



Board Informational Report

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President and CEO

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Finance Strategies:

August was a good month for the health system, based on Gross Revenues overall, but about 1.3% below our July performance and below the strong performance in August of last year, which was the peak revenue month for the health system last fiscal year.

We have admitted about 181 patients for “rule out” or confirmed COVID-19 care pandemic to date. We are happy to report that all patients went home alive.

We have really seen a big drop in COVID-19 patients with no inpatients at all for more than a week now. This is a trend we really like to see.

We’ve also seen a decline in positive COVID-19 positive lab tests in California since July 22, 2020, in Nevada since July 16, 2020 and in the US since July 24, 2020. This finding is also great to see.

It is our hope that we will continue to see a powerful decline in new COVID-19 lab tests and deaths all through the months of September and October.

We now have Abbott and BioFire rapid inhouse lab testing equipment for COVID-19, which is great for our region!

We are will making special note on where we stand on overall volumes and provider office visits as we reach December 31, 2020. We do expect to see some positive growth trends versus fiscal year 2020.

Hard work is underway on our budget for fiscal year 2021, which is much slower this year due to the massive array of external and internal changes, the pandemic has caused coupled, with our best view of the future as we can see it now.

Our multi-year to date progress on our 10-year forecast is really important to all of us as we examine our progress relative to our Balance Sheet and our Income Statement. It is exciting to date to see strong positive variances versus that first presentation of our 10 year forecast.

One major performance marker for our team is to see if we can double our Fund Balance or Net Worth at June 30, 2021 versus where it was back on June 30, 2015, when back in 2015 the organization was 66 years old. If this goal is achieved, that will truly be a great team achievement.

People Strategies:

We are awaiting to see how our team performed in 2020 relative to the “Best Place to Work in Northern Nevada and Lake Tahoe” which will be announced on September 30. The results have been much delayed due to the pandemic.

Our partnership in Workforce Housing is growing in focus and size as it examines the tough and ever changing housing needs of our team members as we seek to have new and improving, realistic housing options to recruit and retain our team members. We will have at least annual reports to this Board on the key activities of this JPA.

We continue to work on focused training and engagement with our team members consistent with our Strategic Plan.

This fiscal year, we will be conducting our Press Ganey employee survey, last fiscal year; it was the medical staff survey.

We do perform more surveys than any previous health system I’ve ever worked in.

Our PPE supplies relative to the pandemic are in good shape, for which we are grateful.

We are looking to see how we can be of help to other businesses such as the school district relative to their needs as they try to return to partial normalcy.

We will continue to have periodic virtual Town Halls for all team members to share the latest up to date information and to answer questions.

As we shared several months ago, our theme this year is on Gratitude and Thankfulness as we continue to focus on being the very best Team of One of any health system in the country.

Our last most important theme for our team and our community is “successfully living with COVID 19!”

Service Strategies:

Our team continues to deliver on year over year over year improving patient satisfaction score performance, always with the recognition that this is a never-ending journey of improvement. This is a team commitment we intensify every year. We are operating in rare positive space and we want to keep the positive progress going.

Quality Strategies:

We continue to focus on improving all results relative to our Quality of care as we examine external “report cards” and our internal reports. This size of our efforts on this topic area are increasing each year, with the expectation of steady improving results, too each year.

These efforts are in line with our Strategic Plan.

Growth Strategies:

In alignment with our Strategic Plan under Growth, we continue to actively collaborate with many area health systems to the north, south, east and west of our health system, always looking for ways we can learn from each other and to also begin to examine ways we can deliver high quality care with greater efficiency each new year. These activities are ongoing.

We have slowed our media and community group outreach discussions on COVID-19 a bit in recent weeks as the inpatient hospital volumes have really been tapering downward the last two months.

We will be working on thoughtful, focused community engagement on the critical needs we have to serve our patients timely and more safely each year in the future. This topic will involve more time in the coming weeks.

I remain active at the state level working on behalf of all California District Health Systems and that involvement will increase a bit over the next year as there are many critical issues facing California District health systems.

We are very active on state and federal regulation matters to assure that great rural healthcare can continue here and across America in sustainable ways.