

**RIVER VALLEY HEALTH AND DENTAL CENTER**  
**BOARD OF DIRECTORS MEETING MINUTES**  
**January 24, 2023, 5:30 PM – 7:00 PM**

**PRESENT:** Kim Wetherhold, Board Chair; Chris Ebner, Board Secretary; Shantay Hall; Rev. Velinda Smith; Josh Warfel; Jim Yoxtheimer, President & CEO (ex-officio); and Max Houseknecht, Jr., CFO

**PRESENT VIA ZOOM:** Jean Myers, Board Vice-Chair; Dr. Ralph Kaiser, Board Treasurer; Abbey Eschbach; Austin White; and Mark Thompson

Excused: Barb Vanaskie and Matt McLaughlin

**QUORUM MET**

**I Call to Order, Mission Statement & Invocation**

Kim Wetherhold, Board Chair, welcomed Libby Glunk to the meeting. Libby is part of the Leadership Lycoming program for the year. It is a requirement of Leadership Lycoming to attend a board meeting. Libby works at Muncy Bank and Trust Company as the Community Office Manager in the South Williamsport office.

Kim called the meeting to order at 5:30 PM, read the mission statement, and offered an invocation.

**II CEO Update**

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

- Quest Diagnostic Laboratory representatives have committed to lease space from the Center. With board approval, they could begin serving patients as early as April of this year. Several more details need to be negotiated, including a formal lease.
- The Center received a Notice of Award (NOA) for additional COVID vaccine funding in the amount of \$197,824. Management had recommended to the Executive/Finance committee that the Center not pursue the funding because of the excess grant funds that already exist, and the sheer volume of work required to perform the requirements of the grant. As an example, all funds will need to be expended within six months and the money can only be spent on efforts to vaccinate, not test. This issue was to be further discussed later in the meeting.
- An alarming change of events regarding 340B eligibility of contract pharmacies has been seen during the last few weeks. The PA DOH published a bulletin at the end of December, which, for the first time ever, would potentially rule out significant revenue for FQHC's. In our case, approximately \$100,000 annually would be at risk. Since the CEO report was completed, this action has been delayed largely due to PACHC's action.
- The Center has received an application for a prospective new board member from Shameka Grey. The Personnel & Nominating Committee will meet with her during their February meeting.

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**b. Dashboard**

- **December Balanced Score Card:** Jim reported the December Balanced Score Card as follows: The Finance metric continued to be a struggle in Behavior Health, Medical, and Dental. Reproductive Health was just over goal. Patient Experience, while not at goal, continued to do well. Quality showed Reproductive health to have increased from the previous month. Medical and Behavioral Health stayed the same while Dental decreased from previous month. The Team metric, while not at goal, continued to decline to 16.3%.
- **Balanced Score Card CY2023 Update:** Jim reported that the QA/QI Committee discussed and voted to change the medical quality measure from Cervical Cancer Screening to A1C control. The Cervical Cancer screening metric would stay on the work plan for interventions throughout the year. Many factors influence cervical cancer screening rates outside the Center's scope of control. The A1C metric is a UDS measure as well as a HEDIS measure that carries weight.
- **Operational Indicators:** Jim reviewed the Operational Indicators as follows: While the visits were under budget for the month, they were still 4% higher than FY22. This was the third month in a row with no patient concerns. Total average employees remained steady at 116.3 with the turnover rate improving to 16.3%. Discussion ensued regarding the fact that new patients continue to be on the decline. He indicated that there has been significant pushback from providers of accepting patients without records. Management has been allowing it for now and continue to keep an eye on it.
- **Provider Recruitment:** Jim reported that although there are no signed contracts yet, things are looking promising as the Center has an onsite visit scheduled with a pediatrician as well as an initial phone interview with another pediatrician. Also, a family physician has expressed interest in an onsite visit.

**III Quality Assurance/Quality Improvement Report**

**a. Clinical Quality Measures:** Jim reported that the measures continue to remain stable. Dr. Kaiser agreed that they look to be on target with no unexpected concerns.

**b. Recredentialing/Credentialing**

- **Daniel Conner, D.O.:** Dr. Dan Conner is a primary care physician who was in need of his two-year recredentialing for staff appointment at RVHDC.
- **Laura Farr, PHDHP:** Laura Farr is a public health dental hygienist who was in need of her two-year recredentialing for staff appointment at RVHDC.
- **Eula Doering, CRNP:** Eula Doering is a telehealth nurse practitioner who was in need of her initial credentialing for appointment to the staff at RVHDC.
- **Linda Davis, CRNP:** Linda Davis is a nurse practitioner with Reproductive Health department whose privileges were reviewed due to her working in both Express Care and Reproductive Health. Her privileges were updated and are now current.

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Emily Drick, Chair of the QA/QI Committee, recommended reappointment of Daniel Conner, DO; Laura Farr, PHDHP; and Linda Davis, CRNP to the staff of River Valley Health and Dental 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, their requests for practice privileges were also reviewed and found suitable for granting the delineation of privileges as requested.

**Motion #1 Dr. Ralph Kaiser made the motion to approve Daniel Conner, DO; Laura Farr, PHDHP for reappointment to the staff of River Valley Health and Dental Center and Linda Davis's privileges were deemed suitable for approval by the board. Chris Ebner seconded the motion. The motion passed unanimously.**

**Motion #2 Dr. Ralph Kaiser made the motion to approve Eula Doering, CRNP appointment to the staff of River Valley Health and Dental Center contingent on the necessary collaborative agreement. Kim Wetherhold seconded the motion. The motion passed unanimously.**

**IV December Financial Report**

**a. December 2022 Financial Summary Report:** The highlights of the financial report were reviewed for December 2022, 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 December there was a deficiency of revenues over expenses of \$36,578 which brings the YTD excess of revenues over expenses to \$628,105. The YTD increase in Net Assets was \$934,385. Net days in A/R decreased to 17. Days Cash on Hand increased to 62.86. Current Ratio was 2.02.

**Motion #3 Reverend Velinda Smith made the motion to approve the December 2022 Financial Report. Josh Warfel seconded the motion. The motion passed unanimously.**

**V PR, Marketing, & Fundraising Committee Report**

Josh Warfel reported that the PR, Marketing, & Fundraising Committee met on January 16, and he felt that it was a very productive meeting.

Josh reported that the 2023 calendars are available and are being handed out to patients as they leave their appointments. Calendars were available for board members to take along with them after the meeting. The calendars have important dates for the Center highlighted, such as planned holiday closures.

The committee reviewed social media reports and Google Ads reports which provide important information such as where the web traffic is coming from and what they are searching. The Google Ads report showed that 97% of the traffic was coming from mobile devices.

Josh reported that Amy Alexander, Director of Marketing/Fundraising, has been working with patients to obtain patient testimonials. Those patient testimonials will be utilized in the near future.

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Josh reported that due to unforeseen circumstances, the Year-End Appeal did not get mailed out, but is ready now and will be sent out this week. She will use the platform Bloomerang to help add to our donor database.

Josh reported that Amy Alexander plans to continue the Eat Around the World fundraiser. If anyone is interested in serving on a subcommittee for this fundraiser, please let Trudy know.

Discussion was held regarding the FCFP fundraising event, Raise the Region. Management has decided not to participate in Raise the Region this year and place focus on the Eat Around the World event.

**VI Consent Agenda**

**Board of Directors Meeting Minutes, December 2022; Executive/Finance Committee Meeting Minutes, January, 2023; Quality Assurance/Quality Improvement Committee Meeting Minutes, January 2023; and PR, Marketing, & Fundraising Committee Meeting Minutes, January 2023**

**Motion #4 Kim Wetherhold made the motion to approve the Consent Agenda as presented. Reverend Velinda Smith seconded the motion. The motion passed unanimously.**

**VII Old Business**

- a. **2950 Lycoming Creek Road Lease:** To close the loop, Jim reported that the Center has obtained a lease for the 2950 Lycoming Creek Road location to house the mobile unit(s) and two other fleet vehicles. As a reminder, an email was sent out to all board members to vote for approval of this lease. All electronic votes were tabulated as a “yes” vote to approve the lease. The board inquired about the lease at 427 Hepburn street and if management was successful on opting out of that lease. Jim reported that there was a meeting with that landlord, and management is hopeful that they will be willing to work with us in opting out of that lease.

**VIII New Business**

- a. **2023 Conflict of Interest Statements:** Jim reported that it was time for the annual Conflict of Interest Statements to be completed by all board members. All board members present were given their paperwork and were asked to complete at the end of the meeting. For those members who attended virtually, Trudy planned to send out the forms electronically by the next business day and asked that they be returned by the end of the week. If anyone has any questions or concerns about the Conflict of Interest Statement, please reach out to Jim.
- b. **NOA—COVID Vaccine Funding:** Max reported that the Center received an award from HRSA in the amount of \$197,824.00 for COVID vaccine. This Center did not apply for this grant. Management has thoroughly reviewed all documentation and it was felt that it would be extremely difficult to spend the funds by the end of May as required. Management has suggested that the Center decline the funds. If board approved denial of the award, a formal letter will need to be sent to HRSA.

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**Motion #5 Shantay Hall made the motion to relinquish the funds in the full amount for Award# H8GCS47820. Jean Myers seconded the motion. The motion passed unanimously.**

- c. Dental Flooring Replacement:** Max reminded the board that there have been discussions over the past several months regarding issues with the flooring in the dental department. Management, while working with the contractor, has come up with two options for solution. The board questioned if the liability would be on the previous contractor. Management answered that those options were explored. The warranty was with the contractor who installed the flooring is no longer in business. The board questioned the impact on operations. Max indicated that the contractor felt they could work Friday – Monday over the course of a few weeks. The impact would be to redirect patient traffic. After discussion, the following motion was made:

**Motion #6 Josh Warfel made the motion to approve Option 2 and remove and install a new glue down LVT Floor. Abbey Eschbach seconded the motion. The motion passed unanimously.**

- d. New Audit Firm:** Max indicated that there were two proposals available on the board portal for review for the current FY audit. One from Baker Tilly and one from McKonly & Asbury. Max reported that River Valley Health and Dental Center has used Baker Tilly since FY17. The quote from McKonly & Asbury came in approximately \$3,700 less than Baker Tilly. Also of note, management has had continued struggles with Baker Tilly in the sense of meeting deadlines requested by the Center. The board asked if the Center had requested peer reviews from other FQHC's on McKonly & Asbury and if there was possibly a risk of anything not included in the proposal. Max indicated that he did not foresee any issues, but has not received the official engagement letter yet.

**Motion #7 Mark Thompson made the motion for River Valley Health and Dental Center to change audit firms to McKonly & Asbury. Chris Ebner seconded the motion. Dr. Ralph Kaiser abstained from the vote. All other members present were in favor. Motion carried.**

**IX Announcements for the Next Meeting**

There were no announcements for the next meeting.

**X Adjournment**

With no further business to be discussed, Kim Wetherhold, Board Chair, adjourned the meeting at 6:42 PM.

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**Next Meeting: February 28, 2023 @ 5:30 PM Community Room or via Zoom**

**Signatures:**

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Kimberly Wetherhold, Board Chair

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Christopher Ebner, Board Secretary

Date: