

**RIVER VALLEY HEALTH AND DENTAL CENTER
BOARD OF DIRECTORS MEETING MINUTES
September 26, 2023, 5:30 PM – 7:00 PM**

PRESENT: Jean Myers, Board Chair; Dr. Ralph Kaiser, Board Treasurer; Chris Ebner, Board Vice-Chair; Josh Warfel; Matt McLaughlin, COO; Max Houseknecht, Jr., CFO; and Jim Yoxtheimer, President & CEO (ex-officio)

PRESENT VIA ZOOM: Abbey Shrom; Mark Thompson; and Rev. Velinda Smith

Excused: Austin White; Kim Wetherhold; Shameka Grey; and Barb Vanaskie

QUORUM MET

I Call to Order, Mission Statement, & Invocation

Jean Myers, Board Chair, called the meeting to order at 5:30 PM, read the mission statement, and offered an invocation.

- a. **Guest: Nikolina Cleaver—Class of 2024 Leadership Lycoming:** Jean introduced Nikolina Cleaver who joined the meeting as part of the requirements for Leadership Lycoming Class of 2024. She asked Nikolina to tell the board members a little bit about herself. Nikolina indicated that she graduated from Penn State, Altoona and has been employed by STEP, Inc. for 7 ½ years. She is currently the Social Services Manager. She helps community members aged 60 years of age and old safely remain in their homes.

II Mini-Education Session: STI Clinic Transition

Matt presented the mini-education session to help the board understand the positive impact to the Center of the STI Clinic transition.

Matt reported on the history of the Sexually Transmitted Infection (STI) clinic, that it was established in 2016 as part of the integration of Reproductive Health Services (RHS) into River Valley Health and Dental Center. It involved residents from the Family Medicine Residency program providing STI exams and treatment under the oversight of their residency faculty. Reimbursement was provided by the Department of Health (DOH). Staffing was provided by River Valley administrative and clinical team members.

Under the previous model the clinic hours were Wednesday from 5 PM – 7:30 PM and Thursday from 1 PM – 3 PM. With the current model there are available appointments 5 days per week with morning or afternoon appointments. It is hoped that the current model will decrease STI related ED visits. The dedicated times remain on Wednesday and Thursday.

Matt reported that the new model provided increased reimbursement as River Valley Health and Dental providers are providing the services.

In conclusion, transitioning the STI clinic from our historical model to our new paradigm has resulted in improved access for patients, satisfaction for staff, and billable encounters at favorable rates for River Valley Health and Dental.

Max reported that patients are still able to report to the DOH to receive free services if they need.

**RIVER VALLEY HEALTH AND DENTAL CENTER
BOARD OF DIRECTORS MEETING MINUTES
September 26, 2023, 5:30 PM – 7:00 PM**

III CEO Update

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

- An agreement with Impact Advertising has been executed and the Center has begun to use their services.
- The Center has received word from FCFP that the grant application for funding costs for the feasibility study associated with a potential capital campaign has been declined.
- The Center's Service Area Competition (SAC) application will be due soon. Jackie and Max have begun the application process, but since it is a federal grant, the Center will need board approval to submit the application.
- Effort is underway to seek a PPS rate adjustment. In Pennsylvania, the only way to initiate a PPS rate adjustment is to add or delete a service which will prompt a review by Medicaid. Management has considered multiple services that providers have suggested, and podiatry services have been selected to be added to the scope of services. It is estimated that a scope change would have the possibility of adding up to \$1 million to revenue. Management is in the initial stages of exploring options to employ a podiatrist.
- The Center has an individual who will be honored at this year's annual PACHC conference. Michelle Dangle, CRNP will receive the 2023 Innovation Award. This award is presented to an individual or health center team who has demonstrated a truly innovative approach to enhancing care or delivery of care. This criteria includes work that has resulted in improved patient efficiency and effectiveness in the delivery of primary care. She was nominated by Matt McLaughlin for the care she provides to the diabetic patients of the center. Michelle will be invited to a future board meeting to be recognized by board members.

b. Dashboard

- **August Balanced Score Card:** Matt reported that two areas were in the green in the Finance metric to include the medical department and reproductive health, as well as two areas in the red which were behavioral health and dental. The center has seen positive impacts from production related initiatives. The patient experience column continues to see stasis. Clinical quality saw improvement in depression remission along with a minor decrease in treatment plan completion and chlamydia screening. The center saw a minor increase in the turnover rate to 20.9%. The board asked if exit interviews were completed when staff voluntarily left employment. It was reported that exit interviews are not typically completed as most times management is aware why staff are leaving, and it was felt exit interviews may not be fruitful. Management reminded the board that the statewide turnover rate was 23.5% and nationwide it is 31.2%. After discussion, it was decided that turnover will be part of next month's presentation.

**RIVER VALLEY HEALTH AND DENTAL CENTER
BOARD OF DIRECTORS MEETING MINUTES
September 26, 2023, 5:30 PM – 7:00 PM**

- **Operational Indicators:** Matt reported that for the month of August visits were under budget by 789. The breakdown by department showed Williamsport Dental visits were down 422, Jersey Shore Dental visits were down 69, Neighborhood Care visits were down 136, and Lock Haven Medical visits were down 147. Williamsport Medical and Reproductive Health show the largest positive variance for the month. In total, River Valley increased visits by 2% over last August while remaining at 11% under budget. There were 281 new patient visits for the month. There were no patient complaints in August. Workforce indicators noted 119.3 FTE's with a turnover rate of 20.9%.
- **Provider Recruitment:** Matt reported that Dr. Ahmed was scheduled to start at the beginning of October and will be splitting his time between Williamsport and Lock Haven. Jena Toner, CRNP was expected to be on the agenda for credentialing approval in October. Matt indicated that there was an onsite interview with a pediatrician at the end of September.

IV Quality Assurance/Quality Improvement Report

- a. Clinical Quality Measures:** Matt reported that there were three metrics not included in the metrics this month to include Hospital Follow-Up Visits and Med Rec Post Discharge which will be withheld pending Emily's return to validate that data. Caries Risk Assessment has also been pulled from this month's data due to an IT challenge in obtaining correct data.

Matt noted high points in that controlled HTN was at the best outcome of the year as well as Chlamydia Screening in Women. Areas of focus include Childhood Immunizations and Diabetes Poor Control which are at annual lows. Workgroup will be working on the latter two metrics to brainstorm ideas for improvement. Matt reported nice improvement to Depression Remission as well as EPSDT visits. Statin Therapy for Diabetics and Depression Screening were at an annual high. Continued challenges for Breast Cancer exist.

b. Recredentialing

- **Laura Bierly, PHDHP:** Laura Bierly is a public health dental hygienist who primarily serves the dental school program on the mobile unit.

On behalf of the QA/QI Committee, Matt McLaughlin recommended reappointment of Laura Bierly, PHDHP to the staff of River Valley Health and Dental Center based on the recommendations of the committee and the results of the credentialing verification process which found suitable support for granting of reappointment to the staff. In addition, her request for practice privileges was also reviewed and found suitable for granting the delineation as requested.

Motion #1 Dr. Ralph Kaiser made the motion to approve Laura Bierly, PHDHP for recredentialing and privileging. Rev. Velinda Smith seconded the motion. The motion passed unanimously.

**RIVER VALLEY HEALTH AND DENTAL CENTER
BOARD OF DIRECTORS MEETING MINUTES
September 26, 2023, 5:30 PM – 7:00 PM**

V August 2023 Financial Report

a. August 2023 Financial Summary: The highlights of the financial report were reviewed for August 2023, 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 August there was an excess of revenues over expenses of \$48,090 which takes the YTD deficiency of revenues over expenses to \$97,815. Net days in A/R remained static at 24 days. Days Cash on Hand decreased slightly to 56. Days in A/P decreased slightly to 41. The Current Ratio increased slightly to 1.90.

Motion #2 Rev. Velinda Smith made the motion to approve the August 2023 Financial Report. Abbey Shrom seconded the motion. The motion passed unanimously.

VI PR, Marketing, & Fundraising Committee Report

Josh reported that the PR, Marketing, & Fundraising Committee met on September 18. He reported that the Impact Advertising contract had been executed and management was working on the next steps to ensure the budget was well spent. He indicated that there were no Facebook reports for this meeting and the Center was transitioning to a new search optimization company. The need to link additional domains to the website was discussed.

Josh reminded the board that the Eat Around the World fundraising event was fast approaching. He reminded everyone that donations for the silent auction were still being accepted in hopes to have all items by October 13. Sponsorships, either cash or in kind, to date was approximately \$20,000. There will be 9 chefs featured at the event. Jim and Max distributed flyers to all board members present. Jim reported that the Center has received a donation from Divergent Travel of a cruise for two. It was decided to pull this item out of the silent auction and do a separate raffle. The tickets are \$20 each with a potential to raise \$10,000 if all tickets are sold. Each board member was encouraged to see Trudy to pick up tickets to sell before the event. The cruise will be raffled off on October 26, the evening of the event. Jim also indicated that if board members would like to donate money towards the silent auction items that would be purchased, they could do so. Trudy was asked to send out a list to all board members of what items were already donated so as not to duplicate any items.

VII Consent Agenda

Board of Directors Meeting Minutes, August 2023; Executive/Finance Committee Meeting Minutes, September 2023; Quality Assurance/Quality Improvement Meeting Minutes, September 2023; PR, Marketing, & Fundraising Meeting Minutes, September 2023

Motion #3 Jean Myers made the motion to approve the Consent Agenda as presented. Josh Warfel seconded the motion. The motion passed unanimously.

VIII Old Business

There was no old business to be discussed.

**RIVER VALLEY HEALTH AND DENTAL CENTER
BOARD OF DIRECTORS MEETING MINUTES
September 26, 2023, 5:30 PM – 7:00 PM**

IX New Business

- a. HRSA 330 Base Grant:** Jim explained that it was time for the Center to apply for the Service Area Competition (SAC) grant. He indicated that this grant is the base funding of approximately \$1.9 million which the center receives from the federal government. This grant phase would be from 2024 – 2027 and the application is due at the end of November. Since this grant is a federal grant, the Center needs board approval for submission of the application. After questions were answered the following motion was made.

Motion #4 Josh Warfel made the motion to approve the FY24 Service Area Competition grant application submission. Mark Thompson seconded the motion. The motion passed unanimously.

- b. ScriptPro System:** Max reported that since the closure of the Ben Franklin pharmacy that Lisa, the pharmacist for the Center, has received word that they are willing to sell their ScriptPro system. This system has the ability to hold up to 100 of the top selling prescriptions and can fill up to 150 scripts per hour. This system places a label on the bottle, fills the medication. The pharmacist will still continue to verify the medication, cap the bottle, and approve. Lisa has used this system and is remarkably familiar with the system. If purchasing the system new, the cost would be \$173,000. Ben Franklin pharmacy has offered it to River Valley Health and Dental for \$25,000. Other additional costs associated with the change of ownership/inspection/refurbishment of approximately \$38,000 would exist for the company to take back to headquarters and do all necessary updates and then deliver to our pharmacy. In addition, a monthly fee of \$700 per month will be charged for support. It is calculated that this machine could pay for itself in approximately 1 ½ years. Management has requested authorization to purchase the equipment. The board questioned if this machine was planning to eliminate any current positions. Management indicated that no positions would be eliminated due to the purchase of this system.

Motion #5 Dr. Ralph Kaiser made the motion to approve the purchase of the ScriptPro system from the Ben Franklin Pharmacy. Jean Myers seconded the motion. The motion passed unanimously.

X Announcements for the Next Meeting

- a.** Jean announced that representatives from McKonly & Asbury will be onsite on Tuesday, October 17 at 5:30 PM in the Community Room to present the FY23 Audit report. Zoom will be offered to those who cannot attend in person.

XI CEO Search Update—Executive Session

All staff were excused from the meeting for an Executive Session to provide the board with an update on the CEO search.

**RIVER VALLEY HEALTH AND DENTAL CENTER
BOARD OF DIRECTORS MEETING MINUTES
September 26, 2023, 5:30 PM – 7:00 PM**

XII Adjournment

With no further business to be discussed, the meeting was adjourned at 6:55 PM.

Next Meeting: October 24, 2023 @ 5:30 PM Community Room or via Zoom

Signatures:

Jean Myers, Board Chair

Barbara Vanaskie, Board Secretary

Date: