

Short Message Report

Conversations: 1	Participants: 2
Total Messages: 75	Date Range: 1/6/2021

Outline of Conversations



DKWFJKNTD • 75 messages on 1/6/2021 • Christine Morehead • **Employee 8**

Messages in chronological order (times are shown in GMT +00:00)



DKWFJKNTD

Employee 8

1/6/2021, 3:16 PM

We have this Housecall presentation starting at 8:30 conflicting with our huddle.

Christine Morehead

3:50 PM

I know I told them I was going to be late for the house call meeting so I can make intros why don't you take the Housecall meeting and I will join later

Christine Morehead

3:50 PM

Also you should have been invited to the Bjorn meeting

Employee 8

4:56 PM

there are some impressive folks on this call from their side - early impression

Christine Morehead

4:58 PM

Good to hear their presentation was not really that impressive so good to hear. Did I miss anything important? I am tripple booked now

Christine Morehead

4:59 PM

I think I am going to jump on the other call though just to introduce [REDACTED] to her team

Employee 8

5:00 PM

not really - founder seems like he was a visionary in terms of the opportunity - although he is a man of few words -- [REDACTED] seems very polished and i like the CMO

Christine Morehead

5:35 PM

how do they do that in two weeks?

Employee 8

5:36 PM

was thinking the same thing - i wonder what they mean by credentialing? With whom - insurance companies? health systems etc .. i have lots of questions

Employee 8

5:38 PM

thank u Amir

Christine Morehead

5:39 PM

How is this different from our process

Employee 8

5:42 PM

i think we are talking about way different things abt what they mean by credentinaling - since there is not fee for service reimbursement

Employee 8

5:42 PM

lots to dig into here

Employee 8

5:42 PM

might want to bring [REDACTED] into this

Employee 8

5:43 PM

as well as [REDACTED] on the total rewards side

Christine Morehead 5:43 PM
It would be wonderful if we could figure out how to do this more effeciently

Employee 8 5:43 PM
definitely

Christine Morehead 5:44 PM
I thought we were streamlined as compared to the hospital system but you know we did this work stream on our own

Employee 8 5:44 PM
one difference is considering these are all independent contractors i am sure that they don't deal with licensing - the providers are probably responsible for that

Employee 8 5:45 PM
they look for already licensed folks

Employee 8 5:48 PM
Amir is salivating

Christine Morehead 5:49 PM
He said they are licensing now in multiple states

Employee 8 5:51 PM
need to understand more as I would be really surprised if they owned licensing for folks who don't have any obligation of time to them and where the vast majority are spending the majority of their time working for others

Christine Morehead 5:51 PM
Agree - [REDACTED] is impressive

Employee 8 5:58 PM
Do u have any concerns with asking for [REDACTED] to be disclosed on this so she can poke around in the data site?

Christine Morehead 5:59 PM
No I think that makes sense
👍 1 • [REDACTED]

Employee 8 5:59 PM
there seems to be a whole bunch of stuff for only 9M of revenue

Christine Morehead 6:02 PM
agree something does not sound right here - great pitch but not sure it meets the sniff test

Employee 8 6:09 PM
i like the people - seem smart

Employee 8 6:09 PM
especially [REDACTED] and [REDACTED]

Christine Morehead 6:10 PM
How did she go from HR to being so tech savvy?

Employee 8 6:10 PM
i know right?

Christine Morehead 6:10 PM
so impressed!
👍 1 • [REDACTED]

Employee 8 6:11 PM
we need some more ops firepower for virtual

Employee 8 6:12 PM
a big part of the acquisition opportunity is the people

Christine Morehead 6:12 PM
We absolutely need to up level - I would love to know if we can also cut our creds time down in any way ●

Christine Morehead 6:13 PM
We need to discuss the comms for our SF CH on testing - we need to get another comms out. Lots of confusion as a comms went out on Saturday saying they had a quick window to get in and then nothing else.

Christine Morehead 6:13 PM
Do you have a copy of what went out on Saturday?

Employee 8 6:14 PM
no but i can get it from [REDACTED]

Christine Morehead 6:27 PM
Can we so we know how to draft the second comms for the team. The question is "we had a short window to get to the CH" and it came out on the weekend - now the questions is "I missed it when will I be called" the problem is we don't want to put into writing our distribution philosophy in the event it went viral but we need to thread that needle.

Employee 8 6:51 PM
yes I raised this at CLOPs yesterday - -we didn't send any mass email - just targeted to folks whose number came up - - i am getting with Amy to discuss follow-up as we are obviously trying to avoid mass emails

Christine Morehead 7:01 PM
I have been involved with these convos and did not want a mass email going out. As I have been closely involved with the decision making here I think it is best that I stay involved. To take this further though, I do think we need to take an active role in seeing our teams access to a vaccine. So for example, we should be monitoring it to ensure that we have adequate comms and no team member is going up vaccinated. Does that make sense. What do you think about giving this project to [REDACTED]?

Christine Morehead 7:02 PM
Or having her ride shotgun so that she gets involved and can help steer. The HRBP will be involved with performance management, etc.

Employee 8 7:03 PM
I think it's a great initial [REDACTED] project. .

Employee 8 7:04 PM
according to a Andrew, this is a very short term issue of our CH folks getting access to vaccine as we will be pivoting to 1b etc quickly - next week or two

Employee 8 7:05 PM
then we will have much less constraints

Employee 8 7:05 PM
I am more than happy to have [REDACTED] right shotgun on stuff that i am doing on this

Christine Morehead 7:05 PM
It is but there are other issues, such as have we ensured that others (remote) know where to go, etc. I just think this should not be left to Ops to manage as they have so much on their plate

Christine Morehead 7:06 PM
Like currently if I asked [REDACTED] how many we had left to go in CH she does now know. we should know that. I think Ops is understaffed as compared to us and they are not responsible for CH

Employee 8 7:08 PM
We're managing it through local leadership comms - -we've apparently also had hundreds of self-generated letters recently thru Truework after we turned that on - I have access to the list of folks who have been vaccinated

Christine Morehead 7:08 PM
So how many do we still have needed vaccines in the CH

Christine Morehead 7:09 PM
I did not know you had access or I would have asked you

Employee 8 7:09 PM
I will need to do some calcs on that and get back to u

Christine Morehead 7:09 PM
Who is owning this from our end?

Employee 8 7:31 PM
I have been the point of contact

Christine Morehead 7:48 PM
Well then can you provide me with an update please on where we are with the list, how many have been contacted, when do we feel we will get through the clubhouse SF list?
👍 1 • [REDACTED]

Employee 8 7:52 PM
FYI - DC is a disaster right now - shutting down our offices there

Employee 8 7:52 PM
have u been watching the news?

Christine Morehead 7:53 PM
I just got that notice on my phone - have not been watching the news on back to back calls

Employee 8 7:53 PM
Protestor occupying the capitol

Christine Morehead 7:53 PM
Are we closing all of our offices?

Employee 8 7:54 PM
6 downtown offices

Employee 8 7:54 PM
[REDACTED] working with [REDACTED] on it

Christine Morehead 7:54 PM
Great thanks for the update

Christine Morehead 8:07 PM
Please keep me updated on actions that we are taking. I will be on calls all day long here but want to know

Employee 8 8:15 PM

for sure

Employee 8

8:16 PM

we've shut down all the offices and sent everyone home. Local team is making the recommendation to security that we keep everyone home and re-assess midday tomorrow to be safe.

Christine Morehead

8:17 PM

So what is our protocol here does Security make these calls?

Christine Morehead

8:18 PM

We should have a decision tree set up for these types of emergency situations. We have it very well documented at Virgin as this was germane to our business.

Employee 8

8:19 PM

I think it's a joint decision with field leadership with input

Christine Morehead

9:45 PM

Can you share what comms if any has gone out?

Employee 8

10:06 PM

will find out i haven't seen it - offices will be closed tomorrow as well per [REDACTED] and [REDACTED]

Christine Morehead

10:07 PM

Never mind, Amir sent it to me looks like [REDACTED] and [REDACTED] sent out a note

Employee 8

10:22 PM

Here is what I know about Clubhouse vaccination progress -- no mass emails -- Ops is using the email template that we landed on over the weekend and systematically going down the list by alpha as vaccines become available. Emails going out in tranches of 5-7 or so. There are 181 CH folks who list a home address as SF. So far 50 of them have received the vaccination thru this process while 152 of them were contacted. (They are at the "Ps" at this point.) Andrew confirmed that we have enough doses left over from the initial allocation to offer it to all remaining SF residents who are also CH employees. [REDACTED] says that all remaining SF residents will be offered (including the ones who were already contacted) by the end of the week . . . they were not planning to do any mass emailing comms given the sensitivity around emails . . . so the issue of folks who were contacted over the weekend will be resolved over the next couple of days as they will get another direct email. Do u suggest something different?

Employee 8

10:24 PM

so we have about 100 folks who were offered who didn't respond timely - [REDACTED] has been fielding responses as has HR a bit too