

March 5, 2009

## Dear Friends and Colleagues:

In the face of such a gloomy and uncertain economy, with so many friends and neighbors worried about their jobs and savings, our efforts at NCH to prudently manage our way through this difficult environment are paying off. And I know it's not "news" to any of you, but we are **busy!** 

Last week, our patients-in-beds totaled 620, an all-time record. This is a great credit to the quality of care for which NCH is known and that each and every one of us delivers daily. We are all busy, and our efforts are paying off in the improved health of both our patients and our financial condition.

I want to give you some idea of how we did financially for the first "trimester" of the fiscal year that started on October 1, 2008. So I'll share some of the highlights of Chief Financial Officer Vicki Hale's report last week to the Financial Committee of the Board:

• The system as a whole reported solid results for the first four months of the fiscal year, with net income just under \$2 million, which was a far better performance than budgeted.

System numbers include all of our affiliates, such as the Marco Urgent Care Center, Bonita Community Healthcare Center, two Wellness Centers, six Outpatient Rehab Centers, four Wound Cares, Out-Patient infusion, Blood Bank and several others.

• Hospital operations recorded net income that was more than \$800,000 better than we had budgeted for January. We also are doing better than last year. Again, this stems from a combination of outstanding patient care and rigorous expense management.

In a nutshell, we're achieving because everyone is working hard and working so well together.

I experienced this performance last week at the Bed Board with Lori Crane, RN and Lesage Augustin, as they handled the rising admissions during an earlier peak of 615 patients-in-beds. Lori and Lesage were cool, calm and "can do" in their attitudes.

I used to tell the two ladies I worked with for almost 20 years in my medical practice, that there is only one thing worse than the phone ringing too much—not ringing at all.

So far, our system is 2.7 % busier than last year. Please accept my sincere thanks for your competence and caring. It keeps those phones ringing!

Respectfully,

Allen S. Weiss, M.D., President and CEO

P. S. Feel free to share *Straight Talk* and ask anyone to email me at allen.weiss@nchmd.org to be added.