



Board Informational Report

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CEO

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Again, I want to thank our entire healthcare team including physicians for their tireless work during a very tough winter season. Our team has worked really hard to maintain normal daily healthcare functions even while the power was out multiple times and for extended periods of time as well.

We are very happy that our helipad is back up and operational after a much extended period of being closed due to campus and building construction for our Measure C projects.

We are hopeful that we are just days away from having a temporary occupancy permit to begin our journey to full authorization, which will follow a few weeks later, to begin using our new Joseph Family Center for Women and Newborn Care.

We have an active search underway for a new Chief Human Resources Officer to replace Jayne O'Flanagan's 43 years of tireless service here at Tahoe Forest.

Our entire healthcare team, in addition to taking care of the normal day to day operational issues, is working very hard on our Six Critical Strategies which are:

1. Our Physician Services Improvement and Alignment Strategy
2. Our Electronic Health Record Strategy and related business software applications.
3. Our Master Plan Strategy for the short and long term.
4. Our Care Coordination and Patient Navigation Strategy.
5. Our "Just Do It" Strategy to continually improve our Quality, Patient Satisfaction, Compliance and Financial Performance.
6. Our Strategy to develop many new friendships across our District and Region.

Regarding our Physician Services Strategy: Our team is very active on defining where and bringing to life several Rural Health Clinic designations, here in Truckee and in Incline Village. In addition, we are actively working to improve all operational aspects of physician services and are actively recruiting for Neurology, GI, Family Practice physicians at this time. We are in discussions for a deeper alignment with our OB group and setting up times to discuss deeper alignment with our large Family Practice Group in the District as well. We are also in the early start up work on Tahoe Forest Medical Group, our "friendly professional corporation."

Our team under the direction of Jake Dorst continues to move forward on our Electronic Health Record and related business software strategies with a go live target date of 11/1/17. This strategy is very complex and is and will consume a large amount of our team's time and attention for many months to come. An important companion project was to bring our phone operators back in house which began in early February for improved customer service.

Judy Newland is heading up our Master Planning Strategy. We have many complexities and important action steps to complete to improve access to healthcare and to remove some gaps or omissions in healthcare services that are in high demand within our District. This Strategy will not be inexpensive but is critical to us providing the access, quality, and growth needed to meet the healthcare needs of residents in our District.

Karen Baffone is heading up our Strategy on Care Coordination and Patient Navigation which has made major progress to date. We are fully committed to having these critical services optimally available across our health system. The Board of Directors received an update on a portion of this topic last month.

Multiple team members are heading up our “Just Do It” Strategy to continually improve our Quality, Patient Satisfaction, Compliance and Financial performance. Our team is actively at work on all of these strategic areas, and though our work is never done we do believe we are making measurable improvements in these areas year over year.

Our sixth Strategy is our ongoing journey to become better acquainted and develop new friendships on an ever enlarging basis with as many residents of our district as possible. Every resident’s health status is very important to us, we high value the opportunity to serve our region and we will continue to work hard to get to know as many residents in our region as possible over the months and years to come via a variety of communication tools and efforts.

As we have shared earlier, we are increasing our vigilance relative to regulatory changes at the federal and state levels, and also relative to market force changes as well. We will suggest changes as applicable during these most rapidly changing times in healthcare in the last 100 years.