

System Incident Management Update

June 1, 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,

For more than three months, I have tried in this space to communicate the ongoing reshaping of our institutions to effectively support our communities in weathering the COVID-19 pandemic. For the last few weeks, I have harbored a sense of hope that we have survived the worst, and that the strength of our institutional community would enable us to continue the work of caring for our patients during the marathon that is COVID-19.

But the disproportionate impact of COVID-19 on communities of color has once again highlighted that systemic and institutional racism, an enduring scourge of American progress, remains as an affliction slicing through the bonds that hold our communities together. At a time when empathy, humanity, and communal responsibility are critical to minimize the damage of the pandemic, the events in Minneapolis, New York, Dallas, South Georgia, and a depressingly large number of other places make it starkly evident that black Americans' humanity is being robbed at a tragically accelerating rate.

The unequal burden our communities of color have borne during the pandemic is clear - mortality rates for these communities, and especially our black brothers and sisters, exceed any other racial or ethnic group. We have had members of our staff tragically lose multiple generations of their families as a result of COVID-19. This devastation is due to longstanding racism that impedes equal access to education, opportunity, socioeconomic mobility, and healthcare. The systematic murder of black men and women over the past several months has only sharpened our focus to the point that we must consciously and emphatically say - *no more*. I believe in the strongest terms that we cannot tolerate this ongoing inequity, and that we support these peaceful protests.

Our organizations' missions include service to our communities, from a single zip code to the globe. We cannot and will not be successful unless we live our values and

consciously break down the systematic racism that puts our brothers and sisters of color at increased risk of ill health, lost opportunity, and death. We are all diminished if we do not acknowledge the unjust burdens being borne by the minority members of our institutional family, and work as allies to fight this injustice.

As an institution, we will redouble our efforts to support our communities in every way we can - not just through the provision of healthcare. Internally, we must continue to speak honestly about explicit and implicit bias, racism, and injustice, and work productively to ensure we enhance the health of our communities in an equal, just, and empathetic fashion.

With thanks and in solidarity,

Thomas Balcezak, MD
Chief Clinical Officer
Yale New Haven Health

New Updates for June 1

Updated ICU intubated adult prone positioning guidelines

Updates have been made to the YNHHS Adult Prone Positioning in the Intubated ICU Patient guidelines. Changes include addition of 12-lead placement for EKGs, clarification on 5-lead placement for bedside telemetry monitoring, the addition of CPR compression location and defibrillator pad placement among others. Please see the attached guidelines.

Updated non-intubation adult prone positioning guidelines

The system ICU adult non-intubated prone positioning guidelines have been updated. Changes include recommendations for patients to self-prone. Please see the attached document.

MyChart questionnaires

Starting June 1, 2020, patients who are active on My Chart will be able to answer COVID screening and some clinical history questions in addition to eCheck-in. As part of Ambulatory COVID recovery plan, this will allow practices to safely increase face to face visits while maintaining social distancing, and limit time spent in the waiting room.

YNHHS COVID-19 Virtual Town Hall: June 2, 1 – 1:45pm

Please join us, **Tuesday, June 2nd at 1:00 to 1:45pm**, online or via phone for a YNHHS COVID-19 Virtual Town Hall. We will provide a live update on our health system's response to the coronavirus pandemic for Yale New Haven Health Employees and Medical Staff. Please send your questions in advance via email to

YNHHpublicrelations@ynhh.org. Write **YNHHS Town Hall** in the email subject field.
You can also post questions through live Zoom.

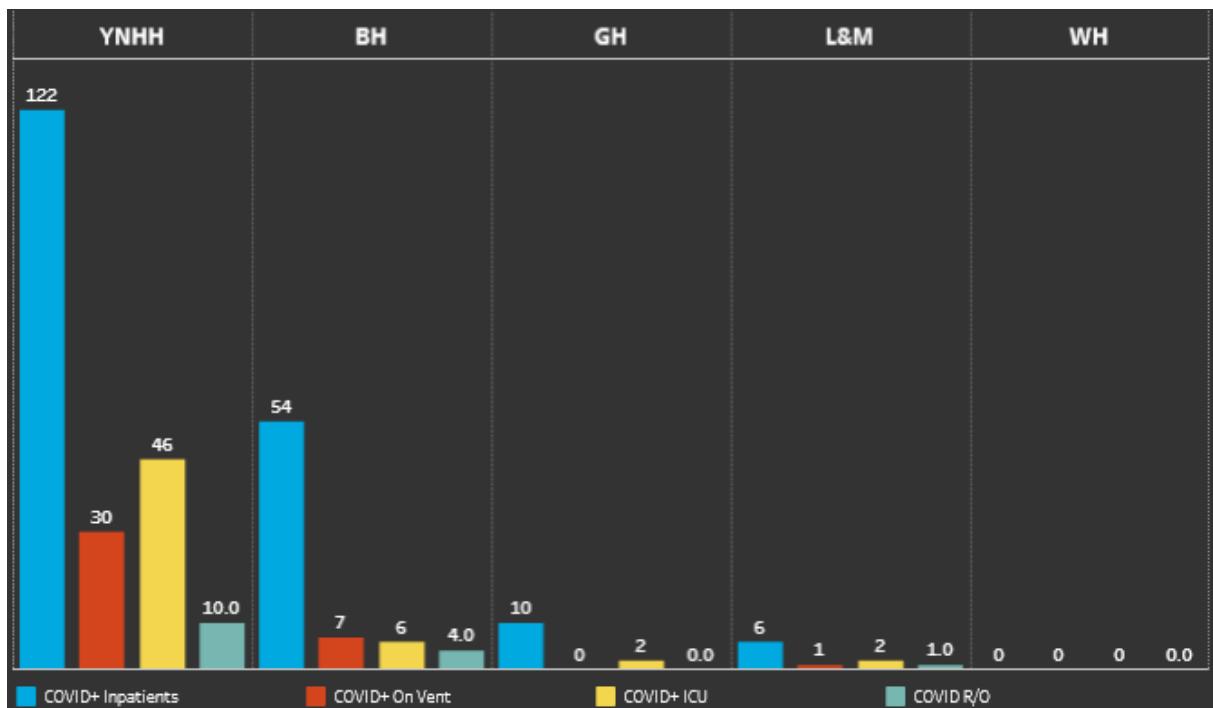
Panelists:

- Marna Borgstrom, Chief Executive Officer, Yale New Haven Health
- Thomas Balczak, MD, Chief Clinical Officer, Yale New Haven Health
- Kevin Myatt, Chief Human Resources Officer, Yale New Haven Health

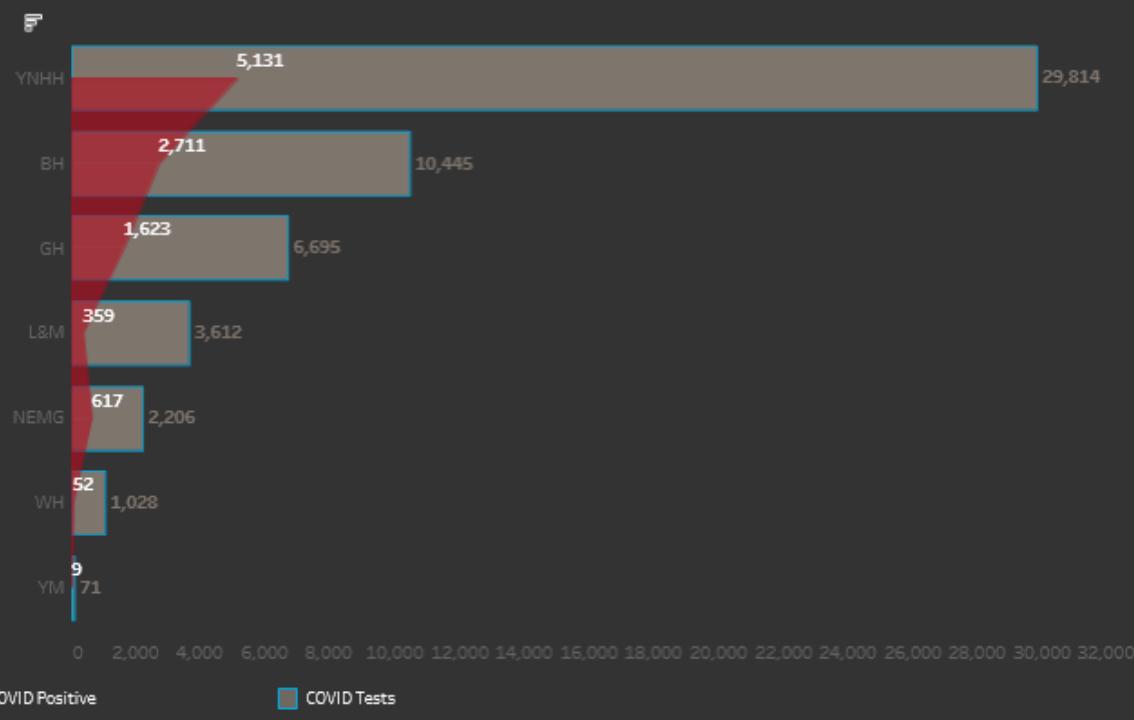
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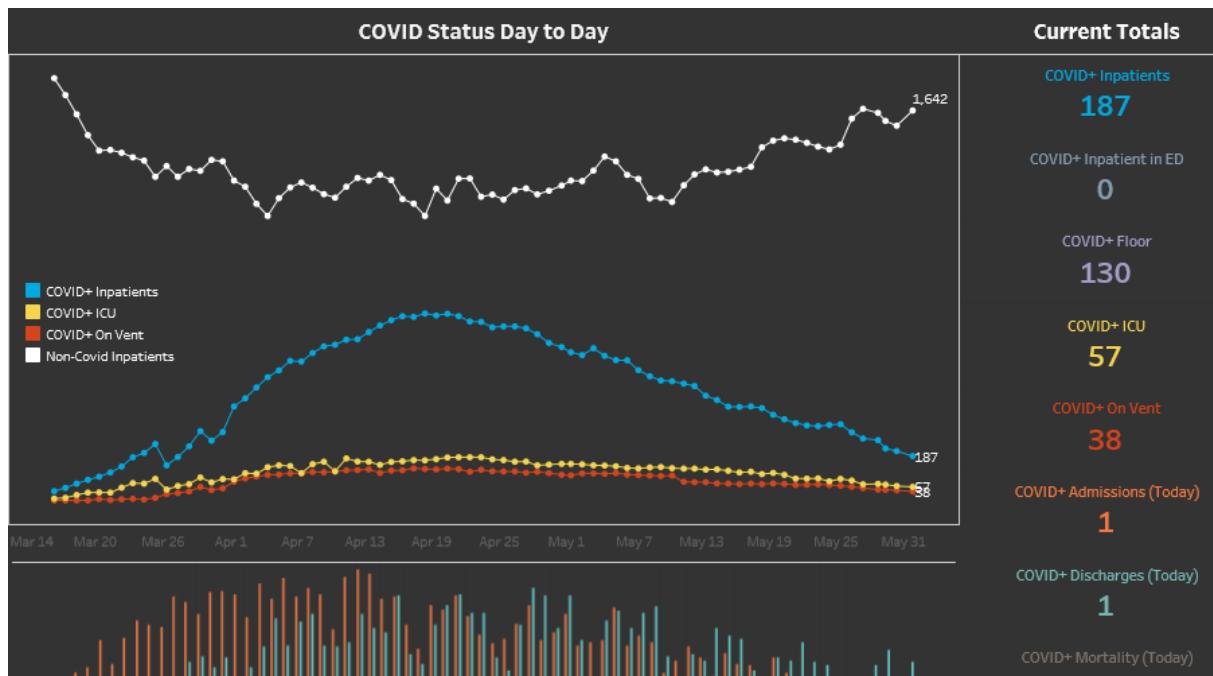
<https://ynhh.zoom.us/j/91860959813?pwd=ZHJJSVNITDZUU1FtK3JGeGIDQXNrdz09>

Operational Snapshot (Source: JDAT)



YNHHS COVID TESTING





	YNHH	BH	GH	LMH	LMW
Inpatient PUI	10 (17)	4 (7)	0 (0)	1 (3)	0 (1)
COVID Positive	122 (146)	54 (63)	10 (10)	6 (8)	0 (2)
COVID in ICU	46 (59)	6 (9)	2 (2)	2 (1)	0 (0)

6/1/2020 9:00am



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

You are very brave, we're all in your debt



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](#).