

Annual Board of Directors Report on the Overall Performance of Salinas Valley Health for 2023

Looking back on all that we accomplished this past year, I am very proud to be part of a team that has never stopped answering the call – a team that knows challenges are part of life. A team that consistently rises to embrace change with optimism. A year is but twelve months, and we have achieved a lot during that time. Most importantly, we have persevered for the benefit of our patients, our staff and our community.

In celebrating our 70th anniversary, we paid tribute to our legacy of leadership while moving toward a bright future with the launch of our new brand.

We honored the achievements of Pete Delgado, a CEO who dedicated ten-plus years of his life to our healthcare system and to improving public health in Monterey County.

And we were fortunate to have Allen Radner, MD – a longtime leader at Salinas Valley Health and within the medical community – step forward to provide solid and capable leadership that will ensure our organization’s continued advancement during this time of transition.

Recent success following months of bargaining with Anthem Blue Cross resulted in an agreement that supports valuable patient care options while aligning reimbursement rates with improved health outcomes.

We are proactively building a sustainable future as we – like thousands of medical centers nationwide – face financial challenges related to the pandemic, rising labor and supply costs and reimbursement shortfalls. Economic conditions are challenging across the board, yet with careful stewardship, including the help of *Guidehouse*, one of the world’s leading management consulting firms, we aim to grow our margins and continue our robust investment in our people, technology and infrastructure.

The opening of our new parking garage brought the welcome addition of 250 parking spaces to our campus. It provides a renewable source of clean energy, expanded charging stations for electric vehicles and water-wise landscaping including milkweed to attract the Monarch butterflies that so many of us enjoy.

November’s unveiling at Hartnell College of the *Center for Nursing and Health Sciences in Partnership with Salinas Valley Health* represents a significant step forward in increasing education, training and employment opportunities for our future healthcare leaders.

A full house attended our second *Schwartz Rounds*[®] session yesterday. The forums are a new component of our *Care for the Caregiver* program. They focus on the importance of the human side of healing by providing a structured outlet for the feelings that come with the challenges of patient care.

More than 300 board-certified physicians work across a broad spectrum of specialties, providing state-of-the-art care close to home for patients at every stage of life. Their expertise is matched only by their compassion. Our nurses are a driving force of innovation, regularly implementing care delivery improvements.

Salinas Valley Health Clinics continue to grow in their scope of service. Thanks to the dedication of a wide range of talented professionals, the payer-blind clinic network has increased from 21,000 patient visits in 2014 to 550,000 today.

Other significant Salinas Valley Health achievements include:

- Becoming one of the first medical centers nationwide to perform a revolutionary procedure to treat people suffering debilitating pain from blocked arteries in the leg.
- Helping NICU babies with respiratory challenges breathe easier with a new, minimally-invasive intervention that was rolled out in September.
- Supporting nurses new to emergency department care with the *Emergency Nurse Residency Program*.
- Achieving a ninth straight ranking of an “A” letter grade for patient safety from the Leapfrog Group and four-stars from Medicare for overall rating as well as patient survey ratings.
- Earning recognition from *U.S. News & World Report*, the global authority in hospital ranking, as a 2023-2024 *High Performing Hospital for Maternity Care*.
- Opening our *Retail Pharmacy* to public in December, offering convenience and personalized service in a welcoming environment.
- Our Mobile Clinic, which has provided free medical service to nearly 15,000 patients, added an extra aspect of care this year with home delivery of fresh fruits and vegetables to patients in the *Fresh Produce Prescription Program*.
- We supported our cancer community by raising more than \$33,000 through staff-led volunteer efforts and donations for the 2023 *Relay for Life*.
- *Blue Zones Project Monterey County* continued its forward trajectory, expanding engagement with events held countywide and the number of businesses, restaurants, school sites and other organizations receiving project approval now totaling nearly 190.
- *Aspire Health* and *Blue Zones Project Monterey County* recently launched the *Double Up Food Bucks* program through which CalFresh shoppers can receive a 50% discount on California grown-produce.
- Staff with military service now receive special badges recognizing their Veteran status, sparking an immediate connection with patients who share that common bond.
- Events bringing attention to concerns that unite us as a community included the *Rose River Memorial* honoring lives impacted by more than 800 COVID deaths in Monterey County; our inaugural *Overdose Awareness Day* observance drawing attention to a growing crisis; and the establishment of an *Honor Walk* paying tribute to organ donors for their life-saving gifts.
- Our Foundation continues to deliver an extra dimension of care for our patients and staff. Programs like *Small Business, Big Impact*, *Monthly Miracle Makers*, *Employee Giving* and others are making a significant difference.
- The Service League celebrated its 71st anniversary this year and remains the largest single contributor to the Foundation, having donated more than \$3.4 million.

As board president, I am deeply honored to help lead such an extraordinary team. While Salinas Valley Health is recognized regularly for high levels of medical services, quality patient care and top-ranked safety, it is our heart for those we serve that makes us stand out amongst other medical centers. We are fortunate to have a relatively low staff turnover rate, with many individuals working here for decades or

being part of multi-generational families employed at our healthcare system. Indeed, our staff is one of our greatest assets.

On behalf of this board, our administration and everyone who relies on our healthcare system, I extend my deep appreciation for the exemplary work of our Salinas Valley Health team. Their motivation and compassion are directly responsible for our ongoing ability to help our community rise in good health.