

# **SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.**

## **Executive Committee Meeting Minutes**

**May 12, 2020 5:30 PM**

**PRESENT:** Dr. John Boll, Board Chair; Abbey Eschbach, Board Vice-Chair; Dewy Hilliard, Board Treasurer; Barb Barbus, Board Secretary; Max Houseknecht, Jr., CFO (via Zoom); and Jim Yoxtheimer, President & CEO

### **I Management Update Current Operations**

- **Coronavirus:** Jim reported the following regarding the Operations of the Center. He reminded the Committee to keep in mind that the ideas presented are subject to change as to what may or may not change in association with the number of COVID-19 cases and reports from the Governor's office.

The Center has been maintaining a rotating medical staff concept. As of today, chiropractic services will be restarted this Wednesday, May 13. As of May 18, we will try to bring back all medical staff to the Center. Leadership has been evaluating the waiting room space and believes the Center will be able to open and still be able to keep the social distancing spacing. The patient will still be given the choice if they would like to come into the office for a face-to-face visit or a telemedicine visit, whichever they are most comfortable. Screening will continue at the front door which is where symptomatic patients are identified. Symptomatic patients are managed differently and separately. The Mobile Unit will be onsite and used until June 1. If things go smoothly, the mobile unit will be stopped at that time and the Center will then use designated exam rooms for respiratory patients and those patients will be separated in the waiting room.

Dental services and their restrictions are a lot different than medical. The Governor identified changes last week that would allow dental to do work other than just emergencies. It appears hygiene may resume services, but dentistry work will not be able to be performed as they use the hand pieces that causes aerosolization. Hygiene will have to be fully outfitted with the appropriate PPE. As soon as management hears the final requirements, they will make the Board be aware of the changes to come.

Dental services are included in all the grants received except for the Payment Protection Loan. It is not the cost of the PPE that is a concern, however, the supply.

The Center just received notice on Thursday that HRSA has awarded the Center with approximately \$340,000 in grant monies.

The Center received notice from United Concordia that they will be adding approximately \$10 to each claim in addition to their normal reimbursement to include payment for PPE.

Jim reported approximately 115 patients have been tested at the Center with only 4 positive results. Currently, approximately 10 tests results are outstanding. The Center is working with American Rescue Workers to test homeless people who are awaiting access to shelters. They need to have a negative test before they can be admitted into the shelters. That group came to the unit for testing today (Monday, May 12).

## **SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.**

### **Executive Committee Meeting Minutes**

**May 12, 2020 5:30 PM**

Dentists are seeing 8-10 patients per day via telehealth for pain and emergencies. There is currently one dentist working on site Monday-Friday and two dentists working from home doing teledentistry.

Management is spending a fair amount of time trying to stay current and learn information as it becomes available. The Center is tentatively watching UPMC and GMC to see what they are doing in relation to the COVID pandemic.

Jim indicated that a potential exists that the Governor wants to use FQHC's as part of the testing process for the State. Management is waiting to see what that outcome may mean for the Center. Jim feels he would have a better idea if the Center were in Montgomery or Burks County. The Center's goal is to be prepared to do what is needed, which is one of the challenges with budgeting the grant monies, as it is not known how much of that funding will have to go towards testing.

Dr. Boll expressed his concern that although financially we are doing well and the Center has good leadership, we should keep an eye on the staff throughout the summer months. Staff may need extra support in the coming months. Jim indicated there has been fear and concerns from both clerical and clinical staff about the "reopening" transition which will be starting in the coming weeks. We may not be able to guarantee the 6 ft. distance practice. All staff continues to wear a mask daily and is screened before starting every shift.

The Committee asked if there was a possibility of alternating dental staff in a similar way medical is alternating now. Jim indicated that is a possibility, possibly working 3-4 providers at a time to watch and be sure patient flow can be managed. Currently 19 available chairs exist to be used in the dental area so the possibility is feasible of working every other chair as a way to phase in. The difficulties would, again, be with the dentists using their hand pieces which create the aerosolization. Staff will be provided high-level masks and PPE.

The Committee asked if children and seniors will be accepted once dental operations open. Jim reported that not a lot of thought has gone into that detail just yet. He indicated that hygiene and dentistry are trained, due to the nature of their procedures, at a very high level of precaution and very carefully to follow protocol. They are accustomed in dealing with these types of situations, maybe more so than an LPN who has worked for a small physician practice for years.

Jim asked the Committee if they knew of anyone making homemade masks to please let him know. Thought process would be to use these masks for our patients. Also, the probability exists that a time may come when we are unable to procure masks. Abbey indicated the Central PA Foodbank has masks to be given to organizations in need. Max indicated the Center is seeing between 30-40 patients per day and that number will increase as the Center reopens.

Discussion was held with the Committee regarding social determinates from patients over the ensuing months. Things to consider are food insecurity, domestic violence, etc. Jim reported that all staff is now back to work. Dental staff, since not able to complete their original job duties, have been repurposed and are calling each patient to "check-in" with them. They are

**SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.**

**Executive Committee Meeting Minutes**

**May 12, 2020 5:30 PM**

performing a needs assessment with each patient. If the patient has any needs, the staff member is directing the patient to the correct department within the Center. Each patient is also being screened on basic questions to be sure they are aware of the appropriate hygiene precautions.

Jim reported that, with the help from the Central PA Foodbank, the Center has been able to do weekly pop up food distributions and will continue to do so. Abbey reported that more funding is becoming available, such as funding for farmers for milk, produce, and meat and this funding will carry through October/November.

**II Full Board Agenda, May 18, 2020 @ 5:30 PM**

The Committee was provided the agenda for the May 18 Full Board meeting to review. The committee was asked to make Jim aware of any concerns with the agenda.

**Next Meeting: June 8, 2020 5:30 PM Administrative Conference Room, 431 Hepburn Street**