



Board Informational Report

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Our team has been and remains very focused on improving and perfecting all clinical and business processes since our “go live” back on November 1 with EPIC and two other significant business software applications. The first year after a “go live” is always the most challenging for any business in any industry.

We always welcome any comment from the public or our team as to how our clinical or business work is being done.

We are conducting reviews and audits to make sure that we are using the most efficient processes to perform critical work and be sure that credit for all work is being achieved. We will be open minded should any findings suggest we need to go in a new strategic direction in certain work areas as well.

We are working strategically to position all we do to function as a team of “one” which is a critical building block for all sustainable health systems.

Further, as we are focusing on more rapid “provider” access to healthcare outside of the inpatient or outpatient hospital setting, we are examining ways we can support provider services which includes all of our physicians, physician assistants and nurse practitioners to be the most efficient and effective team possible from registration to final billing and collections.

In the last two and a half years, this health system has made a major strategic shift which is demonstrated in several correlated ways.

As of June 30, 2015, 66.6% of total health system revenues were outpatient. As of February 28, 2018, 73% of total health system revenues are outpatient, which is the direction for proactive healthcare.

In correlation to this important topic, total health system physician/provider office visits have increased as follows:

Fiscal Year 2015	47,000 visits
Fiscal Year 2016	48,000 visits
Fiscal Year 2017	59,000 visits
Fiscal Year 2018	estimated 65,000 to 70,000 visits

Physician office visits are likely the most important single statistic for our health system as our focus is on rapid provider access.

Further, our total provider team (including physicians, PAs and NPs) has increased as follows:

As of June 30, 2015 - 98 providers
As of June 30, 2016 - 118 providers
As of June 30, 2017 - 125 providers
Current - 144 providers

These totals include Active, Courtesy and Allied Health Professional members and exclude telemedicine physicians.

We also have a gastroenterologist, urologist, orthopedist and three family practice physicians joining the health system during the remaining months of this calendar year.

Moving quickly to reach our goal of having four Rural Health Clinic sites is critical to having the right building blocks in place for our health system. Significant work is underway in achieving this.

We are approaching a 30 to 60 day window where “hammers will start swinging” for the provider offices buildout of the Cancer Center 2nd floor and the remodel of the 3rd floor for pediatrics in medical office building.

The Administration building will be removed this summer and the team will move to the former Quality office near the Children’s Center. Once the Administration building is removed, it will provide critical additional patient parking.

The Health System will host approximately 17 Town Hall meetings in late May/early June to focus on team members who deliver important patient care.

We also continue to monitor critical state legislation in both California and Nevada along with federal legislation. We are very active on providing important feedback on legislation as some of it is extremely harmful to any healthcare system.