

## System Transformation Update

November 18, 2020

Distribution: All Medical Staff & All Staff

### Message from the Chief Clinical Officer

Dear Colleagues,

The most recent COVID-19 wave continues to grow at all our hospitals and medical groups. We are leaning on the lessons learned over the past few months to inform our response, but there will undoubtedly be operational bumps we will all experience. Key updates are as follows:

- Our Testing Enterprise has made enormous progress in increasing specimen and lab testing capacity, but skyrocketing demand has outstripped our capacity, leading to delays of up to 7 days for individuals in our communities to get an appointment.
- The prioritization of healthcare worker testing went into effect on Saturday and has improved the total time between initial test ordering, specimen collection, and test results. Symptomatic and Return from Travel should continue to be scheduled via <https://ocucovidtesting.ynhhs.org/>
- In addition to our ongoing efforts to increase testing capacity, we are on track to start pooled testing in the middle of December.
- Care Signature is a System-wide initiative aimed at implementing user-friendly clinical pathways into our operational workflows. This work is being led by Dr. Deborah Rhodes, VP of Care Signature, with wide engagement of clinical leaders. These pathways are built into Epic via a new tool called AgileMD, which permits rapid implementation of evidence-based, consensus driven pathways, and easy modification in response to feedback. Additional information & links are included below.
- Our first Care Signature clinical pathway has gone live in Epic. The first pathway is an ambulatory pathway to guide COVID-19 & influenza testing and antiviral treatments.
- There are still roughly 10,000 employees & members of the Medical Staffs who have not received influenza vaccination. Please make sure to get vaccinated as soon as possible at one of our scheduled flu events or by submitting documentation of an external vaccination to [fluinfo@ynhh.org](mailto:fluinfo@ynhh.org).

We know this latest wave is generating anxiety and uncertainty about the next few months. We are working to address ongoing staffing and operational challenges and will communicate all key developments to you on a regular basis. Please continue to check in on your colleagues, and avail yourselves to the support resources that have been put in place.

Sincerely,

Thomas Balcezak, MD MPH  
Chief Clinical Officer  
Yale New Haven Health

### Clinical Management Updates

COVID-19 Convalescent Plasma

The YSMYNNHHS COVID-19 treatment group has updated recommendations regarding the use of COVID-19 convalescent plasma (CCP). A new Epic ordering process to increase reliability and tracking has been implemented. See SBAR [here](#).

**Care Signature Pathway**

Care Signature Pathways synthesize evidence, expert consensus, and clinical decision support at the point of care to guide best practice, reduce clinician burden, and promote equity and access across YNNHHS.

The first ambulatory pathway available in Epic, **Flu/COVID Testing and Antiviral Treatment**, will guide evaluation of patients with flu-like symptoms and allow flu/COVID test orders to reflect availability and YNNHHS consensus. The pathways can be updated in response to feedback within an extremely rapid (24 hours) timeframe. Demonstration video available [here](#).

**Clinical Operations Updates**

**Testing Center**

Increased volume and prioritization of internal testing are resulting in potential prolonged turnaround times for select populations as outlined below.

Population	Processing Lab	Turnaround Time
<b>Tier 1A</b> <ul style="list-style-type: none"> <li>Inpatient</li> <li>Emergency Dept</li> <li>Pre-Procedure</li> </ul>	YNNHHS Lab (Local Delivery Network)	Inpatient/ED (Admits) <ul style="list-style-type: none"> <li>2-12 Hours</li> </ul> Pre-Procedure <ul style="list-style-type: none"> <li>Up to 24 Hours</li> </ul>
<b>Tier 1B</b> <ul style="list-style-type: none"> <li>Healthcare Workers</li> <li>Symptomatic Community</li> </ul>	YNNH Lab	Healthcare Workers <ul style="list-style-type: none"> <li>Up to 48 Hours</li> </ul> Symptomatic Community <ul style="list-style-type: none"> <li>Up to 72 Hours</li> </ul>
<b>Tier 2</b> <ul style="list-style-type: none"> <li>Skilled Nursing Facilities</li> <li>Third Party Contracts</li> </ul>	YNNH Lab	Up to 72 hours
<b>Tier 3</b> <ul style="list-style-type: none"> <li>Asymptomatic Community</li> </ul>	YNNH Lab	Current State: Up to 72 Hours

Additional specimen testing sites at Mohegan and Norwalk Community College will be online soon.

**Logistical Updates**

**Pharmacy**

System Vaccine Task Force convened and will develop evidenced-based criteria and logistics for enrollment, storage, and distribution.

Criteria and workflow for administration of monoclonal antibody therapy, Bamlanivimab, is under development. There will be very limited supply for outpatients only and guidance will be released soon.

**HR - Childcare**

The CT Office of Early Childhood has childcare spaces available at no cost for hospital employees until December 30th with a possible extension beyond that date pending approval, For more information about the program, [click here](#).

**Operational Snapshot**

[JDAT COVID-19 Dashboard](#)



	YNHH	BH	GH	LMH	LMW
Inpatient PUI	13 (7)	6 (3)	2 (2)	0 (1)	0 (0)
COVID Positive	183 (130)	91 (55)	18 (16)	23 (19)	6 (8)
COVID in ICU	27 (18)	13 (8)	0 (1)	5 (6)	1 (1)

11/18/2020 (11/11/2020)

Past Week	Since March 14
<b>197</b>	<b>4,760</b>

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

Resources:  
 System Call Center # 203-688-1700  
 System Radiology Hotline # 475-246-9660  
 Attachments to this message can also be found on the COVID-19 Clinical Resources page [here](#).  
 Previous All Staff updates are archived and can be accessed [here](#).