

California Hospitals | On the Front Lines, Caring for All, Supporting Our Heroes



It's been more than a year since COVID-19 was declared a pandemic, and California hospitals have been tested like never before. While analysis of the U.S. COVID-19 response will continue for years, one thing is certain: tens of thousands of California families are whole today thanks to hospitals.

Hospitals Extend



When COVID-19 hit, hospitals sprang into action.

- Converting physical space
- Suspending many non-essential procedures and services
- Purchasing PPE
- Purchasing medical equipment
- Hiring additional staff amid a national shortage
- And more

Hospitals Embrace



Through it all, hospitals never lost sight of their mission of taking care of people. During the pandemic, hospitals found ways to invest in their workforce, voluntarily providing:

- Temporary housing
- Childcare services and subsidies
- Extended leave
- Counseling support
- Wellness programs
- Make-whole pay (*wages in spite of the loss of job function*)
- Enhanced compensation (*surge pay, extra shift pay*)
- And more

Hospitals Endure



Throughout the pandemic, hospitals have met many challenges as they took care of all those in need. They faced financial losses, ever-shifting regulations and guidance, and direct assaults on their integrity and mission.

- Delayed capital projects
- Billions in emergency loans
- 7.7 million fewer outpatient visits in 2020, a drop of 14%
- 360,000 fewer inpatient admissions in 2020, a drop of 11%
- \$15.6 billion in estimated losses for 2020 and 2021 (*emergency department volume down 16.2%; operating room volume down 10.5%*)
- An increase in operating expenses of 6.5%, over \$7 billion
- Operating margins down 16.6%
- Labor costs up 14.4%
- Massive data collection, complexity and changing demands
- Patient transfer challenges
- Unprecedented spikes in workforce and PPE costs
- Public attacks suggesting safety was being ignored
- Inadequate financial relief
- And more

California hospitals have cared for an average of 6,600 patients a day, including a daily average of 1,800 ICU patients since the pandemic began.

Now, federal, state, and local policymakers must care for hospitals.