



Oneida Health
exceptional care... always

March 18, 2020

Dear Fellow Employee,

Each day we are learning more about this pandemic including how others who have been involved with caring for individuals with COVID-19 have responded and what has worked well. That information is then used in determining how our organization can appropriately respond to provide the best care possible while protecting all of our staff.

Please note the following updates:

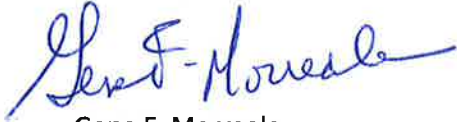
1. We are prepared, with the assistance of Madison County Government, to offer an off Oneida Health campus testing site. Before we can implement this, we need to secure additional testing vials. They are currently in short supply meaning that we will continue with COVID-19 testing in a decentralized manner, using the limited supply of vials that we currently have. Once we have enough vials, we will aggressively pursue a centralized, offsite testing program.
2. We are developing a surge plan approach in the event that we become inundated with virus infected community members. This plan will include not only additional space, it will also include how we will staff for the surge, supplies needed, etc. Beyond the surge in inpatient demand, triage, ED, lab, ICU, Infection Containment and SNF will be affected. The impact will be dependent upon volume and acuity of those presenting for care.
3. I again ask that you please conserve our valuable supply of resources. It is not the issue of buying more. The issue is demand for necessary supplies is beyond the current availability. Conservation is the best initiative we can undertake for now until the supply chain catches up with pent up demand.
4. As described earlier, a surge in volume will challenge our staffing ability. With that said, we are working on a plan to recruit additional clinical personnel, as well as housekeeping, food service, transporters, etc. A request to the community at large will be forthcoming which will allow us to start building a surge work force. Once we identify additional workers, we will start orientation and training programs. Please encourage your family and friends to consider this mission.
5. Telemedicine approach to care is now being offered through our primary care network. We have started with three physicians for now as we ensure it will work to our satisfaction. We are prepared to roll this out to all areas where this type of care delivery is appropriate.
6. As this time, we realized that staff as well as their families are in need of emotional support services. We are in challenging times and we have ways of coping with stress and uncertainty. You will be provided with resources through our EAP. We are also looking at other means of delivering services depending on the need. Please reach out to your manager or a trusted co-

worker to request support. My desire is to do what can reasonably be done to provide coping resources in a meaningful way.

7. Communication at this time is important. This goes both ways. If you have feedback, questions or concerns, please take the time to write an email to my assistant, Andrea. You can email her at anarrow@oneidahealth.org. A response will be sent and for those that merit widespread communication, a FAQ communication will be made available to all staff.

I will close this update by once again thanking you. Thank you for being here, for providing care to our community members when they need us more. You are remarkable people.

Sincerely,

A handwritten signature in blue ink that reads "Gene F. Morreale". The signature is fluid and cursive, with a long horizontal stroke at the end.

Gene F. Morreale
President and CEO