

River Valley Health and Dental Center

CEO Report to the Board of Directors

February 2022

Highlights

- The Center welcomed Matt McLaughlin to the leadership team last week. Matt will play a vital role in the continued success of the organization.
- The leadership team has been wrestling with the issue of lower than anticipated patient visit volume during the past several months. The team has been spending a lot of time on diagnosing the challenges and will provide a more thorough update on findings and steps taken to date to ameliorate the shortfall during this board meeting.
- Management has continued working on options to purchase the plaza. The team is focused on getting clarification of uses of the SBA. It is clear that the Center cannot directly use the loan for a down payment for the plaza acquisition, but there may be ways to use the loan funds directly to help with the financial impact associated with the pandemic.
- The Center received notice that it has been awarded the state grant for \$300,000 for the Clinton County project. HRSA has just approved the scope change request for the new site but have not provided their final approval on the overall project.
- Bids were received and opened January 25 for the renovations to our 431 Hepburn space. Typically, with a bidding process, the lowest bidder is awarded the contract. Management is awaiting a schedule for the work to be completed. Of note, the original bids came in \$100,000 under budget.
- The administration of COVID testing and immunizations continued to be demanding on staff during the first half of the month but was substantially less taxing the second half. We now are accommodating about 14 individuals a day for vaccines and 34 for testing. To date we have tested nearly 9,400 individuals and administered over 15,700 vaccine doses including about 395 to children between the ages of five and thirteen.
- We have continued to receive at-home COVID test kits from HRSA. More recently, we have also begun to receive N95 masks. We are distributing the test kits and masks at the Center and from other areas of the community.
- Raise the Region will be happening on Wednesday, March 9 through Thursday, March 10. We will be participating in the online fundraising event as in years past and will be soliciting prior donors to contribute and advertising for new donors.

Access to Care

- No information has been received as yet on our annual Non-competing Continuation report.

- We have continued to work with Veterans Affairs to launch the VETSmile dental program. There are two additional meetings scheduled before we will launch the program.
- The Center received notice that it has been awarded the state grant for \$300,000 for the Clinton County project. HRSA has just approved the scope change request for the new site but has not provided their final approval of the overall project.
- We have received three bids for the second mobile treatment unit. The bids are currently under review by the leadership team.

Community

- Clinical leadership and the care management team are discussing potential opportunities on a weekly basis to identify areas 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

- Plans for special news programs in collaboration with WBRE/WYOU but under sponsorship by River Valley have been expanded to a monthly format for the first quarter of 2022 to support our marketing/branding plans. The first program featured Women's Health & Cervical Cancer and Children's Dental Health awareness was done in February.
- Raise the Region will be happening on Wednesday, March 9 through Thursday, March 10. We will be participating in the online fundraising event as in years past and will be soliciting prior donors to contribute and advertising for new donors.
- Efforts in the support of the community group of Let's end COVID! have been winding down as initial funding has been expended. However, collaboration has continued to disseminate messaging throughout the community encouraging the public to get vaccinated. Recently those plans have included support for the Center's event at Step's Riverwalk Senior Center planned for March 5, 10 a.m. to 1 p.m. for vaccines, distribution of masks and test kits.

Outreach Locations & Activities for February 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
- Lock Haven University: STD education/testing
- Covid Vaccine Clinics:
 - RVHDC: Vaccine Clinic
- Table Display and TV monitors in exam rooms at RVH&DC: COVID Awareness, Heart Health Month, and Healthy Relationships

Sustainability

Grants and/or Expanded Services Opportunities

- No information has been received yet on the submission of our annual Non-competing Continuation report from HRSA.

Workforce

- The staff is still feeling the effects of the stress of the COVID virus, although the number of absences has decreased.
- The Center is celebrating Black History month by holding a special lunch for all staff.

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 and collaboration with the group in support of Center activities, such as vaccine clinics and other outreach.

Governing Body

- The National Association of Health Centers' "Board Member Boot Camp" was attended by two of our board members. Kim and Jean spent their Sunday, February 13TH, participating in this important training. Perhaps they will be willing to share highlights at our March meeting.