

CEO Message: May 11, 2023

Dear Ochsner Health Team,

For some time, we have all been working hard to address our financial and workforce challenges. We are not alone in this: healthcare providers across the country have experienced increased labor costs, a shortage of patient care clinicians, high inflation and the end of pandemic relief funding from the government.

I'm grateful to everyone who has contributed to our work to address this challenging environment, which has included reducing discretionary spending, decreasing our reliance on agency workers, renegotiating spending on supply and service contracts and holding on hiring for management positions. We have also led significant efforts to increase clinic visits, improve throughput and develop new innovative care delivery models.

Despite progress and our significant efforts to reduce expenses, we need to do more to ensure we can continue to deliver on our mission and meet the needs of the patients and communities we serve. Today, we are taking the difficult step of reducing the size of our workforce by eliminating 770 positions, which represents roughly 2% of our team. Impacted positions are management and primarily non-direct patient care roles. No physicians are impacted by this reduction, and any impacted employees with active clinical credentials will be offered direct patient care roles.

As an organization whose Core Values are rooted in putting our patients and people first, this is not a decision our executive leadership team takes lightly or one we ever wanted to make. It is the hardest change we have ever had to make at Ochsner, but one we must to ensure we continue to be a strong organization with the resources to fulfill our purpose and lead the way for clinical excellence and innovation.

This organization is full of people who go above and beyond every day to make a difference to the patients we serve, the communities we love and the colleagues we support. For those talented professionals who will be leaving us today: this is not the experience we hoped you would have at Ochsner. I want to thank you for all you have done and for sharing your talents with us.

What to expect today

I take very seriously the gravity of this decision and its impact on our team members and their families. We will do everything we can to deliver the resources and support our team needs and treat everyone leaving our organization with the respect and dignity they deserve. Below is a brief outline of what impacted staff can expect today.

- Team members impacted by this reduction **will receive a calendar appointment for a meeting today** about next steps and how we are supporting them through this transition.
- Each impacted full and part-time employee will continue to receive **full pay and benefits for up to 65 days depending on their work schedule**, in addition to severance packages for full-time and part-time employees. We will also offer **career support, wellness resources and details on how to apply for other job opportunities** within Ochsner.

- The **HR Solutions Center** is standing by to answer questions and provide support to impacted staff throughout the process.

Support and resources for all

We have additional resources for all employees and leaders who need them. As always, our Employee Assistance Program (EAP) is available to all staff facing life challenges, and this resource includes five free sessions with a counselor. ComPsych representatives can be accessed by phone 24/7 at 877-595-5284 or online at www.guidanceresources.com using the Ochsner company code: EAPComplete. You may also find this [Practical Guide to Coping](#) helpful.

Additionally, [The Wellness Hub](#) is an excellent resource on [Ochweb](#) that includes a variety of Ochsner-specific programs to support the health and well-being of our teams.

The path forward

I know this news about colleagues we all care about is hard to hear. We are here to listen and support you in the days and weeks ahead, and I encourage you to reach out with whatever questions or help you need.

Today, we are focused on the departing members of the Ochsner team. I encourage each of you to connect with one another and be a source of support and compassion. This is a difficult day, but I am confident in our future and in our continued ability to deliver skilled, trusted and compassionate healthcare throughout the Gulf South region.

I am extremely grateful for your commitment to Ochsner. Together we will continue to make an impact on countless lives.

Sincerely,

Pete November
CEO, Ochsner Health