

COVID-19 Health System Updates

March 20 2020, Friday

Fighting COVID-19 this week has been the most challenging yet—and possibly the most challenging in our health system’s history. As the pandemic grows and more patients require our help, New Yorkers are going to rely on us even more. This is a challenge of unprecedented proportions, and we remain truly grateful to each of you for the brave, tireless work you are doing every single day to help our city get through this crisis.

We all began our careers in health care for the opportunity to make a difference, to be a part of something greater than ourselves. Sometimes, in normal day-to-day life, it can be hard to see the difference you make and the lives you change. That you do make a difference should now be crystal clear. Being a part of Mount Sinai has always meant being a part of something larger, something beyond just a job. It is in extraordinary moments like these when the world recognizes how much you matter. You are now part of something that will be remembered forever in history, and every day you step out the door to come to work, every moment you put your patients and colleagues above all else, you are making a huge difference. We need you, and your city needs you, now more than ever.

What comes in the days and weeks ahead are unknown, and fear and anxiety may abound. But if we stand together, there is also an opportunity to rise to these new and unprecedented challenges. It is within these days that the names of men and women may be forgotten in the chaos but their actions will cast historic shadows, the compassion and care you offer every day will soothe and heal, and the patience and calm you exhibit will become an example for all to follow. These are the days when people become heroes, hospitals become havens, and cities become beacons for hope. You are those heroes. Together, we will create those havens and we will lead those cities.

Know this: we will get through this to the other side. But we need everyone’s strength and resolve to do it. Every member of the Mount Sinai family is mission-critical to the fight against COVID-19. No matter your role, you are absolutely vital. During moments like these, we have never been prouder of the Mount Sinai family for our resilience and selflessness. The work you do is as inspiring to us as it is to all Americans.

As always, we are here for you as you are here for us, and it is our top priority to support you in your world-class work. But you must also take care of yourself and your

colleagues. We know that anxiety around COVID-19 follows us: whether we're at work or at home, and whether we're with co-workers and patients or with loved ones. Inside our system, each day can feel more challenging than the next, and when we leave to go home, our children, partners, friends, and neighbors all fear the future—only compounding the anxiety. Every aspect of our lives is being turned upside down. So, if you need anything at all, reach out to a colleague, a friend, a loved one, or to us. Let's remember to take the best care of each other that we possibly can.

The work you are doing is lifting this city and our state out of these difficult times. People across our city indeed see your efforts and deeply appreciate your work. We hope that you feel, as we do, immense pride.

We have never been prouder to wear the Mount Sinai badge with you.

Ken and Dennis