

Borgmeyer, Sue

From: Taft, Chelsey
Sent: Friday, April 3, 2020 4:14 PM
To: Employees
Cc: cmccune@goaging.org
Subject: Daily Coronavirus Update - UPDATES HIGHLIGHTED IN BLUE

Friday April 3rd, 2020 – Coronavirus Update **Please note anything highlighted in blue is new information**

Chris Stewart will be hosting the second COVID-19 Weekly Update and Discussion on Monday April 6th at 12:00 p.m. If you have any questions that you would like answered, please provide those questions to Sue Borgmeyer via email or you can send them anonymously just place your questions in an envelope and send to the bank. Sue would like to have all questions by 10:00 a.m. on Monday April 6th.

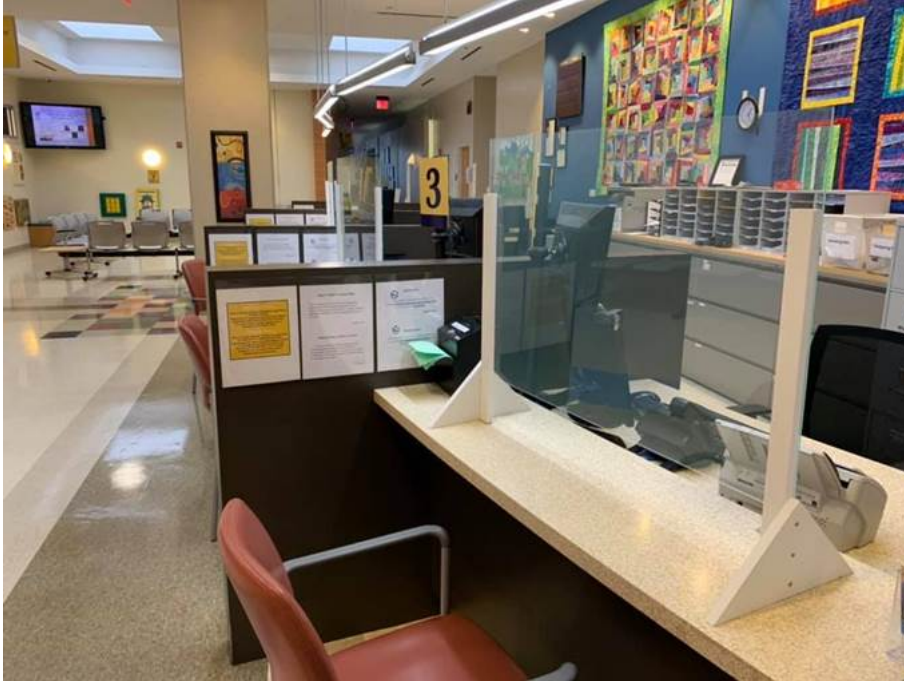
Goal 1: Keep employees healthy and safe

- A. Each clinic has the appropriate PPE to see possible COVID patients.
- B. Training has been provided on donning and doffing PPE.
 - a. Please see Donning & Doffing Training Videos - P:\Staff\COVID-19 Plan and Process\Training\Videos
- C. Facemasks are provided to patients with upper respiratory symptoms. Patients that refuse to put on a mask with upper respiratory symptoms are asked to leave and appointment will be canceled.
- D. Hand sanitizer is available in each waiting room with Kleenexes. Each waiting room has a trash can with foot pedal.
- E. Employees are asked to stay home if sick. Katy Trail has instituted a policy that any employees calling in sick with a respiratory or GI symptoms accompanied by fever will be granted paid time off. This will not affect your current PTO or EIB time.
- F. Katy Trail understands that child care needs are becoming a concern for many staff members. Katy Trail is investigating child care for all employees.
- G. Dental is no longer seeing routine care patients, only emergency patients.
- H. During this time, emotional support may be needed and our BHC's are here to assist you.
 - a. If assistance is needed please reach out to your manager and they will give you the assigned BHC number for that day.
- I. We are in the process of putting together several policies:
 - a. Criteria for Return to Work for Healthcare Personnel with Confirmed or Suspected COVID-19
 - b. Cleaning Checklist to maintain staff safety
- J. Establishing the following policies:
 - a. Interpretation and Communication
 - b. Pre-Entry Screening Process
 - c. Staff Health Monitoring – Dental Triage Float
 - d. Nurse Line Monitoring
 - e. Cleaning Checklist
 - f. Clinic Room Turnover & Supply Chain
 - g. Return to Work

h. Technology

K. Investigating Sneeze Screens to protect front desk staff. Please see image below.

a. Tory Kroeschen x335 is coordinating this project.



b.

L. During this time, it is important to take care of yourself!

- a. Meet Basic Needs: Be sure to eat, drink, and sleep regularly. Becoming biologically deprived puts you at risk and may also compromise your ability to care for patients.
- b. Take Breaks: Whenever possible, allow yourself to do something unrelated to work that you find comforting, fun or relaxing.
- c. Connect with Colleagues: Talk to your colleagues and receive support from one another.
- d. Communicate Constructively: Communicate with colleagues clearly and in an optimistic manner. Identify mistakes or deficiencies in a constructive manner and correct them. Complement each other!
- e. Stay Updated: Rely on trusted sources of information. Participate in meetings to stay informed of the situation, plans and events.
- f. Self Check-Ins: Monitor yourself over time for any symptoms of depression or stress disorder: prolonged sadness, difficulty sleeping, intrusive memories, hopelessness. Talk to a peer, supervisor, or seek professional help if needed.
- g. Honor Your Service: Remind yourself that despite obstacles or frustrations, you are fulfilling a noble calling-taking care of those most in need. Recognize your colleagues for their service.

Goal 2: Keeping possible COVID-19 patients from entering our buildings

- A. Signs are posted at all entrances and are updated as needed. Signs are in English, Spanish, and Russian
- B. Screening patients during the scheduling process and when checking in the patient.
 - a. The screening questions during scheduling are being compared to screening questions at check-in.
 - b. If there are any discrepancies, the PSR will notify the care team.
- C. Secured test for all sites.
- D. Tents are up in all locations and ready to be used.
- E. Patients are being referred to the Tracfone number. The care team will be directing these patient to tent location for evaluation and determining patients risk/requirements for COVID-19 testing.
- F. COVID rotation schedule is approved.
 - a. The site manager is in the process of adding time off request.

- G. Adopted John Hopkins testing algorithm for testing requirements.
- H. As more test become available we will shift to testing as many patients as possible.

Goal 3: Continue to provide high quality of care to our patients and our communities patients by using science to guide prevention, testing, and treatment

- A. Managing schedules
 - a. Schedules are opened to sick patients. Canceled WCC, AWW's, and any well patient over the age of 60 yo.
 - i. The goal is to keep well patients well
- B. Relaxed medication prescribing for chronic care patients
- C. All Behavioral Health appointments will be held virtually.
- D. The goal is to begin scheduling virtual/phone visits for medical providers to see well (except well child appt) and acute patients.
 - a. Scripting will be provided to staff.
- E. Implementing Zoom appointments for physically healthy behavioral health patients
- F. In the process of creating Zoom/Phone Call appointments for medical patients
- G. Communicating regularly through social media regarding what we are doing to prepare/prevent for the Coronavirus
- H. All clinics will be closing at 5:00 p.m. each day.
- I. HELPDESK LINE: If your site manager is not readily available and you are feeling overwhelmed, please contact the Helpdesk at 660-619-8589 from 8a-5p.
 - a. Medical Records and Referrals will be assisting with the Helpdesk Line.
- J. Telehealth Communications During COVID-19 Public Health Emergency:
 - a. The Office for Civil Rights at the U.S. Department of Health and Human Services announced effective immediately, that it will exercise it's enforcements discretion and will waive potential penalties for HIPAA violations against health care providers that serve patients through everyday communications technologies during the COVID-19 nationwide public health emergency.
- K. COVID Test Availability:
 - a. Marshall: 9 test
 - b. Sedalia: 15 test
 - c. Versailles: 5 test
 - d. Warsaw: 3 test
- L. Remember to let the Health Department know that you tested a patient for COVID. Let Dr. Turner know as well. Once this is reported to the Health Department they will follow up with the patient.
 - i. Please note: Morgan County Health Department would like a copy of the visit summary faxed to Ashley at 573-378-7375
- M. COVID-19 Testing for First Responders:
 - a. Testing for COVID-19 is available to first responders who meet two criteria: 1) close contact with a suspected COVID-19 patient, and 2) symptoms such as fever, cough or shortness of breath. First responders can ask their health care providers to call the COVID-19 24-hour hotline at 877-435-8411 to request testing. If the individual is approved for testing, the hotline representatives will assist with the completion of a person under investigation form and send a copy to the Missouri State Public Health Laboratory.
- N. Registration, Medical history, and Sliding Fee forms are located on Katy Trail's website for patient access.
- O. New policies will be placed on the intranet for easy access to staff members that are off site.

Goal 4: Contribute to the community efforts to address the crisis

- A. Handing out food boxes to Katy Trail patients that we test for COVID-19 and are quarantined

- B. Reaching out to food pantries in other counties and seeing how we can assist them
- C. Participating daily in the Incident Command Meeting
- D. In this Public Health crisis, the goal is to be able to take care of patients in order to keep them from overwhelming the Emergency Department. We can do our part by taking care of patients with medical issues that we can handle here at Katy Trail, and this will decrease the burden of the Emergency Department staff.

Goal 5: Assure our financial security in order to sustain our services

- A. Steve is preparing a projection of impact over the next several months
- B. Applied for the Missouri Foundation for Health Grant (\$150,000)
- C. HRSA emergency dollars projected in April
- D. Track everything all expenses to COVID
- E. How long can we pay for people who are not working?
- F. State Medicaid agency has changed how we are getting reimbursed to number of patients being taken care of with intent to provide cash flow due to lower volumes
- G. Continue case management
- H. Payroll Protection Act – has applied for this loan which may turn into a grant; definite rules have not been finalized
- I. Small Business Loan was released today. Steve has filled out application and is monitoring process.
- J. Emergency Funds-investigating how these funds may be used.

Oral Health Update from Dr. Vandevender and Mendy:

KTCH Oral Health has changed its normal operations in a response to the COVID-19 Pandemic. The Oral Health Team has implemented and complied with recommendations provided by the American Dental Association (ADA) and the CDC. These recommendations are very clear that dentists all over the country should only see patients in office for emergent or urgent dental conditions. The recommendation to maintain reduced oral health services to emergent or urgent is in effect until at least April 30th, 2020. What qualifies as emergent or urgent is clearly outlined for dentists. The purpose of the guidelines are 3 fold:

1. To protect patients and the community from the spread of COVID-19
2. To protect staff from exposure to COVID-19
3. To reduce the use of PPE to increase availability to medical professionals

It is readily recognized that dental procedures create aerosols, putting dental staff at an increased risk of exposure to COVID-19 during most dental appointments.

We are taking extra precautions in addition to our standard precautions to ensure staff safety:

1. N95 masks for all appointments
2. Face shields for procedures creating aerosols
3. Disposable gowns for every patient
4. Spacing out appointment times when possible and limiting the visit to the patient only or one parent plus the patient if a child.
5. Limiting use of an operatory to once every 3 hours to ensure any lingering aerosols are no longer viable
6. Implementing teledentistry and screening all patients with a chief complaint via phone, picture text, or video conferencing. If possible, treating the patient's need via teledentistry.
7. If treating in office, addressing the urgent need as minimally invasive as possible, avoiding high aerosol generating tools such as high speed handpieces and suctions when possible.

We have a dental assistant(s) and dentist available during all business hours to triage and assess patients who have emergent or urgent dental needs.

Updating the process to include that N95 mask can be reused after 96 hours in crisis situations.
Trying to obtain face shields that will protect staff and be manageable for providers when loupes are needed.

To our providers:

1. DHSS Provider Line: 877-435-8411
2. DHSS at 800-392-0272 (24/7) to immediately report any patients who meet criteria for evaluation as a Patient Under Investigation (PUI) for 2019-nCoV
3. Providers are meeting via Zoom daily from 12:25 to 12:45
4. Message from Dr. Turner:
 - a. Continue to follow CDC guidelines for COVID-19 testing, although guidelines are slightly relaxed. More and more cases will be community acquired than travel related. Therefore, if a patient that you have seen previously for respiratory symptoms is not improving and returns for an appointment consider testing. Encourage your team to look at schedules to recognize any of these patients. If so, call the patient, have them wait in the parking lot, give them the Tracfone number to call when they arrive. As this patient will be assessed outside.
5. Heather Emilio has reported that she is unable to send out external referrals. Heather will hold onto these referrals until further notice.
6. Employers requesting that their employees get tested:
 - a. If the patient does not qualify for COVID testing, please provide the patient with a letter.
 - b. Dr. Turner suggests: "Patient has been assessed for respiratory symptoms. At this time they do not meet testing requirements." As advised by the CDC we recommend that patients with respiratory symptoms patients stay at home and minimize contact with others to avoid spreading infection.
7. Due to no late nights, your clinical hours have be adjusted. Your site manager will be sharing the schedules with you.
8. Complete all follow up labs in patient's vehicle to minimize exposure.
9. Telephone-Only visits for Medicare do not qualify as telehealth at this time but we can bill at a reduced rate using code G0071.
10. Telehealth visits for Medicaid and Medicaid Managed Care are reimbursed based on office visit code.
11. With the change in weather, alternative rooms in each location will be discussed at tomorrow's 12:25 meeting.
12. Health Department Criteria for testing healthcare personnel
 - a. Use State Test if healthcare personnel has symptoms and has been exposed to someone with a positive COVID-19 test.
 - b. Contact your local HD for State Testing
13. LabCorp has a 8-9 day turnaround for COVID-19 results. Will be utilizing Quest Diagnostics once accounts are setup.

Standing Items:

1. Coronavirus Plan/Process Document located at **P:\Staff\COVID-19 Plan and Process**
2. 24 Hour Hotline Number for clinical staff is 877-435-8411
 - a. Please utilize the hotline number before contacting your local Health Department. Our local Health Departments are becoming overwhelmed with calls. This hotline number may allow for a quicker response.

3. Cases Reported in U.S.

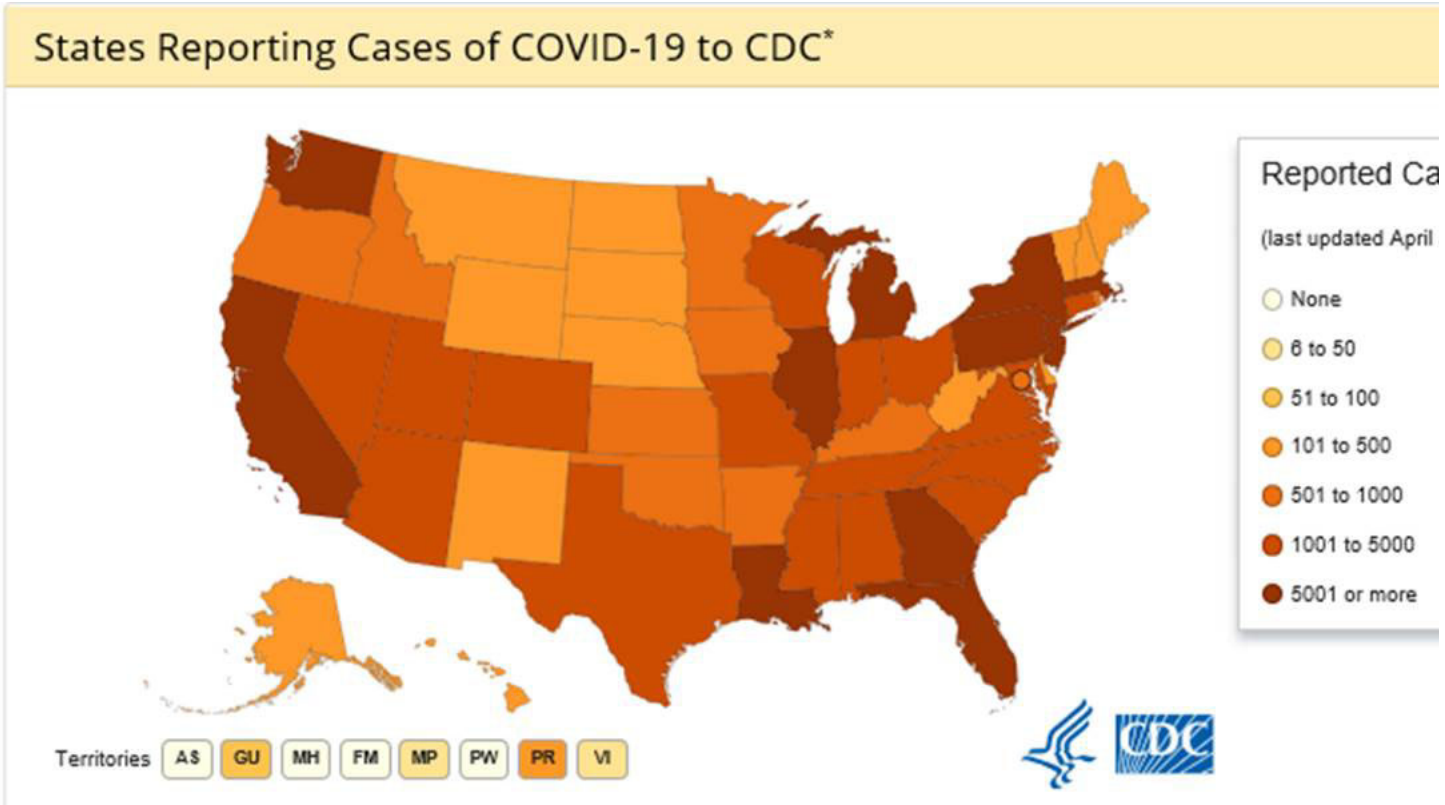
a. As of today, there has been a total of 239,279 COVID-19 cases in the United States. Please see map below of states reporting COVID-19 cases.

4. In Missouri:

a. 2113 positive COVID-19 cases

5. Katy Trail has test 34 patients for COVID-19 – Katy Trail has had 1 positive COVID Test

- a. Sedalia tested 11 patients
- b. Warsaw tested: 13 patients
- c. Versailles tested: 10 patients
- d. Marshall tested: 0



Thank you,
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