



Spring 2017

Dear Community Taxpayer,

While we are grateful for a good winter and all that comes with it, the promise of spring and warmer weather is a welcome sign for many of us.

I'd like to offer a brief update about issues we are working on at *Tahoe Forest Health System (TFHS)*. Right now we are strongly engaged in multiple important tasks throughout the organization—all focused on delivering great health care to you, our valued community members.

Many of you may have questions or concerns about your health insurance with the recent events in Washington, D.C. The future of health care and status of the Affordable Care Act (ACA) is still uncertain, and the discussion is far from over.

Hospitals are taking an active role to shape the dialogue about health care reform, and at TFHS we are offering our opinions with state and federal policy-makers for this purpose. I believe our common ground is the desire to have quality, sustainable health care right here in our community, and we want you to know we are working proactively to be an advocate for you on health care issues.

Other important issues we are working on right now are:

- Our physicians, employees and volunteers are strongly engaged and focused on patient satisfaction for every one who uses our services. We continue to work with our Patient and Family Advisory Council made up of community volunteers to help with this important work.
- Additional community outreach to demonstrate results about the quality and safety of care at TFHS (*note: Tahoe Forest Hospital consistently has a less than 1% surgical site infection rate*).
- Embracing hospital-pricing transparency, knowing that consumers have higher deductibles and higher out-of-pocket costs, with a commitment to sharing meaningful information in this area.
- Coordination of care—using health navigators to guide patients and families through the often-complex scenarios of accessing health care.
- A major emphasis on community health, and creating a good structure for physician alignment within the wellness model mandated by the ACA. We are actively recruiting more primary and specialty providers to help care for our community, and implementing a comprehensive EMR (electronic medical record) to ensure all channels in our health system can effectively communicate.

As always, I welcome your comments and suggestions on any topic. If you ever have a question or concern about your local health care, please send me an email at info@tfhd.com.

A handwritten signature in black ink, appearing to read "H. Weis".

Harry Weis
Chief Executive Officer
Tahoe Forest Health System