



## Board Informational Report

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CEO

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### **Finance Strategies:**

As of the moment of writing this report, our June YTD financials are not complete, but I do estimate that we have a reasonable possibility of achieving the budgeted Net Income for fiscal year 2020 without including any of the onetime federal monies to assist with the tremendous financial hit we took from COVID-19. This achievement of exceeding budget while excluding all federal monies is possibly very rare in the US this year.

We have still experienced growth in our provider office visits in fiscal year 2020 over the actual performance of fiscal year 2019, though the year over year increase was greatly diminished due to the nearly total shut down of office based provider services for many weeks.

### **People Strategies:**

Our dedicated and amazing team has shown its skill and determination this fiscal year while facing many challenges. In my view, their care of COVID related patients has been superb!

They have initiated many innovative programs such as our drive thru COVID-19 testing clinic and our 7-day a week RN COVID-19 hotline along with many other programs.

They also initiated telemedicine within a very short period of time as well. As a critical access hospital system with rural health clinics, we have some important and tough federal policy changes we have to propose so that rural hospitals like ours, with our variables, can safely and sustainably utilize telemedicine.

Our team is still awaiting the final report across our region and across all industries as to who will be named the Best Place to Work in all of Northern Nevada and the Lake Tahoe region. Hopefully we will hear how we performed within 60 days.

We have worked to protect our team better than nearly all health systems in the country from the very hard hit we and other health systems experienced from the COVID-19 pandemic.

As we shared several months ago, our theme this year is on gratitude and thankfulness as we continue to focus on being the very best team of one of any health system in the country.

Another important theme of our team as we continue to deal with COVID-19 for an undetermined period of time is “successfully living with COVID-19!”

### **Service Strategies:**

Our team continues to deliver on year over year over year improving patient satisfaction score performance, always with the recognition that this is a never-ending journey of improvement. Our latest June 30, 2020 scores should be available soon.

### **Quality Strategies:**

We continue to have a long list of very focused Quality activities, where we measure year over year improvements in the quality of patient care our team provides. Please see other team member reports from time to time for these details. All of these activities tie back to our Strategic Plan.

### **Growth Strategies:**

In alignment with our Strategic Plan under Growth, we continue to actively collaborate with many area health systems to the north, south, east and west of our health system, always looking for ways we can learn from each other and to begin to examine ways we can deliver high quality care at lower levels of cost.

We have been very active in a wide variety of media activities and marketing to speak about the pandemic and to make sure we are communicating that we are “open and safe” for all of the residents of the region.

We are hoping to have some surface parking completed in three areas of our campus this calendar year but with regret, our three level parking garage will not be started and finished this calendar year.

We have added additional advance practice provider support for our Endocrinologist and our Urologist and we have added two positions to our mental health team as these are just three examples of growing clinical needs in our region.

We are hopeful to have at least two different clinical lab equipment platforms by the first of September to allow us to perform quickly in-house COVID-19 lab tests.

We are very active on state and federal regulation matters to assure that great rural healthcare can continue here and across America in sustainable ways.