



A MESSAGE FROM

Julie Miller-Phipps & Ed Ellison, MD

President, KFHP/H, Southern California

Executive Medical Director, SCPMG

We know many of you have concerns about the availability of personal protective equipment (PPE) and we want you to know that our top priority continues to be safely caring for our patients and protecting your health and safety. We want to reassure you we have the supplies we need based on current guidelines and we have teams of experts working tirelessly to ensure we will continue to be equipped to meet the challenge brought by the coronavirus.

Efforts to Ensure Adequate Supply of PPE

You may have heard about our supply teams purchasing face shields from local hardware stores and this could lead some of you to conclude we're on the verge of running out of PPE supplies. **The fact is we are not running out of supplies, we have supplies on hand to meet our daily needs.** But we are preparing not just for today, but for the future. That's why we're seeking out all sources of PPE and related protective equipment to be ready for an expected arrival of a surge in our medical centers due to COVID-19. We're taking every sensible step we can to ensure we'll have the level of PPE supplies needed to respond to the expected rise in demand for our health care services. We're also taking steps that will assure we have the systems to manage those supplies prudently.

Updates on Masks and Ventilators

We have just confirmed an order of 2 million masks that will be delivered to Southern California in May. Within the next few weeks we'll receive 770 ventilators for use in our medical centers. And our Buy to Pay team continues to aggressively source PPE locally and globally, chartering aircraft to Europe and Asia for supply acquisitions.

Controls, Stores, and Donations

We have established strong controls for medical center PPE supplies by maintaining them in secured, designated areas. We've established a regional warehouse to accumulate critical supplies and have developed a system to quickly and equitably redistribute PPE across the enterprise where it is needed. We're also accepting all small and large donations of unused PPE through our local command centers and supply chain departments. For example, SEIU just donated 1,000 face masks. Again, we're not in danger of running out of PPE in the immediate future, we're simply being aggressive in sourcing our supplies for future needs.

Responses to Key Questions We've Been Hearing

We recognize there's a high level of concern among our people about the safety of their personal health and their families; and we want to respond to 2 questions that have been raised:

1. Will Kaiser Permanente provide me with personal protective equipment?

Yes, Kaiser Permanente will provide you with the appropriate PPE based on current, scientifically based guidelines according to your role and your clinical interaction with our patients.

2. If my role and interaction with our members/patients does not require I wear PPE, like a mask, may I bring in my own to wear at work?

Yes. In clinical areas where staff are caring for non-COVID-19 or persons under investigation and in nonclinical areas and areas where staff has patient and member-facing encounters, staff members may use masks brought from home, should they choose. As we build our capacity and are confident that we

have sufficient masks for staff in clinical care, we will make additional masks available to staff working in these areas. If you bring your own mask, it must be properly maintained, functional, and clean.

Please print and broadly share the attached hand-out with your people to ensure they understand our organization's position on these questions.

Our Gratitude to You and Our Commitment to Communications

We will continue to keep you informed about the latest efforts to keep you safe and secure during this time of rapid change. We are incredibly proud of how everyone is working together to overcome challenges during these truly historic times.

With our deepest gratitude,

Julie and Ed