



Board Informational Report

By: Harry Weis
CEO

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Finance Strategies:

To review, our Health System experienced overall estimated volume increases on a broad basis of about 28% in fiscal year 2019 versus fiscal year 2018. Now in fiscal year 2020, based on the first five months we are seeing approximately 4.5% additional growth over the prior year. Last month, we reported year over year growth of 8% so the annualized overage has shrunk as November experienced a drop in volume and fell short of its single month budget target.

We finished last fiscal year with approximately 82,000 provider office visits and so far this fiscal year we are on track for at least 88,000 provider office visits. I believe this annualized trend for fiscal year 2020 will continue to elevate as the second half of our fiscal year is completed.

People Strategies:

Our ongoing customer service improvement training will continue to assist us in improving our patient satisfaction scores year over year, which have been showing strong improvement each year for at least three years.

Our High Reliability organizational training which continues over the long term which will show improvements in safety and quality in all that our team does.

Our culminating calendar year event will be our Team Member Holiday Party to be held on December 14, 2019.

We will have the Press Ganey Physician survey results available in January and we believe it will show real improvements versus the survey previously completed.

Service Strategies:

Our team continues to deliver higher year over year patient satisfaction scores in 6 areas we measure which cover our two hospital campuses, physician office services and components within our hospitals.

We maintain active processes to respond to all patient feedback and to be a “learning” organization that really improves how it serves its patients each new year.

Quality Strategies:

In the most focused metric on quality, we continue to show improvements in the Core Measure bundle of the most critical areas of quality we measure.

Growth Strategies:

I have shared in past reports that our single most important capital project, a parking garage on Levon Avenue, would be completed by December 31, 2020. We now strongly believe that due to a new California law, SB330, which closely manages the number of residential zoned properties in any town or region by the State, that completion of a parking garage by the end of 2020 is likely impossible.

We will be providing various discussions on our building, real estate projects and our Master Plan to deal with evolving planning actions of the Town and due to the new state law, SB330.

Defining where and how we do offsite parking for our employees is also proving to be a greater challenge than we anticipated. We are reviewing new options to be able to retain critical short term offsite parking for our team so that we have enough parking for our patients who are seeking services here at our medical campus.

We continue to shuttle our employees from locations in Truckee to our hospital between 6 AM and 8 PM, Monday through Friday.

We had our first official meeting of the four partners of the JPA on workforce housing this week to deal with a long list of formation or foundational types of details.

In order to determine our team member's housing challenges, we are hopeful to have a survey to them no later than January. We will utilize an outside firm to assist with learning about these local and distant housing challenges.

We continue to be very active at the federal, state and local level on changing laws and how they might impact us positively or negatively.