



Board Informational Report

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Our patient volumes have been lower to date this fiscal year due to a significantly lighter snowfall, compared to last year. We should not count out the amount of snowfall we might receive or its impact upon us until probably late June.

We are experiencing a much higher level of flu patients this year. This is a state and national experience as well. The payor mix and financial impact of flu patients is different and less impactful than a strong snow season here.

In recent weeks we have been meeting with prospective Neurology physicians, ENT physicians and others as well. We are continuing to adapt and grow our methods to recruit and retain physicians. Being flexible is a key attribute as our team works in this very highly competitive area.

Our team and leadership remains heavily focused on many important work flows and operational details from our November 1 “go live” of our EPIC electronic health record and two companion business software applications. There are still important opportunities for improvement and continued development. We still have much hard work to rapidly complete here.

Our Project Management team is working closely with senior leadership on the very long list of important projects still to be completed that are critical for an effective and efficient healthcare system going forward. This list of very important projects touches many supervisors, managers and staff in this organization, so carefully prioritizing the most important of these 40 plus projects is a large effort for senior leadership. It does appear that our organization will be at a maximum level of urgent essential complex change for several years into the future. We want to be practical, realistic and sensitive as to what is the safe maximum to accomplish each year. Compared to many other health systems I have seen, we seem to have a longer unavoidable list of important change work.

The “go live” of an electronic health record and its related business software is the most profound and largest impacting topic any health system can ever face regardless of size. It has huge impacts to people, capital and operations. It nearly always has a large impact on the bottom line of any health system in that “go live” year as well! To have over 100 hospital staff working on a Saturday in October on critical “pre-go live” work is just one tiny example of the time and cost of many, many days of critical work that has been going on this fiscal year to make this EPIC change successful pre and post go live! We have several teams and taskforces working hard to make sure we achieve optimal performance in all work areas.

I want to thank our dedicated staff and physicians who have generated the improvements to date!

We are continuing to meet with area healthcare system leadership so that we have completed a full circle around our region. Much change lies ahead, so getting to know all of our area providers is critical! We have two different health system visits happening next week and one visit took place last week.

We are in the early stages of kicking off a nine month strategic planning process. More to come on this.

We continue to have a strong focus on improving teamwork across our health system with a solid focus on improving safety, quality and patient satisfaction in all we do!

We also continue to engage in important discussions with our community based primary care medical group. We are looking for win/win ways to develop a single team in our health system of very forward looking, empowered, primary care providers for all residents of the region!