

Gwen Conrad

To: Delta Health Medical Staff Providers
Subject: Administration Communication - Mon Jul 19, 2021

From: Jacqueline A. Davis
Sent: Monday, July 19, 2021 5:01 PM
Subject: Administration Communication

Delta Health Staff,

There have been many questions surrounding where we are going in the future. On Friday the Department Heads met to talk about changes in the system, what is expected to happen and some basic timelines moving forward.

If you have not seen the email that went out on Friday, Matt is out on Family Medical Leave of Absence (FMLA). The administration team is managing day-to-day operations.

First and foremost, we need everyone to be assured that we are **not** closing the hospital. We have adequate reserves (our savings) that are not intended for daily operations. To become fiscally sound we are working on resizing staffing numbers based on volumes and national benchmarking. A Work Force Productivity Management Steering Committee is being developed to help keep us on track and hold us accountable.

Many of you may have questions about the clinic closures and service relocations. These decisions were made based on how we could best preserve the service while utilizing buildings we already own to save money and the financial integrity of the organization. There is a complete write-up that went out to the press, website and social media on Friday afternoon. Find the complete article [HERE](#). At this point, we are not planning to close any more clinics or implement any other financial initiatives.

As we continue to work with BKD, we will communicate improvements efforts. We continue to work on areas like Utilization Review, Point of Service cash collection and Case-mix index (which is already going up). In future Administration Communication emails, we will detail the specific positive financial impacts of BKD and changes made. BKD will be meeting with department heads this week to talk about productivity and staffing.

We all need to work together to stop our workforce from spreading information that is not true. Communicate to your staff and coworkers that if they are caught spreading untrue rumors, there will be HR consequences. Right now is the time to stick together, and we're asking for your help. As an Administration team, it is our plan to meet more frequently and communicate on a regular basis.

Every day we are finding better ways to look at and improve our systems. We are using data to make our decisions. We know this is a difficult and uncertain time, but we are encouraging everyone to stay positive as we look to the future. Let's lean on each other when we need help and work to be examples for our co-workers and communities.

We can't thank you enough for your strength. You matter to us.

The Executive Team