



How We Care During COVID-19

At the time of publishing the 2020 HCA Midwest Health Community Impact Report, our colleagues are in the midst of handling the global COVID-19 pandemic.

The year 2020 will go down in the record books as one of the most unique and challenging years in the history of the world due to the devastating effects of COVID-19. As a healthcare organization, we are on the frontlines of fighting this pandemic locally and caring for the communities we serve. We are proud of the way our professionals have responded with resilience and cared for our patients and each other.

As an organization, we focused on two main objectives since the onset of the pandemic. The first was to protect our people—keep them safe and keep them employed. The second was to protect the company—preserve our financial position so we can serve our communities well into the future. These priorities remain today and continue to guide our daily decisions, and they allow us to provide the care our patients deserve.

Some of the measures put into place to protect employee pay, avoid layoffs, safeguard caregivers' families and more include:

Pay Protection

A decrease in surgery and outpatient volume due to COVID-19 led to reducing hours for many staff members. As a result, we:

- Implemented a Pandemic Pay Policy to protect frontline caregivers' financial security
- Attempted to redeploy staff so they can keep working—those who could not be redeployed received 70% of base pay for up to seven weeks
- Maintained 100% of base pay for scheduled hours for those working in patient care facilities who are quarantined

Protecting Caregivers' Families

To protect the families of those who care for COVID-19 patients we are:

- Providing scrub laundering to prevent carrying the virus home on clothing
- Arranging for free hotel housing if they prefer not to go home to loved ones after their shift

Other benefits include:

- Options for child or elder care
- Free telemedicine to assist those who cannot see their regular provider
- HCA Healthcare Hope Fund grants for colleagues with financial needs
- Emotional support and counseling services

Senior Leadership Pay Reductions

To stretch available resources:

- Senior leadership took a 10% to 30% pay cut until the pandemic passes
- HCA Healthcare CEO Sam Hazen donated 100% of his paycheck for eight weeks to the HCA Hope Fund
- Other senior leaders made significant contributions
- HCA Healthcare's Board of Directors waived their cash compensation for the remainder of the year

Ensuring Safety for Patients and Staff Impacted by COVID-19

HCA Midwest Health is committed to ensuring the safety of all patients, staff, healthcare providers and visitors to our facilities. While the pandemic has evolved, our facilities have adapted with increased practices and precautions to protect our patients and colleagues and to stop the spread of the virus.

These safety practices and precautions include:



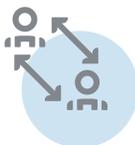
Establishing screening for all patients, visitors and colleagues entering facilities



Requiring universal masking throughout our facilities, exceeding CDC guidelines



Prohibiting food and drinks in clinical units to prevent the spread of illness



Creating separate care locations for COVID-19 positive patients and those under investigation.

Non-COVID-19 patients, including those receiving outpatient care or undergoing scheduled procedures, are treated in separate areas and assigned caregivers who are not concurrently caring for COVID-19 positive patients.



Implementing heightened infection-prevention policies, including the removal of such high-touch items as magazines, toys and vending machines from our facilities



Updating visitor policies and limiting the number of people entering our facilities

