

System Incident Management Update

May 20, 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 see declines in the numbers of our patients with COVID-19, including in our ICUs.

Our recovery teams are hard at work creating standardized approaches and resources to support the resumption of the full spectrum of clinical services across the system. We are making progress in calibrating the work to facilitate local efforts while aligning solutions to common problems at the System level.

As the state of Connecticut starts to gradually reopen, we will remain vigilant to adapt to changing social and healthcare needs, and continue to support our front line and employees as a whole in managing their changing professional and personal circumstances.

I hope you have been able to enjoy the improving weather in a safe way, and thank you for your dedication to creatively rethinking how we safely and effectively care for our patients.

Warmly,



Thomas Balcezak, MD
Chief Clinical Officer
Yale New Haven Health

New Updates for May 20

Ambulatory pre-visit screening guidelines

The Ambulatory Task Force approved updates to the pre-visit screening guidelines for both telephone calls and on-site arrival. Updates include guidance related to office visits and COVID testing. Please see the attached documents for the guidelines.

MIS-C pediatric algorithm

The Ambulatory Task Force team approved a pediatric algorithm that provides guidance for the evaluation of suspected multisystem inflammatory syndrome in children (MIS-C) associated with COVID-19 infection. Please see the attached algorithm.

Updated discharge instructions

Updated discharge instructions for COVID-19 patients are now available and attached here. Instructions include the most up-to-date directions for symptom monitoring, home isolation, and techniques to avoid spread of disease after discharge.

Office supplies for Back-to-Work initiative

As we welcome staff back to our health system, there will be a need for hand sanitizer, spray disinfectant, masks and sanitizing wipes. Staff can order supplies through both the YNHHS Marketplace and WB Mason by following the attached directions. We ask everyone to order just enough for their area and not over-order so that there will be enough for all staff.

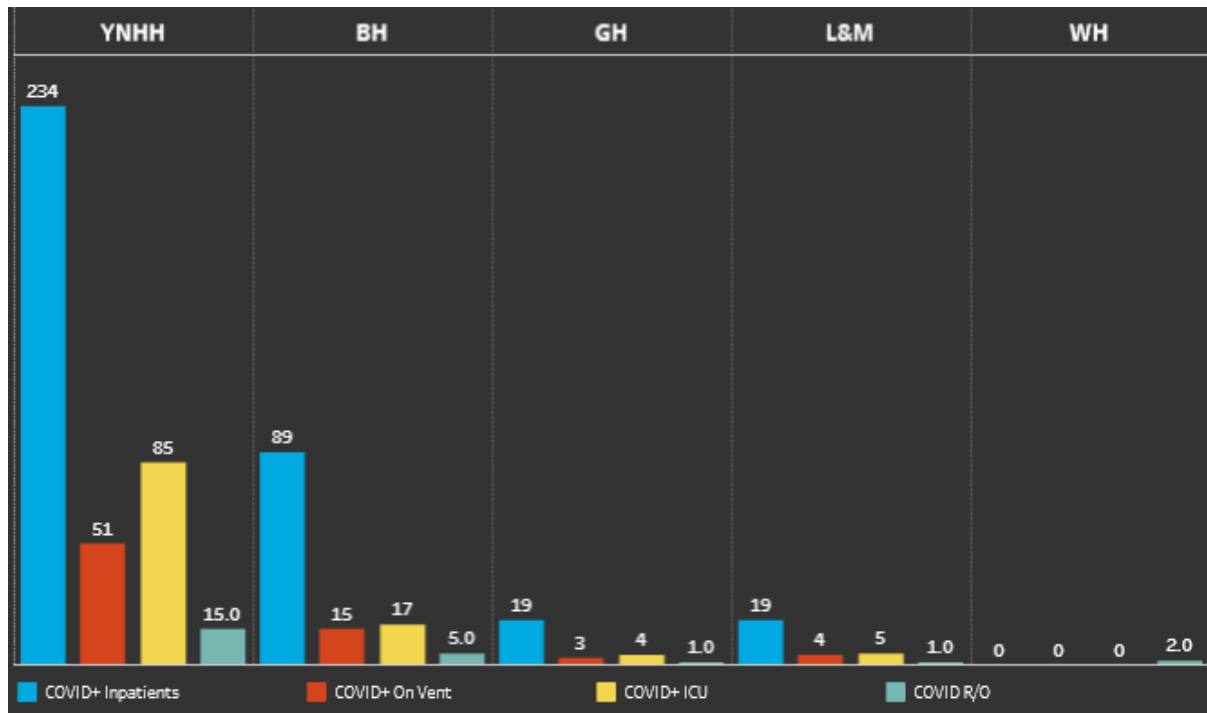
Update on drug shortages

The Health System's Corporate Pharmacy Services keeps a close watch on drugs in short supply and provide regular updates. There are no significant changes from 5/13. An update on all current shortages is attached.

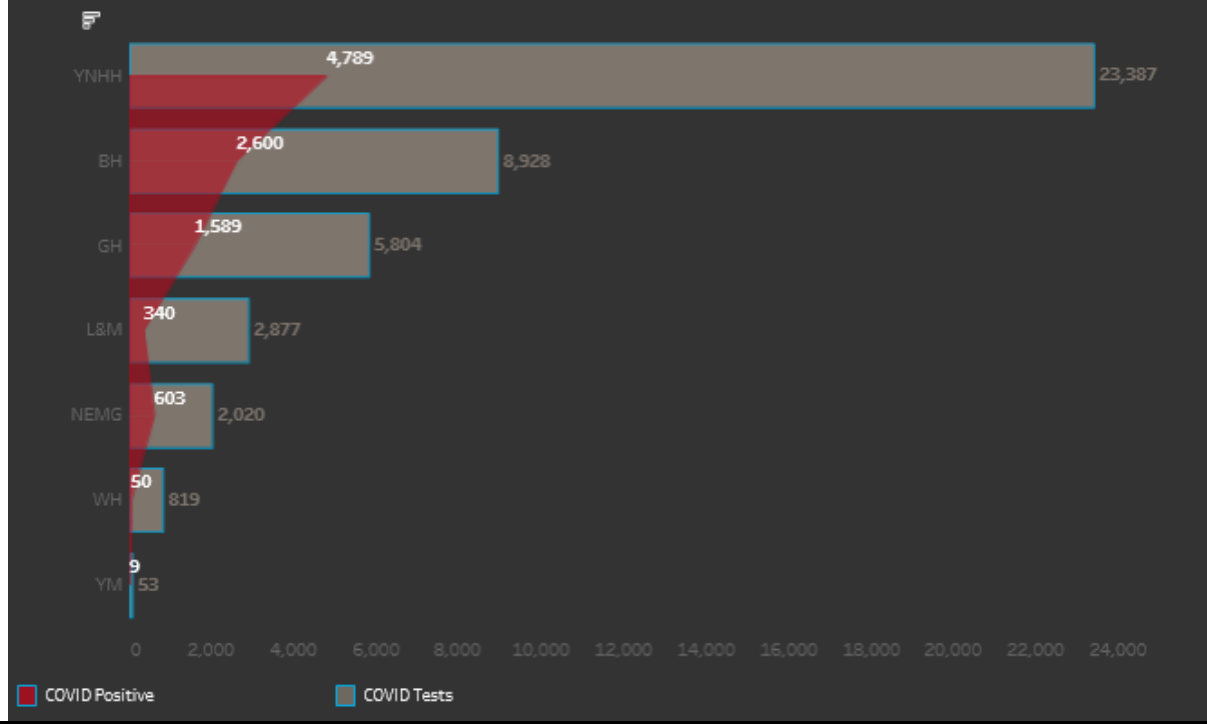
Zoom best practices and tip sheets

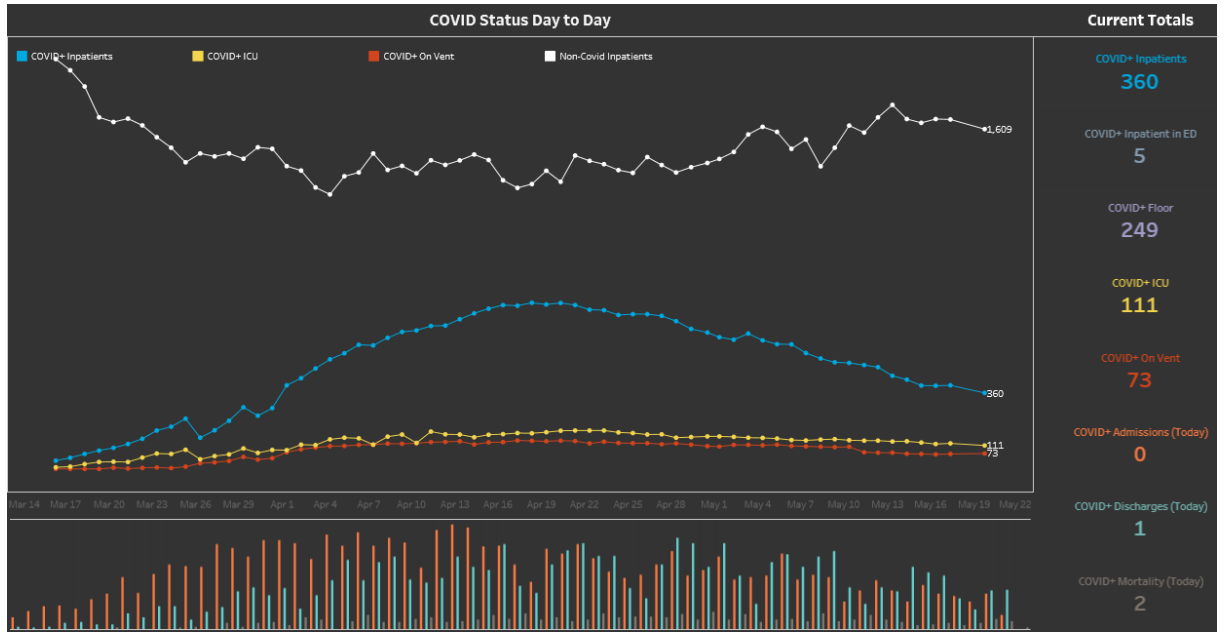
Please see attached a tip sheet for helpful tips, best practices and etiquette for use of Zoom.

Operational Snapshot (Source: JDAT)



YNHHS COVID TESTING





	YNHH	BH	GH	LMH	LMW
Inpatient PUI	15 (19)	5 (7)	1 (2)	1 (8)	2 (5)
COVID Positive	234 (246)	89 (106)	19 (26)	19 (19)	0 (0)
COVID in ICU	85 (94)	17 (19)	4 (3)	5 (4)	0 (0)

5/20/2020 9:00am

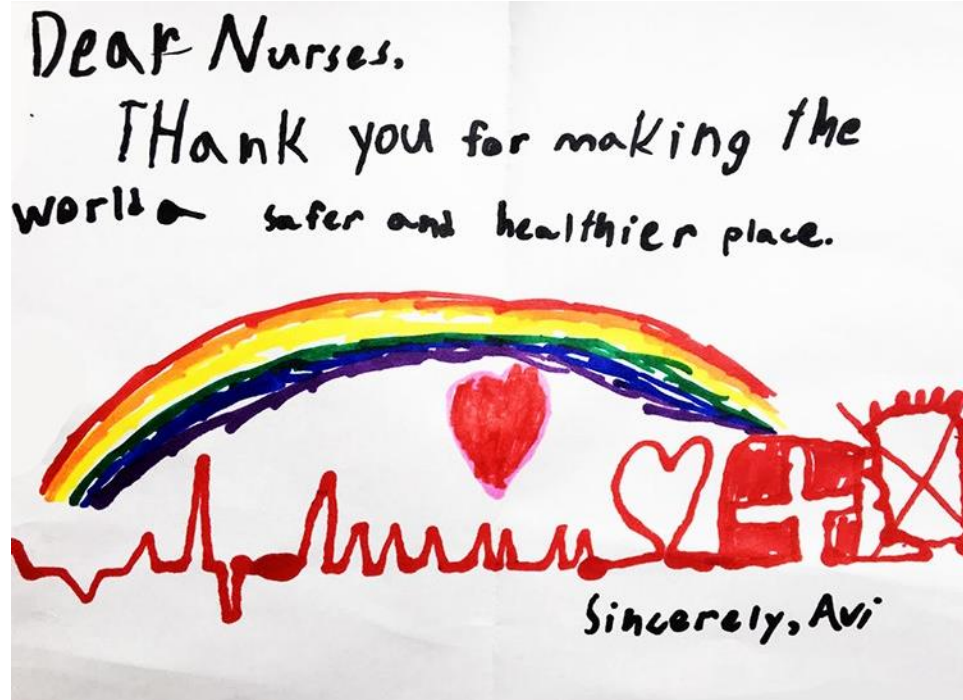
Yesterday

36

Since March 14

2,617

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](#).