

Our Business Continuity Measures to Support Clients' Surge Capacity Plans



We know many of our constituents are concerned and affected by the developing issues related to the coronavirus (COVID-19). With every report of a marked increase in COVID-19 cases, cancelled events or schools, and global equity market disruption, many of you experience renewed panic. However, it's important to remember that the world economy will ultimately recover as it has in even the worst pandemics, and that the world's best scientific minds are hard at work to treat and contain the virus.

Although the arrival of a safe and effective COVID-19 vaccine could be 12 to 18 months or more, we are optimistic and confident in the ingenuity and progress of our scientific community in addressing potential treatments and vaccines.

Until then, as each day progresses with new developments, we want to personally assure our customers, healthcare providers, staff and other stakeholders of Cross Country Healthcare's dedication to your safety, health and wellbeing. We take this responsibility very seriously and have enacted several strategies and plans to educate and protect the wellbeing of our business and our valued constituents.

Business Continuity Measures

We have established a COVID-19 Command Center with daily business continuity planning meetings and a crisis response team. We have an emergency strategic plan and contingency plans ready. We're also considering rotational schedules as needed for business continuity.

Cross Country Healthcare's Chief Clinical Officer, Hank Drummond, has educated our staff and healthcare providers in a variety of ways, including articles, blogs, videos and individual consultations, to keep them informed of the latest developments and ensure they understand key safety measures.

For our team members, we established a clinical hotline (800.998.5058) to answer any and all questions related to COVID-19 from our staff, healthcare professionals and clients. We also have an internal social channel where we share the latest updates.

We're also moving quickly to convert all desktop users to laptops for mobility, efficiency and the possible future need to work from home.

In addition, we have established a screening process for any person traveling outside of the U.S. whereby after calling our hotline, our clinical team screens the person to ensure they are safe to work. In the event they are symptomatic, they will be referred to their local health department and/or personal physician. We are also reviewing our domestic travel activity and our office visitor traffic to minimize risk of exposure.



Support Measures for our Clients.

As we stand side by side our valued healthcare customers in addressing the COVID-19 outbreak, we are committed to helping you attain the staff you need to protect the care and health of patients and providers. We have implemented several measures to ramp up our supply of clinicians to help you meet the unique demands being placed on you due to the COVID-19 outbreak.

- Cross Country Healthcare is prepared to meet any surge staffing emergency needs related to natural disasters or pandemics through leveraging our Managed Staffing Programs (MSPs), branch/local and travel service lines, supplier partners, and our strategic alliances, including a rapid response provider.
- CCH MSP has >300 aligned vendor partners nationally and locally. We are in constant, ongoing communications with them to gain commitments for candidate supply and prepare them for what is being projected for utilization.
- In partnership with our rapid response provider, we can support large-scale, time-sensitive deployments in times of crisis, and are able to deploy various volumes of healthcare care providers, secure housing and provide transportation.
- We are prepared to help customers optimize their headcount and maximize the number of covered shifts through:
 - Offer extensions/renewals for healthcare provider assignments ending in March, April and May of this year.
 - Offer additional shifts to current healthcare providers on assignment.
 - Confirm any new assignments for 48-60 hours per week.
- Cross Country Healthcare is in ongoing communication with States' Boards of Nursing. If a state of emergency is declared for states where you have facilities, we will collaborate to expedite temporary licensing for clinicians.

As we stand side by side with you in addressing the COVID-19 outbreak, we remain steadfast and committed to protecting the health of you, your loved ones and your business during this time. We will be closely monitoring the situation and remain flexible to additional ways we can leverage our workforce to best support your needs.

In the meantime, if you have any questions please call our clinical hotline at (800) 998-5058 or contact your account lead.