

California Legislature

June 7, 2021

Samuel N. Hazen, Chief Executive Officer
HCA Healthcare
One Park Plaza, Nashville, TN 37203

Gary Purushotham, Chief Operating Officer
Good Samaritan Hospital
2425 Samaritan Dr., San Jose, CA 95116

Dear Mr. Hazen and Mr. Purushotham:

As the elected representatives for the community Good Samaritan Hospital resides in and the surrounding neighborhoods who receive critical health care services at this hospital, we write with strong concerns over the hospital's ongoing failure to address inadequate staffing, particularly in the intensive care unit and neonatal intensive care unit along with other women's and children's services, which puts critical patients in real danger.

Safe staffing has been a persistent problem throughout the pandemic at Good Samaritan Hospital. The intensive care unit, where the most severely ill patients are placed, has been frequently out of compliance with limits set by state law on the number of patients that can be assigned to a nurse due to management's failure to properly staff. We have serious concerns with management about inadequate staffing assignments which fail to account for the severity of patient illness. We have also been made aware there has been months of problems with dangerous staffing and hostile management practices in women's and children's services, specifically labor and delivery, antepartum and the neonatal intensive care unit. These unsafe management practices appear to be focused on staffing to meet the hospital's financial goals rather than serve patients' needs. **This is especially concerning given that HCA only a year ago closed maternal child services at Regional Medical Center in East San Jose, leaving Good Samaritan as the primary provider of maternal child services in the region.**

The COVID-19 pandemic is exposing many challenges but now more than ever San Jose residents need and deserve access to quality healthcare. We urge HCA Healthcare and Good Samaritan Hospital to immediately fix these staffing problems and reverse this dangerous practice.

HCA Healthcare is the largest hospital corporation in the United States, last year reporting \$3.7 billion in profits. As the owners and operators of Good Samaritan Hospital, you

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should be leading the healthcare industry in safe staffing, particularly since you clearly have more than enough resources to always assure proper staffing.

We understand that nurses and health care workers have been very active in pushing back and have confronted hospital management about the unsafe staffing and the hostile work environment in the intensive care unit, the neo-natal intensive care unit, and in other women's and children's services units; and we are disappointed these concerns have not been taken seriously and that more has not been done.

As the elected representatives for the San Jose region, we urge you, and your fellow administrators at Good Samaritan Hospital and HCA Healthcare, to do what it takes to improve staffing immediately.

Sincerely,



The Honorable Dave Cortese
State Senate District 15



The Honorable Ash Kalra
State Assembly District 27



The Honorable Alex Lee
State Assembly District 25