reported that he had a call last Thursday with Executive Deputy Secretary Leesa Allen from the Department of Human Services (DHS). While no decision has been reached, the deputy secretary shared that she would like to see that the pharmacy is approved. DHS is continuing to struggle with certain potential regulatory issues that they would like to see tightened up, but which she doesn't know exactly how they would accomplish it. The issue is now

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with their Office of Legal Counsel. Jim has been in touch with Senator Yaw's office hoping that he will help to expedite a resolution.

- Dr. Gwen Martin, family medicine physician, reported for her first day with our medical staff. It is anticipated she will begin seeing patients on a limited basis next week. Dr. Martin was highly recommended by the faculty at Williamsport Hospital's Family Medicine Residency program.
- Dr. William Piotrowski, chiropractic medicine, will be moving from part time to full time next week. He continues to be very much in demand, and it is anticipated his schedule to continue to be full.
- The Center received two grant awards this month totaling \$283,096. \$116,096 from HRSA as a result of clinical quality performance and \$167,000 for expanded access to substance use disorder treatment and mental health. The quality performance award is 28% higher than last year.
- The Center is in the process of partnering with North Penn Legal Services as a part of a program what would provide legal services to patients in need. Examples of legal assistance could include fair housing issues, renter's assistance, bankruptcy, mortgage issues, heating assistance, and/or other assistance that studies have shown present barriers to care. Their attorneys would be onsite for consultations with patients. This service would all be pro-bono work.
- Jim touched base on three areas which will be the subject of future discussions as follows: First, a preliminary report and recommendations for the development of a comprehensive marketing communications plan has been presented by Gavin. Management anticipates that the final plan will be presented to the Board at the Board's September meeting. Second, Max reported on the electronic medical record migration. Progress is rapidly occurring as the Center switches EHR platforms that was necessary due to many challenges associated with the current vendor, who also had notified the Center that they would be phasing out the medical portion of the software platform by December 31. Staff has been working very hard over the past several weeks to ready the organization for the migration to the new platform. Currently the Center is scheduled to go-live with eCW on October 4th. Third, Jim indicated two grant-funded projects have been under development, telepsychiatry and substance use disorder treatment. The Center is set to begin telepsychiatry services where patients will come to the Center and see a psychiatrist via remote connection in a comfortable environment using the new technology. The SUD program is nearing readiness to deliver the services as the Center finalizes the preparations. Lastly, Jim reported that the management staff had recognized the need for improving provider productivity while maintaining the quality-care that our patients are used to receiving. Through grant funding, the Center was able to hire a consultant to facilitate the goal of operational excellence. Management has been working on a Team-Based Care Model since early 2019 and are now ready to implement it fully. The Center has already seen some of the effects of early

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Team-Based Care progress through an increase in productivity just within the last 1-2 months.

b. Dashboard:

- **Financial Indicators:** Max reported the highlights of the Financial Indicators as follows: Days in A/R was 19.9. Days in A/P was 41.53. Days Cash on Hand was 15.29. Current Ratio was 1.08
- **Operational Indicators/Clinical Quality Measures:** Barb Wool reported that visits were over budget by 480 for the month largely due to a change to the team-based model. Also, a change in how appointments are scheduled was made. Emergency Department visits were 466 for the month, 41% during office hours. New patients for the month of July was up quite a bit from last July at 343. Barb reviewed the Clinical Quality Measures, with the reminder that the report is not cumulative. The measures look good and are holding steady with no major concerns.

IV Financial Report

a. June Financial Report

The highlights of the Financial Report were reviewed for the month of June 2019, as were set forth on the summary provided to the Board, which is hereby incorporated for all purposes herein. Max reported for the month of June that a deficiency of revenues over expenses was seen of \$231,984. This result shows the Year End deficiencies of revenues over expenses to be \$428,971. Provider visits across the Center were under budget by 1,326. Gross patient revenue was under budget by \$248,361. The contractual allowances were over budget by \$20,573 due primarily to the change in dental reimbursement rate associated with the FY18 cost report interim rate adjustment as well as increased average charge per visit in pediatric dental above the budgeted rate. Expenses were under budget by \$90,400.

Max reviewed the balance sheet highlights as of June 30, 2019 which showed the accounts payable to be at \$183,146, a decrease over the prior month of \$3,263. Super Money Market Fund balance was \$395,273 with no transfers occurring for the month of June.

Motion #1 Lori Beucler made the motion to approve the June 2019 Financial Report. Rick Wyatt seconded the motion. The motion passed unanimously.

b. July Financial Report

The highlights of the Financial Report were reviewed for the month of July 2019, as were set forth on the summary provided to the Board, which is hereby incorporated for all purposes herein. Max reported that in the month of July, an excess of revenues over expenses existed of \$69,095. Provider visits across the Center were over budget by 447. Gross patient revenue was over budget by \$28,444. Expenses were under budget by \$22,584.

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Max reviewed the balance sheet highlights as of July 31, 2019 which showed the accounts payable to be at \$175,139, a decrease over the prior month of \$8,007.

Super Money Market fund balance was \$345,440.37 with \$50,000 in transfers occurring for the month of July. Total cash in the operating accounts on July 31 was \$223,535.84.

Motion #2 Tom Zimmer made the motion to approve the July 2019 Financial Report. Barbara Barbus seconded the motion. The motion passed unanimously.

V Quality Assurance/Quality Improvement Report

Barb Wool gave the Quality Assurance/Quality Improvement report indicating that several clinical policies were up for review including a new SUD policy. The new Telepsychiatry policy will be presented at next month's meeting. Barb reported the QA Workgroup has been working on the satisfaction survey to ensure the Center is asking the right questions and gathering the most useful information. Workgroup will continue to work on the survey over the next several months.

a. Credentialing—Dr. Brandon Michel

On behalf of the QA/QI Committee, Dr. Kaiser recommended approval of Dr. Brandon Michel's application for the medical staff appointment based on the review of his application and results of the credentialing verification process, subject to the approval of his Pennsylvania license.

Motion #3 Kim Wetherhold made the motion to approve Dr. Brandon Michel appointment to the medical staff of River Valley Health and Dental Center, subject to the approval of his Pennsylvania license. Jean Myers seconded the motion. The motion passed unanimously.

b. Recredentialing

On behalf of the QA/QI Committee, Dr. Kaiser is recommended the approval of Christine Kavanagh, CRNP for the medical staff based on the review of her application and results of the credentialing verification process.

Motion #4 Tom Zimmer made the motion to approve Christine Kavanagh reappointment to the medical staff of River Valley Health and Dental Center. Kim Wetherhold seconded the motion. The motion passed unanimously.

VI Consent Agenda

Board of Directors Meeting Minutes July 2019; Finance and Audit Committee Meeting Minutes, August 2019; Executive Committee Meeting Minutes August 2019; Quality Assurance/Quality Improvement Committee Meeting Minutes August 2019; and PR/Marketing/Fundraising Committee Meeting Minutes August 2019

Motion #5 Kim Wetherhold made the motion to approve the Consent Agenda as presented. Barbara Barbus seconded the motion. The motion passed unanimously.

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VII Old Business

- a. **Board Self Evaluation Final Results:** Abbey reported that the Executive Committee reviewed the results of the Board Self Evaluation. Ten responses were received. After discussion by the Executive Committee, the Committee was felt there were two issues which need addressed. One being fundraising and second board composition. It was decided these issues will be further discussed in mini-educational sessions at future Full Board meetings.

VIII New Business

IX Announcements for the next Meeting

Abbey reminded everyone that Trudy had sent out the CEO evaluation forms last week. It is very important that the board members complete and return to Trudy or Dr. Boll as soon as possible in hopes that the evaluation can be reviewed with the Board at the September board meeting. If anyone needs a copy of the form to please see Trudy.

X Adjournment

With no further information to be brought before the Board, Abbey Eschbach adjourned the meeting at 7:04 p.m.

Next Meeting: Monday, September 23, 2019 @ 5:30 PM, Community Room, 431 Hepburn Street

Signatures:

John Boll, Jr., D.O., Board Chair

Barbara Barbus, Board Secretary

Date: