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# COVID-19 response

HCA Healthcare's ongoing response to COVID-19 is possible because of the unwavering commitment and tremendous sacrifice of our more than 275,000 colleagues. We are proud of the steps we have taken to help keep our colleagues, patients and communities safe.

Throughout the crisis, we used the following five guiding principles as a framework for decision making and actions, and they will continue to guide us into the future:

- 1 — **Protect our colleagues and physicians.**
- 2 — **Be there for patients.**
- 3 — **Partner with others.**
- 4 — **Be a resource for communities and government.**
- 5 — **Accelerate the organization through the crisis.**



**December 2019**

HCA Healthcare's supply chain, HealthTrust, began sourcing PPE and related items in preparation for the potential spread of COVID-19 to the U.S.



**February 2020**

HCA Healthcare developed policies for clinical decisions and staff safety related to COVID-19.



**April 2020**

Implemented special pay programs for colleagues.

Cut executive pay and suspended raises for all colleagues.

Partnered with Google Cloud and SADA on COVID-19 data sharing.

Received first tranche of CARES Act provider relief funding.

Suspended quarterly dividend.

Began convalescent plasma trial.

Partnered with the AHA\* and the White House task force to develop a national ventilator stockpile.



**June 2020**

COVID-19 cases in the U.S. (2M+), across several HCA Healthcare markets and facilities, continue to rise.

Continued pandemic pay, quarantine pay and related programs, like hoteling, for colleagues caring for COVID-19 patients.

Created hotline for patients who lost health insurance to receive free, confidential and personalized guidance.



**August 2020**

As COVID-19 cases surged in many of our markets, HCA Healthcare colleagues joined together with a powerful message to help slow the spread of COVID-19: "Spread knowledge. Save lives."



**October 2020**

Partnered with Belmont University and the Nashville Metro Public Health Department to help ensure a safe presidential debate for all attendees.

Annual "Crush the Crisis" take back day events resulted in the disposal of 13,523 pounds of medication, more than doubling the medications collected in 2019.

**Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec**



**January 2020**

HCA Healthcare enacted our Emergency Operations Center.

First COVID-19 positive patient admitted in an HCA Healthcare facility in San Jose, California.



**March 2020**

National emergency declared and Stafford Act enabled.

Established COVID-19 information line staffed by HCA Healthcare nurses.

Reduced discretionary spending and capital spend.

State-by-state shutdowns of elective procedures announced.

Began data integration with CDC and publishing daily census reports.

CARES Act signed into law.



**May 2020**

Some facilities began reopening elective procedures.

Extended the pandemic pay and quarantine pay programs benefiting more than 127,000 colleagues.



**July 2020**

HCA Healthcare Hope Fund celebrates 15 years of caring. In 2020, a record \$10.6 million in assistance was provided to help struggling families — more than any year in HCA Healthcare Hope Fund history.



**November 2020**

Veterans Day took on additional significance this year, as many HCA Healthcare veteran colleagues were deployed domestically to help during the early surge of COVID-19.



**December 2020**

Emergency Use Authorization (EUA) by the U.S. Food and Drug Administration approved for COVID-19 vaccines.

\*American Hospital Association