



April 8, 2020

Dear Fellow Employee,

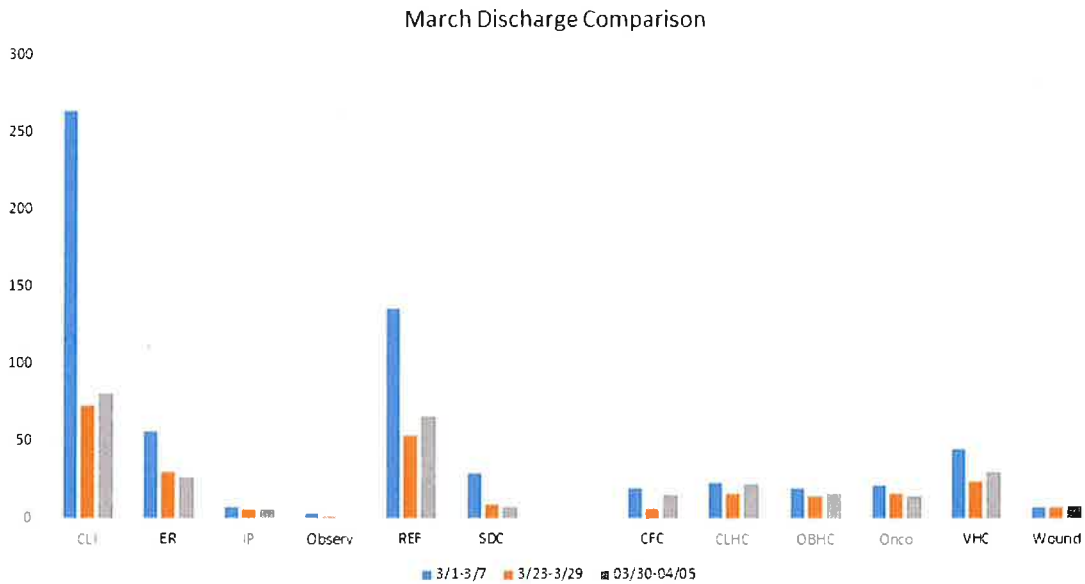
I for one miss the daily hustle and bustle of traffic that we all were experiencing before mid-March. Although the ED, Fourth Floor and ECF are not overwhelmed with considerable volume, the care they are providing today is much different and more challenging than in the recent past. This pandemic has changed things for all of us at work and at home, and not in a good way!

Please note the following updates:

1. We have hit an unanticipated slow-down of pending COVID-19 test results. We received 0 results on Monday and only 6 on Tuesday. We now have 92 pending results outstanding dating back to Friday, 4/3. We have reached out to the national lab and they informed us of the fact that they had to perform preventative maintenance on testing equipment which has resulted in the back log. We requested that pending inpatient results be prioritized and reported asap. We currently have 1 positive in the hospital and 9 pending inpatients. There are no positives in the ECF. The testing circle saw 18 individuals yesterday.
2. Our surge preparation plan continues to take shape. We have identified additional space, supplies and staff to be utilized in the event that a surge occurs and our current capacity becomes overwhelmed. I am hoping that this will not occur, but....we will be ready if it does.
3. It does not appear that our ventilators will be needed in NY City nor will they be requiring our PPE. This could change depending on continued growth of new cases in the NY City area. The Governor did sign today an executive order to require us to provide ventilators and PPE as the need arises. We have also not been asked to take patients from the downstate area as they have built capacity in that area and Albany Med has been able to offload some of the volume from the NY City area. Time will tell, but for now, this is what I know.
4. We continue to receive some PPE that has been ordered which has definitely helped us. The order of cloth gowns should arrive Friday and once laundered, we will put in use in areas that have high numbers of isolation precaution patients. This should help us reduce the current burn rate of our paper gowns as well as reduce the skin irritations that our staff is experiencing. The cloth gowns will be used once, thrown into the laundry hamper to be washed and recycled.
5. No update as of yet on the COVID-19 Rapid Testing program. I believe the rollout is occurring in hot spots initially and will make its way to our organization soon.
6. Please check out our website, [www.oneidahealth.org](http://www.oneidahealth.org) for our newly developed "Employee COVID-19 Resource Page." Once on the site, go to Employee Resources at the bottom of the page and click on the COVID-19 Resource Page. Many good items including Mental Health

Resources, Physical Health Resources as well as videos for Donning/Doffing PPE. We will continue to enrich that site in the days ahead.

- I have talked about how this pandemic has significantly reduced our revenue. A picture is worth a thousand words, right? Please review the graph below which shows volume in a number (not all) of our patient care areas. The graph shows where we were at the beginning of the month and where we were at the end of the month. The same trend can be seen in other services and programs as the negative impact is organization wide. Even the ECF's occupancy rate which was 95% in early March is down to 86% today. Sharing this so you are aware of the financial challenges we are facing.



CLI – Lab  
 ER – ER  
 IP – Inpatient  
 Observ – Observations  
 REF – Radiology, Cardio, Sleep  
 SDC – Outpatient Surgeries  
 CFC – Chittenango  
 CLHC – Canastota-Lenox  
 OBHC – Maternal Health Clinic  
 VHC – Verona  
 Wound – Wound Care

I will close this update by once again saying thank you for continuing to be here to help us in the battle against this virus.

With Sincerest Gratitude,

Gene F. Morreale  
 President and CEO