



## Board Informational Report

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President and CEO

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### Finance Strategies:

October is the fifth month in a row with strong volumes and revenues. July and October have been the two strongest gross revenue months in this new fiscal year so far. Overall, October revenues are at least \$1,000,000 higher than our September performance.

We have admitted about 273 patients for “rule out” or confirmed COVID-19 care to date. We are happy to report that all patients went home alive.

At the end of October, our team has been dealing with the pandemic for eight months. So far our peak COVID-19 inpatient census was eight on a single day and this occurred in late June, just around the 4<sup>th</sup> of July period. In October, the peak has generally been four with one day at five inpatients and four is also the peak IP census so far in November.

We have tested over 7600 patients with approximately a 5% positive lab test result experience to date.

We are seeing an increase in the daily new positive lab tests in our three county region.

Presently only one out of 50 states is showing a slowdown in COVID-19 positive lab test results and that is Mississippi and the peak acceleration state with COVID-19 is Maine.

Our team is very proactive on obtaining all new FDA approved medications, if possible to treat this disease.

We are working to make sure we have the best therapeutics right now to treat ill patients and we are planning for a surge, should it occur and most importantly, we are beginning to plan for distribution of the vaccine, as soon as it becomes available.

Once our December or first six months of our new fiscal year is complete, we will make a special note of the annualized new trend we are on relative to provider office visits versus earlier fiscal years. We do expect to report major growth over fiscal year 2020 and achieving a new milestone versus just six years ago.

### People Strategies:

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We are working to keep our team safe and supported as this pandemic continues. We have held eight Town Halls so far and we'll hold a second virtual Town Hall this week to provide critical updates and to respond to all questions from our team.

Our partnership in Workforce Housing JPA is continuing to move forward to develop actionable plans on the top 3 to 6 strategies so assisting in solve housing related concerns for our team. This whole topic area is very complex yet it shows just how willing this health system is to take on tough challenges to make sure we can recruit and retain the best talent possible for the longer-term future.

We continue to work on focused training and engagement with our team members consistent with our Strategic Plan. We will plan for possible increases in patient clinical complexity as well in the future.

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

Our last most important theme for our team and our community is "successfully living with COVID-19!" Today is a great day because we are one day closer to defeating COVID-19!

### **Service Strategies:**

Our team faces new and tougher challenges this fiscal year to further elevate patient satisfaction scores as we are following CDC and CDPH requirements for visitors and our patients. Improving the patient experience is much tougher due to this long continuation of COVID-19. We are dedicated to creating the best patient experience possible with these important patient and team safety rules in place.

### **Quality Strategies:**

We continue to focus on improving all results, year over year, 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 and act on ways we can deliver high quality care with greater efficiency each new year. These activities are ongoing. The strength and the continuation of the pandemic is slowing some of the progress in this topic area.

We will continue to engage with our communities on the latest details of the pandemic in our area and providing counsel for continuing to live successfully with this pandemic.

We will be working through multiple means on thoughtful, focused community engagement seeking to hear what type of experience our patients wish to have as they access healthcare here and challenging them to also advise us on making sure we are planning to properly take care of any growth in population that might seek healthcare in future years. We as a system have to plan years ahead for the trends we are seeing relative to the increasing demand for healthcare from residents in our region. This topic will continue for many months.

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

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