

Recovery Update

May 21, 2020- 5 p.m.



Ladies and Gentlemen:

Currently we are in Step 2 of our organization's recovery plan, which includes surgeries that require an overnight stay, and it is going well. We are seeing a steady increase in the scheduling of appointments as we reopen locations and services with clearly defined safety measures in place. On May 27, we expect that we will move into Step 3 for elective surgeries and procedures, which means we will begin performing procedures that require longer inpatient stays.

Financial Update

Baptist Health lost over \$550 million in the fiscal second quarter from the impact of COVID-19 on both our operations and our investment portfolio. Like all hospitals, our patient volumes decreased after elective procedures were suspended. In this recovery phase, patients are now beginning to return for their healthcare needs. Due to COVID-19 elective surgeries, emergency department visits, hospital admissions visits to our urgent care centers and physician offices were all significantly below budget. We invested heavily in preparing to treat our community through this Pandemic, which also led to higher costs. We have already taken some steps to mitigate the financial impact of COVID-19 including salary reductions for senior management and reductions to retirement contributions. We will continue to focus on cost containment efforts as we deal with lower overall volumes. As we move through this crisis, our focus remains on safety and reassuring our patients that we are ready to care for them.

Safety and Recovery Playbook Updates

The safety of our team and our patients has always been and will continue to be a top priority. It is important for our caregivers and all staff to feel safe at work, and for our patients and families to have peace of mind when they come to us for care. Everyone has a role to play in our enhanced safety precautions.

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The Recovery Taskforce is enhancing our entry point screening process, and the revised tool will be included in the next update to the Recovery Playbooks. In addition to the Recovery Playbook for leaders, we developed a Recovery Playbook for physicians and launched a series of webinars in an effort to support our physician partner offices with reopening.

Baptist HealthTalk Podcast: Safety Episode

In the most recent Baptist HealthTalk podcast episode, [Protecting Our Patients With New Safety Measures](#), host Jonathan Fialkow, M.D., speaks with Nancy Batista-Rodriguez, CEO of Baptist Outpatient Services, who details the steps being taken at all Baptist Health facilities to protect everyone who walks through our doors. I encourage you to listen to it and share it with your family and friends. This information will answer some common questions and help ease concerns people may have as we reopen.

Free COVID-19 Serology Antibody Testing

Attached is a message, sent by our Occupational Health team earlier today, about the availability of free COVID-19 Serology Antibody Testing beginning next week for any Baptist Health employees who are interested.

Thank you for all you continue to do for each other and our community.

Bo Boulenger

Executive Vice President & Chief Operating Officer

Baptist Health South Florida