



**April 24, 2020**

**ATTENTION: All Employees, Physicians, Residents and Students**

## **Our Strategic Approach for the Days Ahead**

When our division and hospital leaders began preparedness efforts for COVID-19, our goal was to ensure the safety of our colleagues while delivering safe, reliable care to our patients and the communities who rely on us. Although we faced challenges never before experienced, we took decisive actions to support our patients, colleagues and caregivers. I am incredibly grateful and proud for the role each of you played in initiating and supporting our preparedness and response efforts.

The good news is that projections show the number of positive patients and persons under investigation decreasing in our markets. While unknowns persist, we are effectively managing this crisis and can now look toward the future.

### **Operating in a COVID-safe environment**

We cannot just flip a switch and resume pre-COVID-19 business as normal. We realize we face a new normal going forward – one influenced by a different level of patient sentiment and confidence and one requiring thoughtful actions to ensure the long-term stability of our organization. While we continue monitoring the dynamic shifts of COVID-19 in our communities, we are planning a deliberate, measured, strategic approach to restart or expand the services that have been minimized these past few months. These include elective surgeries, physician clinics and emergency services, to name a few.

We are also being mindful of market dynamics and following CDC as well as state guidelines around reopening businesses. Beginning Monday, April 27, we will begin performing elective surgical procedures in Louisiana and Mississippi, followed by our Kansas City market on May 4. As we begin reintroducing these services, we will continue to fight this virus while adapting to operating in a COVID-safe, rather than COVID-free, environment. Unfortunately, this virus will remain part of our reality for the foreseeable future, so every action we take will have your safety and security in mind.

**Safety remains our top priority**

We will continue our safety precautions and have implemented enhanced universal protections throughout our sites of care to ensure a safe environment for every patient, visitor and colleague who walks through our doors. This includes enhanced screenings, masking, infection prevention, access control, and patient cohorting and flow. In addition, we have adopted COVID-19 surgical algorithms developed through HCA Healthcare and other national healthcare organizations that provide additional guidance and precautions for operating room colleagues.

Reassuring the public of the safety and security of our facilities is more important than ever now. We have begun deliberate communications to let our patients know the steps we are taking to ensure their safety and protection. You will see consistent messaging through our collateral, facilities and digital channels reassuring our communities that safety remains our top priority.

**Navigating the path forward**

I know that we are all eager to resume a sense of normalcy in our lives after these past few challenging months. However, restarting services successfully requires us to take a strategic, gradual approach and to make adjustments as needed. I am confident that we are on the right path.

Thank you for your continued dedication to our organization and your commitment to living our Mission, *Above all else, we are committed to the care and improvement of human life.*

Mel Lagarde  
President & CEO  
HCA MidAmerica Division