

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
August 24, 2020 5:30 PM

PRESENT: Dr. John Boll, Board Chair; Barbara Barbus, Board Secretary; Velinda Smith; Barb Wool, Clinical Operations Manager; and Max Houseknecht, Jr., CFO

PRESENT VIA ZOOM: Abbey Eschbach, Board Vice-Chair; Dr. Ralph Kaiser; Tom Zimmerman, Adanma Akujjeze; and Jim Yoxtheimer, President & CEO

Excused: Jean Myers; Kim Wetherhold; Chris Ebner; Dewy Hilliard; Rick Wyatt; and Shantay Hall

QUORUM MET

I Call to Order & Invocation

At 5:30 PM, Dr. Boll called the meeting to order and Pastor Velinda Smith offered the invocation.

II CEO UPDATE

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

- COVID testing has remained fairly aggressive during the past four weeks. To date, the Center has tested 616 patients, an increase of 217 over last month. The Center is also doing some testing for personal care homes that is required by their licensing agency to have all residents and employees tested.
- To enhance the Center's testing capabilities, two rapid testing devices have been ordered that will test for COVID-19, influenza, strep, and RSV. Anticipated delivery of the units is the end of September.
- Dental services' modified patient schedule has increased to about 90% of pre-COVID levels. If restrictions remain in place, 90% is probably the best the staff will be able to maintain.
- The details of the school dental program have yet to be fully developed due to the restrictions created by the virus. The Center is working to provide some presence at the schools, as well as trying to renew the busing program for some procedures.
- Medical providers continue to perform face-to-face and telemedicine visits. However, this month the Center saw a continued drop in the number of telehealth visits. Less than 20%, as compared to 24% last month, of the medical visits were performed via telephone or video. Patients are requesting face-to-face visits.
- The Center was successful in onboarding a driver for the mini-van and he has begun making pharmacy deliveries and patient transports. This position is grant-funded and currently part-time, with the hope to increase it to full time hours as needed.
- Management has been researching the possibility of expanding the walk-in services offered at the Center. The plan would be to relocate the walk-in service to the 431 offices and add providers to total 1.5 FTE. Walk-in services have consistently been in high demand. In addition to expanding hours, services would also include several procedures that are not currently performed, such as simple suturing, splinting, etc.

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- The Center began to operationalize self-serve kiosks for medical check-in. Patient use of the kiosks is optional, as all our personal services remain in place and no staff has been eliminated. To date, many individuals seem to have enjoyed using the kiosks.
- The Center's attempt to access funds under the PA Hazard Grant program was unsuccessful. None of the grant funds went to health centers. The Center has learned, that in the state's opinion, health centers had already received adequate grant funding. The Center did, however, launch our own version of the state's hazard pay plan that paralleled the amount of pay and timing, but added all staff into the program as requested by the Board.
- Management has been working on a project called Neighborhood Care Services. It is believed that, although the Center is in the middle of town, many individuals exist that don't use our services because we are too far away. This program would allow staff to go to the patient. The patient would see a provider via telehealth while a medical assistant or nurse would facilitate the visit from the patient's location. The location could be in the mobile unit or a community center or really any public location that has adequate privacy. The Center will soon begin to trial this concept at the American Rescue Workers. The Center will send a nurse to their location for an hour or two each week to help facilitate visits with our provider, as well as use our remote equipment to check vitals.
- The Center has taken delivery of several thousand face masks and began to distribute to patients and the community. In addition, we have refreshed our Coronavirus health information to include emerging information regarding COVID-19.
- The diabetes nutrition program was scheduled to conclude in August. About 35 participants completed all the program goals and many saw a reduction in their A1C results. Final tabulation of the results continues with the collection of the program evaluations. Participants were also given the opportunity to obtain free retinopathy screenings at no charge due to the recent acquisition of that equipment by the Center. So far 8 participants have been tested.

b. Dashboard

- **Financial Indicators:** Max reviewed the highlights of the Financial Indicators stating that for July the days in A/P decreased to 52.25. Days cash on hand decreased slightly to 36.12 but this trend is not concerning. Current ratio increased to 1.05.
- **Operational Indicators:** Barb reviewed the highlights of the Operational Indicators as follows: The new fiscal year started very well with visits being over budget by 641. Telehealth visits were down as patients continue to request face-to-face visits. As expected, the new patient visits were down at 152 new patients for the month.

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- **Clinical Quality Measures:** Barb reviewed the highlights of the Clinical Quality Measures indicating that no real change had occurred since last month. The retinal machine the Center acquired with help with the diabetic measure as providers can now capture the diabetic eye exam when patients are at the Center for their appointment.

III Financial Report

a. June 2020 Financial Report

The highlights of the Financial Report were reviewed for June 2020 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 June the deficiency of revenues over expenses was \$60,426 which takes the year end deficiency of revenues over expenses to \$1,133,930. Patient revenue was under budget for the month by \$436,333. The 340b drug program income with contract pharmacy was over budget by \$45,305 due to the switch in TPA's from CaptureRx to Pharmaforce for Wegmans.

Max reported the expenses were under budget by \$12,435. Accounts Payable at month end was \$153,602. Total unrestricted cash, including the super money market fund, at month end, was \$1,622,439.

Motion #1 Dr. Ralph Kaiser made the motion to approve the June 2020 Financial Report. Rev. Velinda Smith seconded the motion. The motion passed unanimously.

b. July 2020 Financial Report

The highlights of the Financial Report were reviewed for July 2020 as were set forth in the summary provided to the Board, which is hereby incorporated for all purposes herein. Max reported that for the first month of the fiscal year there was an excess of revenues over expenses of \$97,161. Max reviewed the net income by department pointing out there are two new departments added. A separate line for chiropractic services has been added as well as a separate line for behavioral health services. Patient visits were over budget by 641 visits for the month of July. Patient revenue for the month was over budget by \$26,206 as the budget was very conservative due to COVID-19.

Max reported expenses were over budget by \$82,723 for the month of July. Accounts Payable at month end was \$235,653. Total cash in the operating accounts at month-end was \$1,467,427. Total unrestricted cash, including the super money market fund, at month-end was \$1,638,436.

Motion #2 Dr. Ralph Kaiser made the motion to approve the July 2020 Financial Report. Rev. Velinda Smith seconded the motion. The motion passed unanimously.

IV Quality Assurance/Quality Improvement Report

Barb reported that several policies were reviewed for the month with only a couple of minor changes. A new policy, Respiratory Protection Policy, was presented for approval in the Consent Agenda. This policy discusses the N95 masks and how we need to use them based on OSHA

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requirements. The policy includes how to choose the correct mask, fit testing, and information about medical clearance to wear the mask as well as maintenance and disinfecting.

Barb reported there were 11 incident reports for the month. However, of the 11, 10 were the same incident. There were 10 COVID swabs sent to Quest Diagnostics which had a mishandling mishap with Quest. The list of the patients affected were sent back to the Center. 8 patients were retested. One was already getting a rapid testing completed through UPMC for same day surgery. The last patient did not want retested as they no longer had symptoms.

a. Credentialing/Re-credentialing

- **Karen Peterman, CRNP**
- **Christopher Coyner, DDS**
- **Daniel Bozza, DMD**
- **Patricia Bozza, DMD**
- **Melinda Diggan, PHDHP**
- **Tracy Mathers, PHDHP**

All of the above providers were due for their two-year recredentialing.

Karen Peterman, CRNP has been with the Center since January 2011. Dr. Coyner, Dr. Dan Bozza, and Dr. Patty Bozza have been with the Center since January 2011. Tracy Mathers is a Public Health Dental Hygienist who has been with the Center since September 2011 and Melinda Diggan is also a Public Health Dental Hygienist who has been with the Center since September 2013.

On behalf of the QA/QI Committee, Dr. Richardson recommended approval of the above providers for reappointment to the medical and dental staff of River Valley Health and Dental Center.

Motion #3 Barb Barbus made the motion to approve Karen Peterman, CRNP, Christopher Coyner, DDS, Daniel Bozza, DMD, Patricia Bozza, DMD, Melinda Diggan, PHDHP, and Tracy Mathers PHDHP for reappointment to the medical and dental staff of River Valley Health and Dental Center. Tom Zimmerman seconded the motion. The motion passed unanimously.

V Consent Agenda

Board of Directors Meeting Minutes, July 2020; Executive Committee Meeting Minutes, August 2020; Finance and Audit Committee Meeting Minutes, August 2020; Quality Assurance/Quality Improvement Meeting Minutes, August 2020

Motion #4 Dr. Ralph Kaiser made the motion to approve the Consent Agenda as presented. Barb Barbus seconded the motion. The motion passed unanimously.

VI Old Business

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

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VII New Business

a. Prospective New Board Member—Matt McLaughlin

Jim reported that the Personnel & Nominating Committee recommended that Matt McLaughlin join the Board of Directors effective September 1, 2020. Each board member was provided a copy of his application and resume. A ballot for voting was provided to each board member either electronically or paper. The Board was asked to complete the ballots and return them to Trudy by Friday (August 28).

- **Matt McLaughlin:** Matt McLaughlin is the Vice President of Operations for UPMC. Matt expresses a personal and professional investment in healthcare delivery in Central PA.

b. HRSA: Change of Scope Request

Jim reported that management is requesting approval to submit a change of scope request to HRSA. This will allow the Center to move walk-in services to the 431 Hepburn Street location to allow for expanded express care services.

Motion #5 Abbey Eschbach made the motion to approve submission of a Change of Scope Request to HRSA to allow services to be performed at the 431 Hepburn Street location. Barb Barbus seconded the motion. The motion passed unanimously.

c. United Way Grant

Jim reported that notice was received that the United Way will be funding our school dental program; however, the agreement requires board action. This school year will be the 5th year the United Way has supported our school dental program. The Center is required to submit a mid-year report to show how the monies have been spent. The total award is \$15,000 however, it will be awarded in two increments of \$7,500 each. It was requested by the Board that the Center send a thank you letter to the United Way for their continued support.

Motion #6 Tom Zimmerman made the motion to enter into the annual partnership with Lycoming County United Way, Next Stop: Oral Health program. Dr. Ralph Kaiser seconded the motion. The motion passed unanimously.

d. Resolution: Restatement of 403(b) Retirement Plan

Max reported that a resolution is needed for a restatement of the 403(b) retirement plan. The plan, itself, did not change. There was a regulation change from the IRS that required the plan to be put in a new document format.

Motion #7 Rev. Velinda Smith made the motion to approve the Restatement of the 403(b) Retirement Plan. Dr. Ralph Kaiser seconded the motion. The motion passed unanimously.

VIII Announcements for the next Meeting

Jim reminded the Board of the board education information he had sent regarding the NACHC Boot Camp. The Board is to let Trudy know if they are interested. If this particular schedule does not work the boot camp is offered twice a year.

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IX Adjournment

With no further business to be brought before the Board, Dr. Boll adjourned the meeting at 6:20 PM.

Next Meeting: September 28, 2020 @ 5:30 PM 431 Hepburn Street, Community Room

Signatures:

Dr. John Boll, Board Chair

Barbara Barbus, Board Secretary

Date: