

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
May 24, 2021 5:30 PM

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

PRESENT VIA ZOOM: Jean Myers, Board Vice-Chair; Dewy Hilliard, Board Treasurer; Matt McLaughlin; Abbey Eschbach; Rev. Velinda Smith;

Excused: Chris Ebner; Shantay Hall; Rick Wyatt; Adanma Akujieze; and Dr. Ralph Kaiser

QUORUM MET

I Call to Order, Mission Statement & Invocation

Kim Wetherhold called the meeting to order at 5:30 PM and opened the meeting with the mission statement and invocation.

II Mini-Education Session: Virtual Tour Express Care

Jim and Max shared the video for the virtual tour of the Express Care. The virtual tour featured Allyson Rothrock, PA-C who is the full-time provider in Express Care. After the virtual tour was complete, the board was afforded the opportunity to ask questions. Board members indicated the video was very informative.

III CEO Update

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

- Leadership has presented to the Finance committee a proposed spending plan for the nearly \$2.9 million grant that was part of the American Rescue Plan funding. The plan extends over a two-year period. Another grant, under the same funding opportunity, will be available in an approximate amount of \$687,000 for capital improvements.
- Both COVID-19 testing and vaccine numbers have declined during the past month. The vaccine clinic has been opened to walk-ins from 9 am – 3 pm. Outreach staff has been active in the community to make the vaccine available to as many individuals as possible. The outreach staff has worked with Clinton County Housing Authority, Roads to Freedom, YWCA, Family Promise, Sojourner Truth Ministry and Journey House.
- Due to reduced patient activity in the vaccine clinic and COVID testing, management has been considering options to relocate the testing and vaccine clinics to make the best use of valuable space.
- Two dentists will be joining the Center over the next few months. An employment offer has been made to a third dentist, which, if accepted, will round out the full complement of dentists for both the Williamsport and Jersey Shore practices.

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
May 24, 2021 5:30 PM

- “Let’s End COVID!”, a local grass roots group seeking to educate the residents of Lycoming County and the City of Williamsport, has asked River Valley to be the fiscal manager of its funding for the planned efforts. We have supported their plans to place billboards and other communications, radio, direct mail, and print ads that should be increasingly visible and effective to address the vaccine hesitancy which is still prevalent. In addition, the Center has been working with them to provide vaccines at the upcoming Juneteenth celebration planned in Brandon Park on Saturday, June 19th.

b. Dashboard

- **Operational Indicators:** Barb reviewed the highlights of the Operational Indicators: Visits were under budget by 839 across the Center. New Patient visits were under budget for the month.
- **Clinical Quality Measures:** This month, Barb focused on the measure for Coronary Artery Disease & Lipid Lowering Therapy. She indicated this measure is for all patients over the age of 21 years and identified with Coronary Artery Disease (CAD), high cholesterol or if over 40 years of age, borderline cholesterol, or DM. This measure is used to ensure this population is on a statin medication. The state average for this measure is 72.80%. The Center’s compliance for this measure is 90%. Barriers to compliance for this measure include the patient not completing their bloodwork, providers not ordering the bloodwork as they may have focused on their diabetes and struggling to get an updated medication list from the patient while they are in the Center for an appointment. All patients are asked to bring a medication list to every appointment, but they do not always bring it with them. Ways to offset the barriers are calling patients to remind them to get their bloodwork completed, calling patients and remind them to bring their medication list to their upcoming appointment, and order tracking. This measure is periodically reviewed with all providers.

IV Financial Report

a. April 2021 Financial Summary Report

The highlights of the Financial Report were reviewed for April 2021, 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 April the Center had a \$116,000 profit. Max indicated that staff continued to do an excellent job at keeping expenses to a minimum. The YTD net gains from operations was \$1,565,428. Net Days in A/R remained at 30. Net Days in A/P decreased to 33.26. Days cash on hand increased to 36.26 and Current Ratio increased to 1.63.

Motion #1 Rev. Velinda Smith made the motion to approve the April 2021 Financial Report. Barb Barbus seconded the motion. The motion passed unanimously.

V Quality Assurance/Quality Improvement Report

Barb presented the Quality Assurance/Quality Improvement report, indicating that the Internal Response for Emergencies policy was overhauled to make sure the Center was following the best medical practices while having the best team in place.

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
May 24, 2021 5:30 PM

Barb reported the ED meetings with UPMC Williamsport have resumed. The last meeting was used to brainstorm on how to provide information to our patients about when to use the ED. The Outreach team plans to reach out to patients to see what made them decide to go to the ED instead of the Center or the Express Care.

a. Credentialing/Recredentialing

- **Nicole Kehoe, PHDHP:** Nicole Kehoe is an RDH, PHDHP in need of recredentialing and reprivileging. She is the Dental Navigator located in the medical department of the Center.
- **Peng Shi, DMD:** Dr. Shi is a dentist in need of her initial credentialing and privileging with the Center. She has a Bachelor of Dental Medicine and Masters in Dentistry, and Ph.D. in endodontics and oral mucosa disease.
- **Oluwatosin Tokede, DDS:** Dr. Tokede is a dentist in need of her initial credentialing and privileging with the Center. Dr. "T" has a Bachelor of Dental Surgery in Periodontology and Community Dentistry, Master of Public Health in Dental Public Health, and a Doctorate of Dental Surgery in Dental Surgery.

On behalf of the QA/QI Committee, Dr. Richardson is recommending approval of the referenced providers for reappointment/initial appointment to the dental staff based on the Committee's review of their applications and the results of the credentialing verification process.

Motion #2 Dewy Hillard made the motion to approve Nicole Kehoe, PHDHP, Peng Shi, DMD, and Oluwatosin Tokede, DDS for privileging and appointment to the dental staff at River Valley Health and Dental Center. Jean Myers seconded the motion. The motion passed unanimously.

VI Consent Agenda

Board of Directors Meeting Minutes, April 2021; Executive Committee Meeting Minutes, May 2021; Finance and Audit Committee Meeting Minutes, May 2021; and Quality Assurance/Quality Improvement Meeting Minutes, May 2021.

Motion #3 Rev. Velinda Smith made the motion to approve the Consent Agenda as presented. Dewy Hilliard seconded the motion. The motion passed unanimously.

VII Old Business

a. Discussion of in-person meetings: Jim led a discussion on in-person meetings. The June meeting is slated for June 28, however for two reasons management would like to move it to June 21. First, it is desired to have the meeting in person at UPMC, to accommodate more members in person. UPMC does not have availability for a conference room on June 28. Second, management will be discussing the Capital Grant which is due on June 24. If the meeting is held on the 21st, the Capital Grant discussion can be had so that a special meeting would not be needed before June 24. All board members present indicated that the June 21 date would work for them, so it was decided to move the June full board meeting to June 21 at 5:30 pm at UPMC. Trudy was to send the meeting room and directions to all board members as soon as available. Zoom will also be offered.

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
May 24, 2021 5:30 PM

VIII New Business

a. H8F Budget: Max reviewed the H8F (American Rescue Plan) Budget with the board. This budget will be for a two-year period with a project period of 05/01/2021 – 03/31/2023. Management is proposing to spend the monies in the following categories:

- Personnel: To include administration, medical staff, dental staff, behavioral health staff, pharmacy staff, and enabling staff.
- Equipment: To include a Mobile Medical Vehicle, and a vehicle for staff transportation to outreach locations.
- Supplies: To include tablets for check-in/check-out, refresh and enhance outdoor employee space and materials for a pediatric immunization campaign.
- Contractual: To include contract with a staffing agency

Motion #4 Rev. Velinda Smith made the motion to approve the submission of the H8F Budget. Matt McLaughlin seconded the motion. The motion passed unanimously.

b. FY22 Budget: Max reviewed the FY22 Budget with the board. This budget proposes a positive bottom line of just under \$1 million for the next fiscal year as the H8F budget supports the new positions that have been proposed to add. The following is a summary of allocations.

- General Allocations: Max reported the allocations were developed using 4 different methodologies and did not change from last month's review.
- Revenues: Max reported that the patient mix was determined by using 10-month actuals from FY21 for each individual service line. Other operating revenue was calculated by evaluating a three-year historical average as well as a direct look at FY21 YTD actuals projecting conservative increases. Year 1 of the proposed H8F funding stream revenues and expenses were added into the budget. Max indicated a possible increase in the PPS rate due to the FY21 cost report submission for a scope change is anticipated. Although the actual increase is not able to be estimated at this point, it is assumed there will be a slight increase in the PPS rate for both medical and dental services due to increased costs associated with COVID-19. These changes, if an increase to visit rate, will have a positive impact on the bottom line and is estimated/expected to effect to cash flow beginning January 2022.
- Productivity: Each area's productivity metrics were calculated using FY21 YTD actual averages.
- Staffing: This budget rolls in a 3% annual increase for all staff, effective July 1. It also factors in market adjustments for some positions throughout the organization that need to be updated. This projection will also carry forward all vacancies from the FY21 budget as well as additional positions to further enhance existing service lines.
- Other expenses: Remaining expense line items were factored using a three-year historical average plus 3% increase for inflation. Medical supplies factored a portion of continued costs associated with increased PPE purchase. Increased employee engagement costs, such as staff education, is planned to further build investments in the workforce. Cyber security insurance costs were budgeted at a 30% increase due to market costs significantly rising from the threat of ransomware attacks.

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
May 24, 2021 5:30 PM

Motion #5 Jean Myers made the motion to approve the FY22 Budget. Abbey Eschbach seconded the motion. The motion passed unanimously.

Max led a discussion regarding the Capital Grant which will be brought to the June meeting. Max indicated the Center received a notice from HRSA that there was an opportunity to receive approximately \$687,000 in capital funding. The funds would be used to expand or increase access through new sites. It can not be used to purchase a building, land, or acquire a health care practice. The Center would need to use their own funding to purchase and hard asset and then use the capital grant for renovations. Max indicated this opportunity would be the first time that he is aware of that HRSA offered capital dollars which are not competitive.

IX Announcements for the Next Meeting

X Adjournment

With no further business to be brought before the board, Kim Wetherhold adjourned the meeting at 6:23 PM.

Signatures:

Kimberly Wetherhold, Board Chair
Date:

Barbara Barbus, Board Secretary