



Board Informational Report

By: Harry Weis
CEO

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We have been very busy as a health system with volumes over budget approximately 20% each month during the months of September and October. This level of change in activity is very notable and not very common among healthcare systems.

Our team has been very focused on the important elements of our new Strategic Plan including preparing for an important “first” here in many years and that is the creation of an annual report document named Fiscal Year 2018 Accomplishments. Our goal is to produce and share this report around September or no later than October in future years.

The area where the old Administration building was located has been fully converted into patient and staff parking. This new parking area increases our parking capacity by 58 total spaces. We have also been creative in finding and using additional good weather parking spaces on Spring Lane and Lake Avenue.

Construction is underway at both the Cancer Center second floor space and in our medical office building 3rd floor space. We hope to have these areas completed no later than early fall of next year.

Our team has really been touched and affected by the various fire disasters and other unfortunate events that have happened in California. We are hopeful for the right kind of weather this week to end all of the California fires and hopefully it will not hamper discovery of any missing persons.

Our Financial Customer Service program and team is progressing nicely. I have already received some very happy patient comments from this greatly expanded program. Our Financial Customer Service phone number is (530) 582-3598. We have a marketing plan to share this important resource with our patients and the community.

The team is gearing up for the hard work to install EPIC software in our Cancer Center. A kick off meeting was held last week with more than 60 people in attendance including our Mercy team members. We are also gearing up for the Physician Billing module of EPIC for physician services which we believe will be a large improvement for our providers.

As the election is over, we will now monitor legislative changes and will continue to advocate for new policies to have a sustainable chance for the long term.

Keeping you informed.
Harry