

SUSQUEHANNA COMMUNITY HEALTH AND DENTAL CLINIC, INC.
Executive/Finance Committee Meeting Minutes
October 11, 2022, 12:00 PM

PRESENT: Kim Wetherhold, Board Chair; Dr. Ralph Kaiser, Board Treasurer; Jean Myers, Board Vice-Chair; Chris Ebner, Board Secretary; Max Houseknecht, Jr., CFO; Matt McLaughlin, COO; and Jim Yoxtheimer, President & CEO (ex-officio)

I September 2022 Financial Report

The highlights of the Financial Report were reviewed for September as set forth in the summary provided to the committee, which is hereby incorporated for all purposes herein. Max reported that for the month of September there was a deficiency of revenues over expenses of \$39,628 which brings the YTD increase in net assets to \$444,272. Patient revenue was under budget by \$126,114.

In Other Revenue, incentive/care gaps were under budget by \$10,034. 340B drug program revenue was under budget by \$21,069 due to a filing issue with the EMR vendor which has been corrected. Total federal grants were over budget by \$49,825 due largely to drawdowns associated with the H8F grant, which was over budget by \$39,590.

Max reported the Expense Analysis as follows: Expenses were over budget by \$42,944. Factoring out unbudgeted grant related expenses, month-end total expenses were over budget by \$20,318. Pharmaceuticals for immunizations were over budget by \$7,309 due to the timing of the flu vaccine invoices. Telehealth services were over budget by \$14,989 due to an under-accrual the prior month. Non-CME staff education was over budget by \$5,369 due largely to costs associated with payment for the annual PACHC Conference. Advertising expenses were under budget by \$6,412.

Balance sheet highlights shows accounts payable to be at \$190,726 which was a decrease over the prior month of \$77,655. Total cash in the operating accounts at month-end was \$2,282,112. Total cash, including the super money market fund, at month-end was \$3,015,918 which was an increase of \$19,270 over the prior month.

- **Financial Summary Report:** YTD Net gains from Operations was \$361,457. Net days in A/R decreased to 22. Days in A/P was 34.46. Days Cash on Hand increased to 51.32. Current Ratio was 1.87.

After discussion, the committee was okay with the financial reports going to full board for approval.

II Audit Update

Max reported that the audit continued to move forward with no major issues. Baker Tilly did not have a draft report at the time of this meeting. It was still planned to meet on October 18 for review with full board.

III Citizen's & Northern Bank Account Recommendations

Max reported that as management was working through the Clinton County loan and shared with Citizen's & Northern that the Center opted to accept another banking facility offer, Citizen's & Northern reviewed River Valley's accounts and proposed a program called Investment Cash Sweep (ICS).

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By converting to the ICS program, it will allow the Center to potentially earn approximately \$12,000 per year in interest based on current interest rates and ensure all accounts remain fully insured under the FDIC. In essence, the Center will have one bank account with C&N and the remaining funds over \$250,000 will be “swept” out to other banks in their network. From the Center’s perspective, there will be no issue on accessing the funds as they are readily available through a daily sweep automated by C&N.

Motion #1 Dr. Ralph Kaiser made the motion to approve recommendations from Citizen’s & Northern Bank to enroll in the ICS program. Jean Myers seconded the motion. Chris Ebner was in agreement. Kim Wetherhold abstained from voting. Motion carries.

IV Phone System Upgrade

Max presented information for a phone system upgrade. Max reported that the leadership team has been working to identify a phone system solution that will aid in improving the overall patient experience when calling into the Center, scale for future needs as the organization continues to grow and allow improved functionality for remote work capabilities. The current phone system has been in place since 2013 and has served the organization well, however, has reached limits in terms of customization and future expansion needs.

The leadership team proposed moving to the Cisco Webex platform with Contact Center. This system has several feature enhancements that will aid in improving the overall patient experience without adding to the budgeted staffing costs that would otherwise be required to improve the patient experience with the current phone system in place. Max reviewed a few of the features with the new platform to include improved call recording/monitoring capabilities; significantly enhanced reporting metrics; enhanced call routing capabilities; and the ability to wirelessly connect phones giving the option to unplug from the facility and take it home when remote work is occurring.

The new system comes with the following costs: Equipment \$54,213 (funded by the H8F grant); installation costs \$17,654 (funded by the H8F grant); and monthly costs \$4,461 for an annual cost of \$53,532.

Currently the organization pays approximately \$1,700 per month for on-going phone system costs. The additional cost per year with the new system would be \$33,132 which is less than the cost of an additional 1.0 FTE of non-budgeted staff and benefits position for the Call Center.

After discussion the following motion was made:

Motion #2 Chris Ebner made the motion to approve the purchase of the new phone system Cisco Webex platform with Contact Center. Jean Myers seconded the motion. Kim Wetherhold and Dr. Ralph Kaiser were in agreement.

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V Corporate Compliance Plan

Jim reported that management has been in the process of updating and making changes to the Corporate Compliance Plan. Jim indicated that no action was being requested at this meeting, but rather asked the committee to review the plan and be ready for discussion at next month's meeting.

VI Management Update Current Operations

- **September Balanced Score Card:** Matt reported on the September Balance Score Card as follows: The wins were in the Patient Experience section across the Center and Reproductive Health for finance and quality. The team section held steady at 19.1%, noting that this month was the first in the last five months that it has not increased. Matt indicated that there will be significant changes in patient scheduling in the medical department. He reported that he will prepare a detailed report next month.
- **Operations General Update:**
 - **Provider Recruitment:** Matt reported that Dr. Henson, a pediatric dentist, was on site for an interview. She left with a verbal offer and a contract was sent to her as of the date of this meeting. The team has been working on scheduling another dentist interview to potentially complement the dental team. Tia O'Brien, PA-C will be joining the team in October. Dr. Cruz Luna, telepsychiatry has resigned and the Center continues to recruit for her replacement.

VII Facilities Planning

- **Clinton County Site Update:** Jim reported that construction was slated to begin on November 1. No updates are available on the HVAC dilemma at this time.
- **Laboratory Services Update:** As reported last month, the management team has been working with Quest Diagnostic Laboratory to lease space within 471 Hepburn Street for a laboratory draw site. The agreement is with Quest Corporate. The property owner is aware management has been working with Quest.
- **471 Hepburn Street Mechanical Issue:** No update was available on the plumbing issue at 471 Hepburn Street.

VIII Full Board Agenda, October 25, 2022 @ 5:30 PM

The committee decided to not have a mini-educational session at this meeting to allow time to discuss the CEO Evaluation in Executive Session at the end of the meeting.

- **Board Annual Work Plan:** The committee reviewed the board annual work plan, and it appeared that it was up to date except for the following suggestion:
 - **Review of Achievement of Project Objectives:** Jim asked if he could have the board to complete a 3-5 question questionnaire with basic questions. The goal would be to review the questionnaire in detail in the November meeting. The committee felt this would be a good opportunity for all board members to provide further input.

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IX CEO Evaluation—Executive Session

The Committee met in Executive Session to discuss the CEO Evaluation results.

Next Meeting: November 8, 2022 @ 12:00 PM Community Room