



Board Informational Report

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DATE: 5/14/19

Finance Strategies:

We have greatly increased our clinical footprint, providing a broader range and depth of services. This has resulted in strong patient volume growth over previous years.

The Health System saw patient volumes higher than budget by at least 29% in April. As we have shared in the past, our main focus is on the year round population as we are now serving a greater portion of their total healthcare needs than we did for many decades in the past.

We have now completed 10 months of the fiscal year. This fiscal year is projected to be the second best fiscal year in our entire 70-year history behind fiscal year 2017, which was the best fiscal year so far.

We will far outperform on an actual basis in all major Income Statement and Balance Sheet parameters in fiscal year 2019 what was shown in the 10-year financial forecast, presented last year.

People Strategies:

Tahoe Forest Health System is proud to be recognized as the 2019 winner of the Greater Reno-Tahoe Best Places to Work award in the Extra-Large Business category. We believe this recognition by our team members set the stage for even further improvements in quality and patient satisfaction.

Tahoe Forest Hospital continues to offer lunchtime educational programs every month to interested employees on a wide variety of topics.

Tahoe Forest Health System was recognized by Becker's Hospital Review on their 67 Critical Access Health Systems to Know. There were no other similar health systems noted in California, Nevada or Arizona.

Last week, the Health System recognized five nurses during National Nurses Week for their excellence in the work they do every day.

This week is National Hospital Week and we honor all of our team members for their very dedicated, professional work 24/7 for our patients. We also honor healthcare workers all across America this week.

We have a number of Town Hall sessions scheduled for late May and early June. Physicians will be invited to attend as well.

The Health System has employed two physicians as of May 1, 2019. There will be many more to come around July 1, 2019. The completion date for all physicians to be employed is no later than June 30, 2020.

Many of our team members will be volunteering for the 20th Annual Best of Tahoe Chefs event on June 2, 2019. We are excited about the community participation and generosity, which will benefit many cancer patients and their families.

Service Strategies:

Our patients continue to be our core focus as we strive to ever improve their experience here. As a small part of this journey to serve our patients better each year, many leadership team members are studying the Mayo Clinic Health System for specific ways we can improve how we deliver care here.

We are also collaborating with other area health systems more each year to learn and share how to improve the important work each team member provides.

We are very focused on improving our tight coordination and connectivity of all programs and services that are either proactive or reactive to offering the best healthcare in this region.

Quality Strategies:

We continue to look at opportunities to improve the quality of care we provide. We are increasing our reporting and management of any opportunities to improve.

Growth Strategies:

We have two new physicians joining Tahoe Forest Health System in May. Dr. Justin Hunt is a General and Colorectal Surgeon and Dr. Alison Semrad is an Endocrinologist. Our region has never had a Colorectal Surgeon or Endocrinologist in the past and their skill sets will fill a need in our community.

Construction continues on schedule for the third floor of the medical office building and the second floor of the Cancer Center for new patient exams rooms and provider office space.

We are actively working on new locations for temporary parking, as parking will be one of our biggest challenges possibly for many years to come.

We also have a strong focus on workforce housing and we are very hopeful within 3 years or so, we'll have something substantial to share with our team members.

We received a Rural Health Clinic (RHC) designation for the Pediatric Clinic. We remain hopeful that we will receive a RHC designation for Internal Medicine/Cardiology by July 1, 2019. The Health System continues to actively work on its first RHC at Incline Village Community Hospital.

We continue our regional public outreach to share important changes and updates occurring within the Health System, recently speaking at two Chamber of Commerce events.

We also continue to be very focused on federal, state and local healthcare legislative changes that could harm or help our health system, coupled with how we can improve both healthcare in America and the quality of life for all Americans.