

River Valley Health and Dental Center

CEO Report to the Board of Directors

September 2020

Financial Sustainability and Growth

- COVID testing has remained a valuable service during the past four weeks. To date, we have tested 776 patients, an increase of 160 over the prior month. A demographic breakdown of the patients tested is as follows:

	Year to Date / Monthly Increase	
American Indian	3	0
Asian	4	3
Black or African American	170	4
Other Pacific Islander	6	1
Other Race	30	3
Unreported/Refused to Report	68	3
White	495	26

In anticipation of effects of flu season complications, medical leadership has been planning for potential patient flow changes to assure both proper safety precautions and the best possible care.

- Dental service has been impacted with the employment separation of a dentist. The dental staff members are committed to maintain the highest level of productivity while the recruitment process progresses. Fortunately, we have been actively recruiting for the past three months and feel confident that we will have success filling the vacancy. Three temporary dentists have applied for privileges and will be presented to the Board this evening.

Leadership reported to the Executive Committee that they had a recent discussion with a dental practice owner in Jersey Shore who will be retiring soon. Jim and Max had an initial meeting with Dr. Richard Beatty to discuss interest in the purchase of his practice. They believe that he is very interested in keeping a dental practice in the Jersey Shore area as the two other dentists in that town are also retiring at approximately the same time. The purchase of the property would include a building and most of his dental equipment as well as an adjoining vacant lot, which could be used to expand medical services in the future. Additional information will be made available as discussions with Dr. Beatty continue.

- Medical providers continue to perform face-to-face and telemedicine visits. This month we saw a continued drop in the number of telehealth visits; less than 10% compared to 20% last month.
- A nationwide 340B challenge issued by four pharmaceutical companies (so far) to include: Merck, Sanofi, Novartis, and Eli Lilly are negatively impacting health centers across the country. These

companies are refusing to provide 340B drugs to contract pharmacies citing potential duplicate discount concerns. In our case, the impact on the Center if these four pharmaceutical companies stop delivery of 340B drugs would be about \$100,000 per year. This issue has enormous implications for health centers. Accordingly, the National Association of Community Health Centers (NACHC) has mobilized resources to combat the threat on multiple fronts including legal, regulatory and political options. Management followed the lead of NACHC by directly communicating with Congress and HHS in effort to draw attention to the problem. This action by the pharmaceuticals will not affect our on-site pharmacy.

Grant and/or Expanded Services Opportunities

- The new Oral Health Patient Navigator, a grant-funded position to integrate Behavioral Health services with dental services, has been onboarded. This position is primarily responsible for responding to dental patients' behavioral health needs. The provider/hygienist will perform a simple depression screen while the patient is here for dental services. If needed, they will refer patients to the patient navigator who in turn will schedule them with our behavioral health department.
- HRSA approved the use of the Neighborhood Care Unit to provide care and the use of our 431 location for Express Care Services.
- Work has begun to replace dental cabinetry and equipment for five operatories as part of the Oral Health Infrastructure funding approved last year. In addition, we are nearing the construction phase of the dental operatory located in the medical pediatric area.

Individual Care Management

- As part of the Neighborhood Services, the project with American Rescue Workers (ARW) has started. Although some technical issues have been experienced, it appears that the program will be a wonderful benefit to this population.
- Patient use of the self-serve kiosks for medical check-in seems to be progressing well. Our personal service staff have remained in place to assist patients with the technology and service those who would rather seek direct assistance at check-in.

Building Community Awareness and Perception

- The diabetes nutrition program concluded last month. About 35 participants successfully completed all the program goals and many saw a reduction in their A1C results. 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. Nine patients were screened. Of those, 8 were negative, 1 was positive in one eye, and two of the patients had other conditions identified that were handled by referring the patients to Ophthalmology.
- The PR, Marketing and Fundraising Committee reviewed and approved a letter to be sent out to approximately 1,000 individuals, primarily Chamber of Commerce members and local supporters, for an Annual Fundraising Campaign appeal, a copy of which has been provided in your Board packet. The Committee also reviewed plans for a major update to the Center's website.

- Beginning October 5, a billboard campaign will begin with 22 billboards across Lycoming County featuring the message, “You Are Not Alone” in conjunction with the Center’s partners in Substance Use Disorder and Mental Health services. The design includes these partner logos. In addition to the billboards, about 4,000 masks were branded with the same message and with the River Valley logo and that of NAMI/Northcentral PA. Funding was provided by Health Resources and Service Administration (HRSA) as part of an Substance Use and Disorder and Mental Health FY18 grant award.

Outreach Locations & Activities for August / September 2020

- STEP Board Activities
- Chamber of Commerce Activities
- Lock Haven University: STD screenings
- Table Display and TV monitors in exam rooms at RVH&DC: COVID-19 prevention