



Board Informational Report

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Finance Strategies:

Overall volume and revenues continue to be quite strong through the first two months of this fiscal year with actual revenues and volumes being approximately 12% above budget. It is very humbling to see the year over year growth in patient volumes.

People Strategies:

All managers and senior leaders are going through High Reliability Healthcare System training. This course, approximately four hours long, will help us ever improve in the safety and quality of care our team members provide.

Earlier in 2019 we launched a greatly improved intranet page for our team. Since that launch we have been focusing on increasing and improving our communications by posting a weekly bulletin every Monday.

I am also proud of our team on the daily huddles as these have been going on since before our "go live" with EPIC on November 1, 2017. They are highly valued by all areas in the health system.

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

Our team is also very focused on ever improving the content for physician employment and all of the adjoining policies that pertain to this topic.

Service Strategies:

We had record participation in our annual SCOR Culture of Safety survey. Our team is focusing on opportunities to improve, as this topic will always be an opportunity for us even though the survey results showed great improvement versus the previous year.

The team is also working hard on completing all aspects of the BETA HEART program, which is intense. Our completion date is June 2020 and then meeting all future requirements on an annual basis thereafter.

We look forward to more in depth strategic plan updates with the board in October.

Quality Strategies:

Our team is very attentive to all issues, which support our journey to be a rare five star health system in the US. This is an intense ongoing effort. We have many quality improvement strategies in place.

Growth Strategies:

We continue to collaborate with area health systems, to better understand the healthcare needs of the region.

We continue to look for a Neurologist and additional Gastroenterologist. We are looking at further improvements to our mental health program.

We plan to add dental services down the road as well.

Construction continues on schedule for the 2nd floor of the Cancer Center for new patient exams rooms and provider services space.

We now have church parking lot space available at two local churches to create additional patient parking here on campus by having our employees park offsite.

We also continue our strong focus on work force housing with some critical review and approval documents for the board to consider at its September meeting. This need will grow ever more acute each year into the future.

We also remain active in our monitoring and active on all California and Nevada legislation that is either helpful or harmful to our health system.