



December 2016

Dear Community Taxpayer,

This month marks my one-year anniversary with Tahoe Forest Health System, and I'm humbled and honored to lead a very focused team here at Tahoe Forest who is committed to loving high quality care!

It's a sincere pleasure to live and work in this great community, and meet and talk with so many of you. My team and I are continually working to improve our overall Health System communication—to gain your feedback and listen to your suggestions and ideas on any topic.

Your input is important to me—and to every physician, employee and volunteer of Tahoe Forest Health System and Incline Village Community Hospital.

There are many new ways to do this—by email, info@tfhd.com, by attending our “*Fact & Fiction-Healthcare 101*” sessions, by reading the *Tahoe Forest Health System Magazine*, or through our many community outreach programs.

One other way to get involved is to provide input through our Patient and Family Advisory Council (PFAC). You may have seen a feature story about the PFAC in our current issue of the *Tahoe Forest Health System Magazine*, available online at tfhd.com.

The PFAC is very important to us because this group of local community members volunteer their time to help us better understand their patient experiences and gain valuable feedback on hospital processes. The PFAC was formed by the Tahoe Forest Health System Board of Directors Quality Committee in 2015, specifically to seek information from patients and families who have used our services.

This has been a great way for us to listen, learn and share, and it promotes good communication between patients, employees and physicians. Some changes include whiteboards in patient rooms for clear communication, discharge process and surgical services improvements, better patient portals and much more.

If you are interested in learning more about the PFAC, or perhaps becoming a member, please contact Trish Foley at pfoley@tfhd.com, or call (530) 582-6567. Community input to the PFAC is always welcome.

Thank you again for welcoming me to this wonderful community. We're just getting started with many more enhancements for the delivery of high quality health care to you and your family.

Best wishes to you during the holiday season!

Sincerely,

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

Harry Weis
Chief Executive Officer
Tahoe Forest Health System
Email: info@tfhd.com