



Board Informational Report

By: Harry Weis
CEO

DATE: 10/17/17

For the first month this calendar year we have been seeing slightly lower patient volumes in the month of October. We have not had the normal “shoulder season” patient volume drop off this year or even last year to the best of my recollection. Volumes usually pick up again in the next month or so.

We had a great outreach visit with the CEO of Eastern Plumas Hospital District in Portola, CA earlier this month; as rural health systems we share many similar needs and goals. We do believe as we meet with other area providers over the next several weeks in our region, it’s possible a seventh critical strategy might evolve or be proposed to facilitate new cooperative working arrangements to preserve more sustainable healthcare in our rural communities.

As you visit businesses in our region, you will see “help wanted” signs in many of them. We at Tahoe Forest are experiencing difficulty in filling and retaining some staff positions in some areas of the hospital as well, so we are really examining market conditions and external competitive pay data to improve retention and reduce turnover. It is very likely we will have to change some of our pay practices in the not too distant future.

The rapid economic growth in Reno is one of several factors driving a tighter employment market for businesses all around Lake Tahoe and in our local region. We expect that we will continue to see the impacts of what is going on in Reno in an ever increasing manner for several years to come in and around our region.

At Incline Village Community Hospital a great luncheon was held this month with wonderful friends of the hospital from the Incline Village community. Dr. Laning Andrews, one of the Emergency Department physicians spoke. There is a true sense of a larger and deeper bond with this community and the hospital each year!

Our team has produced another six shows this month on Mountain Health Today. These television shows which will be released over the next several months on important topics, detailing how Tahoe Forest is working to improve patient safety, communicate important improvements at the hospital and to improve more timely access to healthcare. As these programs become available on TV they will also be available 24/7 on our website www.tfhd.com.

In addition, we sent a letter to households in our region sharing the launch of EPIC, our new electronic health record system, effective 11/1/2017. We advised that our team is going through a transition as we seek to improve the care we provide to all in our region.

Every October, we honor employees who have reached 5, 10, 15, 20, 25, 30, 35 and 40 years of service in our health system. The group we honored this year was quite large so we held two events this month to honor these great employees who have served the health system for many, many years!

We are on the countdown of roughly 14 days on the date of this memo to our “go live” with EPIC and 2 related business software applications. Our team including physicians is working hard to make this “go live” a success. There are significant daily activities going on each day now and have been for a long time, to assure the smoothest start possible on 11/1. This event is always very stressful for any hospital team and I applaud our team for their courage and commitment to make this important change to serve our community better for years to come with these new tools.

We continue to monitor and act on all activities of the federal or state government as applicable to assure that our voice is heard on critical regulatory or policy concerns that might help or harm healthcare in this region or in America.