



ENLOE'S MESSAGE

Hear from the CEO

Episode 5: Primary Care Services, an Important Fundraising Milestone & More

Jolene Francis: Enloe's Senior Team Message is presented in this caregiver-centric podcast providing an update on what's new and exciting across the campuses of Enloe Medical Center.

Hello, everyone. I'm Jolene Francis, Vice President of Philanthropy & Communications, sharing the microphone today with Mike Wiltermood, President and CEO at Enloe Medical Center. We have some important topics to cover today, including access to primary care and early results from the Comprehensive Cancer Center Campaign.

JF: Thanks for joining me, Mike. How are you doing today?

Mike Wiltermood: I'm doing great, Jolene. Thanks.

JF: Thanks for being here. We appreciate it. So we recently launched scheduling access for the new primary care office at Enloe. What can you tell us about the physician and staffing, the location, and the target patient audience for this new venture?

MW: Well, we're really excited to be starting our first family practice clinic. This will be based at 1601 Esplanade. And we're hoping that our first day of seeing patients will be around mid-September, Sept. 17 or so. The clinic will be anchored by Dr. Andrew Pace, who goes by Drew, and a couple of advanced practitioners that we hope to recruit in the next 30 days or so.

Our target audience will be private insurance and Medicare. [We're] going to focus on area residents, primarily Butte County and Enloe employees. Now, people may wonder why we're being restrictive here. Part of the problem that we've seen developing in our community over the last few years has been this declining access to basic family medicine. We have two very strong, federally qualified health centers that provide services to the Medi-Cal population.

But more and more people with commercial insurance or who or those that are on Medicare have been having trouble getting, connecting with the primary care provider. So this is our toe in the water in primary care. You know, as many people know, we've focused, as a trauma center, we've been focusing on hospital-based or specialty physician services, which have been very expensive, been reluctant to get into primary care because of the added expense.

But, unfortunately, it looks like if we're going to improve access in our area, the hospitals in our county are going to have to get more and more involved in developing these primary care clinics. And so we're excited about this one opening up soon.



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JF: So, yeah, we're very excited about this new venture. I'm hearing a lot of buzz around the organization from employees who are excited to have an opportunity to have a primary care physician and they haven't been able to identify one. So really, really hopeful this is going to go very, very well.

Mike, over the last nine months or so, you have been instrumental in helping the Enloe Foundation reach a significant milestone in fundraising for our new Comprehensive Cancer Center. First, I want to say thank you for allowing us to fill your already very busy calendar with these important donor meetings and visits and solicitations. I mean, you've really been great about that. But I'm asking what your impression is of our fundraising processes and our very generous community. What would you share with the staff about the way we're going about this?

MW: Well, it's been my pleasure to help the Foundation in their fundraising efforts. First of all, we've got a great team. We've got a great Foundation Board. And, Jolene, you and your team have done a fantastic job in just these early months of fundraising and their ability to raise capital. I think we've hit the \$10 million mark. Already.

JF: We have.

MW: And we've also received a very generous grant of land at Meriam Park that's probably valued at somewhere between \$10 and \$13 million. I think there's three reasons why we've been able to accomplish this in such a short amount of time. And, keep in mind, we're just beginning. There's still a lot of opportunity for us to raise additional funding in spite of the fact that this is just a terrible time to be asking people for money in the current environment that we're in.

You know, first of all, our area is full of very generous people who understand the importance of maintaining high-quality health services in the area. And I think the community really appreciates the hard work and dedication of our caregivers in light of the sacrifices that many of our caregivers have had to make over the last three or four years with, you know, wading through the all the impacts of the Camp Fire and the pandemic and who knows what else.

And finally again, you know, we've got a great Foundation Board and team. I'm just so impressed with the work that they do, as well as the generosity of the people that we come in contact with every day, even those who tell us, "You know, I can't do it. I can't help now, but maybe next year I'll be able to." Nobody seems to resent us approaching them to participate in this very important project.

JF: Yeah, it really has been very exciting. And we certainly do live in a very generous community. And it is amazing. We've had a couple of people say, "Not now." But very, very few people have just said no. And I think that's because this is the right project at the right time and this is the right region for this type of a new center to be built.

So it's been pretty exciting. But I'm going to switch subjects here. We've got some breaking news to share. Today, U.S. News & World Report designated Enloe Medical Center as a Best Regional Hospital



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for 2022-2023. I think that's like the second or third year in a row. We've also been highlighted as a top performer in seven service lines. So I'm going to ask you, Mike, how do these ongoing accolades make you feel as the CEO?

How does it make you feel? And what would you like to say to Enloe caregivers about their accomplishments?

MW: Well, when we first started getting these awards and recognitions, maybe 10 years ago, one of the things that we obviously wanted to know was, could we make it last? And we absolutely have. I mean, year in and year out, we've been recognized for quality, safety and service provided to our patients by a wide variety of rating agencies. And this is really unusual.

I went ahead and looked back on some of the main hospitals in California, and, you know, most everybody can get a decent rating from some rating agency, but it's very unusual for a hospital to be consistently rated the way we have been, year in and year out. And I think it's absolutely a testament to the caregivers that we have and really and our community as well that supports us and works with us and helps us get better.

But as I mentioned, you know, it hasn't been an easy couple of years for many of our caregivers. And if things weren't hitting them at work, things have been hitting them at home. And, in spite of that, we continue to achieve excellence in the quality of service that we provide our staff. Most of these rating agencies take a little bit different approach.

I mean, the data comes from the same basic sources, but U.S. News & World Report tends to focus on hospitals that can effectively manage complex cases well, as opposed to how we manage common cases, what you might call common cases. So along with our top 5% from Healthgrades and our "A" rating from Leapfrog, U.S. News & World Report has rated us one of the top 50 hospitals in California out of over 400.

And they recognized us as a top performer in many services, like COPD, diabetes, heart attack, heart failure, hip replacement, kidney failure, stroke. You know, our patient satisfaction ratings are really high. And, you know, this isn't just about getting an award. It's really a testament to the day-in-and-day-out dedication of the staff that we have.

JF: Yeah, I would agree. It's, you know, it's a good thing we don't have to build a trophy case for all these awards we get because we'd quickly run out of room. But it really is that testament to the folks who are showing up every day, doing the work with our patients and doing it so well that it's reflected in these types of very, very critical reviews that are going on. So it's really exciting news, and I'm glad we got to share it in this format.

That's about all the time we have for today. But, as always Mike, thank you for your time and transparency behind the Enloe microphone. We sure do appreciate you very much.



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Thanks to all our listeners for spending time with us today and sharing this program with your colleagues and friends. We're going to talk again on Sept. 1, when we'll be joined by CFO Kevin Woodward to discuss fiscal year 2022 results and our outlook for 2023. But until then, this is Jolene Francis sending you a very sincere thank you for caring for our community.