11/18/2020



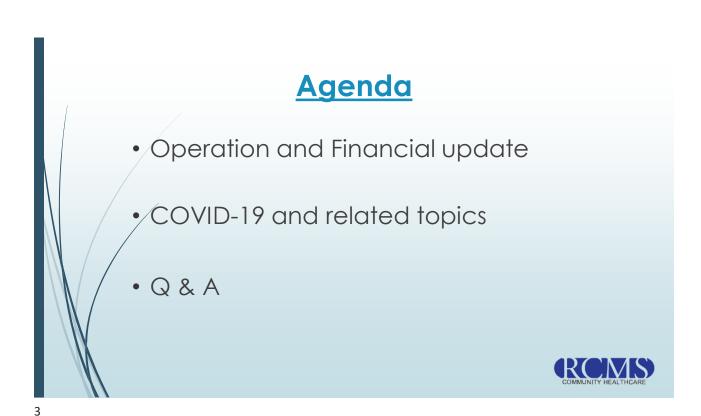
# RCMS Town Hall

## November 17, 2020

#### THANK YOU FOR COMING

Continuation of our commitment to keep you posted





#### **Operation and Financial update**

- Our operating approach -- Conceptual 3
  legged stool model
  - Patient Care
  - Employees our team members
  - Finance



#### Patient Care

- This is the reason for our existence
  - More comprehensive care approach
  - Additional services / provider
  - Redefining our "Hospice Like" service
  - More Permanent triage facility
  - Coordination with CLSD, MHA to help achieve better health outcomes

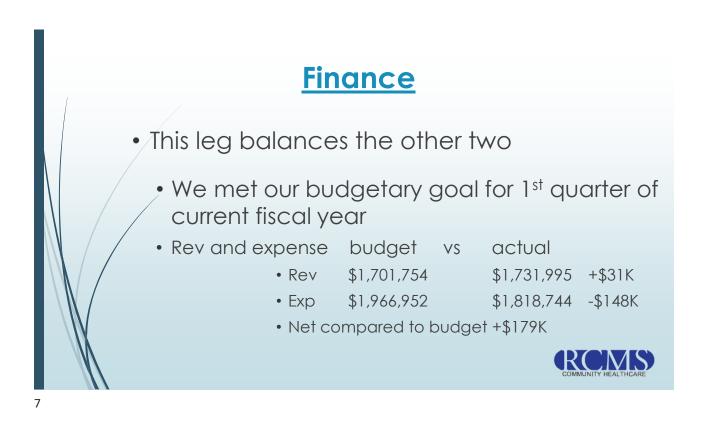


#### **Employees**

- Our team members make it happen
  - Healthier work/life balance
  - Compensation review
  - Appropriate training and progression paths
  - RCMS sponsored retirement program 403(b)
  - More desirable place to work



5



#### **Measuring Operational Success**

• All three legs must be in balance

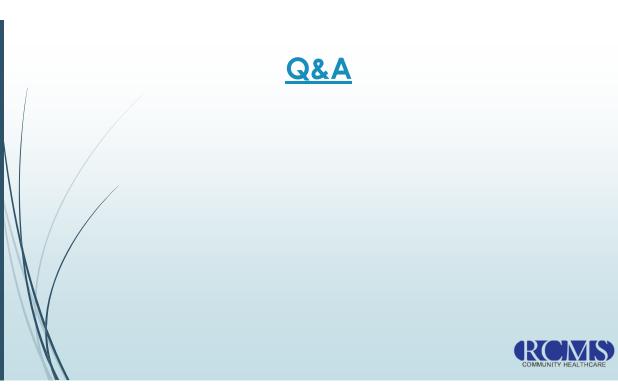
 But challenges remains – COVID-19 is with us



### **COVID-19 and related topics**

- COVID19 update
- COVID immunization plans
- Need for other immunizations in children and adults
- Child wellness visits
- Continued primary care/medicare wellness visits





5

9

#### Thank You

- For the opportunity to talk to you
- Our community will not be the same without an effective RCMS
- But RCMS will not be successful without your involvement, your support

#### It is our community, it is our RCMS

