



CEO Report May 26, 2010

1. Revenue Cycle Update
 - a. Mitch Felchle has worked thru the assessment phase. The Oversight Team has started to receive their roles and educate staff on the project.
 - b. New Patient Financial Counselor position integrated with pre-authorization role. Training will begin May 24th.
 - c. Currently seeking to fill 4 open positions, Admissions Representative, Admissions Supervisor, and Billing Team Leader.
 - d. New collection contracts with ARS (Accounts Receivable Systems) Division of Outsource and CBP Affiliated Services have been signed. Operations begin June 1st. Both implemented for new flexible payment plans and a more structured reporting process. The focus will be on the over 90 day accounts receivable in the clinics and hospital.
 - e. Orphan patients were identified and marketing program underway to reach out to these past patients.
2. TVHC is scheduled for a Field Audit of Medicare Cost Report for FY08 on June 14th-18th by Noridian Administrative Services of Fargo ND. They will review reports for both the Rural Health Clinics and the Critical Access Hospital.
3. AR Systems and The Hospital COOP has been contracted from 5/15/10 thru 9/30/10 to provide RAC Training on the following topics:
 - a. Observation: Challenges of Coverage and Compliance
 - b. Optimizing Revenue thru Charge Master
 - c. AR and Effective Cash Flow Management
 - d. RAC Appeals
 - e. RAC Physician and Hospital Shared Risk
4. Clinic Operations
 - a. Victor patient visits, 293 in Mar. 199 in Apr.
 - b. Driggs patient visits, 1161 in Mar. 1007 in Apr.
 - c. Visiting Specialist activity, 87 in Mar. 99 in Apr.
 - d. Proposals are out to 2 General Surgeons, Waterhouse and Rosenberg for approval and credentialing with plans to have them both on the summer schedule.
5. TVHC Financial Forecast. (Projected Fiscal Year 2010)



**TETON VALLEY
HEALTH CARE**

Partners in Health for a Lifetime

6. Teton Valley Health Care Planning for next Budget year will include:
 - a. Strategic Planning Retreat June 4/5th.
 - b. Employee Evaluations June,
 - c. Budget Drafts prepared June, present to Finance Committee June 17th.
 - d. Review by BOT July 21st, present to BOCC in August w final approval at September BOT meeting.
7. The Strategic Planning Retreat is scheduled for Friday, June 4th at Teton Springs. A committee meeting will be from 6-7pm followed by dinner from 7-8:30 for committee and guests. Saturday June 5th at Teton Springs, we will convene at 8:30 am with the 25 member committee and complete the day by 3:30pm. Participants will include the BOT's, Foundation BOT's, Medical Staff, Administration, Staff from BMH and Department Managers. Agenda is in your Board Packet.
8. The Employee Engagement Survey Update. Two focus committees will be formed to evaluate 2 areas of opportunity based on the survey results.
9. BMH Consulting Report, Staff activity for March and April (handout).
10. Foundation Audit recommendations by DZA and Rudd Co. have been reviewed and process changes for yearend audit will be presented at June board meetings.

Finance Committee Report May 21, 2010

The Finance Committee met on May 20 and I have the following items to report:

- April FY10 Operating Results – TVHC reported a net operating loss of approximately \$181K but increased its cash position to approximately \$1.2M for the period. Blaine will provide a complete review at the BOT meeting.
- Treasury Management RFP – Wells Fargo, Key Bank and US Bank are the leading contenders and formal fee proposals are being reviewed by Aaron and Blaine.
- Working Capital Revolver Line – a capacity of \$400 - \$450K was decided an appropriate target level for a new revolver line. Management will commence application for revolver proposals as part of the treasury management RFP process.
- Revenue Cycle Management Project – management highlighted plans made and steps taken on this project over the past 30 days. Discussion and review of details was deferred until the BOT meeting.
- Accounting Topics – an engagement letter proposal from our external auditors should be received by the FC next month for review. The foundation audit and TVHC qualified opinion issue has been successfully resolved. Management anticipates handling foundation accounting responsibilities going forward. I will discuss the Controller issue further in executive session at the BOT meeting.
- Alternate Operating Plan Financial Projection – management presented a revised outlook for FY10 given its current situation and administration worked with management team to change the summer schedule and associated costs for the next 5 months. These changes by management will result in a projected year end operating profit of \$147K versus an operating profit plan of \$28K for FY 2010. Management identified specific items that must be modified in the FY11 outlook if the levy does not pass and will produce financial projections reflecting these modifications as necessary. The matter was tabled until after the May 25th levy ballot.
- FY11 Budgeting Process – management has established a schedule to handle its FY11 budgeting responsibilities in combination with other audits (i.e. RAC audit) commencing in June 2010.
- Audit Roundtable – Jeff Daniels and I will be attending the annual spring KPMG Audit Roundtable in Boise, ID on Jun. 10.

Steven E. Dietrich

Monthly Financial Report for April 2010

Summary

TVHC produced net revenue of \$754,846 and net loss of \$180,520 during April 2010 compared to revenue of \$1,028,508 and net gain of \$209,770 for the same period last year. These results compare to budgeted April 2010 revenue of \$995,381 and profit of \$13,869, respectively.

The 26.6% lower year over year actual revenue reflects lower In-Patient volume at the hospital during the current period. Year over year operating income was 186% lower due to low revenue, higher operating expenses, and additional increase in contractual. VA had a contractual of \$38,005 along with Medicare IP of four payments amounting to \$44,888. YTD operating loss for FY 2010 is \$52,114 compared to prior fiscal year of \$329,276 for the same period.

TVHC produced \$268,719 of cash during April 2010, due to the 2009 Medicare cost report payment. TVHC ended FY09 and March 2010 with a cash balance of approximately \$234,813 and \$885,569, respectively, compared to a cash balance of \$1,154,288 at the end of April 2010. The provision for bad debt was \$67,470 for the month of April 2010 compared to \$51,845 for the month of March 2010.

Operations Review

Clinics – Combined gross revenue (both clinics) was \$255,207 during April 2010 compared to \$267,440 for the same period last year. There was 4.6% lower revenue for the month.

Hospital – gross in-patient revenue was \$68,101 during April 2010 compared to \$234,983 for the same period last year. The 71.0% lower revenue reflects zero In-Patient surgeries for the month compared to 6 in April 2009. Swing Bed in April 2010 had 8 days vs. 44 days in April 2009. Gross out-patient revenue was \$737,299 during April 2010 compared to \$676,625 during the same period last year. The 9% increase in comparable revenue reflects the impact of higher Anesthesia (revised billing), IV Therapy (new service), and Supplies.

Operating Expenses – total operating expenses were \$989,470 during April 2010 compared to \$856,322 for the same period last year. The increase in expenses during the current period primarily reflects the addition of increased staff (a clinic manager and family practice doctor), increased supply expense, the Bingham consulting fee, and increased insurance premiums and costs related to the Emcare contract compared to prior year levels.

Other Items- To maximize the Cost Report, it suggests that we expense items instead of capitalizing them resulting in supplies being higher because of new computers \$14,163 and traded inventory \$17,867 for minor equipment in the OR and a repaired ER floor. In 2009, there was a grant for support equipment \$25,253 and in 2010; foundation contributed \$14,163 which affects the income statement. With regards' to the benefits in 2009, a \$10,970 entry was entered on the income statement instead of the balance sheet.

Teton Valley Hospital & Surgicenter
STATEMENT OF REVENUES & EXPENSES
FISCAL YEAR 2010 (7months)

	April 2010 Actual	April 2,009 Actual	April Variance	April 2,010 Budget	Y-T-D FY 2010 Actual	Y-T-D Last Year	Y-T-D vs Last Yr.	Y-T-D FY 2010 Budget	Percent Change
Patient Revenue:									
Clinic Revenue	255,207	267,440	(12,233)	285,944	2,018,475	1,571,339	447,136	2,036,674	28.5%
In-Patient Revenue	68,101	234,983	(166,882)	216,398	1,519,035	1,453,750	65,285	1,545,155	4.5%
Out-Patient Revenue	737,299	676,325	60,974	723,246	5,368,566	4,478,502	890,064	5,133,603	19.9%
Gross Patient Revenue	1,060,607	1,178,748	(118,141)	1,225,588	8,906,106	7,503,591	1,402,515	8,715,432	18.7%
Deductions from Revenue:									
Contractual Allowances	238,291	51,941	(186,350)	145,150	1,200,560	850,016	(350,544)	1,025,730	41.2%
Charity Care	0	0	0	0	27,370	942,087	(27,370)	956,189	-15.6%
Bad Debt	67,470	98,289	(30,829)	135,310	795,419	942,087	(146,668)	956,189	-15.6%
Total Deductions from Revenue	305,761	150,240	(155,521)	280,460	2,023,349	1,792,103	(231,246)	1,981,919	12.9%
Net Patient Revenue	754,846	1,028,508	(273,662)	945,128	6,882,757	5,711,488	1,171,269	6,733,513	20.5%
Other Revenue	21,125	1,657	(19,468)	12,373	75,234	79,827	(4,593)	87,434	-5.8%
Day care Revenue	1,886	5,660	(3,774)	7,317	39,776	44,282	(4,506)	51,707	-10.2%
Teton County Ambulance District contract	31,093	30,267	(826)	30,563	217,015	211,869	5,146	215,979	2.4%
	54,104	37,584	(16,520)	50,253	332,025	335,978	(3,953)	355,120	-1.2%
Total Net Revenue	808,950	1,066,092	(257,142)	995,381	7,214,782	6,047,466	1,167,316	7,088,633	19.3%
Operating Expenses									
Salaries	533,779	509,833	(23,946)	544,568	4,009,374	3,790,314	(219,060)	3,948,279	5.8%
Benefits	80,976	56,046	(24,930)	94,710	646,339	568,231	(78,108)	669,281	13.7%
Supplies/Minor Equipment	112,243	62,351	(49,892)	91,336	776,707	494,468	(282,239)	645,425	57.1%
Contracted Services	94,994	96,274	1,280	94,177	695,159	627,269	(67,890)	665,517	10.8%
Physician Services	41,391	12,840	(28,551)	28,997	287,902	36,000	(251,902)	204,914	699.7%
Utilities & Telephone	16,893	15,553	(1,340)	14,363	94,911	95,254	343	101,246	-0.4%
Maintenance & Repairs	24,636	10,327	(14,309)	13,032	124,315	74,457	(49,858)	92,091	67.0%
Insurance	9,860	16,873	7,013	13,315	72,579	89,256	16,677	94,093	-18.7%
Depreciation & Amortization	39,975	36,199	(3,776)	40,778	277,845	280,886	3,041	288,163	-1.1%
Other Expense	34,723	40,026	5,303	46,236	281,765	320,607	38,842	324,974	-12.1%
Total Expenses	989,470	856,322	(133,148)	981,512	7,266,896	6,376,742	(890,154)	6,933,983	14.0%
Operating Income	(180,520)	209,770	(390,290)	13,869	(52,114)	(329,276)	277,162	154,650	-84.2%
Non Operating Revenue & Expense									
Interest Income	104	15	89	40	1,270	250	1,020	286	408.0%
Interest Expense	(5,961)	(10,510)	4,549	(9,572)	(47,014)	(85,585)	38,571	(69,665)	-45.1%
Grants	1,582	33,203	(31,621)	520	5,408	2,638	2,770	3,759	105.0%
Teton County Tax Levy	110,684	100,000	10,684	83,333	747,142	700,000	47,142	583,331	6.7%
Gain (loss) disposal of capital assets	0	(37,783)	37,783	0	0	(37,783)	37,783	0	0.0%
Total Non Operating Income	106,409	84,925	(21,484)	74,321	706,806	579,520	127,286	517,711	22.0%
Excess of Revenue over Expenses	(74,111)	294,695	(368,806)	88,190	654,692	250,244	404,448	672,361	161.6%
Capital Grants	0	0	0	2,083	0	84,748	(84,748)	12,498	-100.0%
Capital contributions from Foundation	15,348	0	15,348	7,671	89,512	22,297	(17,215)	56,345	23.8%
Change in net assets	(58,763)	294,695	(353,458)	97,944	744,203	407,289	336,915	741,204	82.7%
Excess Revenue over Expense Margin	-9.2%	27.6%	(35.3%)	9.8%	9.1%	4.1%	9.5%	10.5%	
Change in Net Asset Margin	-7.3%	27.6%	(35.3%)	9.8%	10.3%	6.7%	10.5%		

TETON VALLEY HEALTH CARE
COMPARATIVE BALANCE SHEET
FY 2010

ASSETS	April 10	March 10	Variance	Sept 09
Current assets				
Cash, Cash Equivalents and Bond Fund	1,154,288	885,569	268,719	234,813
Receivables			0	0
Patient Receivables, net of est. reserves	2,441,620	2,626,332	(184,712)	2,368,565
Estimated third-party payor settlements	210,715	529,000	(318,285)	502,000
Grants/Tax Levy	633,846	728,896	(95,050)	194,089
Supplies Inventory	469,952	491,409	(21,457)	476,293
Prepaid Expenses	77,047	90,464	(13,417)	37,691
Total current assets	<u>4,987,468</u>	<u>5,351,670</u>	<u>(364,202)</u>	<u>3,813,451</u>
Noncurrent assets				
Deferred Financing Costs	27,684	28,058	(374)	30,303
Net pension benefit	0	0	0	0
Capital assets, net	2,495,908	2,532,079	(36,171)	2,632,792
Goodwill	0	0	0	0
Total noncurrent assets	<u>2,523,592</u>	<u>2,560,137</u>	<u>(36,545)</u>	<u>2,663,095</u>
Total assets	<u><u>7,511,060</u></u>	<u><u>7,911,807</u></u>	<u><u>(400,747)</u></u>	<u><u>6,476,546</u></u>
LIABILITIES AND NET ASSETS				
Current Liabilities				
Accounts Payable & Accrued Expenses	453,709	640,826	(187,117)	677,239
Accrued Salaries & Benefits	1,119,706	1,168,507	(48,801)	1,117,096
Accrued interest payable / excess checks	54,133	48,643	5,490	15,703
Estimated third-party payor settlements	0	0	0	0
Deferred Tax Levy Revenue	553,419	664,103	(110,684)	
Current maturities of long-term debt/Bond	128,717	128,717	0	128,717
Current maturities of capital lease obligations Rudadman&Cars	22,860	22,860	0	22,860
Operating line of credit	0	0	0	0
Loan payable to Teton County	0	0	0	80,000
Total current liabilities	<u>2,332,544</u>	<u>2,673,656</u>	<u>(341,112)</u>	<u>2,041,615</u>
Noncurrent liabilities				
Long-term debt-less current maturities.	887,431	888,302	(871)	888,049
Capital lease obligations-less current maturities.	92,490	92,490	0	92,490
Net pension obligation	45,999	45,999	0	45,999
Total noncurrent liabilities	<u>1,025,920</u>	<u>1,026,791</u>	<u>(871)</u>	<u>1,026,538</u>
Net assets				
Prior year Net Assets	3,408,393	3,408,393	0	3,408,393
Year-to-date Net Income	744,203	802,967	(58,764)	0
Total net assets	<u>4,152,596</u>	<u>4,211,360</u>	<u>(58,764)</u>	<u>3,408,393</u>
Total liabilities and net assets	<u><u>7,511,060</u></u>	<u><u>7,911,807</u></u>	<u><u>(400,747)</u></u>	<u><u>6,476,546</u></u>
Current Ratio:	2.1	2.0	0.1	1.9

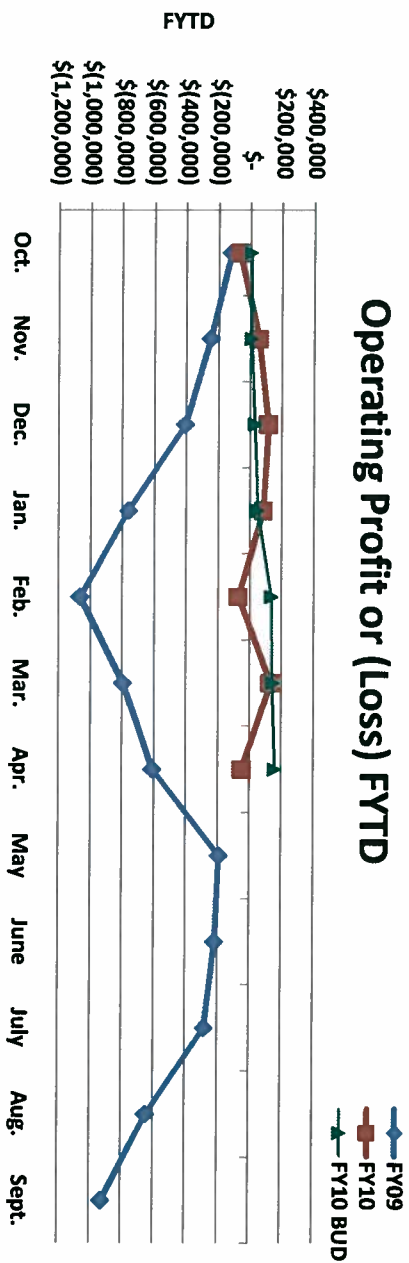
TVHC

Statement of Cash Flows-April 2010

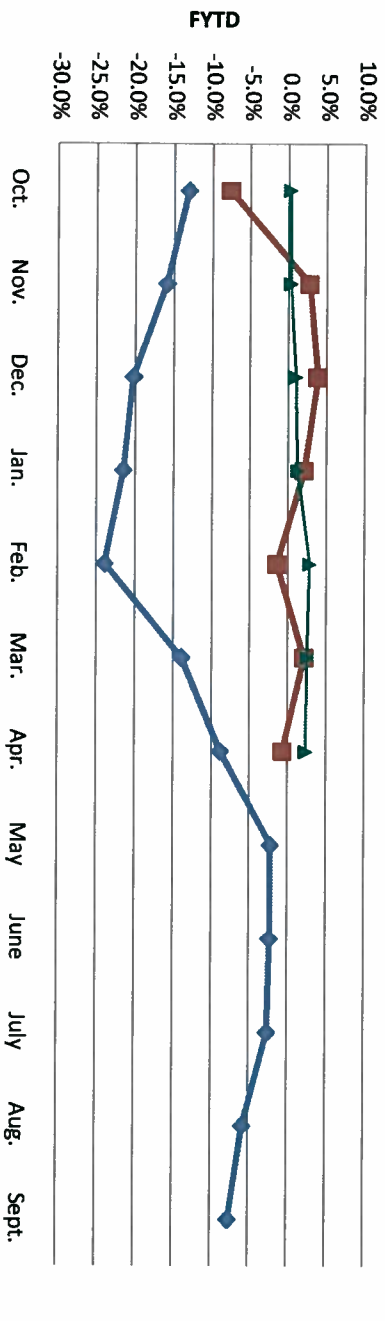
Net Income			(58,764)
Cash flows from Operating Activities:			
Add (deduct) to reconcile net income to net cash flow:			
Depreciation & Amortization		36,171	
Changes in Accounts Receivable		598,047	
Changes in Inventory		21,457	
Changes in Prepaid Expenses		13,417	
Changes in payables & payroll		(235,918)	
Changes in interest payable and 3rd party		5,490	
Changes in Deferred Tax Levy		(110,684)	
Changes in net pension		-	
Changes in current debt (4 lines)		-	
Net cash inflow from Operating Activities		<u> </u>	327,980
Cash flow from Capital & Investing Activities:			
Capital Expenditures		-	
Deferred financing costs/goodwill		374	
		<u> </u>	
Net cash outflow from Investing Activities			374
Cash flow from Financing Activities			
Principal paid on long-term debt		(871)	
Principal paid on capital lease obligations		-	
Net cash outflow from Financing Activities		<u> </u>	(871)
Net Increase (decrease) in cash during period			<u> </u> <u> </u> 268,719
Cash Balance start of period	4/1	885,569	
Cash Balance end of period	4/30	<u> </u> <u> </u> 1,154,288	
Net Increase (decrease) in cash during period			<u> </u> <u> </u> 268,719

TETON VALLEY HEALTHCARE

Operating Profit or (Loss) FYTD

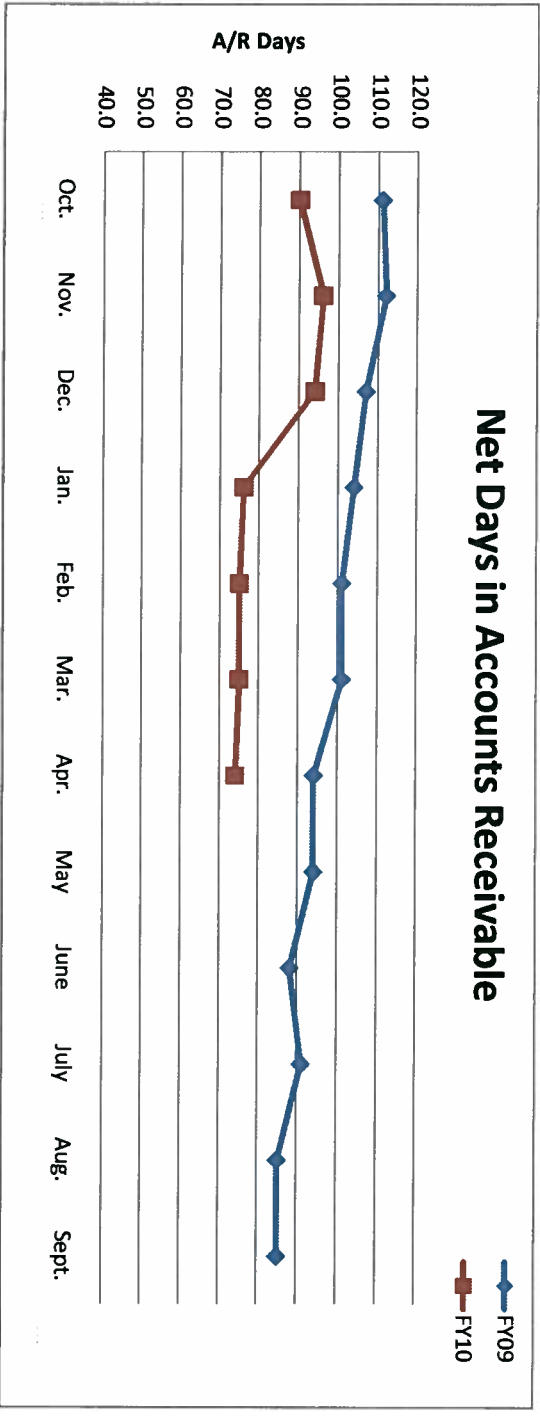


Operating Margin

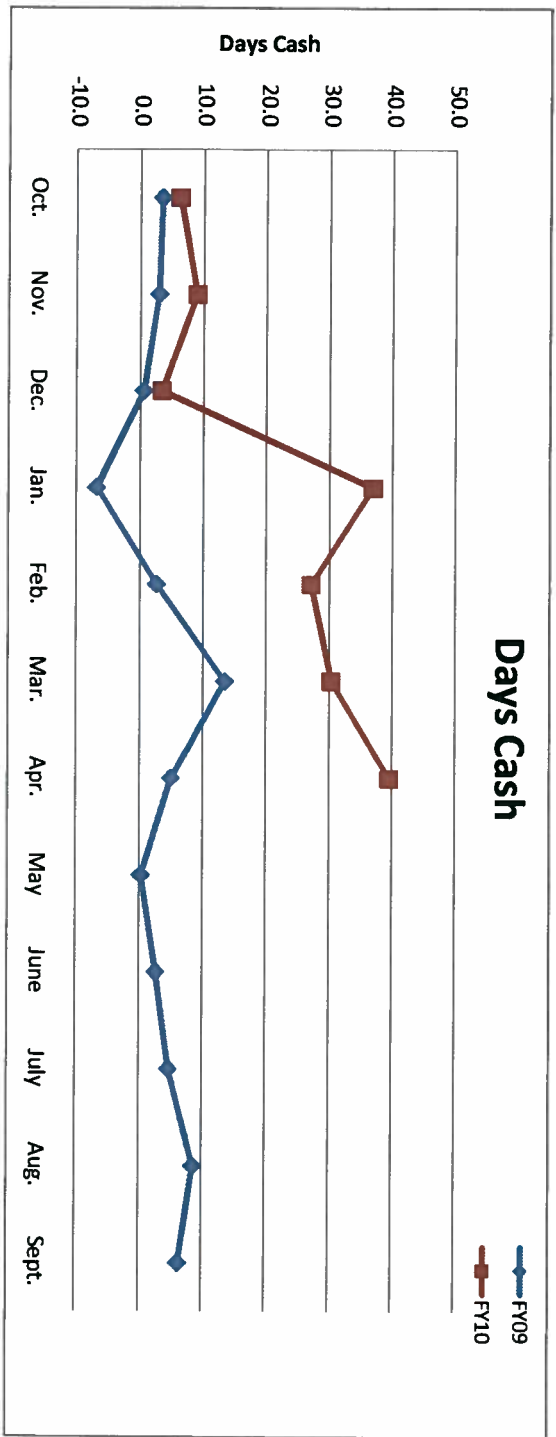


TETON VALLEY HEALTHCARE

Net Days in Accounts Receivable



Days Cash



Teton Valley Health Care
Surgeries FY 2010

	Oct 09	Nov 09	Dec 09	Q1 FY09	Jan 10	Feb 10	Mar 10	Q2 FY10
Poulter	4	0	8	12	0	3	0	3
Lowe	0	1	1	2	5	0	0	5
Poore	1	2	0	3	0	0	0	0
Lofaro	0	1	0	1	1	0	0	1
Porot	0	2	0	2	6	0	0	6
Hansen	0	3	5	8	0	1	4	5
Hanks	0	0	0	0	0	1	0	1
Hanson	0	0	1	1	0	0	0	0
Total-Specialists	5	9	15	29	12	5	4	21
Revenue	\$19,129	\$43,523	\$55,619	\$118,271	\$33,841	\$16,649	\$36,296	\$86,786
Brown / Ortho	18	17	22	57	7	16	13	36
Horrocks	2	8	7	17	5	4	2	11
Total-Staff	20	25	29	74	12	20	15	47
Revenue	\$241,749	\$319,014	\$299,864	\$860,627	\$208,924	\$305,042	\$206,053	\$720,019
Total Surgeries	25	34	44	103	24	25	19	68

FY 2010 STUDDER PILLARS DEPARTMENTAL/ADMINISTRATIVE MAY 2010

DEPARTMENT/ SERVICE	PILLAR	GOAL DESCRIPTIONS & MEASUREMENTS	PROGRESS TOWARDS GOAL ACHIEVEMENT	COMMENTS
BUSINESS OFFICE				
	Finance	Decrease the # of accounts that are over 90 days out by 38%. Baseline in Oct 2009 was 90 Net Days and goal is 65 Net Days.	64%	Current 74 Net Days for April
	Service	Return 100% of all phone calls, internal and external, within 24 hours or less.	100%	Staff are doing great by returning all calls within 24 hours. Contact not always obtained but calls are made.
ADMISSIONS				
	Quality	100% Admission Accuracy	99%	Audited 88 accounts, found 1 error
	Service	Less than 3 minute (average) admissions time	99%	Used an excel spread sheet to track each admission clerks time then averaged them together
LABORATORY				
	Service	Will have 100% accuracy on all analysis of tests	100%	No complaints
	Finance	No patient waiting for over 10 minutes When receptionist calls the Lab or pages, the lab will respond within 10 minutes.	98%	We did not hear receptionist page for patient. Pt reminded receptionist.. Still waiting. Pt. waited about 45 min
MEDICAL IMAGING				
	Service	Improve patient satisfaction by making reminder and follow-up calls on 90% of scheduled exams. We will build a database to establish baseline for reducing the number of "no-shows" by 30%.	85%	Reminder calls made for 76 % of scheduled exams, 2 'no show', 6 cancelled or rescheduled.

APRIL DATA IS BEING REPORTED IN MAY.
PROGRESS TOWARDS GOAL: HOW CLOSE THEY ARE TO REACHING THEIR GOAL ALL "PROGRESS TOWARDS GOAL ACHIEVEMENT" GOAL = 100%.

DEPARTMENT/ SERVICE	PILLAR	GOAL DESCRIPTIONS & MEASUREMENTS	PROGRESS TOWARDS GOAL ACHIEVEMENT	COMMENTS
CLINICAL/OP SERVICES				
	Quality	Improve quality by decreasing the rate of re-takes of x-ray procedures by 20% thereby reducing the dose of ionizing radiation to the patient. We will first establish a database using the repeat logs from the CR system reader.	13%	257 exams for month of April; approximately .679 actual exposures; 60 rejects = 8% reject rate.
	Growth	Increase patient visits to the clinic (to include Family Practice and Specialist visits) by 66.67%. FY09 was 16,632 Patient Visits. FY10 Goal is 27,720 Patient Visits (2,310 Patient Visits per Month).	40%	April 2010: FY2010 Target per Month: 2310 Actual: 1263
	Finance	Increase revenues to clinics by 19.9%. FY09 was \$2.8M. FY10 Goal is \$3.5M (\$291,667 per Month). Monthly progress will equal or better than 100% of monthly goal.	55.46%	April 2010: FY2010 Target: \$291,667 Actual: \$254,214
Clinic Nursing	Service	Clinic will have six loaner nebulizer machines available for short-term patient use. Tracking system developed to ensure return of machine. System in place for maintenance. Patient to be billed if machine not returned within one week. Goal is to have 6 loaners, which would equal 100%	100%	Implementation occurred in April for six loaner nebulizers.
Clinic Nursing	Quality	Offer coagulation clinic twice weekly to improve care for patients taking coumadin (warfarin). Patients will meet in person with clinic Provider to discuss lab result and if changes needed to coumadin dosage. Reduces delay in treatment from 1-2 days to 10 minutes. Return appt is scheduled at end of visit to improve follow-up. Goal is 80% of appropriate patients.	100%	Great patient response; tracking system for missed appts to reschedule; this is running well.
IT				
	Service	Improve customer service for internal customers by identifying target areas utilizing an internal customer	25%	Nothing done in April for this. Will work on the remainder of May.
	Quality	100% termination of employee access within 3 days of	100%	There have been no updates. This

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PROGRESS TOWARDS GOAL: HOW CLOSE THEY ARE TO REACHING THEIR GOAL ALL "PROGRESS TOWARDS GOAL ACHIEVEMENT" GOAL = 100%.

Admin Team/Departmental Goals

DEPARTMENT/ SERVICE	PILLAR	GOAL DESCRIPTIONS & MEASUREMENTS	PROGRESS TOWARDS GOAL ACHIEVEMENT	COMMENTS
		notification, unless otherwise specified, because		process seems to be working correctly.
ADMINISTRATIVE TEAM				
	Finance	1. Increase short term assets and decreasing short term liabilities. Increase current ratio to 2.6%	82%	Reduced liabilities 2.14 ratio
	Finance	2. Reduce days in net accounts receivable to 65 days or 31%. Baseline= 96.	77%	Reduced to 74 days
	Finance	3. Increase days cash on hand to 59.	67%	Increased to 39.5 days cash on hand
	Finance	4. Reduce salaries to net revenue to 50%	71%	Salary/revenue ratio went up to 70.7%
	Finance	5. Refine financial reporting model to meet BOT and CC expectations as evidenced by 0% complainers.	97%	1 change requested. Changed trending sheet to show quarterly numbers
	Quality	#1. Lead and monitor continuous improvement of high quality medical care delivered at TVH and clinics by establishing pertinent and measurable quality improvement projects in 100% of the departments or specified services which will be reported using the Studer Pillars reporting program.	100%	All are participating.
	Quality	#2. Lead and monitor continuous improvement of high quality medical care delivered at TVH and clinics by having routine Quality Improvement meetings as planned: Quality Improvement Committee, monthly	0%	Plan to change meeting requirements to appointment with Quality Director on a monthly/quarterly basis to review quality projects and their progress. Will begin new goals in June.
	Quality	#3. Lead and monitor continuous improvement of high quality medical care deliver at TVH and clinics by having Quality Improvement meetings as planned: Quality Services Subcommittee at least quarterly.	100%	Met in April.

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PROGRESS TOWARDS GOAL: HOW CLOSE THEY ARE TO REACHING THEIR GOAL ALL "PROGRESS TOWARDS GOAL ACHIEVEMENT" GOAL= 100%.

Admin Team/Departmental Goals

DEPARTMENT/ SERVICE	PILLAR	GOAL DESCRIPTIONS & MEASUREMENTS	PROGRESS TOWARDS GOAL ACHIEVEMENT	COMMENTS
	Quality	#4. Lead and monitor continuous improvement of high quality medical care delivered at TVH and clinics by offering Team STEPPS training to 100% of staff.	78%	Have not had a general orientation so that TEAMSTEPPS can be taught. Next planned time is May 26th
	Quality	#5. Lead and monitor continuous improvement of high quality medical care delivered at TVH and clinics by having Idaho Hospital Association CAH Quality Indicator scores at 85% or higher each quarter.	100%	Reported by the 10th for all participating measures. Scores 85% higher as pertains.
	Quality	#6. Lead and monitor continuous improvement of high quality medical care delivered at TVH and clinics by assuring Midlevel documentation is reviewed, as required, by their supervising physician or alternate.	0%	Have had midlevel peer review send out on hospital charts but have not set up plan for clinic review yet.
	Quality	#7. Lead and monitor continuous improvement of high quality medical care delivered at TVH and clinics by assuring a score of 85% or higher on 100% of the internal reviews for RAC audits.	0%	Planning to have AR Systems review charts using RAC criteria and will begin that process in the next couple weeks.

Laura Piquet, Operations Manager/Quality Services Director

APRIL DATA IS BEING REPORTED IN MAY.
PROGRESS TOWARDS GOAL: HOW CLOSE THEY ARE TO REACHING THEIR GOAL ALL "PROGRESS TOWARDS GOAL ACHIEVEMENT" GOAL= 100%.

Admin Team/Departmental Goals