



Board Informational Report

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Finance Strategies:

To review, our Health System experienced volume increases on a broad basis of about 28% in FY19 versus FY18. Now, based on the first 3 months of FY20, we are seeing an additional 10% growth over the prior year.

This growth is across the entire Health System and not in a single area. It is being achieved by a very focused effort on meeting the previously unmet healthcare needs of our full-time residents in our two primary service areas. The influx of visitors and part time residents only adds to this broad based growth which we believe is generating a new high plateau of activity even during what is thought to be our slowest time of the year.

The last fiscal year was our best financial year ever as a Health System. With a very strong first quarter, fiscal year 2020 is now showing promise on surpassing FY19 to become the best financial year.

We are scheduled to receive our annual external audit report at our October board meeting. Our auditors seem very impressed with the growth and quality improvement journey our Health System is on based on their comments to me this week.

People Strategies:

We are starting our employee customer service training as outlined in our Strategic Plan to continue to improve upon what is already great customer service. We are striving to create the very best patient experience for our patients versus any hospital or health system in America.

We have several team member engagement events during the months of November and December as we celebrate great team member performance, which is the basis for how we are generating large annual growth and closing gaps relative to healthcare needs in our region.

Our team is gearing up for the Press Ganey Physician Engagement Survey to be given during the month of November.

We are very focused on preparatory efforts to have a large group of physicians switch to employment around January 1, 2020.

Service Strategies:

Our team continues to deliver higher year over year customer service levels. We recently had staff attend a BETA conference in September to receive awards.

Our Director of Patient Registration and Director of Patient Access presented on our Financial Customer Service program to all district hospitals in attendance at the recent Association of California Healthcare Districts meeting in San Diego. Their presentation was well received.

Quality Strategies:

Our healthcare team continues to illustrate improvements in our Core Measure bundle year over year and other aspects of Quality as illustrated in our Annual Accomplishments presentation shared at the special board meeting on October 7, 2019.

Growth Strategies:

We have two new psychiatric Nurse Practitioners who will join our health system over the next year. We believe we have found a Psychiatrist who is interested in joining us in the second half of calendar year 2020. We are very focused on how we can continue to improve our mental health services and alcohol and drug addiction programs.

We have at least two other specialties we are focusing on filling over the next year in our continued effort to close gaps or backlogs in patient access here in the region. Having the office space for them to work is the critical issue now.

We continue to collaborate with area health systems to better understand the healthcare needs of the region. These efforts help us perform better and improves the performance of the health systems around us.

Our health system continues to elevate its visibility in an impactful manner across the region as we work to improve state and federal policies that affect high quality patient care for district hospitals and other types of health systems.

The last of our four partners on the Workforce Housing Joint Powers Agency will present at their November board meeting so we are hopeful to have our formative start up following their meeting.

We are considering developing and distributing a survey to team members who live outside of the Truckee area to better understand their housing needs and if they wish to live in Truckee. As we hire more than 100 employees per year and as we experience retirements, the topic of workforce housing will become more important each year.