

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
March 22, 2021 5:30 PM – 7:00 PM

PRESENT: Jean Myers, Board Vice-Chair; Barb Barbus, Board Secretary; Max Houseknecht, Jr., CFO; and Jim Yoxtheimer, President & CEO

PRESENT VIA ZOOM: Dewy Hilliard, Board Treasurer; Chris Ebner; Abbey Eschbach; Shantay Hall; Rev. Velinda Smith; Adanma Akujieze; and Dr. Ralph Kaiser

Excused: Kim Wetherhold; Matt McLaughlin; and Rick Wyatt

I Call to Order, Mission Statement & Invocation

Jean Myers, Board Vice-Chair, called the meeting to order at 5:30 PM. She read the mission statement and opened the meeting with an invocation.

II Mini-Education Session: Strategic Planning

Jim led the mini-educational session for Strategic Planning by asking thought-provoking questions to help start discussion. Questions asked included 1.) What is the one thing River Valley accomplished during the last few years that made you proud to be a board member? 2.) If you could change one thing about this organization, what would that be and why? 3.) What new programs or services would you like to see the Board to consider offering? 4.) What population within our community would you like the Center to try harder to serve? (Examples might include seniors, homeless, children, minorities, etc.) 5.) Do you support our activities to expand our reach through adding satellite offices?

Jim indicated strategic planning will be discussed for the next couple of months. He asked the board to review the information provided in their packet this evening to help with discussion in the upcoming months.

Jim thanked everyone for their answers and discussion as he indicated it would be helpful as management moved to the next phase of strategic planning.

III CEO Update

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

- The Center has continued to do their share of work to assist the community with COVID testing and immunization. HRSA's direct vaccine distribution discussed in February's meeting has rolled out according to their plan. The Center has been the recipient of 700 doses of the Moderna vaccine for the past three weeks. The Center has also been recognized as one of four providers in Lycoming County that will continue to receive a supply of vaccine from the PA Department of Health. Barb and her staff deserve all the credit for making this progress happen.
- The Center offered a Saturday vaccine clinic on March 6. Over 350 individuals were immunized; it was truly a proud moment for the center.
- Demand for COVID-19 testing has continued to decline in March. The Center continues to provide both rapid testing and non-rapid PCR tests five days per week.

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
March 22, 2021 5:30 PM – 7:00 PM

- Congress passed the \$1.9 trillion COVID relief package, known as the American Rescue Plan. The package includes much-needed relief for Community Health Centers.
- As previously mentioned, we expect a new dentist to be onboarded within the next two weeks. A second dentist has accepted our employment offer and will most likely begin in late July.
- Express Care is now open for business at our 431 location.

b. Dashboard

- **Operational Indicators:** Barb reviewed the highlights of the Operational Indicators: Barb reported that visits were down across the Center at 3,631, which is under budget by 946 visits. New patient visits were also under budget by 350 visits.
- **Clinical Quality Measures:** This month Barb discussed the Childhood Immunization measure in detail. To be compliant with this measure all children need to be up to date on their immunizations by their 2nd birthday. There are 24 different immunizations available for children by that age, if one immunization is missing the patient will not be compliant. The challenges associated with this measure include children not coming in for their scheduled wellness visits, also some children get scheduled after their 2nd birthday which, again, places the measure out of compliance. Another fall out could be a new patient coming to the Center right before their second birthday but who is not caught up on immunizations.

Barb reported an update to the board regarding the COVID-19 vaccines as follows: The Center continues to receive vaccines from the Federal and State allotment. The Center had been able to increase administration of vaccines to 200 per day for the last few weeks. The Center held a Saturday vaccine clinic where 370 patients and community members received their first vaccine. To date, the Center had given 3,750 vaccines. It was expected that the guidelines will change soon and will open eligibility to Class 1B. The Center will be starting self-scheduling online soon. Patients will still be able to call to have an employee schedule the appointment if that is their preference.

IV Financial Report

a. February 2021 Financial Summary Report

The highlights of the Financial Report were reviewed for February 2021, as were set forth in the summary provided to the Board, which is hereby incorporated for all purposes herein: Max reported that the YTD net gains were \$1,438,272. Net days in A/R was 31. Days in A/P was 33.73. Days cash on hand dipped to 27.7 as expected due to the acquisition of the Jersey Shore dental office. Current ratio was 1.49.

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
March 22, 2021 5:30 PM – 7:00 PM

- **Grant Calendar Review:** Max indicated that grant funds available is something that is reported to the Finance & Audit Committee monthly and, according to HRSA guidelines, the Center is required to report this to board at least once per year. This information can be found in the Finance & Audit Committee minutes as well as on the Board Portal each month. Max indicated that staff has been working very hard to spend down the grants within the timeline required.

Motion #1 Dewy Hilliard made the motion to approve the February 2021 Financial Report. Dr. Ralph Kaiser seconded the motion. The motion passed unanimously.

V Quality Assurance/Quality Improvement Report

Barb reported the 2020 Compliance Report was reviewed in March's meeting. This report featured all mandatory staff trainings, contracts, billing, and accreditations. This report will be presented for approval during the Consent Agenda.

a. Credentialing/Recredentialing:

- **Lisa McClintock, PharmD:** Lisa is the pharmacist for River Valley Health and Dental who has been with the Center since 2019 and is in need of her 2-year credentialing.
- **Crystal Harrison, PHDHP:** Crystal has been with the Center since 2018 as a regular hygienist and has recently met the requirements for a public health dental hygienist practitioner. She is in need of her initial PHDHP credentialing.
- **David Uhrik, DDS:** Dr. Uhrik is a dentist from Newcumberland, PA. If approved, he will be joining the Center with 20 years of dental experience.
- **Norma Cruz-Luna, M.D.:** Dr. Cruz-Luna is a psychiatrist from Flourtown, PA who finished her doctorate in Philadelphia. If approved, she will be joining the Center with 9 years of psychiatry experience.

On behalf of the QA/QI Committee, Dr. Richardson is recommending approval of the referenced providers for reappointment/initial appointment to the dental/medical staff based on the Committee's review of their applications and the results of the credentialing verification process.

Motion #2 Dewy Hilliard made the motion to approve Lisa McClintock, PharmD, Crystal Harrison, PHDHP, David Uhrik, DDS, and Norma Cruz-Luna, M.D. for privileging and appointment to the medical and dental staff at River Valley Health and Dental Center. Dr. Ralph Kaiser seconded the motion. The motion passed unanimously.

VI PR, Marketing, & Fundraising Committee Report

Shantay presented the PR, Marketing, & Fundraising Committee report. She indicated the majority of the website overall is complete. She reported that Karla reviewed information provided by NextAd, which showed how people search and find information on the web regarding the Center. Google reviews increased by 74 reviews and the Center continues to have an average rating of 4.4 out of 5.

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
March 22, 2021 5:30 PM – 7:00 PM

Shantay reported that the annual Raise the Region on-line fundraising event was in March and it was the Center's 5th year of participation. The Center received \$5,375 in donations which is 30% more than last year. The employees held their annual bake sale and were able to raise \$164 in donations. Over the last 5 years the Center has raised approximately \$24,000 from Raise the Region.

Jim announced that right after Raise the Region the Center received a \$3,000 donation that would typically come in during Raise the Region.

VII Consent Agenda

Board of Directors Meeting Minutes, February 2021; Executive Committee Meeting Minutes, March 2021; Finance and Audit Committee Meeting Minutes, March 2021; Quality Assurance/Quality Improvement Committee Meeting Minutes, March 2021; and PR, Marketing, & Fundraising Meeting Minutes, March 2021

Motion #3 Shantay Hall made the motion to approve the Consent Agenda as presented. Dewy Hillard seconded the motion. The motion passed unanimously.

VIII Old Business

a. Board Profiles: Jim reminded all board members to review their profile on the website. If any updates are needed, please let Trudy know.

b. Board Self-Evaluation: Jean reviewed the results of the Board Self-Evaluation, which were included in the packet. Jean reported that the Executive Committee reviewed the results at their last meeting and felt some of the questions may need clarity for next year's review. Jean indicated if anyone had any questions or needed any type of clarity in the questions to please reach out to Jim, Kim, or Trudy.

IX New Business

a. Form 5B Acceptance

Jim reported that HRSA requires the Board of Directors to review and accept Form 5B yearly or when any changes are made to the form. Form 5B reports on the Centers' locations, hours of operation, services provided, and the zip codes for where services are available. The Mobile Unit was added, as well as the Jersey Shore dental location.

Motion #4 Dr. Ralph Kaiser made the motion to approve the updated Form 5B. Rev. Velinda Smith seconded the motion. The motion passed unanimously.

X Announcements for the Next Meeting

a. Donation: Jim reported that separate from Raise the Region, the Center received a donation from Tom and June Zimmerman in honor of Dr. John Boll and Dr. Ralph Kaiser.

b. Volunteers: Jim indicated the Center will be holding its second Saturday vaccine on April 3. Several board members had indicated their willingness to volunteer in the past. The volunteer would be non-clinical in nature, for example, helping traffic flow, etc. If anyone would like to volunteer for this clinic, please reach out to Trudy.

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
March 22, 2021 5:30 PM – 7:00 PM

Jim announced that Dr. Kaiser has been appointed to the QA/QI Committee beginning with our April meeting. Thank you, Dr. Kaiser.

XI Adjournment

Jean adjourned the meeting at 6:39 pm.

Next Meeting: April 26, 2021 @ 5:30 PM 431 Conference Room or via Zoom

Signatures:

Jean Myers, Board Vice-Chair

Barbara Barbus, Board Secretary

Date: