



Alaska Hospital Leader Update

Keeping Patients Safe as Regular Operations Resume



Preston M. Simmons, DSc., FACHE
Chief Executive
Providence Health & Services Alaska

Planning POV: “Not IF, but WHEN”

- PSJH team met daily in mid-January across medical leaders and Infection Prevention
- Our focus as medical leadership was system wide planning to understand:
 - Supplies
 - Protocols
 - How to triage patients?
 - How to minimize caregiver risks?



Establish Two-way Communication

Emergency Operations Center

- System EOC & Regional Command Centers
- Streamlined decision making



Virtual Emergency Ops Center

The purpose of this site is as a destination for information and intelligence on COVID-19 response

Any questions or inquiries can be directed to ClinicalEOC@providence.org

• DAILY RHYTHMS.

- 7:30 AM PDT – ClinOps COVID 19 Huddle
- 11:00 AM PDT (approx.) – InOurCircle Caregiver Communication
- 7:00 PM PDT – vEOC Evening Updates

Resource Repository

- Agile iterative approach
- Best practice library

BACKGROUND SCIENCE & RECOMMENDATION

Subject: Droplet Precautions for COVID-19

Date: March 5, 2020

Science supports treating COVID-19 with droplet precautions

WHO GUIDANCE - [LINK](#)

Agreed by: PSJH System Infection Prevention Department and CDT

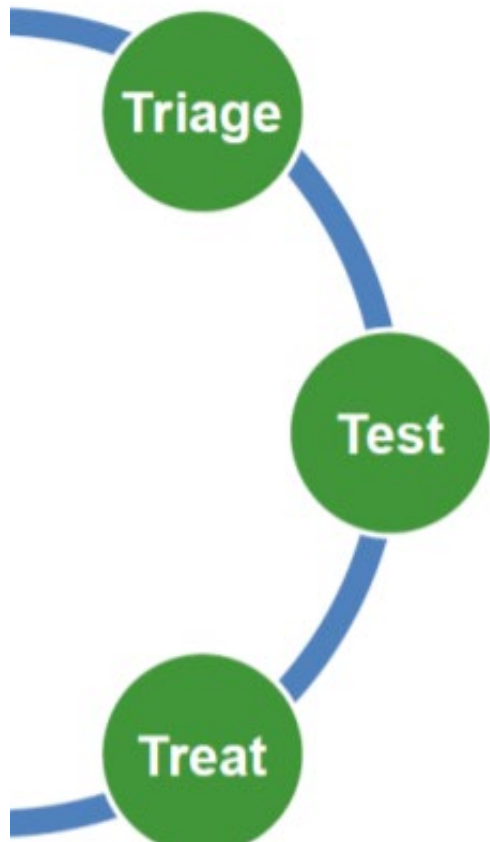
Situation:

- CDC recommends contact + airborne + eye protection for caring for all patients with COVID-19. recommends contact + droplet + eye protection with respirators only used when conducting aerosol-generating procedures

Background:

- Many care settings have not historically been fit tested because of limited necessity per risk assessment

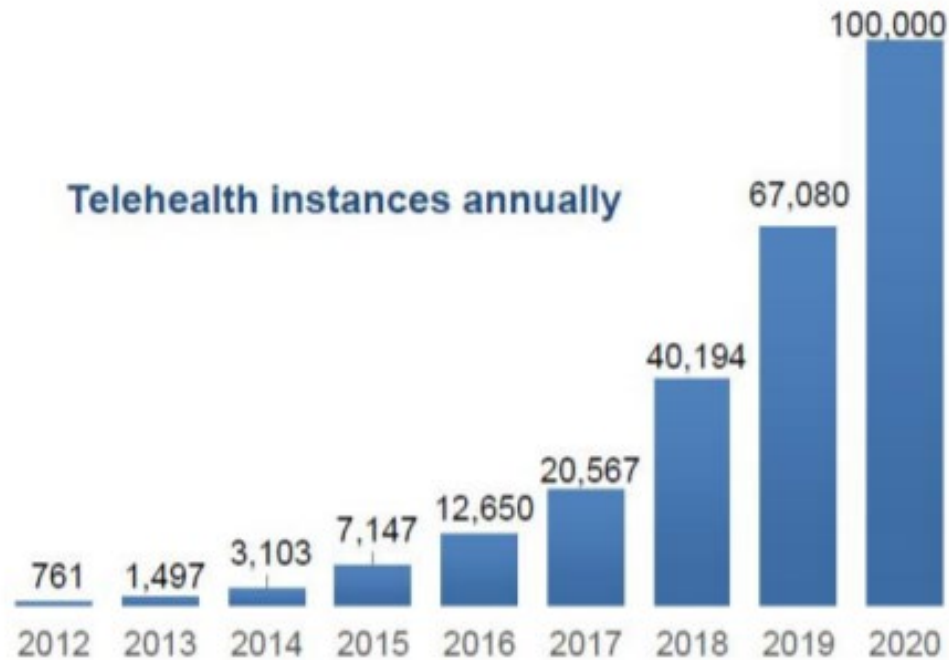
Clinical Components: T-T-T Framework



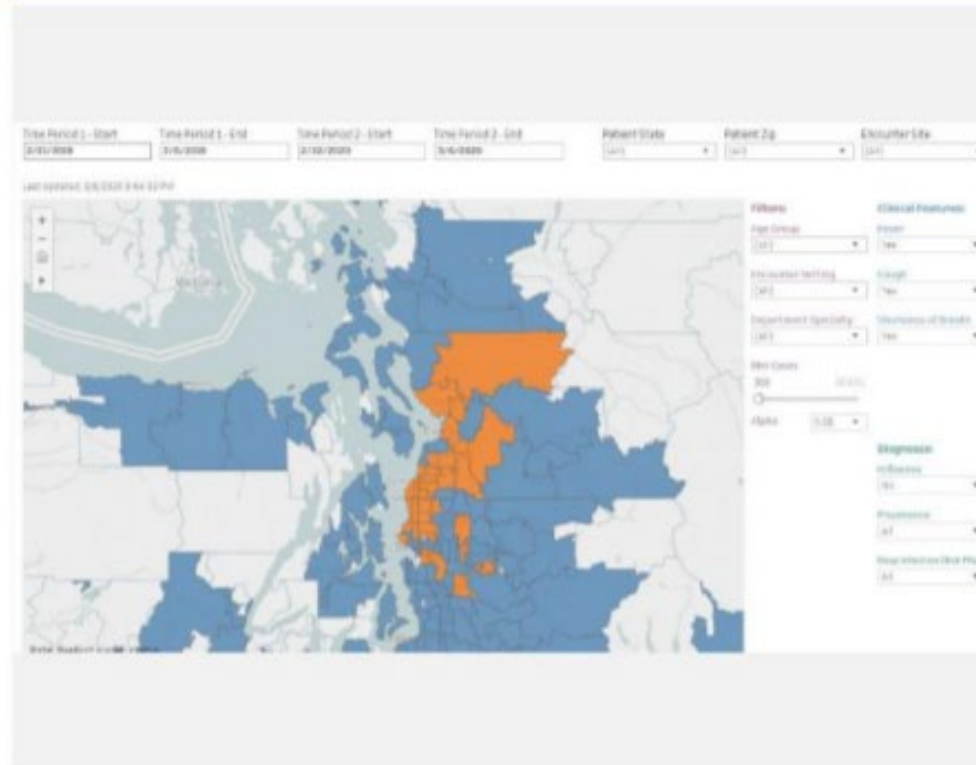
- Create simplicity out of complexity
- Build confidence that a path forward will be defined
- Clarify ways to manage patient and caregiver safety
- Identify how community needs will be met

Innovation Plan: The Gamechangers

Providence Telehealth



Providence Clinical Analytics



Providence COVID-19 Clinical Recovery | Patient Safety Standards

How we're keeping you safe during surgery

Providence is committed to your safety, especially during surgery. To minimize your exposure to the coronavirus (COVID-19), we have implemented safety protocols that cover all aspects of your stay with us. These protections also extend to our family of health care workers and physicians to minimize exposure to COVID-19.

OUR PILLARS OF SAFETY

Patient testing and screening: Every elective surgical patient is tested for COVID-19 prior to surgery. Any patient who tests positive or exhibits symptoms will be rescheduled to a later date.

Patient isolation: Every surgical patient is isolated from patients in the hospital who have been diagnosed with COVID-19. COVID-19 patients are not in areas that a surgical patient will visit.

Personal protective equipment (PPE): All health care providers are required to wear surgical masks. Providence has proper PPE in place, in accordance with guidelines from the Centers for Disease Control and Prevention.

Facility protection: Every person entering our facilities is screened at the door for fever, a major symptom of COVID-19. All visitors are given masks.

Facility sanitizer: Hand sanitizer stations are located in every area of the hospital.

Limitation of non-essential personnel: Non-essential personnel are not allowed in the facility to decrease the likelihood of COVID-19 exposure.

Task force: A task force of physician leaders, chief executives and infection prevention specialists meets daily to examine all safety and infection prevention strategies.

Perioperative clinical focus group: A clinical focus group reviews all aspects of safety during the perioperative period – from admission through recovery. More than 400 physicians and caregivers continually identify and adopt safety improvements across our 14 hospitals.

Providence

BERKELEY COUNTY | 100 South 10th Street | Mount Pleasant, MS 39566

APPLE VALLEY | 100 Main

LOS ANGELES COUNTY | 10000 Wilshire Blvd | Suite 1000 | Los Angeles, CA 90024

www.providence.org

Not your Providence? www.providence.org | www.providence.org | www.providence.org

- ▶ **Patient Testing and Screening:** Every elective surgical patient is tested for COVID-19 prior to surgery. Any patient who tests positive or exhibits symptoms will be rescheduled to a later date.
- ▶ **Patient Isolation:** Elective surgical patients are isolated from patients in the hospital who have been diagnosed with COVID-19. COVID-19 patients are not in areas that a surgical patient will visit.
- ▶ **Personal Protective Equipment (PPE):** All health care providers are required to wear surgical masks. We have proper PPE in place, in accordance with guidelines from the Centers for Disease Control and Prevention.
- ▶ **Facility Protection:** Every person entering our facilities is screened at the door for fever, a major symptom of COVID-19. All visitors are given masks.
- ▶ **Facility Sanitizer:** Hand sanitizer stations are located in every area of the hospital.
- ▶ **Limitation of Non-Essential Personnel:** Non-essential personnel are not allowed in the facility to decrease the likelihood of COVID-19 exposure.
- ▶ **Task Force:** A task force of physician leaders, chief executives and infection prevention specialists meets daily to examine all safety and infection prevention strategies.
- ▶ **Perioperative Clinical Focus Group:** A clinical focus group reviews all aspects of safety during the perioperative period – from admission through recovery. More than 400 physicians and caregivers continually identify and adopt safety improvements across our 54 hospitals.

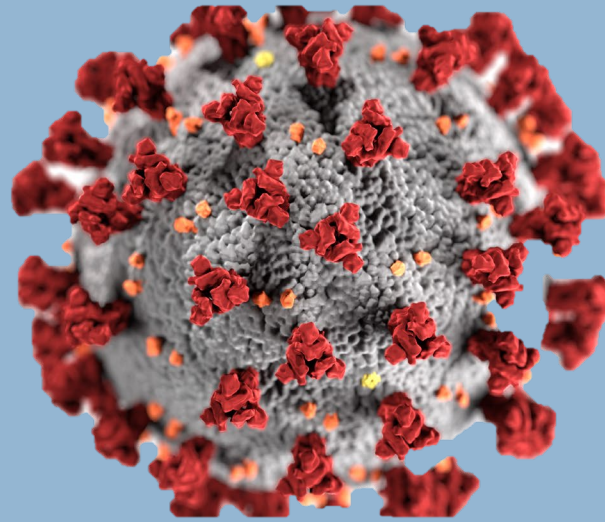
Don't Delay Care

- Nationwide drop in reported heart attacks and strokes – but they are still happening
- 30-40% drop in PAMC emergency department visits since March
- DHSS reports 50% decrease in child vaccine rates
- Our hospitals and clinics are open and safe
- Delaying care can lead to serious issues or death

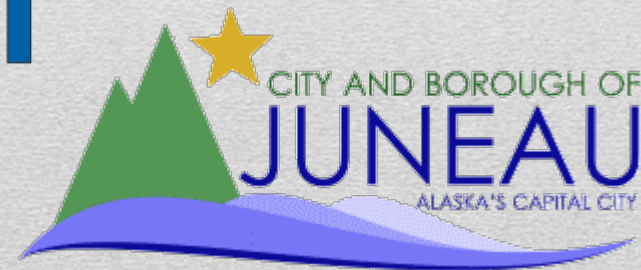


Chuck Bill
Chief Executive Officer
Bartlett Regional Hospital

Preparing for an
unexpected visitor
this tourist season



Bartlett
Regional Hospital
QUALITY in Community
Healthcare™



**The Goal: Sustain
operations in this
challenging time while
fostering an
environment of safety
for all stakeholders**



PPE Management
Test Kit Inventory
Human Resource Management
Information Management
Patient Flow Management
Provider Engagement
Facilities Changes to control air flow

Key Strategies

- Activation of Incident Command Structure / Unified Structure
- Processing N-95 mask in sterilizer
- Incident Directives guiding changes
- Scrubs / Clothing safety
- Segregation of patients in the Emergency Department using Triage tent
- Facility changes to augment air flow creating multiple negative pressure spaces
- Planning for surge of patients by converting existing spaces quickly
- Supply chain creativity
- Visitation changes

Tactics Implemented During this Event

- **Coordination with City to manage homeless populations**
- **Monitoring and reporting changes on key web sites daily**
- **Daily leadership lead huddles extended into Saturday and Sunday**
- **Staff Check-ins, documenting wellness before shift**
- **Color Coded Patient status system was developed by front line staff to denote Covid Status**



Other Key Safety Tactics

In closing, our success as of today is being driven by our provider lead interdisciplinary teams working hard at coordination, collaboration, and conservation aimed at meeting the goal of sustaining our facility's ability to provide the highest possible quality care to our community.

Bartlett
Regional Hospital

QUALITY in Community
Healthcare™



ALASKA NATIVE
TRIBAL HEALTH
CONSORTIUM

Roald Helgesen
Chief Executive Officer & Administrator
Alaska Native Medical Center

Access to Care at ANMC

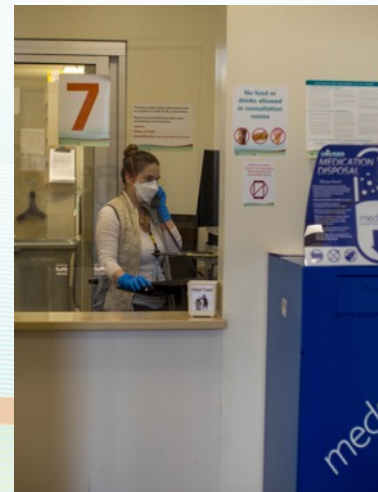


ALASKA NATIVE
MEDICAL CENTER



Rethinking patient care

- 60% of our patients travel for care
- ANMC has revised the entire process:
 - Scheduling
 - Prior to travel
 - Travel
 - Housing
 - Food
 - Testing
 - Medical care
 - Post-care
 - Pre-return testing
 - And back home again



Safety measures at ANMC

- Testing patients and escorts before they return home
- Testing our providers before and after travel
- All meals for our guests and escorts in housing delivered to their door
- Amazing staff who are masking, distancing, providing for a safe environment



Video: <https://youtu.be/r9hdsEovCaA>



ALASKA NATIVE
MEDICAL CENTER





COVID-19: Safety Measures to Protect Patients

Alaska Chamber Presentation May 20, 2020
Shelley Ebenal, CEO Foundation Health Partners

1. Ensuring Healthcare Workers (all staff) Don't Have The Virus (so can't spread to patients).

- a. Daily temperature and symptom screening
- b. Stay home when ill procedures
- c. Universal masking of all staff
- d. Personal Protective Equipment for all staff
- e. Testing anyone with even mild symptoms



2. Screening All Patients Presenting For Care

- a. For COVID symptoms before appointments and on arrival
- b. Temperature screening
- c. Universal masking



3. Testing all patients prior to elective procedures. If tested positive, the procedure will be deferred.
4. Patients who want to be tested are advised to get tested at drive through.



5. Patients with any symptoms that are COVID like are treated in special rooms with air flow that vents to the outside. Signs on the room and noted in the chart so all staff are aware to use personal protective equipment.
6. Visitor restrictions – limits possibility of visitors bringing the virus into the Hospital.
7. Curbside Pickup – Pharmacy, Sleep Study equipment, etc. to limit visitors to Hospital.





8. Social distancing with spacing out patients on schedules to limit patients in waiting rooms. Physically spacing out chairs in waiting rooms. Cafeteria without tables. No self serve food in cafeteria.



9. Strict cleaning protocols for all instruments, equipment, and rooms.
10. Clinical expert team monitoring local testing results and trends. FHP team also monitoring literature, State guidance, CDC guidance for anything new. Continual internal sharing of best practices for both infection control purposes to prevent spread but also best practices as to how to treat for best outcomes.

Probably safest time to visit ever!



Major buckets:

- Protecting Healthcare Workers – in addition to taking care of them prevents spread of virus from HCW.
- Limiting entry to Hospital of only what's required – limits possibility of virus entering hospital.
- Early Identification - Screening and Testing of Patients Presenting for Care so can be isolated and prevent spread.





Questions?