

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
December 21, 2020 5:30 PM

PRESENT: Barb Barbus, Board Secretary; Kim Wetherhold; Max Houseknecht, Jr., CFO; and Jim Yoxtheimer, President & CEO (ex-officio)

PRESENT VIA ZOOM: Dr. John Boll, Board Chair; Abbey Eschbach, Board Vice-Chair; Dewy Hilliard, Board Treasurer; Chris Ebner; Tom Zimmerman; Shantay Hall; Rick Wyatt; Jean Myers; Dr. Ralph Kaiser; Rev. Velinda Smith; and Barb Wool, Clinical Operations Manager

Excused: Adanma Akujieze and Matt McLaughlin

QUORUM MET

I Call to Order & Invocation

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

II CEO Update

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

- COVID testing has remained a valuable service during the past month. To date the Center has tested 1,534 patients, an increase of 262 over the prior month.

Leadership's phased approach to conducting business during the increased spread of the virus continues to evolve. Last week, providers started reviewing their schedules for the week and indicate which patients could easily be a virtual visit and which patients needed to come to the Center. Staff will then call the patients to strongly encourage telehealth visits to those patients. If the patient adamantly refuses a telehealth visit, they are referred to the provider. The Center is trying to reduce the number of individuals in the building as well as the patient load of the staff that is here due to vacancies in staffing created by the virus. No patient has been refused an appointment. Since this process was just implemented within the last week it was too early to evaluate an impact on patient care.

Since oral health for our patients was so negatively impacted earlier in the year, the Center is extremely reluctant to stop those services yet again. However, unnecessary procedures have been suspended and telehealth for pain patients has been activated.

To date, there have been 12 employees positive for COVID. However, there have been approximately 25 employees that have had to be quarantined anywhere from a few days to 14 days. The Center has been struggling with staff vacancies, as other health care organizations have also experienced.

b. Dashboard

- **Operational Indicators:** Barb reviewed the highlights of the Operational Indicators as follows: The total number of visits was 3952 which was 1,250 visits under budget. Telehealth visits were at 7%, however since implementing the new

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efforts, we are expecting this number to be higher for December. As expected, new patient visits were under budget for the month at 128.

- **Clinical Quality Measures:** Barb reviewed the Clinical Quality Measures as follows: The blood pressure control for hypertensive patients has been low due to telehealth visits since if a blood pressure is not documented this measure will automatically fall out. The Center did receive blood pressure monitors, thermometers, and scales to give to patients with hypertension and diabetes. These devices were obtained with grant monies. Staff has been working on ways to get these distributed to patients, including using the transportation driver. Colorectal cancer screening measure was the best it has ever been. Barb credits this improvement to the nursing and providers diligently working on distributing the Cologuard cards to patients. The uncontrolled diabetes measure was the best in November that it has ever been. Nursing staff are doing a tremendous job rooming patients and making sure patients have their A1C. Most fallouts for this measure are when the A1C is out of control, over 9%. This month, Barb discussed the Adult Weight Screening & Follow Up in more detail. In this measure, any adult whose weight is outside of normal, either high or low, is given educational and nutritional information. Health educators may be called upon to give in depth education to those patients. Some things that may contribute to fall outs in this category are when patients refuse to be weighed and as telehealth visits are unable to be weighed, these visits are automatic fallouts.

Members of the Board asked Barb to thank the QA/QI workgroup, nursing and MA staff, and providers for their hard work in keeping the measures in good standing.

III Financial Summary Report

The highlights of the Financial Report were reviewed for November 2020 as were set forth in the summary provided to the Board, which is hereby incorporated for all purposes herein. Max reported the net gains from operations was \$1,170,752.99 due to the forgiveness of the PPP Loan. YTD net gains from operations was \$1,530,184, without the PPP Loan \$324,624. Max indicated staff is doing a wonderful job watching expenses and only ordering what is absolutely necessary. He reported expenses were under budget by \$4,000. Net days in A/R was 38 due to staffing challenges which has since been resolved. Days cash on hand was 38.4 and current ratio was 1.49.

Motion #1 Dr. Ralph Kaiser made the motion to approve the November 2020 Financial Report. Tom Zimmerman seconded the motion. The motion passed unanimously.

IV Quality Assurance/Quality Improvement Report

Barb reported that the QA/QI Workgroup suggested making an addition to the patient survey to make sure the pharmacy hours are meeting patient needs.

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a. Credentialing/Recredentialing

- **Sonya Miles, CRNP**
- **Allyson Rothrock, PA-C**
- **Brian Webster, CRNP**

Based on recommendations from the QA/QI Committee, Dr. Kayla Richardson recommended approval of the reappointment of Sonya Miles, CRNP and appointment of Allyson Rothrock, PA-C and Brian Webster, CRNP to the medical staff. In addition, their requests for medical practice privileges were also reviewed and found suitable for granting the delineation of privileges as requested.

Motion #2 Dewy Hilliard made the motion to approve Sonya Miles, CRNP, Allyson Rothrock, PA-C, and Brian Webster, CRNP appointment to the medical staff of River Valley Health and Dental Center. Jean Myers seconded the motion. The motion passed unanimously.

V Consent Agenda

Board of Directors Meeting Minutes, November 2020; Executive Committee Meeting Minutes, December 2020; Finance and Audit Committee Meeting Minutes, December 2020; and QA/QI Committee Meeting Minutes, December 2020

Motion #3 Tom Zimmerman made the motion to approve the Consent Agenda as Approved. Dr. Ralph Kaiser seconded the motion. The motion passed unanimously.

VI Old Business

a. Board Officer Election: Dr. Boll indicated the prior election was “off-cycle” due to the vote in May to extend himself and Tom Zimmerman on the Board of Directors for an additional six months due to COVID. Dr. Boll reminded the board that Kim Wetherhold has been voted as Board Chair and Jean Myers has been voted to Vice-Chair for the remainder of this fiscal year. Dr. Boll also announced if anyone has any questions to please reach out to him or to Jim Yoxtheimer.

b. CEO Evaluation: Dr. Boll made the board be aware the CEO evaluation for this year is final, he summarized all the feedback given from everyone on the Board and presented the information to Jim.

VII New Business

a. Noncompeting Continuation Report: Max reviewed with the board the need for submission of the Noncompeting Continuation Report or Budget Progress Report (BPR). This report is required by HRSA annually to be approved by the Finance Committee as well as Board. Management is asking the Board for approval to submit the Noncompeting Continuation Report to HRSA.

Motion #4 Dr. Ralph Kaiser made the motion to approve submission of the Noncompeting Continuation Report to HRSA. Abbey Eschbach seconded the motion. The motion passed unanimously.

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b. New Bank Account: Max reported that he has been looking into a new bank account with different banking institutions. It is considered a credit risk to have all monies placed in one banking institution. Management is looking to open a checking account with Muncy Bank & Trust Company which would manage our Jersey Shore Dental Practice once open. Other institutions which were investigated do not support nonprofit organizations as Muncy Bank & Trust does. The checking account which is recommended is an interest-bearing checking account. Interest is 60% of the 13-week T bill as quoted in the WSJ at the end of the month, with a minimum rate of 0.25%. No minimum account balance is required, and no-account analysis fee is charged. Management is proposing to open an account with Muncy Bank & Trust Company to be used for Jersey Shore Dental use.

Motion #5 Dr. Ralph Kaiser made the motion to approve a new checking account with Muncy Bank and Trust Company. Chris Ebner seconded the motion. Kim Wetherhold abstained from the vote. All other board members were in favor. The motion passed by majority.

VIII Board Member Recognition

Three individuals were recognized at the meeting for their service. Jim shared that Abbey Eschbach, while continuing to serve on the Board of Directors, will no longer be serving as Vice-Chair.

Second, Tom Zimmerman's term has expired, and this meeting was his last meeting on the Board of Directors. Tom has served on the Board of Directors for almost 6 ½ years and is one of the individuals who agreed to stay 6 months past his term due to the pandemic. Jim stated "On behalf of all of us, the Center has always benefitted from Tom's observations and absolute commitment to River Valley Health and Dental Center. Thank you, Tom, for your commitment to the organization".

Lastly, Dr. John Boll's term has expired, and this meeting was also his last meeting on the Board of Directors. Dr. Boll has served on the Board of Directors for 6 ½ years and He had also agreed to stay 6 months past his term due to the pandemic. Dr. Boll has served as Board Chair since July of 2018. Jim stated "We will miss your leadership, experience, insights, and kindhearted personality. Thank you for all that you have accomplished with the organization".

Tom Zimmerman and Dr. John Boll addressed the Board and offered their gratitude to everyone that they have served with as well as to management. Each board member was afforded the opportunity to address Dr. Boll and Tom Zimmerman and offer their appreciation and respect in working with them over the past six years.

IX Announcements for Next Meeting

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X Adjournment

With no further business to be brought before the board, Dr. Boll adjourned the meeting at 6:28 PM.

Next Meeting: January 25, 2021 @ 5:30 PM Community Room or via Zoom

Signatures:

Kimberly Wetherhold, Board Chair

Barbara Barbus, Board Secretary

Date: