

Susquehanna Community Health and Dental Clinic, Inc.
Executive Committee Meeting
October 22, 2019 5:00 PM
Agenda and Management Report

I Management Update
a. On-Site Pharmacy

We finally received a Medicaid number for the pharmacy late last week. We immediately forwarded that number to the MCOs. We anticipate the MCOs will turn our applications around fairly quickly, given that the Medicaid number was the last step in a rather lengthy application process. Unfortunately, the MCOs will not give us a hard timeline, but we expect a two to four-week process. At that point, we will be able to serve most of our patients.

b. Telepsychiatry

Telepsychiatry adult visits are scheduled to begin the first week in November. We have over 40 patients that have been referred so far. We are still in the selection process for the child psychiatrist. It is difficult to estimate when we will begin serving children given the elongated process. We are moving as quickly as possible.

c. Substance Use Disorder

As reported last month, our Substance Use Disorder (SUD) program is ready to deliver services. We have created a high-quality clinical team that will bring SUD treatment back to the Center. The team that we have put in place has the knowledge and experience that will make our program beneficial to our patients in need. The first patient to receive care may be seen any day.

d. Mobile Health Unit

The unit has been actively serving the Williamsport School District and Head Start. To date, we have had 103 billable visits. Our service time has been hampered by limited dentist time available. However, we are meeting our contractual obligations as we have not over promised. We have been recruiting for a dentist for several months. Also, we had the unit in the Mummert's parade and plan to be in the Veterans' parade as well.

e. New EHR

On Oct 4th we went live with eClinicalWorks (eCW). Overall, we feel that the roll-out was successful and was met with open minds from all staff. Trainers were on-site for two weeks to assist with training and go-live support. The new system was perceived to be more user-friendly, and it was proven to be so through the first 2 ½ weeks that we have been on the system. The staff implementation team continues to meet weekly to

evaluate processes and work flows within the system and to identify and improve on opportunity areas that arise.

II Greenway Settlement

With the assistance of Feldesman, Tucker, Leifer, Fidell, our national attorney, we have reached a settlement with Greenway concerning the inability of the software platform to function appropriately and provide the needed data for reporting. The initial request to Greenway was for \$100,000. Greenway's offer was to provide 4 months of free service (September – December 2019) at an estimated value of \$13,000 per month and a refund of \$22,400 on the cost of the data export that was initiated for the transfer of software platforms. This offer brought the total settlement to approximately \$74,400.

III Marketing Communication Plan Discussion

The PR/Marketing committee met Monday evening and discussed the next steps in terms of the implementation of the recommendations of the communications study. A consensus of the Committee members was achieved to begin moving to incorporate the consultant's ideas into new materials, ads and other communications. The members also agreed that a significant emphasis should be placed on the website and other electronic media channels, beginning with a redesign of the website. Proposals were reviewed by the Committee and they agreed with moving forward on the proposal from a local web developer, Mojo Active, with the caveat of ensuring and securing the optimal use of resources to be invested. The committee also debriefed the Eat Around the World event that netted a little over \$8,000.

IV Additional Clinic Space Availability

We became aware that about 1,000 square feet of space currently occupied by the check cashing store will be coming available soon. This space is at the south end of dental and highly desired to give the complete utilization / over utilization of dental space. We plan to report back next month with additional information on the plans.

V Board Christmas Dinner

Unless the Board has any objections, we plan to continue with the tradition of serving a full meal at the December board meeting, as well as holding to a light agenda.

VI CEO Evaluation

Just a reminder, a discussion of the results of the CEO evaluation is planned for the November meeting.

VII Full Board Agenda, October 28, 2019 @ 5:30 PM
a. Personnel & Nominating Committee

We are suggesting two members to be appointed to this committee. I have spoken with Jean Myers and Chris Ebner. If the Chair agrees, I would like a formal announcement of their appointment at the board meeting.

Next Meeting Date: November 11 @ 5:30 PM Administrative Conference Room, 431 Hepburn Street