



Ascension

To: Ascension St. Francis Hospital Associates and Leaders

From: Jill Berg, Vice President of Patient Care
Kristin McManmon, President

Date: October 26, 2020

Subject: Ascension St. Francis Hospital Patient Care Update

Over the past 7 months, as a community and a health care team, we have experienced unprecedented times. The practice changes resulting from the pandemic have been made to keep our patients, your families, and each of you safe. Today, we are sharing an overall update and provide some reminders about our safe practices.

First and foremost, we want to acknowledge the incredible work performed by all Ascension St. Francis Hospital (SFH) associates and providers during these difficult times. SFH associates continue to go above and beyond to respond to this community health crisis. We have heard your concerns about challenges with staffing during these high volume periods. Hour by hour we are working with our sister hospitals and resource pool to identify available support. This struggle is not unique to SFH, but being experienced across health care. It is through this ongoing attention to the hospital activity that we can assure you that while not always ideal, our staffing levels are aligned with statewide and national professional standards of care and professional guidelines. Your feedback has been received, and we commit to optimizing available staffing resources, each and every day.

To improve our overall staffing resources, we are actively recruiting for both PCA and RN positions. Despite the current climate and challenges with recruitment during a pandemic, we have onboarded several new associates, and we have accepted offers for RN and PCA roles. Our team shares your sense of urgency to hire and fill these vacancies. To provide temporary support, we have several agency RNs in place now and additional agency RNs beginning soon. Whether agency or permanent associates, please extend a warm welcome and help where possible to onboard our newest team members.

With the continued volume of COVID patients at SFH, we have redeployed some of the physical therapy and occupational therapy associates to assist with patient care on a temporary basis. This redeployment is being evaluated on an ongoing basis. With this transition, we have centralized our outpatient rehab services to the St. Francis Outpatient Center and maintained

our support for inpatient care. Please join us in extending gratitude to these associates, who are sharing their skills and talents differently, to help our patients and support the hospital.

Last week, we were made aware of some concerns related to equipment by some of our team members. We appreciate the team bringing their issues forward and take this very seriously. In response to the feedback, additional telemetry leads have been ordered and received. In addition, we are working with our leaders to make sure that specific areas are identified for storage of these supplies and other equipment when not in use. We recognize that your time is valuable, and you should be able to readily find such supplies. Our request of you is to help keep these supplies in the designated areas so others can also readily locate needed items. Please share your equipment needs or concerns with your Clinical Nurse Leaders, Managers, Directors, or us. We are listening and want to ensure you are supported. After all, we are all in this together.

We want to encourage you all to stay healthy and safe. Please exercise good hand hygiene, social distancing, and maintain proper use of PPE. In addition, while we are all experiencing “pandemic fatigue,” please limit exposure by avoiding large gatherings. As health care professionals, we need to do our part to limit the spread of COVID-19 and role model safe practices. If you have questions regarding any of this information, please contact either of us- Jill.Berg@ascension.org or Kristin.McManmon@ascension.org.

Thank you for all you do to support our mission and ensure exceptional care for our patients. You are heroes to this community and to us.