

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.

BOARD OF DIRECTORS MEETING MINUTES

July 27, 2020 5:30 PM

PRESENT: Dr. John Boll, Board Chair; Barb Barbus, Board Secretary; Dr. Ralph Kaiser; Shantay Hall; Kim Wetherhold; Adanma Akujiezze; Pastor Velinda Smith; Max Houseknecht, Jr., CFO; Barb Wool, Clinical Operations Manager; and Jim Yoxheimer, President & CEO (ex-officio)

PRESENT VIA ZOOM: Dewy Hilliard, Board Treasurer; Tom Zimmerman; Chris Ebner; Rick Wyatt; and Jean Myers

Excused: Abbey Eschbach

I Call to Order & Invocation

Dr. Boll called the meeting to order at 5:30 PM and offered the invocation.

a. Introduction of New Board Members

Jim welcomed both new Board Members, Pastor Velinda Smith and Dr. Ralph Kaiser, and introduced them to the Board members present.

II Mini-Educational Session

Jim introduced Beth McMahon, Ph.D. who, with her team, had conducted a survey on the Center's patients regarding COVID and COVID prevention.

Beth introduced her team: Will Rosenow, M.S., Annie Rosenow, and Mary McMahon. Jackie Oliva, HR Manager also assisted the team. She then thanked the Board for the opportunity to join the meeting tonight to share the results of the survey.

Annie reported the project title was COVID-19: Vulnerable population shares their perspectives on the strengths, weaknesses, opportunities, and threats in surviving in a world with COVID-19. The data was collected in the Yellow Zone: 05/21/2020 – 06/04/2020.

406 patients of RVHDC were surveyed and were broken into the following categories:

- Sex: Female 59.4%; Male 40.4%
- Ethnicity: White 67%; African American 27.6%; Asian 1.2%; Other 3.2%
- Family size: Average 3/31
- Income: <\$20,000 62.8%; \$20,000-\$30,000 9.9%; \$30,000 - \$40,000 4.9%; \$40,000 - \$50,000 4.9%; and >\$50,000 6.4%
- Based on the Federal Poverty Level for a family of 3, 62.8% of those surveyed live below the Federal Poverty Level (<\$21,720)

Mary indicated the study shows that COVID-19 does not affect everyone equally and clearly has exposed inequities among the most vulnerable population. FQHC's tend to serve the populations currently being hardest hit by COVID-19. River Valley Health and Dental Center is no exception.

Will reported on the methodology and findings of the study. He indicated a SWOT analysis was used. The research team then conducted a multivariable logistic regression of the findings. Below are highlights of the significant findings:

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- Gender
 - Women are 72% more likely to get tested than men
 - Women are 7% more likely to wash their hands for 20 seconds
- Ethnicity
 - White subjects are 10% less likely to wear a mask compared to African Americans
 - White subjects are 8% less likely to wash their hands for 20 seconds as compared to African Americans
- Education
 - Less than high school education - 53% less likely to know where to get tested as compared to college graduate
 - High school education - 45% less likely to know where to get tested as compared to college graduate
- Knowledge
 - Patients can name less than 2 symptoms of COVID-19
 - For every symptom a subject knows they are 28% more likely to know where to get tested
 - 33/7% of patients knew someone that had been tested
 - 10.3% of patients knew someone who had died from COVID-19

Patients identified River Valley Health and Dental Center as a strength in the community.

In closing, Beth recommended getting as much information out to the patients as possible. The more symptoms they know the better. Patients saw the Center as a valuable source of information and are very trusting in the staff.

III CEO Update

a. CEO Report:

- Jim highlighted the following information from his CEO Report:
- The following statement was added to the River Valley Health and Dental Center website to re-affirm the Board's position on inclusion: "*The Board of Directors, management, and staff of River Valley Health & Dental have strived and will continue to work vigorously to maintain our organization as a tolerant, inclusive, and supportive space for all our employees, patients, and the community we serve.*"
 - COVID testing has been on the rise during the past four weeks. To date, the Center has tested 399 patients. The Center is also doing some testing for personal care homes that are required by their licensing agency to have all residents and employees tested by the end of August. A demographic breakdown of all patients tested is included on the full CEO report.
 - Medical providers continue to perform face-to-face and tele-medicine visits. However, this month saw a drop in the number of telehealth visits. Only 24% as compared to 60% last month, of our medical visits were performed via telephone or video, while about 76% were in person. It seems patients are requesting face-to-face visits.

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- The Center has been successful in finding a driver for the mini-van and he has begun making pharmacy deliveries. The driver will also be able to do patient transports. This position is grant funded and currently part-time with hopes 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 relocate the walk-in service to the 431 offices and adding 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 to include simple suturing, splinting, etc.
- The Center received word that HRSA has approved our renewal application under the Federal Tort Claims Act (FTCA) for another 12 months. FTCA status saves the Center upwards of \$100,000 per year in malpractice insurance premiums.
- Management has been working on a project called Neighborhood Care Services. It is believed that, although the Center is in the middle of town, there are many individuals that do not use our services because it is 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. A nurse will be sent to their location for an hour or two each week to help facilitate visits with our providers, as well as use remote equipment to check vitals.

b. Dashboard

- **Financial Indicators:** Max reviewed the highlights of the Financial Indicators stating the July Dashboard is DRAFT due to year-end financial calculations occurring. Net days A/P was 54.37. Days cash on hand was 39.42.
- **Operational Indicators:** Barb reviewed the highlights of the Operational Indicators as follows: Visits have been gradually increasing since March. Face to face visits have increased as most patients are requesting in person visits. New patients, as expected, were under budget for the month at 107.
- **Clinical Quality Measures:** Barb reviewed the highlights of the Clinical Quality Measures indicating the measures look good despite the decrease in visits. The cervical cancer screening measure has not been reporting accurately but that issue is now resolved. The uncontrolled diabetes measure is higher than hoped, however the face to face visits have just started to increase. It is when patients are here for their face to face visit that the Center can capture their A1C.

IV Financial Report

a. June 2020 Financial Report—Draft

Max reviewed the DRAFT financial report for June 2020 as the Finance Department is still working to assure all information is gathered before closing the fiscal year. At this time, there was a deficiency of revenues over expenses of \$148,408 which would bring the YTD deficiency of revenues over expenses to \$1,221,912. Total unrestricted cash, including the super money market fund, at month-end was \$1,622,482 which is an increase over the prior month of \$44,226.

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The final report for June 2020 Financials will be presented in the August meeting. No formal action was taken by board for approval as the report is still in draft form.

Max reviewed the Federal Grant and COVID-19 Grant remaining funds. He has changed the format of the spreadsheet to hopefully aid in interpretation of the funds remaining.

V Quality Assurance/Quality Improvement Report

As noted in the CEO report, Barb indicated the FTCA application has been approved for another year. She reported the QA/QI Committee is always looking for ways to be sure the new EMR is working to make things more efficient for the staff. They are working on a process for providers to check a data base to see if other outside providers are prescribing another controlled substance. This process will be more efficient for the providers.

VI PR, Marketing, & Fundraising Report

Kim Wetherhold gave the PR, Marketing, & Fundraising report indicating there will be bus signs on the outside of the city bus this coming week as well as two bus shelters in the city. Karla is working on an appeal letter to be sent out to the community. The draft letter will be presented to the committee in their August meeting. If approved by the committee, the letter will be sent out shortly thereafter. As discussed in previous meetings, Eat Around the World has been cancelled for this year in hopes to be rescheduled for next year.

VII Consent Agenda

Board of Directors Meeting Minutes, June 2020; Executive Committee Meeting Minutes, July 2020; Quality Assurance/Quality Improvement Committee Minutes, July 2020; PR, Marketing, & Fundraising Committee Meeting Minutes July 2020

Motion #1 Barb Barbus made the motion to approve the Consent Agenda as presented. Pastor Velinda Smith seconded the motion. The motion passed unanimously.

VIII Old Business

- a. **Conflict of Interest Statements:** Jim reported that all Conflict of Interest Statements are now complete and on file.
- b. **Community Message:** This item was covered in detail in the CEO Report.

IX New Business

- a. **Hazard Pay Grant:** Jim initiated conversation on the Hazard Pay Grant by indicating he had sent out an email to all Board members and spoke with the Personnel & Nominating Committee prior to tonight's meeting. There was no additional information available regarding the program. Management learned of this grant and did not feel it was something they could walk away from and believe it would be a great thing to do for the staff.

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During the discussion, Board members asked if the prior bonus of \$250 had a positive effect on employee morale. Jim answered that he felt it did, judging on the amount of thank you emails he received from staff. Question was asked if management felt there were any disgruntlement from staff on the exclusion from the original bonus. Jim indicated he was not aware of any disgruntlement nor was Max.

There would be 44 individuals who qualify for the Hazard Pay Grant and 49 staff members who do not. The question arose if there is a large gap between those earning under \$20 per hour and those earner higher. Jim answered there is quite a gap as the highest paid staff members are physicians.

After discussion the Board members would like to be assured that all staff members would benefit from Hazard Pay whether it be through the Hazard Pay Grant or through another COVID related grant. The following motion was made.

Motion #2 Tom Zimmerman made the motion to authorize administration to set aside Act 24 funds to be distributed as hazardous pay regardless of whether or not the Center is successful in obtaining approximately \$54,000 from the state of Pennsylvania for that purpose. Shantay Hall seconded the motion. The motion passed unanimously.

X Announcements for the Next Meeting

Tom took the time to mention he and another colleague had a zoom meeting with Sue King to collaborate regarding telehealth and telepsychiatry. He felt it was a very productive meeting and was happy Sue King made herself available for discussion and collaboration

XI Adjournment

With no further business to be brought before the Board, Dr. Boll adjourned the meeting at 7:09 PM.

Next Meeting: August 24, 2020 @ 5:30 PM Community Room or Zoom

Signatures:

John Boll, Jr., D.O., Board Chair

Barbara Barbus, Board Secretary

Date: