



May 8, 2020

Santa Cruz Valley Community Members and Guests

CEO Update

I want to take a few minutes to keep you apprised of your Hospital's developments and activities.

Since March 19th when Governor Ducey issued an executive order to close hospitals to visitors and then another executive order to suspend elective surgeries, your Hospital, and all hospitals Statewide, have suffered tremendous financial stresses. To this end, you have seen in the newspaper that Santa Cruz Valley Regional Hospital has secured \$3.5M in State funds (Grant) that are dedicated to operations. Ties to those funds are several restrictions including no payments to Lateral Investments (your Hospital owner), executive pay cuts and other boundaries having to do with growing the business. Your Hospital has also received advancement funds from Medicare that will need to be paid back starting in four (4) months. The Paycheck Protection Program (PPP) funds will also support payroll for the near future. We have also reached out to Pima County [at the request of the Governor's Office] for additional supportive funds.

I believe our community members have heard so much information on TV, radio, and internet about New York hospitals that they are afraid to come to their own Arizona community hospital.

Thank you for your continued support and understanding during these difficult times.

THIS kind of fear about returning to their Hospital has led community members to various types of "delay of care" or "deferred personal maintenance" this is even happening here at Santa Cruz Valley Regional Hospital. Just last week, there was a male patient who had chest pain and was afraid to come to your Hospital. He waited 12+ hours before coming in. I later heard from the ER physicians that he will probably suffer long-term heart damage because of his delay coming to us.

When I began my healthcare career 40 years ago, some will probably remember back then that you went to hospitals to die. It took the entire hospital industry many years to turn around that notion so that hospitals were considered a place to go to get well. We do not have to totally recreate that quantum shift as we did then, but it will take a larger focused task of reassuring the communities we serve that this Hospital (and all hospitals nationwide) is safe, clean and COVID free. As of today, SCVRH is now 14-days from any positive COVID-19 patients. SCVRH has been cleaning/disinfecting every possible surface including all the surgical partition drapes... they are being outsourced to be 100% sanitized. The Governor has lifted the restrictions on elective surgical cases (with certain screenings) but the patients are slow to return to the operating rooms.

So, I am eager to re-convince the community that your Hospital is safe, clean and a healthy place to obtain healthcare. Two weeks ago, at Hospital Recognition Day community members in vehicles numbering over two hundred fifty paid tribute to your Hospital and its staff by doing a campus drive through. We are honored that so many showed their appreciation. There is a great deal of work in front of us to rebuild the healthcare business in this community and I am looking forward to your continued support of your Santa Cruz Valley Regional Hospital.

Sincerely,

Kelly Adams

