

River Valley Health and Dental Center

CEO Report to the Board of Directors

January 2022

Highlights

- Management has continued working on options to purchase the plaza. Our application to the SBA has been approved for the full \$2 million. However, we need to verify that our intended use of the funds is permissible. Please see the attached action item list that management is working through.
- Our Center is one of five FQHCs in Pennsylvania to have been selected for advanced federal distribution of antiviral medication. The availability of these medications will have a profound impact on our patients suffering from severe COVID symptoms. Medications manufactured by Merck and Pfizer are on their way to us. A medication protocol is currently being developed.
- As a result of Supreme Court action, the federal CMS mandate is back in place. No further impact is anticipated on the Center because the mandate that we implemented last month was consistent with the CMS requirements.
- The administration of COVID testing and immunizations continued to be demanding on nursing staff. We are accommodating about 60 individuals a day. To date we have tested nearly 8,700 individuals and administered over 15,500 vaccine doses including to about 325 children between the ages of five and thirteen.
- We have recently received just over 1,300 at-home COVID test kits from HRSA. We created a distribution plan that involves cooperation with two community sites, West End Community Center and Firetree Place. To date, we have distributed over 500 test kits to our patients and 40 to West End Community Center and Firetree Place. We are hoping to be able to reorder and expand the network.

Access to Care

- The Center's annual Non-competing Continuation report to HRSA has been submitted timely. We have not yet received a response from HRSA.
- As reported last month, management is working with the Department of Veterans Affairs to launch a program they developed to expand dental care to veterans. The program is called VETSmile. We have a follow-up meeting scheduled for February.
- We have not received any word from HRSA or the PA Department of Health regarding the Clinton County project.
- A request for proposal for our second mobile treatment unit has been mailed out. We anticipate receiving two or three qualified proposals.

Community

- Clinical leadership and the care management team are discussing potential opportunities on a weekly basis to identify pockets of the service area that may need special services, such as health information, screening, at home care, vaccinations, etc. This effort has resulted in many home visits, mini vaccine clinics, patient transports, and lots of very positive outcomes.

Building Community Awareness and Perception

- Planning with Chiropractic Services Group to promote joint marketing to help increase the number of chiropractic visits in the Center has been completed. Discussion included development of marketing materials and outreach by Dr. Piotrowski to patients and others to help raise awareness of the chiropractic services that the Center offers and to educate the public on the uses of chiropractic care.
- In collaboration with the Let's End Covid! group, the Center will be holding an outreach event on January 29 at the Center with Gary Crisman, iHeart Radio, onsite to promote COVID vaccines and boosters and to let the public know it is not too late to receive the vaccine. Let's End Covid! will be giving out free mugs in conjunction with free at-home COVID tests provided by the Center.
- From the Annual Appeal that was sent out at the end of 2021, we had seven unique donors who contributed a total of \$1,300. Raise the Region, the regional on-line fundraising event, will be March 9 and 10 this year.

Outreach Locations & Activities for January 2022 Board Meeting

- STEP Board activities
- Leadership Lycoming Activities
- Senior management has continued to participate with local groups anxious about COVID-19, which includes such interested parties as state and county government representatives, as well as concerned citizens.
- Williamsport Elderly: Freedom from Smoking support group
- Williamsport Elderly: Blood pressure screening and education
- Covid Vaccine Clinics:
 - Transitional Living Center for COVID Vaccine Boosters
- Table Display and TV monitors in exam rooms at RVH&DC: COVID Awareness, Winter Safety, and Cervical Cancer Awareness

Sustainability

Grants and/or Expanded Services Opportunities

- The bidding process is underway for the clinical conversion of space. We anticipate bid opening on January 25.

Workforce

- Staffing continues to be affected by COVID. Patient visits are also being impacted by staff absences. As an example, one day last week, we had three medical providers call off and four new cases of employees with COVID.

Partnership & Collaboration

- The partnership of the Center with the community group of Let's end COVID! has continued to disseminate messaging throughout the community encouraging the public to get vaccinated. Recently those plans have included targeted messaging of safe practices and encouragement of masking and social distancing. Funding for the group's efforts has been expended and the group is looking at strategies to continue its efforts, to include additional funding.

Technology

- Management is exploring a new messaging system to improve communication with patients in between visits. The preferred software is called CareMessaging, and it has the capability of both voice and text messaging.

Governing Body

- REMINDER: The National Association of Health Centers is offering a "Board Member Boot Camp" on Sunday, February 13. Please refer to the information sheet posted on the portal and/or contact Jim or Trudy if you would like more information.

Facility Acquisition Project

January 11, 2022

Needed Steps and/or Actions

1. Resolve SBA loan use eligibility
2. Update affordability proforma
 - a. including a detailed repair and maintenance plan
 - b. inspection major cost items such as roof, HVAC
3. Establish an affordable purchase price
4. Discussion with owner
5. Real estate appraisal
6. Negotiations with banks

Once the above process appears to be on track and moving in the affirmative, additional steps will need be taken to assure satisfactory results.

1. Finalize additional space requirements for RVHDC
2. Develop list of potential tenants and begin discussions based on current tenants' lease expiration dates
3. Launch major capital fund raising campaign, to begin with:
 - a. Consideration of options:
 - i. hire consultant
 - ii. hire staff
 - iii. and more