

The letter below outlines the platform for Respect and Heal and the hospitals which support it. Communications shared by CEOs with their workforce for the initiative are modeled on these points.

Dear Colleagues,

Nationwide, we see changes in courtesy and behavior that affect many services, including healthcare. For our vital workforce in Central New York — who are dedicated to keeping people safe and healthy—this is especially concerning.

We are coming together with our CNY regional hospitals and clinical organizations to increase support for the safety and respect for all members of the healthcare workforce.

Together, we are committed to reducing the negative effect of those who do not show respect, and even endanger, our hospitals and health systems staff. This initiative is called **Respect and Heal**.

As we unite for stronger standards and expectations, this effort also supports the majority of patients and families who are very grateful for our staff and services. They deservedly expect an environment where their caregivers can focus on healing.

The core platform for Respect and Heal is as follows:

- We support shared expectations for respectful behavior at all our hospitals and clinic sites.
- We support zero tolerance of any threat to staff or patient safety at all our sites.
- We support the strongest consequences for those who violate safety rules.
- We support passage of federal legislation to provide more penalties for individuals who knowingly and intentionally assault or intimidate hospital employees, and resources for hospitals to develop innovative workplace safety programs.
- We support strengthened New York State legislation, similar to laws passed in states like New Jersey, that impose harsh criminal penalties on people who seriously injure health care workers, as well as those who threaten, assault or intimidate health care workers.
- We support time for internal committees to meet — cross institution — to share best practices so every organization, regardless of size, has access to ideas, messaging, tools and solutions.
- We support the extension of shared training and education to share ideas that effectively manage and de-escalate difficult situation. We plan to have a summit with our professionals representing staff safety in 2024.
- We support the belief that the vast majority of patients respect health care workers and want to see them safe.

Together we are united for a shared purpose of healing. We are also united for a shared purpose of respect and safety.

Sincerely yours,

Michael Backus, President and CEO, Oswego Health

Scott A. Berlucchi FACHE, NHA, President and CEO, Auburn Community Hospital

Thomas Carman, CEO, Samaritan Medical Center

John Carrigg, MBA, President/CEO, United Health Services, Inc.

Robert Corona, DO, MBA, CEO, Upstate University Hospital and Health System

AnneMarie Czyż, President and CEO, Rome Health

Rich Duvall, President & CEO of Carthage Area Hospital and Claxton-Hepburn Medical Center

Felissa Koernig, JD/MBA, FACHE, CEO, Oneida Health

Seth Kronenberg, MD, President and CEO, Crouse Health

Meredith Price, CPA, FHFMA, President, St. Joseph's Hospital

Darlene Stromstad, FACHE, President and CEO, Mohawk Valley Health System

Jennifer Yartym, MSPT, MBA to the position of President, Guthrie Cortland Medical Center