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## Prospect CHRO: 'I'm Proudest of Our Team's Compassion and Courage

Today, more than perhaps ever, Prospect Medical is living out its mission "to ensure our patients receive the right care, at the right time, in the right setting, with efficiency and compassion." The collaboration between our hospitals and medical groups and across our organization, is the primary reason I joined Prospect. Quite simply, ours is an organization of amazing people.

Our people have an extraordinary work ethic, are accountable, and encourage efficiency through consistent collaboration. These are attributes that have shined particularly bright these last several months. But what I am proudest of is our team's compassion and courage, which has become our brightest light of all.

This has been a challenging and unexpected time in which to live, especially for those who are directly caring for patients infected with the coronavirus or supporting their day-to-day care in our hospitals. We know that the professionals whose work has been refocused on treating the surge of COVID-19 patients have faced new challenges, as well.

We know. It is a lot for anyone to handle. But we are intent on making sure our people are not facing these challenges and hardships alone. We are focused on keeping everyone safe – physically, financially, and emotionally, including:

### Ensuring Safety

- We created command centers in each hospital location and at the system level. Leadership from all locations meet daily to review our patient volume and supplies on hand to ensure our people and our patients, stay safe. Prospect Medical chartered planes and paid significant premiums to ensure that we had personal protective equipment on hand, no matter the cost.

### Hotel Accommodations Program

- We put in place a program to support those who chose to stay in a hotel as a way to protect family members from the virus once they completed their shifts.

### Paid Time Off Fund

- We developed a paid time off fund for employees who do not have available paid time off.

### Healthcare Premium Hiatus

- To ensure all our employees have healthcare coverage during this time, we discontinued collecting healthcare premiums for employees who are required to take off from work and stay home to care for their child or an ill family member, but haven't accrued enough paid time off to pay their premiums.

### Telemedicine Services

- We have extended telemedicine services to all employees and their families, regardless of whether they participate in our medical plan.

### Easier Access to 401k Withdrawals and Loans

- Our retirement fund partner has established a program that allows impacted employees to apply for and receive 401(k) hardship loans without the assessment of loan charges.

### Emotional Support/Enhanced Behavioral Health Assistance

- Employees exposed to and/or testing positive for COVID-19 (during work or non-work-related event), are reached out to daily by human resources and occupational health teams. The outreach supports their physical, emotional, and basic life needs.
- While we've always had an employee assistance program, we have developed an enhanced set of services to support the COVID-19 crisis. Our own behavioral health team members and social workers have stepped up to support the day-to-day, real-time needs of our employees.

Today and into the future, we will continue to consider ways we can support you, the men and women who make the real difference in the lives of the real people we care for, every day. And we know that while life will be very different for us all when we are on the other side of this pandemic, we will get through it together.

