



Board Informational Report

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CEO

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We are hoping for the final state licensure visit next week to obtain final approval to open our New Joseph Family Center for Women and Newborn Care!

We have really focused on our team in the past few weeks as we have held 18 Employee Town Halls on multiple days where about 30 minutes of each session was sharing important updates on our health system and one hour was a focus on input and questions and answers from our employees. We have another Employee Town Hall and BBQ in Incline Village scheduled for June 23rd.

We also have two separate Volunteer and Auxiliary group luncheons this month to honor our great teams of volunteers in Truckee and Auxiliary in Incline Village. We really thank them for their invaluable service in our Health System!

Our entire team continues to be extremely busy on our Six Critical Strategies which are: Physician Service Line Makeover; New Electronic Health Record and related business software; New Master Plan which will be shared at the June Board meeting as well; our new Patient Navigation and Care Coordination Programs; our "Just do it" categories of further improvements in Quality, Patient Satisfaction, Financial performance and Compliance; and finally our ongoing efforts to develop deeper and wider friendships with the communities we have the privilege to serve. We truly have more strategies in progress at one time now than at almost any time in our 65 year history.

We are moving along on an affiliation journey with our OB/Gyn group in town to be completed this calendar year.

We are also actively recruiting Family Practice, GI, General Surgery, Urology, and Neurology. We continue to improve content and techniques to improve the speed and the quality of outcomes in our physician recruiting efforts. We are also looking at succession planning in OB.

Further, we are active at work on bringing to life Tahoe Forest Medical Group, our friendly professional corporation before September of this year.

One example of many in our "Just do it" strategy" involves tuning up all entities in our health system. We remain in active evaluation of how to improve service and performance in the Truckee Surgery Center, an OP facility here in the community in which we have a 51% ownership.

Also in this important "Just do it" strategy we are really increasing our focus on philanthropy as this source of cash flow to any sustainable health system is critical. We had a great recent Best of Tahoe Chefs event and we have a great fundraiser coming up in Incline Village later this month.

We really want to thank all of those donors here in the District and in Incline Village who show where their heart is, as people only invest or donate where their heart is really focused. This is a journey of trust we do not take lightly as a healthcare team! There are many, many competing interests out there and we believe that timely access to great healthcare is the most precious gift that exists on this earth and our team is focused on delivering such great timely care!

Recently, Ted Owens and I visited Washington D.C. and we will report out at the board meeting on both federal and state legislative changes that are of concern to us and all health systems across America. We propose that a thoughtful, inclusive discussion be had regarding “all participants” in healthcare, including the provider segment and the very large administrative segment which never touches a patient if we are ever going to be truly successful on policy change that will achieve improved quality, and access to healthcare and actually lower the cost or flatten the trend line of healthcare costs in America. We have a shared goal, but in nearly all cases the wrong areas are being looked at in hopes of achieving this shared goal!

We are happy to have two very strong back to back financial years and we need many more such years as our capital needs to serve our community better are enormous over the next several years!

We face both rewarding and challenging times in the years ahead!