

**Subject:** Coronavirus Update #21

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**From:** Bo Boulenger

**To:** DG-BHSF Everyone; DG-BT Everyone Automated; BRRH Everyone; bocacareall@brrh.com



Ladies and Gentlemen:

As we begin to see a slow-down in the rise of COVID-19 positive cases and as Gov. Ron DeSantis looks to begin reopening some parts of Florida's economy, Baptist Health has begun to plan for strategically reopening our services so that we can care for patients who have delayed seeking treatment. This reopening, led by the organization's Recovery Task Force, will involve changes to the way we care for our patients and conduct business. These changes will be driven by continued social distancing guidelines, developing testing capabilities and emerging therapies to treat COVID-19. While many of our supplies have stabilized, we are now experiencing a nationwide shortage of gowns. In order to begin our recovery process, it is imperative to implement the attached conservation guidelines now. This includes both collection and extended use of gowns. Additional information can be found in the attached WINK and situation report.

Earlier this week, you received an update on the impact of COVID-19 on Baptist Health's financial position. We are not alone in this challenge. The COVID crisis has negatively impacted all of our nation's hospitals. In March, Baptist Health had an operating loss of approximately \$70 million. Although we have received some federal stimulus funds, it is not nearly enough to cover our significant losses. As we look at recovery, we will be evaluating the need to implement changes, while adapting to our new reality and continuing challenges. As we look forward, our focus will continue to be on the health, well-being and safety of our employees, patients and families.

As we worked through the early part of this crisis, we were able to support our employees in many ways, including: Emergency Standby Pay for staff waiting for redeployment; an extension of the allowable PTO negative balance to 80 hours; quarantine pay for employees with potential exposure; Extra Shift Bonuses; 50-percent discounts at our cafes; and reduced rates at the Early Learning Centers. As we work to gradually reopen parts of our business beginning next month using a phased approach, we'll be making some adjustments accordingly as outlined in the attached HR communication.

Today's situation report includes:

- HR communication (attached)

- Information regarding new extended-use guidelines for gowns and a new WINK about PPE (attached)
- An update on recovery efforts
- A reminder about patient privacy

As we continue to face this challenge, it is important to celebrate milestones along the journey. This week we surpassed 500 total discharges of COVID-19 positive patients who were hospitalized within our system. The care we provided to those patients helped them recover and has brought tremendous joy and appreciation from their loved ones and community. Always remember, the impact of your work goes far beyond our walls. We know this from the outpouring of support from our patients, families and community members who rely on us to continue taking excellent care of them.

Thank you for your ongoing dedication and endurance,

**Bo Boulenger**

Executive Vice President & Chief Operating Officer

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