



## Board Informational Report

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President and CEO

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As we have shared in earlier months this fiscal year, we are seeing much smaller year over year growth percentages versus previous year over year exceptional growth rates. Now after six months we estimate our overall, year over year growth is about 5%. This is more manageable and more in line with many companies across the US.

We continue to be very constrained as to physician office space. We have acquired three business condos out near the Airport and Soaring Ranch and there we will place primary care, lab and at least one specialty care service. This area is an important underserved region for us.

We also continue to work on the 2<sup>nd</sup> floor of our 3 story medical office building and are making new plans for additional improvements on the 3<sup>rd</sup> floor to serve a higher volume of patients and meet our needs better. We are looking to have physical health and mental health nicely coordinated and where and how we could add dental services.

We had two retirements in GI services so these are key positons we are looking to fill as quickly as possible with new high quality team members.

We are actively working on short-term increases to parking for our team and patients. This is critical while we wait for the longer term approvals of our Master Plan. Our team has been present in various town meetings for several weeks now and we have an important meeting this week as well.

Patient, access, experience and year over year quality improvements are vitally important for us and are receiving a lot of attention.

Our team has been incredibly busy over the past several weeks as we've seen locally and nationally a huge surge in the number of COVID 19 positive lab tests and in some regions/hospitals they are really full of ill patients. Many hospitals across America have workforce shortages too, as the virus spreads to healthcare workers.

We are continuing our careful search for a full time Chief Medical Officer (CMO). Dr. Coll remains our part time CMO. I've brought in Dr. Gary Gray as a CMO Consultant to increase our resources to help in a variety of physician services matters and in quality as well as working on team engagement and alignment.

We want to thank Karen Baffone for her many years of service and her retirement as our CNO on January 14. Louis Ward will arrive full time no later than January 31 to start as COO here and will work with Judy Newland as she transitions to retirement.

We have a larger variety of resources in place than almost any company out there to help our team through these tough and stressful times and we are actively moving forward with more items to help our team short and longer term.

Our Strategic Plan is moving nicely forward as we refresh our Mission, Vision, Values, Priorities and Objectives for the next three years.

Our Master Plan, which is an important subset of our Strategic Plan is also a very busy part of our work activities as we work to obtain approvals on the next critical phases, we need to complete as quickly as possible.

New federal regulations that went into effect on January 1<sup>st</sup> have caused us to have to increase staffing to meet the “no surprise” rules and the “transparency rules. So these administrative burdens, which are unfunded mandates aren’t making healthcare more affordable.

We are also active on a variety of state regulations, as there are a number of concerning contemplated actions that can make healthcare tougher and more challenging to be sustainable for the future.