



Board Informational Report

By: Harry Weis
President and CEO

DATE: 12 07 21

Our overall healthcare volumes appear to be approximately 5 to 6% higher in the first five months of this fiscal year than the same 5 months last fiscal year. A lower level of increase in overall volumes year over year is easier to manage than the annual growth rates of 20 to 30% we've experienced for many years in a row.

We do have very constrained physical clinic space for our providers to see and treat our patients. We are completing the remodel of the 2nd floor of our 3 story medical office building which will make that floor much more patient friendly to a larger number of primary care patients than it could serve in the past.

We are looking at other options to change the purpose of space or to acquire/lease space for new patient care visits, as we are gravely concerned about the long list of negative patient health and safety risk impacts of very slow approval and then the protracted time to build additional patient parking and patient clinic space here.

Our health system serves patients in many towns and locations from at least 5 counties and portions of 2 states and the town is only a very tiny portion of the land area we serve, regarding where our patients come from. We truly hope there will be rapid growing support and approval for the growing critical unmet health and safety needs of all residents in the region as nearly all of our Master Plan activities are about improving timely access to a wide variety of patient care for our region. This Master Plan is not about us, it's not inward focused. Its outward focused on our patients as it's attempting to be the very clear focused voice of the people from all of the regions we serve and what they expect regarding local access to healthcare.

With the very concerning limited provider clinic office space, our team is working harder each month using new techniques, which are tedious, to still bring in patients for timely patient care in as many situations as possible. We do anticipate there can be growing patient dissatisfaction over the next three years, if our much needed medical office space is not rapidly approved and built.

So patient access and experience is a huge focus for our team.

Our search continues for a full time experienced Chief Medical Officer as our needs have changed and grown a lot to support the needs of our medical staff and our Quality efforts here at TFHS.

We are pleased to have named a new CNO and a new COO for the health system! These new leaders will really help and guide our health system over the next many years.

I'm very thankful to have completed 6 years of serving this region, this Board of Directors and our team. I couldn't be more proud of the massive improvement efforts of our team to serve more than 2 times the patients we used to treat back in 2015. Thank you.

We continue to monitor and work on new federal and state regulations that are hitting healthcare. These actions are not assisting in the journey of improving Quality and in lowering the cost of healthcare across America.