

**SUSQUEHANNA COMMUNITY HEALTH & DENTAL CLINIC, INC.**  
**BOARD OF DIRECTORS MEETING MINUTES**  
**JANUARY 27, 2020 5:30 PM – 7:00 PM**

**PRESENT:** Dr. John Boll, Board Chair; Abbey Eschbach, Board Vice-Chair; Barb Barbus, Board Secretary; Dewy Hilliard, Board Treasurer; Kim Wetherhold; Jean Myers; Tom Zimmerman; Shantay Hall; Chris Ebner; Jim Yoxtheimer, President & CEO (ex-officio); Max Houseknecht, Jr., CFO; and Barb Wool, Clinical Operations Manager

Excused: Adanma Akujieze and Rick Wyatt

**QUORUM MET**

**I Call to Order & Invocation**

Dr. Boll called the meeting to order at 5:30 PM and offered the invocation.

**II Mini-Ed: Diabetic Nutrition Program**

Barb Wool introduced Emily Drick, Sarah (Uppie) Updegraff, CRNP, and Abbey Eschbach to present information on the Diabetic Nutrition Program.

Emily started the presentation by providing a few data points to outline the prevalence of diabetes in Lycoming County when compared to the state and nation. These rates come from the Center for Disease Control (CDC) and county health rankings. Emily pointed out that diabetes is a bit more prevalent in Lycoming County and stated that the obesity rate is 7% higher in Lycoming County than the state average.

Emily reported the Diabetic Nutrition Program is a 12-week program. Each week participants will receive a food box of healthy food along with recipes. Cooking demonstrations will be provided along with nutrition support and lifestyle coaching. A1C's will be monitored and the participants will have a monthly visit with a CRNP for medication management.

Uppie then discussed costs associated with eating healthier and possible barriers they may encounter. Do they have access to groceries? How far away is the store? Can they walk there? Can they drive? Do they have money for a gym membership? What types of foods are the cheapest to buy?

Uppie indicated that the pilot program is funded by River Valley Health & Dental Center. The Center can bill for provider visits; it is planned to have a visit with each participant once a month for three months. This plan could generate \$7,000 - \$8,000 worth of charges during the 12-week program. Other possibilities for billing could be nurse visits, diabetic educator visits, as well as group visit billing. Expenses for the program include salaries & wages and operating expenses. On average, the cost per patient for 12 weeks, not including staff time is about \$65 per month.

Uppie reported the average monthly costs of medications at the patient's or insurance company's expense would be Metformin--\$4, Insulin--\$450, GLP-1--\$775-\$950, and SGLT-2--\$600. She also pointed out that many patients are on more than one medicine and most of these medicines will lower the A1C the same or less than the food rx. program.

**SUSQUEHANNA COMMUNITY HEALTH & DENTAL CLINIC, INC.**  
**BOARD OF DIRECTORS MEETING MINUTES**  
**JANUARY 27, 2020 5:30 PM – 7:00 PM**

Other benefits would include improving blood pressure, weight loss, reducing the risk of cancer, and the participants could have more energy and live a longer life. The cost of groceries through this program is actually cheaper than the cost of medications for a month.

Abbey added that the food distributed weekly is enough food for the full household for the week. Participants are encouraged to bring their family members with them, although to date none have. Abbey indicated it is their goal to see the “graduates” of the program volunteer with new classes and still be able to receive a food box weekly.

The Board had the opportunity to ask questions. Dr. Boll thanked Emily, Uppie, and Abbey for their time and dedication to the program and for the presentation to the Board of Directors.

**III CEO Update**

**a. CEO Report:** Jim highlighted the following information in his CEO Report:

- The pharmacy sales volume growth was 5.2% over the previous month. Internal efforts have continued to educate staff on the merits of this service, as well as external advertising.
- The Center has received the second quarter installment of \$87,771 from the UPMC ED incentive project. According to UPMC provided data, the number of the Center’s patients using the ED was well below the target.
- Management continues to discuss potential opportunities to collaborate closely with area health care providers including UPMC, Geisinger, and Laurel Health Centers pursuant to the strategic plan guidance.
- Preliminary results of the Uniform Data System (UDS) statistics suggest that our unduplicated patients rose by 4% during the calendar year 2019 to 17,071 and patient visits increased by 5.8% to 55,129. A full report will be presented to the Board when all the data is finalized.
- Staff has submitted and received confirmation of receipt from HRSA of the Service Area Competition (SAC) grant application. To date, management has not received any other communication from HRSA. The review process has undergone significant change since our last submittal, so it is difficult to estimate the timing of the approval process.
- The Mobile Care Unit has continued to actively serve the Williamsport and South Williamsport School Districts. The Jersey Shore School District services will begin in mid-February and East Lycoming School District has agreed to start their program in March. The staff has also been working with various organizations to promote services during the summer months.

**b. Dashboard**

- **Financial Indicators:** Max reviewed the highlights of the Financial Indicators as follows: Days in A/R decreased slightly to 23. Days in A/R increased slightly to 38.28, however invoices are being paid on time. Days Cash on Hand increased to 18.38 Current Ratio increased slightly to 1.06
- **Operational Indicators:** Barb reviewed the highlights of the Operational Indicators as follows: Year to Date visits were over 5% over FY19.

**SUSQUEHANNA COMMUNITY HEALTH & DENTAL CLINIC, INC.**  
**BOARD OF DIRECTORS MEETING MINUTES**  
**JANUARY 27, 2020 5:30 PM – 7:00 PM**

- **UDS Measures:** Barb reported that staff has been working very hard on finalizing the UDS measures to submit to HRSA. All FQHC's are required to submit UDS data to HRSA annually. The UDS measures include a lot of data including demographic information, financial information, and clinical quality measures, to name a few. Unfortunately, staff is needing to review each chart manually due to the electronic medical record transition. Once the UDS numbers are available, staff will be able to run a report to see if the clinical quality measures report is accurate.

**IV Financial Report**

**a. December Financial Report**

The highlights of the Financial Report were reviewed for December 2019 as were set forth on the summary provided to the Board, which is hereby incorporated for all purposes herein. Max reported that for the month of December there was an excess of revenues over expenses of \$5,805 which brings the YTD deficiency of revenues over expenses to \$274,122. Gross patient revenue was under budget by \$96,480. Miscellaneous other revenue was over budget by \$38,056 due to income from the Cleft Palate Clinic. Incentive/Care gaps revenue was over budget by \$22,791. Federal grants revenue was over budget by \$18,055 due to revenues associated with supplemental grants not originally budgeted.

Expenses were over budget for the month by \$35,896. Total salaries, benefits, & payroll expenses were under budget by \$29,712 due to reduced FICA expenses and lower than budgeted health insurance expenses. Minor equipment was over budget by \$7,500 due to costs associated with purchasing equipment covered under supplemental grant awards that did not meet the threshold for fixed assets. Telehealth services were under budget by \$12,264 due to delay in the startup of pediatric services. Grant for acquisition of PP&E was over budget by \$21,036 due to purchases of equipment that was associated with supplemental grant funds that qualified as a fixed asset.

Accounts payable at month end was \$190,500. Medicaid settlement received remained at \$760,077.99 and Medicaid settlement payable remained at \$768,700.38. Staff has been working on both since September. Total unrestricted cash, including super money market fund, at month-end was \$766,371.53 which is an increase over the prior month of \$217,068.

**Motion #1 Tom Zimmerman made the motion to approve the December 2019 Financial Report. Kim Wetherhold seconded the motion. The motion passed unanimously.**

**V Quality Assurance/Quality Improvement Report**

Barb shared with the Board the process for credentialing/re-credentialing of providers which was also provided in their packet. The handout provided shows all the work which is done before a provider will be recommended to the board for approval.

**SUSQUEHANNA COMMUNITY HEALTH & DENTAL CLINIC, INC.**  
**BOARD OF DIRECTORS MEETING MINUTES**  
**JANUARY 27, 2020 5:30 PM – 7:00 PM**

**a. Credentialing**

**• Dr. Earl Waters**

On behalf of the QA/QI Committee, Dr. Kaiser has recommended approval of Dr. Earl Waters for appointment to the dental staff based on the results of the credentialing verification process. In addition, his request for dental practice privileges were also reviewed and found suitable for granting the delineation of privileges.

**Motion #2 Kim Wetherhold made the motion to approve Dr. Earl Waters appointment to the dental staff of River Valley Health and Dental Center. Abbey Eschbach seconded the motion. The motion passed unanimously.**

**VI PR, Marketing, & Fundraising Report**

Kim Wetherhold reviewed the highlights of the PR, Marketing, & Fundraising Committee report. Kim shared the marketing products Gavin has been working on with Karla to include letterhead, signature lines for emails, new business cards, and flyers and banners for advertising. The PR, Marketing, & Fundraising Committee feel the look is simple and clean.

Kim reported February is National Children's Dental Health Month. The Center has quite a lot planned for the month. The Center is working with various other organizations to promote children's dental health.

Kim indicated that Karla had reported on the quarterly Google results which indicates how well the website is being utilized. There have been approximately 59,000 visits to the Center's website, with over 11,000 to connect to the telephone number.

Kim reported the Center will be participating in Raise the Region again this year. Jim indicated that a component of the online giving portal exists that we did not utilize last year and that we would like to improve on its use that in hopes of obtaining more donors. After discussion it was asked that more information be provided to the Board at the next meeting with step by step instructions of what is needed to assist in the fundraising efforts.

Kim reported that Karla is starting to work on Eat Around the World for this fall. The Committee is considering different locations and possible partnership with area organizations. Of course, there will be a silent auction again. There will be more information provided as available to the committee.

**VII Consent Agenda**

**Board of Directors Meeting Minutes, December 2019; Finance and Audit Committee Meeting Minutes, January 2020; Executive Committee Meeting Minutes, January 2020; Quality Assurance/Quality Improvement Meeting Minutes, January 2020; and PR, Marketing, & Fundraising Meeting Minutes, January 2020**

**Motion #3 Dewy Hilliard made the motion to approve the Consent Agenda as presented. Barb Barbus seconded the motion. The motion passed unanimously.**

**SUSQUEHANNA COMMUNITY HEALTH & DENTAL CLINIC, INC.**  
**BOARD OF DIRECTORS MEETING MINUTES**  
**JANUARY 27, 2020 5:30 PM – 7:00 PM**

**VIII Old Business**

There was no old business to be brought before the Board.

**IX New Business**

**a. Fee Schedule Analysis**

Max reported on the Fee Schedule Analysis. He reported that, as a board, one of the duties is to set the fee schedules for the health center. According to HRSA guidelines, the Center must charge fees reasonable based on its cost as well as reasonable for the area served. Max provided the Board a fee analysis packet of all charges used in the Center. The goal is to be in the 50-80<sup>th</sup> percentile of charging. The Center has a mix of low charges as well as high charges. 80% of the visits are right on target. The Center still get paid the normal PPS rates on all charges, however the benefit to adjusting the charges relate to the commercial insurances. This review may also have a small impact on self-pay patients, which is why the Financial Services team will focus on the Sliding Fee Program.

**Motion #4 Tom Zimmerman made the motion to approve the proposed Fee Schedule. Dewy Hilliard seconded the motion. The motion passed unanimously.**

**b. Conflict of Interest Statements**

Jim indicated that according to HRSA guidelines the Conflict of Interest Statements need updated annually. Everyone should have a copy for 2020. Please complete the form and return them to Trudy by next meeting. Jim asked if there were any questions or concerns on the forms to let him or Trudy know.

**X Announcements for the Next Meeting**

**XI Adjournment**

**Next Meeting: February 24, 2020 @ 5:30 PM Community Room, 431 Hepburn Street**

**Signatures:**

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

\_\_\_\_\_  
Barbara Barbus, Board Secretary

Date: