



April 7, 2020

Dear Fellow Employee,

Since yesterday's update, not much has changed, which is a good thing. We are continuing to provide care and services in a safe and appropriate manner throughout the organization.

I have received a number of emails from physicians, staff and board members that reflect appreciation for the ongoing updates and the transparency of those updates. This is great feedback as it tells me these updates are being read. Thank you for the feedback and again, questions are always welcome and can be directed to anarrow@oneidahealthcare.org.

Please note the following updates:

1. We have received 6 results from pending studies. All were negative. One of our two positive COVID-19 patients has recovered and was discharged home. He was 89 years young! So, we have one COVID positive inpatient and eight inpatients where results are pending. Of the three employees who tested positive, all are doing well and will return to work soon.
2. Our testing circle remains active with 36 persons tested yesterday. As of early afternoon today, we had tested 13. As a reminder, these are individuals presenting with an order for testing as they meet the testing symptom guidelines.
3. We had hoped to hear by now on the Rapid Testing program that we can bring in house. This is an important improvement in our continuing battle with this virus. Maybe tonight we will know more.
4. We have I pads in the ECF and in the ACF for residents/patients to use to communicate with their loved ones on the outside. IT purchased protective coverings for the Ipad's that allow for ease of cleaning after each use. It has been awhile since we closed the ECF to all visitors, so as you can imagine, this technology will be used regularly and will help lift our residents spirits.
5. We have updated screen savers to reflect much of what is happening today. There are phone numbers to call for free and confidential counseling and support. Some slides to thank employees for this phenomenal response to the pandemic (also on LED boards on Rt 5), photos of our staff in action among other things. We have a number of additional initiatives that are designed to support the front line staff. More to come.
6. A question was raised regarding the furlough and the percentage of the work force impacted. The following represents a breakdown of each cost savings program and employee impact:
 - A. Voluntary Furlough= 39 employees
 - B. Involuntary Furlough= 48 employees

C. Hours Reduction Program= 37 FTE's (186 employees participated)

The above together with the wage reduction program for physicians and leadership equates to an overall cost savings of 20% in salary expense.

This reduction is not sufficient to keep pace with the revenue decrease. We will need to reduce expenses at least 35%-40%. With the potential for a surge in cases, I thought it prudent we not fully implement the involuntary furlough program at this time. Unless the surge does occur or we go back to business as usual, I will need to pursue additional furloughed positions to bring our costs down. There is no way to bring it down to the current revenue loss number as that is significant. Our assessment of the daily operating loss is between \$50,000-\$100,000 per day. This pandemic had definitely challenged our financial stability as well as all health care organizations in this region/state.

7. The Extended Care Facility has identified the second floor as the new admission unit so that we can better isolate those new residents who are coming from hospitals to ensure they do not carry the virus. We will also designate a section of that unit for isolation purposes. Residents who may be COVID-19 positive as well as those residents on droplet precautions will be cared for in this section of the unit. This has been determined to be the best approach to protect the many other residents in the ECF by limiting staff exposure to potential virus or flu residents and allows up to better preserve our PPE.

This update contains information that is both positive and concerning for all of us. There remains hope that we as a state and country are getting control of this pandemic. When that occurs, we will do all we can to restart this organization. Thank you for your continued vigilance in following the guidelines and protecting yourself, our patients/residents and your loved ones.

With Sincerest Gratitude,



Gene F. Morreale
President and CEO