

## **Moving Forward**

### **EVERY STEP OF THE WAY**

On behalf of everyone at Teton Valley Health Care, I thank our community for its continued support in passing the hospital levy on May 25<sup>th</sup>. This levy will provide funds for capital equipment improvements and building repairs that have been deferred, and just in the nick of time.

On Saturday May 29<sup>th</sup> our CT Scanner flashed a service warning. The alert indicated a potential equipment shutdown. Our service technician arrived on June 1st, diagnosed the problem, and said we “dodged a bullet.” This part was still available for our particular unit and will be covered by our service contract. Repairs were made on Friday, June 4<sup>th</sup>.

We were all greatly relieved. Dr. Mo Brown, Orthopaedic Surgeon and Chief of Medical Staff, noted that through the passed levy, we’ll have funds in place to assure our community that we can recover from these types of critical situations.

Now we’re moving forward to plan the next steps for Teton Valley Health Care. A team comprised of staff leaders, Board of Trustees, Foundation Board members, and consultants from Bingham Memorial Hospital met this past Friday and Saturday to revise our organization’s strategic plan. The group broke out into 5 areas of emphasis to restate our goals. Teams focused on Medical Staff/Provider Relations, Scope of Patient Services, Organizational Development, Fiscal /Financial Management and Communications/Community Relations.

The revised strategic plan will help our staff target and improve specific elements of quality care and delivery of services our community will need over the next 3 years. Once the plan is finalized, it will be available on our website for your review and comments.

“Quality care” means more than a great doctor, skilled surgery and a satisfactory recovery. Our relationship with our community begins before anyone enters our hospital or clinics. We’re making changes through every area of customer contact at TVHC! From phone system upgrades to thorough customer service training, patient billing accuracy and strengthened patient advocacy, we intend to be here for you every step of the way.

As always, we invite your input. During my five month tenure as the new CEO, I’ve received valuable information from community members that have helped shape our progress. After all, we’re here for you so let us hear from you!

*Contact us via (208) 354-6317 ext. 153 or [info@tvhcare.org](mailto:info@tvhcare.org).*