

River Valley Health and Dental Center

CEO Report to the Board of Directors

September 2021

Highlights

- We have learned that the state grant to support vaccine administration has been amended to pay \$23 per vaccine dose administered retroactive to December 1, 2020. This change will result in significant revenue that we had not anticipated. The original grant was limited to the reimbursement of expenses related to the administration of vaccines. The total grant is just over \$500,000.
- Unfortunately, our 340B program revenue will be significantly affected by the loss of one of our contracted pharmacies. Wegman's has notified us that they are pulling out of our program, which will result in the loss of about \$600,000 annually.
- The Delta Dental Foundation has recently awarded the Center a grant in the amount of \$65,000. These funds will be used to support individuals who do not have the financial means to afford care, as well as the purchase of new dental equipment.
- The school dental program for the new school year kicked off with two visits to schools in the Williamsport School District last week.
- Approximately 87% of our workforce has been fully vaccinated for Covid, which is an excellent percentage as compared to many other employers in our region. However, with an eye on getting that number to 100%, we offered a financial incentive to all staff who have completed the vaccination regiment. The incentive helped recently to persuade several more staff members to get vaccinated. We are also carefully watching for the additional requirement of the federal mandate. Regulations are scheduled to be released in mid to late October.
- The administration of COVID testing has continued to be on the rise. We doubled testing capacity last week to accommodate as many individuals as possible. Our vaccine administration demand has remained sluggish.
- We have also continued our efforts with participation in community events during the month. We administered vaccines at the Montoursville Fall Festival event on September 25th. To date, we have administered over 12,000 vaccines and just over 4,500 COVID tests.

Access to Care

- Our facility planning efforts continued to advance this past month with the completion of the administrative department moves from 431 to 427. We have also engaged a commercial appraiser to develop a value of the

plaza, as we move forward with acquisition plans. In addition, planning work continued to rearrange space at 471.

- Our three newest providers (dentist, nurse practitioner and physician assistant) are doing well and ramping up visits as planned. Our recruitment effort for an additional dentist continues.
- We have been awarded a grant from the Delta Dental Foundation in the amount of \$65,000. These funds will be used to support individuals who do not have the financial means to afford care, as well as the purchase of new dental equipment.
- We have launched the school dental program for the new school year with two visits to schools in the Williamsport School District.

Community

- Senior clinical leadership is watching the community COVID spread very carefully and considering operational options to assure the Center is in a good position to continue to serve residents.

Building Community Awareness and Perception

- Collateral developed by the PACHC statewide initiative has been integrated into the marketing plans of the Center. One of the key messages is “Care that speaks to me”. Two bus shelters have been established with the messaging as well as three buses with a wrap. The statewide campaign continues until the end of December.
- Current marketing efforts have been focused on building interest in our services and new providers. In addition, a new brochure has been created. This pamphlet is different than the previous tri-fold brochure. This brochure is very versatile and will be included in the new patient packets and at any event the Center may attend.

Outreach Locations & Activities for August 2021 Board Meeting

- STEP Board activities
- Leadership Lycoming Activities
- Senior management has continued to participate with local groups anxious about COVID-19, which includes such interested parties as state and county government representatives, as well as concerned citizens.
- Penn College: Fusion Fest—Provided general information of services to approximately 300 students.
- Penn College: Sex Education Boot Camp: Provided information and condoms to first year students (approximately 200 students).
- Lycoming College Involvement Fair: Provided general information as well as sexual health information such as birth control, health relationships, and STD information to approximately 250 students.
- STD Testing at Penn College and Lock Haven University through the HRC program
- Montoursville United Methodist Church: Senior Festival: Provided nutritional information to participants as well as blood pressure screens and glucose testing (approximately 400 people)

- Table Display and TV monitors in exam rooms at RVH&DC: Sexual Health Awareness Month (information on sexual health/yearly exams/birth control/STD. More Matters Awareness Month: Information on Fruit and Vegetables and their importance. COVID Vaccine information.

Sustainability

Grants and/or Expanded Services Opportunities

- We have learned that the state grant to support vaccine administration has been amended to pay \$23 per vaccine doses administered retroactive to December 1, 2020. This change will result in significant revenue that we had not anticipated. The original grant was limited to the reimbursement of expenses related to the administration of vaccines.
- The comprehensive market analysis conducted by Capital Link has been made available to all members via the portal.
- We have also recently learned that our 340B program revenue will be significantly affected by the loss of one of our contracted pharmacies. Wegman's has notified us that they are pulling out of our program, which will result in the loss of about \$600,000 annually.

Workforce

- Leadership Lycoming class starts this month and Emily Drick has been selected to represent us at this nine-month training and leadership experience.
- PACHC Conference will be held next month in October. Melinda Diggan and Karla Sexton will be participating and presenting at a Dental Workforce Panel on Wednesday, October 13.
- Approximately 87% of our workforce have been fully vaccinated for Covid, which is an excellent percentage as compared to many other employers in our region. However, with an eye on getting that number to 100%, we offered a financial incentive to all staff who have completed the vaccination regimen. The incentive helped to persuade several more staff members. We are also carefully watching for additional requirements of the federal mandate. Regulations are scheduled to be released in mid to late October.

Partnership & Collaboration

- The partnership of the Center with the community group of Let's end COVID! has assisted with plans for pop-up vaccine clinics and dissemination of messaging throughout the community encouraging the public to get vaccinated. Recently those plans have included working with WBRE/WYOU to produce a program featuring masking and vaccination. The Center's Chief Medical Officer, Dr. Kayla Richardson, will be part of that program. While the Center has received good visibility from the program, the main reason for participating is to help educate the public about masking and vaccinations.

Technology

- No update

Governing Body

- We are pleased to have presented the education session on the recently completed Market Assessment.
- Reminder: The PA Association of Community Health Centers (PACHC) is sponsoring an annual conference on October 12 through 14. At this time, the event is planned to be in person at the Lancaster Hilton Convention Center. We have found this conference to provide extremely valuable informative and to be a great use of time for our leadership. I would like to invite the board to review the program outline (placed on the portal) to see if any of the sessions are of interest to you. Frankly, currently it appears that sessions with specific application to governing body education are sparse.