

MEMORANDUM



Date: March 16, 2020
To: All Employees & Physicians
From: Chris Van Gorder, President & CEO
RE: **WE WILL GET THROUGH THIS**

More than 100 years ago, health care providers faced a major influenza pandemic. With it came a fear of the unknown and questions about what would happen to their patients, colleagues, families and friends. Though science, medicine and health care delivery are far more sophisticated today, to some degree we face the same challenges and concerns. We are concerned about capacity and surge if hospitals get too busy; the availability of supplies; staffing levels; the health of colleagues and, of course, the health of our families and ourselves.

But this is not 100 years ago. Today, we have a national stockpile of emergency resources that can be tapped into at times like this, as well as a stockpile of medications geographically distributed around the country. We also have access to an array of biomedical and medical device companies that exist today – many of which are adjusting operations to support health care needs in this crisis.

We are far more coordinated as a society today, and digital advances allow us to accomplish much more without face-to-face social interaction. Our health care systems and providers collaborate in times of crisis and we receive enormous expertise and support from our local public health agencies, which are linked to State and National health agencies.

Scripps, in fact, is in daily contact with our government agencies. Just yesterday, I spent more than two hours with our local government leaders and my local health care counterparts, working together on COVID-19 plans and mitigation strategies.

Still, I don't want to sugarcoat anything. Is this a significant challenge and risk? Absolutely. Will everything happen the way we'd like, hope or pray? Probably not. But we will get through this together.

Scripps is blessed with brilliant physicians, scientists, nurses, clinical and support staff and leaders, and we have in-house disaster management experts working daily to plan and execute our strategies and tactics. While there has been some confusion and a lot of policy change, a dynamic and changing crisis requires flexibility. Each day brings more clarity to our operations and processes.

As we move through this crisis together, I ask you to help us help you and our patients.

- *Direct any questions and concerns to your chain of command and local command center leadership.* They are connected to our corporate command center.
- *Read the daily updates we send out,* as those will help answer many of your questions.
- *Protect and preserve Scripps supplies and scarce resources* – please don't waste. We will need those resources to care for our patients and to protect our patient care staff.

Mostly, please do what we have always done at Scripps; care for our patients and each other with calm, compassion and confidence. **We will get through this together – as a health care system and a community.**