

A message from our CEO Dr. Chip Davis

ROCHESTER
REGIONAL HEALTH



December 1, 2023

Hi team,

It's difficult to believe how quickly the year has passed. As we near the end of the year, I have to pause and reflect on the tremendous progress we've made together. As you know, we started the year facing a number of headwinds, including significant financial challenges and losing \$1M daily. As I shared at our recent Town Hall Meeting, I am incredibly proud of our collective progress – reducing our losses to \$100K daily as of October. Despite the fiscal challenges posed by our losses, we've remained committed to providing competitive wages and benefits to all our team members and have been able to invest in you in meaningful ways this year.

- Launched a Student **Loan Assistance Program that provides up to \$10,000 in loan repayment assistance** to clinically licensed team members.
- Invested an additional **\$10 million to enrich our team member benefits** program.
- **Committed to a zero increase** to employee medical plan contributions and **introduced a low-premium, high-deductible plan**.
- Added Martin Luther King, Jr. Day (MLK Day) as a **paid company holiday** at Rochester Regional Health and a **special day of recognition** at St. Lawrence Health.
- Invested **\$35 million to provide market-competitive wages** for employees this year.

Our goal remains to break even and ensure financial stability in the years to come so that we can invest more in our system's infrastructure, technology, team members, and opportunities that lie ahead. As we pivot to 2024, thank you all for your hard work and collective contributions to move us toward a more stable financial position and restore the organization's health. For this, I thank you.

Employee Engagement Survey

This week, I want to share some insights into the 2023 Your Voice Engagement Survey, scheduled to launch on Monday, December 4.

Last year marked a milestone as we delved into the first system employee engagement survey, uncovering many areas of strength and unveiling some opportunities beyond ready for improvement. Fast forward to today, and I'm thrilled to share the incredible journey we've embarked on since then.

Using the confidential feedback from our last survey, our leaders have been working hard to improve communication, enhance your working environment, and ensure that our team members thrive. The commitment has been real, and the progress has been palpable. The results from the 2023 pulse survey will help us gauge our progress and fine-tune our strategy to make sure Rochester Regional is a great place to work.

Please take a moment to hear from Charlene Wilson, EdD, Executive Vice President and Chief People Officer and myself as we discuss what to expect from this year's pulse survey.



Be sure to check your email next Monday when the survey goes live for a link to share Your Voice and help make Rochester Regional Health an even better place to work.

Women's Health & Wellness Center

I am thrilled to share some exciting news with you that marks a significant milestone in our ongoing commitment to providing comprehensive and patient-centered care. In the spring of 2024, Rochester Regional Health will proudly open the doors to our new Women's Health & Wellness Center in Pittsford Plaza. This facility is set to become a beacon of health and wellbeing, offering a diverse array of services tailored specifically to meet the unique healthcare needs of women.

At the Women's Health & Wellness Center, we envision a holistic and elevated healthcare experience, positioning our facility as a true destination for women. The center will house a

comprehensive range of services, including primary care, gynecology, behavioral health, cardiology, ultrasound, and a space for wellness classes.

To ensure the highest standard of care, we are assembling a team of dedicated women providers who will be based at the new location. This includes one primary care physician and one primary care Advanced Practice Provider (APP), one gynecologist, one women's health Physician Assistant (PA), three cardiologists, and one therapist, with the flexibility to bring in additional providers as needed.

I am pleased to announce that the go-live date for the Women's Health & Wellness Center is tentatively scheduled for the spring of 2024. This is an exciting time for our organization, and we look forward to the positive impact this facility will have on the health and wellbeing of the women in our community.

Town Hall Follow-Up: Your Questions Answered

Thank you for your participation in our recent town hall sessions. Your questions were insightful, and I appreciate your genuine interest in Rochester Regional Health and where the system is headed.

We've compiled answers to address the questions raised during the town hall meetings. You can access the FAQ's on the [Transformation](#) website. We'll continue to add to this, so please check the site often.

Thank you for your continued dedication to our mission of providing exceptional care to those we serve. Together, we are shaping the future of health care.