



## **Chief Executive Officer Report January 2024**

### **Operations Overview**

- We are finishing up the area for the Strong Minds program. We hope to have it out to the state for approval in February.
- We are working with other organizations to try to increase our outpatient, inpatient, and swing bed census.
- We continue to monitor our patient satisfaction. Per our Press Ganey scores our overall ER score is 74.67%.
- For inpatient our overall score is 100%. This is the highest it has been for the last year. Both data points are from the 4<sup>th</sup> quarter of 2023. As for inpatients, our providers and nurses were at the 99<sup>th</sup> percentile with a box score of 100.
- We started a manager educational series. This is where we as leaders are learning new techniques on management.
- We continue to look for a full-time provider for the clinic.
- We continue to educate our staff and providers of changes regarding documentation and regulations.