

Recovery Update

May 7, 2020- 3 p.m.



Ladies and Gentlemen,

As we continue to serve on and support the front lines, there has been a lot of thorough planning and action behind the scenes to make it possible for us to gradually resume some of our services this week.

Reopening Elective Procedures

We officially resumed elective procedures, and our teams are hard at work connecting with our patients and physician offices to add postponed procedures as well as new appointments to the schedule. The health and safety of our patients and employees continues to be our top priority, as such there have been many modifications to our scheduling process in order to maintain social distancing measures as well as to accommodate enhanced cleaning and sanitation protocols.

Recovery Playbook

Our Recovery Task Force, led by Nancy Batista-Rodriguez and Dr. Jonathan Fialkow, has developed a playbook to provide support to Baptist Health leaders and teams as we implement the first phase of our COVID-19 recovery. This practical guide contains critical information, protocols and resources to ensure that every Baptist Health facility is ready to reopen and ramp up to full operation. The playbook, which was sent to leaders on Monday, includes a series of printable tools such as facility preparation and cleaning protocol checklists, Patient Experience scripting, and an appendix of printable signs including visitor, beverage station, and conference room signage which should be utilized across our sites to ensure cohesive and consistent messaging to our patients system-wide.

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The playbook will be updated as needed to ensure that our teams have the most up to date information. Leaders will be receiving reminders when the content is updated.

Safety Measures

Across all of our facilities, we have increased safety measures to prevent the spread of infection and protect our employees and patients. These include: front desk plexiglass shields, contactless registration, social-distance floor markings, spaced out chairs, removal of magazines from tables, suspension of coffee and snack service, hand-sanitizing stations and enhanced cleaning of high-touch areas. We are communicating all of these extra precautions to the community through signage in our facilities and our social media channels, which point to our coronavirus web page for more information.

Currently, the Recovery Task Force is working with our Safety and Infection Control teams on a series of employee training videos about our enhanced sanitation protocols. Those will be completed shortly and shared.

Honoring You

It is National Nurses Week, and we are celebrating our compassionate and dedicated nurses and their honorable profession. On behalf of the Baptist Health family, we are proud to honor them for their strength and unwavering commitment to our patients and families no matter the circumstances. Next week, during National Hospital Week, we

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have a chance to celebrate each other and reflect on the important work each and every member of Baptist Health does every day.

Our team has navigated this crisis the way we know best, and that is by working hard together and continuing to put our patients first. We are confident that through everyone's continued focus on caring for our community and each other, we will be on the right track to recovery.

Thank you,

Bo Boulenger

Executive Vice President & Chief Operating Officer

Baptist Health South Florida