

Susquehanna Community Health & Dental Clinic, Inc.
Board of Directors Minutes
March 26, 2018
5:30 – 7 PM

ATTENDEES: Carole Gilberti, Chair; Barb Barbus, Secretary; Dorothy Hilliard, Treasurer; Kim Wetherhold; Ruby Gibson; Tom Zimmerman; Shantay Hall; James Yoxtheimer, President & CEO; Max Houseknecht, Jr., CFO; and Barb Wool, Clinical Operations Manager

EXCUSED: Kimberly Adair; Jan Fisher; Dr. John Boll; Pastor Velinda Smith; and Abbey Eschbach

I Call to Order & Welcome

Carole welcomed everyone and called the meeting to order at 5:30 PM.

II Mini-Educational Session—North Central District AIDS Coalition

Barb Wool presented the mini-educational session for this evening providing the Board members information on the North Central District AIDS Coalition (NCDAC) Grant with funding possible in the amount of \$142,535. River Valley Health and Dental Center has the opportunity to partner with NCDAC to provide primary care and case management to identified patients living with HIV/AIDS in Lycoming, Clinton, and Tioga Counties. This grant opportunity would give us the chance to become the primary care provider (PCP) for these patients use the funds for case management, mental health, emergency financial assistance, health insurance, housing, medical transportation, psychosocial support, and oral health. NCDAC approached RVH& DC and requested the Center to apply. The approximate number of patients to receive these services is currently 103. These patients have already been identified as not currently being served with case management and there is a great potential for growth of this client base, especially for those patients who have not yet been identified as having HIV/AIDS. RVH&DC and NCDAC believe that patients who have not sought out care because of the diagnosis itself and the risk of someone finding out or other barriers, may come to us because we are a primary care office and not an AIDS Clinic.

Statistics were requested from the Board regarding age and ethnicity. Barb Wool will provide that information to the Board.

III CEO Update

- a. CEO Report/Operational Update:** Jim reported that the Change of Scope request to add chiropractic services has been approved. Management is currently in the interviewing stage of the selection process. The Center's hope is to launch the program by mid-May. The equipment is currently on its way to the office in hopes of expediting the process.

Management is moving forward with recruitment of a pediatric dentist. Recently, management had the pleasure of meeting with a resident from Geisinger's Pediatric Dentistry program who will be completing her residency in June. A second meeting with the candidate has been scheduled later this week.

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Management has submitted an application to the leadership at UPMC Susquehanna for a grant in the amount of \$500,000 for fiscal year 2019. This amount is the same as the last three years and will be used to support the Center's programs to reduce unnecessary emergency department utilization by our patients and help offset costs of uncompensated care. Their leadership and Board will consider the application during the month of April.

Dental staff recently made a presentation to the United Way for continued funding of the School Dental program. The request was in the amount of \$15,000 to be used for transportation of children to and from the Center, educational materials, and other supplies.

The newly rolled out Dental Navigator services are going as planned. About 85 children have been served since the last Board meeting.

b. Dashboard

- **Financial Indicators:** Max reviewed the financial indicators on the Dashboard noting the Days in A/R is 26 and Days Cash on Hand is 70.1 Days in A/P is 28.5 however, nothing is overdue or past due. Max pointed out the 340B Program Income is holding steady. The Center will be adding Wegman's Pharmacy in the coming months.
 - **Operational & Workforce Indicators:** Jim indicated the Center is struggling to meet the patient forecast. The Center is down two providers at the present time. A temporary physician starts tomorrow who is thinking about relocating to our area. Staff is still working very hard on keeping patients out of the ED. UPMC seems satisfied with the work staff has done over the years. The number of complaints for the month crept up a little to 7 and the goal is less than 4. Due to increased volume of patients seen, 7 does not seem overly alarming. The Care Team is getting involved and looking for ways to better address complaints while the patient is on-site. Overall, patient visits are below forecast by 7% but running 18% over last year at this time.
- c. Clinical Quality Measures:** Barb reported the measures continue to do well due to staff and provider education. With the new chart audit tool, staff can document if there were any fallouts in documentation. She is happy to report there were no fallouts with clinical measures this month. The Outreach Department has sent out approximately 1,000 post cards for colorectal screening reminders for patients who are overdue. Patients have started to return calls to schedule appointments to discuss this very important screening test. Post cards will go out in April for women who are in need of their screening mammogram.

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IV Financial Report

February 2018 Financials—Max reviewed the highlights of the Financial Report for February 2018. He reported the Monthly Deficiency of Revenues over Expenses was \$29,381. This takes the Center's YTD deficiency to \$108,673 without consideration of the Medicaid Settlement. Gross Patient Revenue was under forecast by \$73,112 due to visits being under forecast. Miscellaneous/Other Revenue was over forecast by \$16,200 largely due to an additional month of Healthy Woman/Wise Woman payments from FHCCP. Max stated he is working with Family Health Council to figure out a payment schedule. Expenses were under forecast by \$7,710. Salaries and Wages were over forecast by \$12,744 primarily due to increases in PTO/Med Leave accrual. The HIIP Grant for Acquisition of PP&E was over forecast by \$5,238 due to drawdown of funds for capital improvements. We anticipate closing this grant in April. Balance Sheet Highlights show Accounts Payable at month-end to be \$130,365. The CY17 Employer Pension match was confirmed and funded in February for \$47,405.

Motion #1 Thomas Zimmerman made a motion to approve the February 2018 Financial Report. Ruby Gibson seconded the motion. The motion passed unanimously.

V QA/QI Report

Barb reported that Greenway will be at the Center the end of the month for four days to observe patient flow including the billing process. This visit will be funded from QA/QI funds.

In addition, the Center has over \$66,000 in Quality funds which will be used to purchase equipment approved at the last QA/QI meeting. Items which will be purchased by the end of May are as follows:

- One Eye Exam for Pediatrics
- One newborn weight scale
- Ten IQ Vital Monitors
- One portable suction machine for Outreach Dental
- Five tablets for video interpretation services
- Three exam tables for Reproductive Health
- Five exam table lights

VI Consent Agenda

Board of Director Meeting Minutes, February 2018; Finance Committee Meeting Minutes, March 2018; Executive Committee Meeting Minutes, March 2018; Quality Assurance/Quality Improvement Committee Meeting Minutes, March 2018; PR, Marketing, & Fundraising Committee Meeting Minutes, March 2018; Personnel & Nominating Committee Meeting, March 2018

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Motion #2 Barbara Barbus made a motion to approve the Consent Agenda as presented. Ruby Gibson seconded the motion. The motion passed unanimously.

Carole reviewed the information provided on the re-credentialing of Brenda Kline, PHDH. Upon completion of the due diligence the Quality Assurance Committee recommended to the Board the reappointment to staff and renewal of privileges of Brenda Kline, PHDHP.

Motion #3 Thomas Zimmerman made a motion to approve Brenda Kline, PHDHP for privileges and re-credentialing as recommended by Quality Assurance/Quality Improvement Committee. Ruby Gibson seconded the motion. The motion passed unanimously.

Carole then reviewed the information provided for the credentialing of Locums physician Dr. Elmer Pacheco who plans to be with the Center for three months.

Motion #4 Dorothy Hilliard made a motion to approve Dr. Elmer Pacheco for privileges and credentialing as recommended by Quality Assurance/Quality Improvement Committee. Barbara Barbus seconded the motion. The motion passed unanimously.

VII Old Business

Shantay gave an update on the PR, Marketing, & Fundraising Committee informing the Board a date has been set for the first “Eat Around the World” fundraising event which will be held on September 18, 2018 at the Park Place Building. The committee continues to plan for the event and will keep the Board updated. A suggestion was made to the Committee to send out “Save the Date” cards.

VII New Business

- a. North Central AIDS Coalition Grant**—As discussed in the mini-educational session of tonight’s meeting, Management is requesting approval to apply for the grant in the amount of \$142,535.52. After discussion the following motion was made.

Motion #5 Dorothy Hilliard made a motion to approve the application for the North Central AIDS Coalition Grant. Ruby Gibson seconded the motion. The motion passed unanimously.

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- b. New Board Member Application**— Board members had the opportunity to review Adanma Akujieze's information prior to tonight's meeting. Ruby spoke on behalf of the Personnel & Nominating Committee stating the Committee is recommending appointment to the Board for a three-year term.

Motion #6 Barbara Barbus made the motion to approve new Board Member, Adanma Akujieze, for a three-year term. Shantay Hall seconded the motion. The motion passed unanimously.

IX Announcements for the next Meeting

Jim announced Kim Wetherhold has agreed to serve on the PR, Marketing, & Fundraising Committee.

X Adjournment

With no further business to discuss, the meeting was adjourned by Board Chair, Carole Gilberti at 6:30 PM.

Next Meeting April 23, 2018 at 5:30 PM, RVHDC Conference Room

Signatures:

Carole Gilberti, Board Chair

Barbara Barbus, Board Secretary