

Sutter Health External Affairs
COVID-19 Briefing
July 10, 2020

Service Expansion: We are committed to caring for our patients and communities. We're taking a thoughtful, safety-first approach to providing a full range of services as we continue to manage through this pandemic.

- Our approach includes continually monitoring PPE inventory and testing capability to help ensure we can provide care safely and address patient surges in our facilities. We are confident that we can provide necessary care while managing a surge in COVID-19-positive patients.

- It's important to remember that our hospitals and our doctors' offices aren't closed. We're still here to care for patients.
 - Our ERs remain open and safe, and our doctors continue to care for patients who don't have COVID-19 through video visits and in-person appointments.
 - We strongly encourage our patients to take care of their preventative care needs so mild conditions do not become more acute.
 - When the flu vaccine becomes available this fall, we strongly urge all our patients to receive it. We are ready for a surge, but it will be challenging to manage a surge in flu and COVID-19 patients at the same time.

PPE: We are closely managing our supply of PPE, and while we have adequate PPE to supply our current patient load, we are working round the clock to manage, prioritize and secure additional PPE.

- We are committed to keeping our employees, clinicians and patients safe. We are constantly adapting to the rapidly evolving challenges presented by this pandemic, modifying our practices based on the latest science, learnings from other countries and healthcare environments, and the reality of the national PPE supply shortages.

- Our hospitals are not on their own: they have an entire network backing them up and working to help ensure they have what they need to care for patients now, while continuing to obtain PPE to manage through a surge in patients.

- Thanks to the dedicated efforts of our supply chain teams we have secured hundreds of new suppliers for PPE. This has resulted in millions of new masks and hundreds of thousands of pieces of new protective equipment for our staff.

Safety: Our facilities (hospitals, medical offices, labs, urgent care, etc.) are open and providing patients with safe care.

- Our hospitals, clinics and all care facilities open and ready to provide care.

- We've taken several steps to help ensure our patients, clinicians and staff remain safe:
 - Mandatory masking – all patients and visitors must be masked while in any of our care sites, with a few exceptions.
 - Isolation – Anyone with COVID-19 symptoms is isolated from waiting areas, patient rooms, entrances and any space that the general population uses.
 - Cleaning – Our teams are performing extra cleaning and disinfecting in all spaces.

Surge Planning: We are equipped to address the growing patient surge.

- California was one of the first states impacted by COVID-19. Sutter Health's emergency response team activated in January and remains operational 24/7 to support our network's response and help protect the health and safety of our patients and our care teams.
- Our entire integrated network acted quickly to adapt our 'normal' operations and prepare and manage through patient surges in response to this pandemic. Over the last few weeks, like the rest of the state, we've seen an uptick in cases of COVID-19, including hospitalizations that have pushed us to our highest surge levels. This surge requires ongoing emergency response efforts across our integrated network as we continue to provide high quality care during these uncertain times. We continue to secure PPE, convert space and move supplies, equipment and staff throughout our integrated network in order to serve hardest-hit areas.
- **We are maximizing the benefits of our integrated network and leading a coordinated response to this pandemic. Specifically, we:**
 - Reinforced our network's ability to move resources and people to where they are needed most including beds, ventilators, medicines and other critical supplies
 - Our network is connected by an electronic health record. This means we can treat 3 million Sutter Health patients from anywhere in our network
- **We continue to do everything possible to make sure we have the supplies, equipment and beds available to care for patients and keep them and our caregivers safe as we see patient surges. Specifically, we:**
 - Canceled or postponed elective surgeries until it was safe to broaden our services, and we had the necessary PPE and testing capabilities, and we are now doing so taking a phased, safety-first approach and prioritizing time sensitive, medically necessary care
 - Converted space to create additional critical care units
 - Increased our supply of PPE and other essential equipment like ventilators

- **We are implementing proven strategies to slow the spread of this disease and distancing suspected and confirmed COVID-19 patients from others, and we plan to continue these strategies during the coming months.**

Specifically, we:

- Set up specific areas to treat respiratory patients away from the general population
- Set up drive up mobile respiratory clinics
- Designated COVID-19-specific areas within our hospitals and clinics
- Added drive-thru and other testing options
- Greatly expanded our telehealth options, including video visits
- Provide staff and clinicians in COVID-19 environments with suspected and confirmed patient cases with N95s and other PPE as required and available
- Universal masking in all care settings and areas where proper social distancing is not possible.