



A Message from ALTIUS To our Friends, Families, and Clients

At ALTIUS, the safety, health, and well-being of our clients is our number one priority. As we continue to navigate through these uncharted times and the impact of COVID-19 on day-to-day operations, we want you to know that our team is here to support you. If you have concerns with your productivity, here are a few tips to consider.

- Take care of yourself and your employees first - efficiency gains can come later
- Continue to communicate - a lack of information and uncertainty creates fear and fuels panic
- Identify work that can be completed remotely or in a designated area away from patients and larger groups
- Cross-train staff to assist in atypical, yet appropriate tasks/functions – “essential staff only” does not reduce the standard workload, just minimizes staff levels
 - Eliminate unnecessary daily tasks to unburden scheduled staff
- Utilize variable budget reports and/or productivity targets to identify areas where you may have excess staff due to the changing complexities of the current environment (clinics, operating room, non-essential services, etc.)
- Consider cross-training “non-essential staff” to potentially boost/support the services most utilized during the outbreak (respiratory therapy, emergency services, intensive care unit) Continue to accurately track/allocate all staff hours based on where they are working so that staff is compensated properly for their time, especially if it is overtime, on-call, or call-back time that is outside of the normal pay rates

Throughout the next several weeks, the ALTIUS team will be remaining at home, practicing social distancing and doing our part to help reduce the spread of COVID-19. While we may not be able to support our current and future clients in person, we are still available through email, phone and video conference. We are always a click or phone call away and are here to help!

It is difficult to know what the financial and operational impact will be on our nation's hospitals. One thing is for certain, ALTIUS is here to provide advice and support during, and most importantly, after this event has passed.

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