

System Incident Management Update

May 15, 2020

Distribution: All Medical Staff, Yale New Haven Health System Employees and Leadership

New Updates In RED

Letter from the Chief Clinical Officer

Dear Colleagues,

We continue to experience improvements in the numbers of patients with COVID-19 across the Health System. Overall numbers of COVID-19 patients are down across the System, although patients with COVID-19 with ICU and ventilator needs remain stubbornly high, especially in New Haven.

As we exit the pandemic's first wave, we are working to understand the emotional distress experienced by our front-line healthcare workers, and develop ways to help support them in the days and weeks going forward. The first part of that is performing an anonymous survey, which is described in greater detail below. We continue to work on resourcing and programs to address this significant need.

The recent improvement in the numbers of new COVID-19 infections, plus significant changes put in place over the last two months, have made our facilities safer for patients and healthcare workers, so our previous recommendation on healthcare workers with certain risk factors excluded from direct patient care have been revised, and are attached. These recommendations were developed collaboratively with Yale Medicine, Human Resources, Northeast Medical Group, members of our community medical staff, Occupational Medicine and other key leaders.

As a System, we remain focused on ensuring the highest level of safety for our patients and healthcare workers as we continue to serve all the clinical needs of our communities. We will continue to communicate developments on the testing, PPE, and recovery front in the days to come.

Thank you for your ongoing professionalism, flexibility, and commitment to providing the highest quality care to the communities we serve.

Warmly,



Thomas Balcezak, MD
Chief Clinical Officer
Yale New Haven Health

New Updates for May 15

Patient care exclusions revision

Increased understanding of COVID-19, reconfiguring the physical configuration of our care environment, increased availability of PPE, and the development of clear guidelines has resulted in a far more safe work environment for our healthcare workers. Additionally, the prevalence of COVID-19 is decreasing, at least for the moment, further reducing risk of infection. Given those changes, the leaders at Yale Medicine and the Health System, including Human Resources, Occupational Medicine, NEMG and the Office of the CCO, with input from community members of the Medical Staff, have lifted the stringent recommendations on the exclusion of healthcare workers with certain attributes from direct patient care. The revised recommendations are attached.

Survey: How stressed are you?

The COVID-19 pandemic has placed a tremendous burden on our health care staff and system. It is natural to feel stressed during this time. In an effort to support you and your family's health, we have created a brief anonymous survey, [click on this link to take this Self-Assessment Survey](#), to assist in assessing your stress level. You may take the survey as often as you like. Information on resources to help manage stress is include at the end of the survey.

Ambulatory prescribing of hydroxychloroquine and azithromycin

Attached is an updated SBAR regarding ambulatory prescribing of specific medications. Epic optimizations, which include changes to the Epic ordering screens, went live yesterday, March 14. These changes are aligned with the current recommendations.

YNHHS Adult Nursing COVID-19 Inpatient Care consolidation guidelines for medically stable patients

Many patients are experiencing very long lengths of stay in the inpatient setting, despite medical stability, due to disposition logistical issues. The attached guidelines provide considerations for primary teams and nursing staff to review in these circumstances, to ensure appropriate care is delivered, while potential staff exposures are minimized.

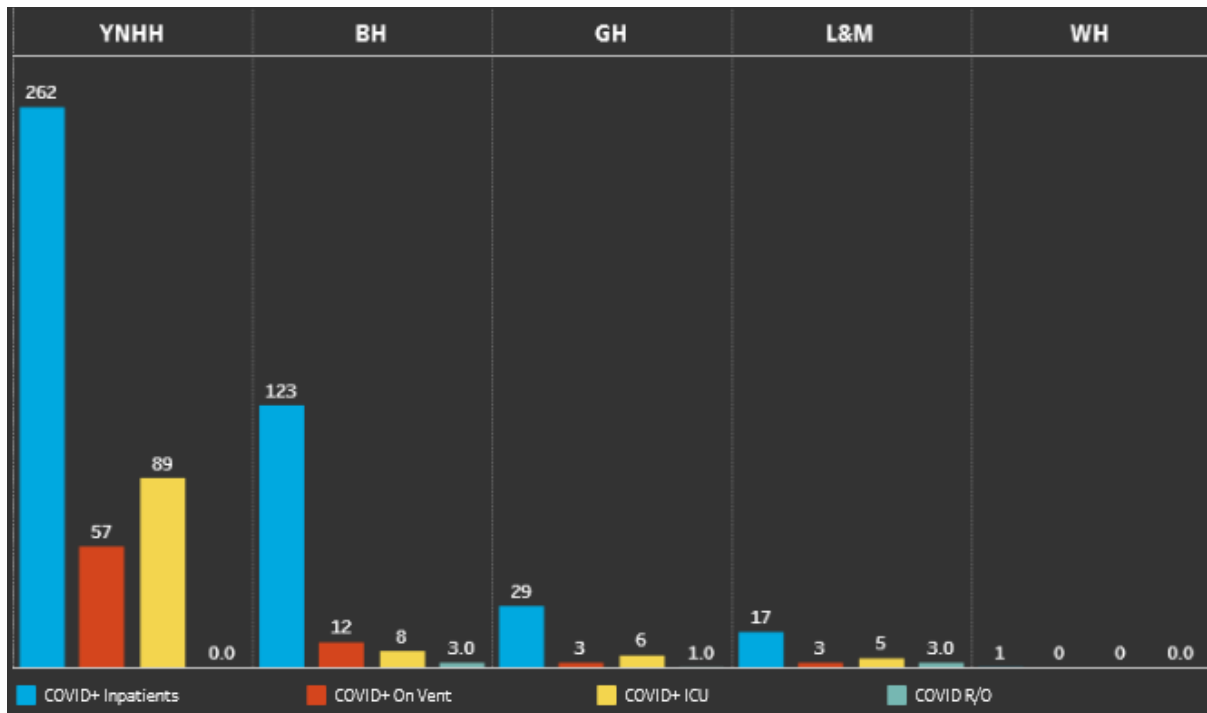
New Television Spots

The Health System continues to run TV spots highlighting the exceptional work of our Yale New Haven team in the midst of this crisis. These spots speak to values of our organization, the exceptional dedication of our caregivers and the community of people supporting us all. Click here to view the newest spots: [Chris from BH](#), [Keri from YNHH](#), [Sandra from GH](#) and [Pam from BH](#).

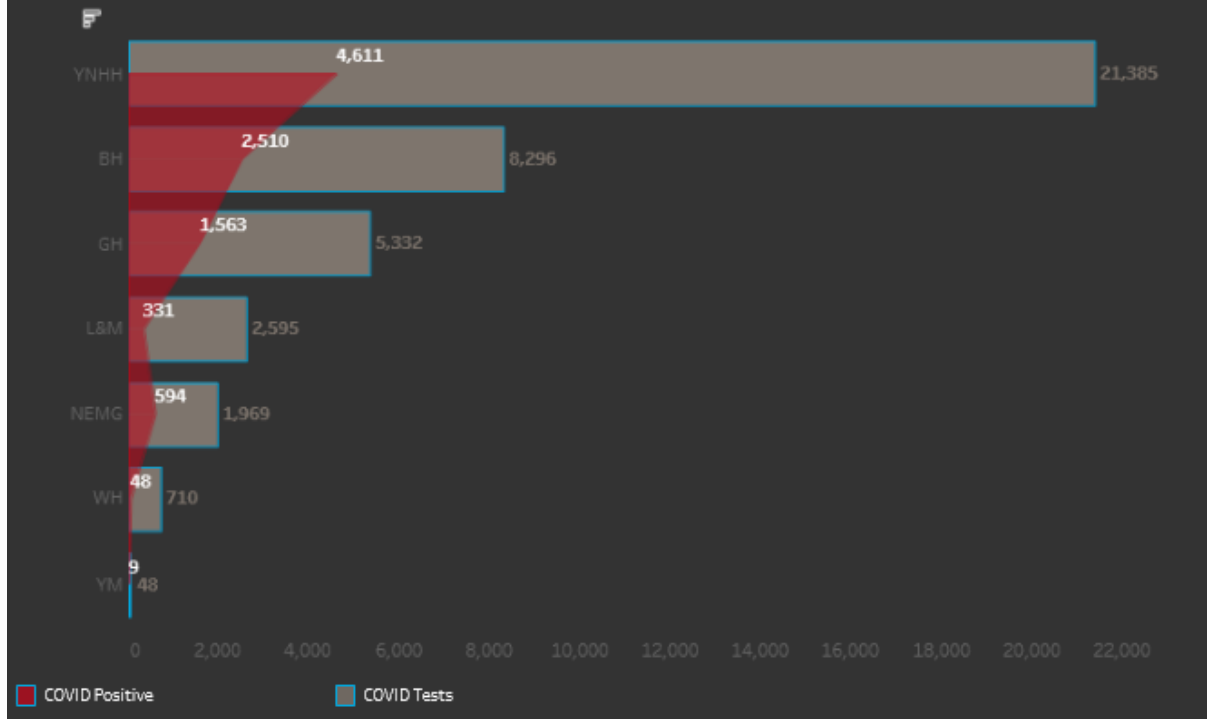
eWishes

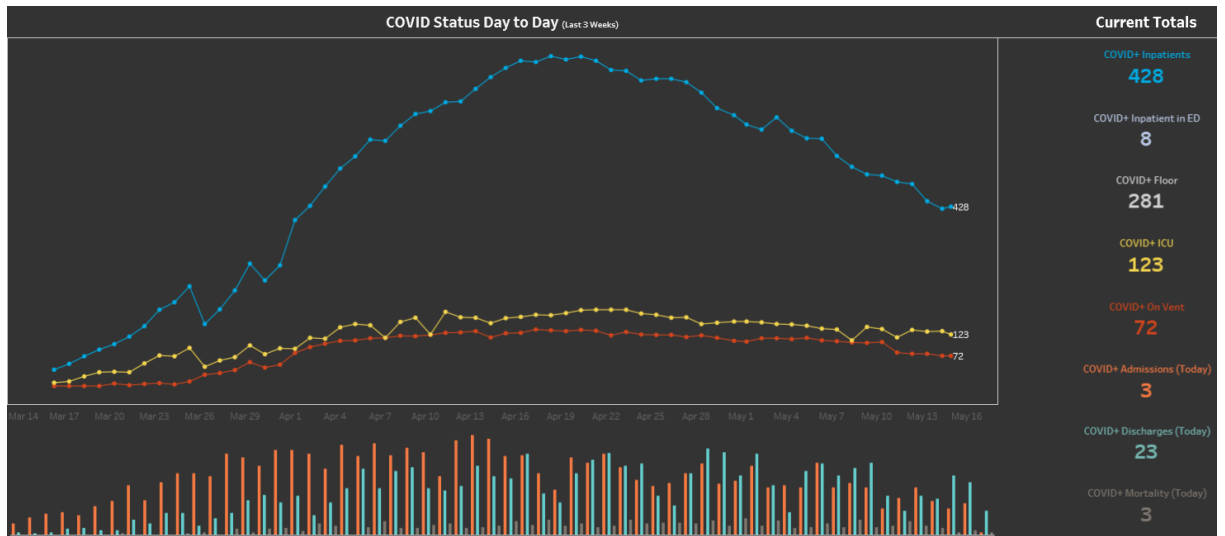
The Patient Experience team designed a way to have our patients connect with their loved ones by receiving family photos. Partnering with all DN Patient Experience leaders and Digital Marketing - eWishes, a new system-wide platform, was launched. It can be accessed under the "Patient & Visitors" field on each delivery network website. Staff have been identified to check the emails daily, print, "frame" and deliver e-Wishes and photos to patients.

Operational Snapshot (Source: JDAT)



YNHHS COVID TESTING





	YNHH	BH	GH	LMH	LMW
Inpatient PUI	0 (1)	3 (2)	1 (1)	3 (2)	0 (0)
COVID Positive	262 (293)	123 (133)	29 (40)	17 (19)	1 (0)
COVID in ICU	89 (97)	8 (28)	6 (6)	5 (6)	0 (0)

5/15/2020 9:00am

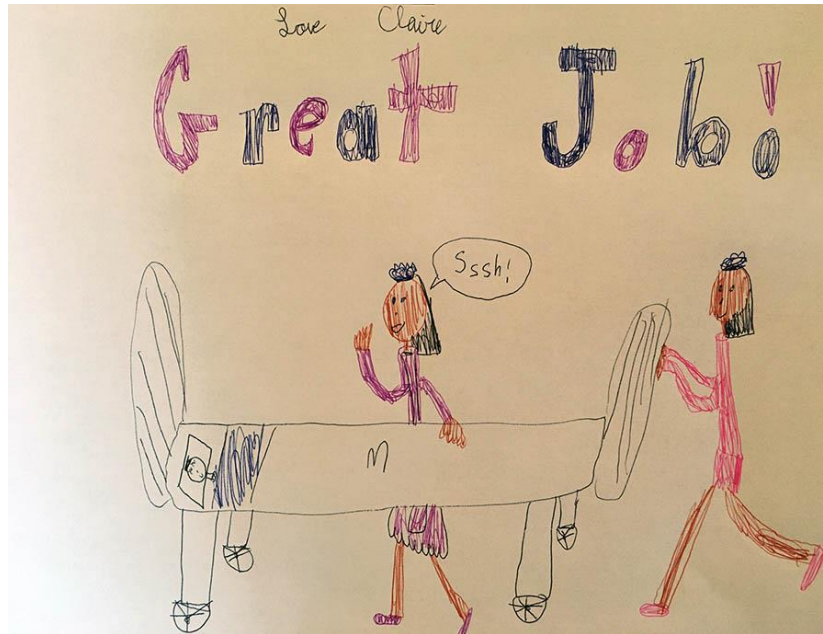
Yesterday

50

Since March 14

2,437

COVID-19 patients have been **discharged** back to their lives after being treated by our **healthcare heroes**.



Personal Protective Equipment (PPE)

YNHHS/YM PPE Policy

- The ambulatory and inpatient policy and related FAQ are available on the Clinical Resources site at: <https://www.ynhhs.org/patient-care/covid-19/for-employees.aspx>

PPE reuse and collection

- ***Please do not wear makeup such as foundation or lipstick as they soil the facemasks and respirators making them ineligible for reprocessing. Makeup is the #1 cause of being unable to reprocess.***
- PPE reuse policy and other information can be found on the Clinical Resources page at: <https://www.ynhhs.org/patient-care/covid-19/for-employees.aspx>

Clinical Care/Operations

Infection prevention contact email

Please utilize the below email address for your inquiries about COVID-19 - they will be triaged with a goal of replying within 48 hours, please indicate in the subject if urgent. Please do not use this email for patient consults that are urgent in nature.

COVID.InfectionPrevention@ynhh.org

Resources:

Attachments to this message can also be found [here](#).

Previous All Staff updates are archived and can be accessed [here](#).