



## Board Informational Report

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President and CEO

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The month of April was a very strong month for the health system but not quite the lifetime record level of volumes and revenues experienced in March.

Our focus is trying to improve upon meeting the growing unmet healthcare needs of our all residents within our region as we serve at least three counties and small portions of two states. This strong focus by our team is on the physical and mental health of all residents within this region.

With regret, even though our medical staff and services have grown significantly over the last five years there are still significant unmet healthcare needs we are working on. It is likely this focused journey may never be over.

My hope is that every person within our region really appreciates the fact that “next to our families, timely access to great healthcare is the most precious gift on this earth!” If all residents come to understand this important truth, I am hopeful that we will be able to accelerate much needed size and scope of services that are critical to save lives.

Here at Tahoe Forest Health System we continue our outward focus when we consider proposing changes in the size and scope of services we offer. We continue to strive to honor and respect all residents in our region by diligently working to obtain critical and rapid approvals for these services.

Last fiscal year, we experienced approximately 84,200 provider office visits. Now based on the first 10 months of fiscal year 2021, we are on course to hit 111,000 provider office visits. Again, this visit tally in fiscal year 2015 was 47,000.

We continue to demonstrate our commitment to our residents by diligently working to improve access to health care. This will help prevent the need to utilize our most expensive areas of our Health System: The Emergency Room and Inpatient Services. Our team’s dedicated work in this area is demonstrated by the fact there has been very little change in the ER and IP volumes over the last five plus years.

We continue to see a slowdown in the number of new positive COVID-19 cases in our region. We are hopeful we will an even more rapid slowdown in the weeks and months ahead.

We expect to be involved in the most important public health effort of the last 100 years, which is testing, treatment and vaccinations relative to the COVID-19 virus for many more months, even if the numbers grow smaller. We must work to stop this disease in our region.

We would look forward to reporting no new positive cases. It appears California is still heading for a significant relaxation of many COVID-19 state regulatory rules on June 15. We are pleased that young people down to age 12 can also now obtain the vaccine as well.

In other topic areas, you will read from other Administrative leaders our continued focus on year over year improvements in Quality as this is our number one focus and then Patient Satisfaction.

We are continuing to work very hard on improving the work experience here for all of our team members' year over year! We do have an amazing team and we are proud of their unselfish, outward focused efforts! Our goal is that all team members show improvements "in the walk of our health system Values" year over year.

There are many new state level regulatory actions (some precedent setting in the entire life of California) being contemplated, all of which are unfunded mandates upon us and other hospitals, that do nothing to make healthcare, nimbler and more affordable in California. California, relative to health policy, has a lot of clean up to do to meet some of the great state efficiency policies of other states which allows high quality care to be provided more efficiently. Our neighboring state of Nevada also seems, relative to health policy, to have a lot of clean up to do to ensure that high quality care can be efficiently provided.

We are continuing our collaboration journey with other health systems in the region and we also are continuing our collaboration journey with our non-healthcare partners on the critical, challenging and growing workforce housing challenges.

We will have a progress report for you on our workforce housing partnership at our June board meeting.

In the fall, we are hoping to have an update on the collaboration that is under development with other health systems in the region.

The Health System will be focused on a new strategic plan and continued work of the master plan through the end of next winter.