

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
BOARD OF DIRECTORS MEETING MINUTES
September 28, 2020 5:30 PM

PRESENT: Dr. John Boll, Board Chair; Shantay Hall; Rick Wyatt; Kimberly Wetherhold; Matt McLaughlin; Jim Yoxtheimer, President & CEO (ex-officio); Max Houseknecht, Jr., CFO; and Barb Wool, Clinical Operations Manager

PRESENT VIA ZOOM: Abbey Eschbach, Board Vice-Chair; Dewy Hilliard, Board Treasurer; Chris Ebner; Tom Zimmerman; Adanma Akujieze; Jean Myers; Dr. Ralph Kaiser; and Rev. Velinda Smith

Excused: Barbara Barbus

QUORUM MET

I Call to Order & Invocation

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

Dr. Boll welcomed and introduced the newest Board member present, Matt McLaughlin. Dr. Boll read the highlights from Matt's bio and indicated he is skilled in administrative health care which will prove to be a great asset to the Board of Directors.

Matt thanked the other Board members for the opportunity to serve as a Director.

II CEO Update

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

- Jim apologized as the first bullet on his report shows inaccurate numbers reported on the monthly increase from COVID testing. The numbers will be updated, and a corrected report will be sent to all Board members Tuesday.
- In anticipation 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 will have success in filling the vacancy. Three temporary dentists have applied for privileges.
- 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.

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- 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 have refused 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.
- 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.

b. Dashboard

- **Operational Indicators:** Barb reviewed the highlights of the Operational Indicators as follows: The visits for the month of August were 304 over budget at 4123 total billable encounters. New patients for the month were under budget at 288.
- **Clinical Quality Measures:** Barb reported that she will focus on one clinical measure each month to report to the Board. This month the focus was on the Blood Pressure Control measure. The hypertensive measure is focused on patients 18 – 85 years of age with the hypertension diagnosis, with exception of pregnant women and patients in hospice. The Center just learned of a learning collaborative with PACHC and Quality Insights, so the Center can work with other FQHC's in the state in effort to lower blood pressure in patients. The average goal for this measure is 63% to be in control; the Center's goal is 65%. Barb indicated she will be working with the Quality Manager to ensure our goal is realistic.

III Financial Report

The highlights of the Financial Report were reviewed for August 2020 as were set forth in the summary provided to the Board, which is hereby incorporated for all purposes herein.

Max reported that after discussion with the Finance and Audit Committee, all future meetings will include a presentation of the one-page summary provided at the full board meetings. The full report will still be available on the Board Portal for review and if there are any questions on the full report, they can be addressed as necessary.

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Max reported that for the month of August there was an increase of revenues over expenses of \$254,245. The YTD net gains from operations was and YTD increase in net assets of \$597,444. Max reported that expenses were over budget by \$65,340 however he indicated this is not a cause for concern as when the budget was presented it allowed a ramp up time for dental services which were down due to COVID. All dental staff was able to return to work in July, which was not budgeted. The net days in A/R was 20, the billing staff is doing a great job working claims. The days in A/P was 51. Days cash on hand was 42.25. The current ratio increased to 1.15.

Motion #1 Matt McLaughlin made the motion to approve the August 2020 Financial Report. Dr. Ralph Kaiser seconded the motion. The motion passed unanimously.

IV Quality Assurance/Quality Improvement Report

Barb reported the Center has been recognized for another year of PCMH accreditation. The Center is now subject to an annual review status with PCMH, which will be an easier process.

The Center has implemented a program with Dr. James Reidy, an acupuncturist here in Williamsport. To date, there have been a few patients referred to Dr. Reidy. Patients and staff feel the process has been going well.

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.

Barb reported that a new process has been started to help enhance customer experience. If it has been determined that a poor customer experience occurred, a Customer Care Roundtable discussion will be scheduled with all staff involved in that patient's care. This roundtable discussion is not meant to be punitive in any way, more of a way to discuss issues and determine ways the situation could have been handled better. To date, there has been one Customer Care Roundtable discussion held with all staff involved. A follow up call was then made to the customer discussing the outcome of the meeting.

a. Credentialing

- **William Fiore, DMD**
- **Emmad Sheikh, DDS**
- **Sonya Movassaghi, DMD**

Dr. Kayla Richardson, on behalf of the QA/QI Committee recommended approval of William Fiore, DMD; Emmad Sheikh, DDS; and Sonya Movassaghi, DMD for appointment to the dental staff based on the results of the credentialing verification process. In addition, their requests for dental practice privileges were also reviewed and found suitable for granting the delineation of privileges as requested.

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Motion #2 Kim Wetherhold to approve William Fiore, DMD; Emmad Sheikh, DDS; and Sonya Movassaghi, DMD appointment to the dental staff of River Valley Health and Dental Center. Dr. Ralph Kaiser seconded the motion. The motion passed unanimously.

V PR, Marketing, & Fundraising Committee Report

Kim Wetherhold reported on the September 2020 PR, Marketing, & Fundraising Committee meeting as follows:

- An advertising initiative will be starting soon that will be in the Webb Weekly reminding patients to come in for their regular check-ups for either dental or medical. It is important to let patients know of the importance of getting their regular check-ups amidst the pandemic, and that the Center is open and scheduling these important wellness exams. In addition, an ad will be run in October for Breast Cancer Awareness month reminding patients to have their annual mammogram.
- Kim reported that the Center's website is going through an overhaul. The website will have a more simplified and cleaner look. It will be more interactive and user friendly. This project is ongoing with a planned implementation to begin in in 4-6 weeks.
- The Center has partnered with several local organizations to let the community know "You are Not Alone". Billboards will be visible across the county with this message as well as logos from the partners for this initiative. The Center was also able to obtain, with grant monies, 4,000 face masks to hand out to the community with the NAMI/RVHDC logo as well as the message "You are Not Alone".
a. Fundraising Letter: Kim indicated the final fundraising letter was in the packet this evening and will be mailed to approximately 1,000 people. The list was comprised from the Center's donor list and a mailing list from the Chamber of Commerce. The letter will be accompanied by a donation card that can be filled out and returned or they will also have the option of making an on-line donation.

VI Consent Agenda

Board of Directors Meeting Minutes, August 2020; Executive Committee Meeting Minutes, September 2020; Finance and Audit Committee Meeting Minutes, September 2020; Quality Assurance/Quality Improvement Meeting Minutes, September 2020; and PR, Marketing, & Fundraising Committee Meeting Minutes, September 2020

Motion #3 Rev. Velinda Smith made the motion to approve the Consent agenda as presented. Kim Wetherhold seconded the motion. The motion passed unanimously.

VII Old Business

There was no old business to be brought before the Board.

VIII New Business

There was no new business to be brought before the Board.

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IX Announcements for the Next Meeting

a. As a reminder, Baker Tilly will present their audit presentation to the Finance Committee on October 12 at 5 pm. The Full Board is invited and encouraged to attend as this will be the only presentation from Baker Tilly. Max and/or the Finance Committee will present the information at the Full Board meeting in October.

X Adjournment

With no further business to discuss, Dr. Boll adjourned the meeting at 6:26 PM.

Next Meeting: October 26, 2020 5:30 PM Community Room or via Zoom

Signatures:

Dr. John Boll, Board Chair

Barbara Barbus, Board Secretary

Date: