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- Postponing faculty recruitment
- Hiring freeze for staff positions
- April: Clinical staff at 60%
- Deployment to other departments
- o Administrative/support staff working remotely
- No job loss at KUHA
- \$175 billion in federal funding through
  - Paycheck Protection Program
  - Health Care Enhancement Act
  - o Coronavirus Aid, Relief and Economic Security (CARES) Act





## LESSONS LEARNED

• Patient satisfaction ratings improved, largely due to reduced wait times, shorter appointment duration and increased appointment availability

 New modules of telemedicine and drive-through testing to improve efficiencies. Since the end of March, more than 125,000 telehealth visits provided to date (9/23) and represent approximately 15% of total ambulatory visits.

• Cleaner facilities

• Reduced size of waiting areas







