

River Valley Health and Dental Center

CEO Report to the Board of Directors

August 2022

Highlights

- Bids for the Clinton County project came in about \$500,000 over our available grant dollars in the amount of \$1,135,702. We have received two bank loan proposals to make up the difference between the grant and bid amount. The Executive/Finance committee met on Monday before the Board meeting to discuss available options. A full report will be available during this meeting.
- It is again time for the Board members to review the performance of the CEO. A package will be provided that includes a requested date of return.
- We have recently been informed that our annual quality grant from HRSA, now called UDS plus, was increased by \$5,500 to a total of \$65,500. The funds are planned to be used for a two-year population health project.
- The Center has begun the process of joining an Accountable Care Organization (ACO) Aledade, Inc. An ACO is a group of doctors, hospitals, and other health care organizations who are focused on improving quality of care and health outcomes, thereby decreasing cost. Their focus is on preventative medicine to ensure that patients and populations, especially the chronically ill, get the right care at the right time. We will become part of a Medicare shared savings program that rewards ACOs and members who meet performance standards on quality of care. Aledade will review our patient data and compare it with other members of the ACO and give the Center helpful information on how we compare with other members, showing us where opportunities exist to improve. No fee is required to join the ACO, other than leadership and management time. We have researched the company with multiple FQHC's who have joined Aledade and who are very happy with the organization and their outcomes.
- Leadership has submitted a \$250,000 grant application to the state Department of Health through the PA Association of Community Health Centers to create an onsite certification & training program for medical assistants (MA). Historically, MA openings have been a recruitment/retention struggle. The opportunity to train our own staff in cooperation with a national accredited online school will enhance the pool of candidates available. Moreover, this program will also allow existing staff to advance their career path, helping to improve retention.
- COVID testing has maintained an increased volume due to the higher transmission rate our region has been experiencing. We are currently performing about 17 tests per day. Immunizations administered have remained consistent with the last few months at about 8 individuals per day. To date, we have tested over 11,500 individuals and administered over 17,000 vaccine doses, including 551 to children between the ages of five and thirteen. We have continued to distribute at-home COVID test kits and N95 masks provided by HRSA throughout the community.

- We have just received word from HRSA that our organization has been selected to participate in the Bureau of Primary Health Care's new site visit model, the Health Center Compliance and Excellence Site Visit (HCCESV). It will be a one-day VIRTUAL visit that will take place on **November 16, 2022**.

This model was developed to support health centers in streamlining current OSV processes, providing an objective assessment of the health center's compliance status, and supporting proactive enhanced technical assistance for health centers.

Access to Care

- The Clinton County satellite project is moving forward. Bids have been reviewed and planning for the anticipated efforts are being formulated.
- Construction work on the renovations to our 431 Hepburn space has been completed. The space will be occupied with Reproductive Health and Chiropractic services on September 6th.

Community

- No update is available on the project to provide Medically Assisted Treatment (MAT) services for incarcerated individuals.

Building Community Awareness and Perception

- National Health Center Week was celebrated this month with an Open House on Thursday, August 11 from 4 – 6 p.m. with about 150 people in attendance. Festivities included live music, health screenings, tours, and informational exhibits including the Mobile Care Unit and the Testing Van in celebration of our 10th Anniversary of the granting of FQHC status in June, 2012. Supporting political representatives included Congressman Fred Keller, State Representative Jamie Flick and County Commissioner Tony Mussare, who all offered brief remarks. The activities of the week-long recognition included outreach local shelters on the Monday, the day set aside for recognizing our commitment to the Homeless. Then throughout the week various segments were recognized as follows: Wednesday - Patient Appreciation Day, where patients at the Center with appointments that day received insulated totes, and Staff Appreciation brought sticky buns for all staff.
- In concert with National Immunization Awareness month and a grant that was received by the Center, an awareness campaign was launched to educate and motivate families to get and keep necessary childhood immunizations up to date. This campaign included targeted outreach and messages via radio, TV and print media with messages on the necessary childhood immunizations and the importance of vaccinations, just in time for the return of the school year.
- The implementation of the tactical marketing for the new fiscal year 2022-23 is underway with continuation of social media efforts and advertising to include the use of messages on transit bus panels and shelters, which are currently being designed. Further efforts are planned to refresh the Center's photo and video library necessitated in part due to changes in personnel and relocation of the services to the new clinic space for Specialty Care services, i.e., Reproductive Health and Chiropractic, that will occur in early September.
- STEP, Inc. will provide additional funding in support of the continued efforts by the grassroots organization, Let's End Covid and has requested us to manage the funding and coordination of this effort. Targeted to

reach at risk seniors, this effort will also support our outreach and promotion of our services to this market segment.

Outreach Locations & Activities for August 2022 Board Meeting

- STEP Board Activities
- Center for Independent Living: Information provided on services the Center offers
- Kid's First Friday: Educational handouts for children and immunization awareness
- Lock Haven University: Vaccine Clinic for student move-in weekend
- Covid at-home tests and N95 mask distribution
 - Jersey Shore YMCA
 - Williamsport YMCA
 - Shepherds of the Street
 - Firetree Place
- Table Display and TV monitors in exam rooms at RVH&DC: Childhood immunization awareness and COVID awareness

Sustainability

Grants and/or Expanded Services Opportunities

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Workforce

- The Activities Committee donated school supplies for the backpacks given away during National Health Center Week.
- A staff appreciation day was held as a part of National Health Center Week. Sticky buns were brought in for all staff.
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Partnership & Collaboration

- Nothing to report

Technology

- After several years of effort, our electronic medical record now interfaces with the PA Department of Health's statewide immunization information system. Entries into the system are now electronic.

Governing Body

- Nothing to report