

# Lakeland Regional Health

## COVID-19 Update

Lakeland City Commission

April 6, 2020



Lakeland Regional **Health**<sup>®</sup>

# Agenda

- Current State
- LRH Workforce
- Patient Care
- Testing Optimization
- Supplies and Equipment
- Facility Optimization
- Communication

# Current State

## ***On April 5, 2020 9:00am***

- 98 patients in a COVID-19 patient care unit
- 4 COVID-19 positive inpatients LRHMC

## ***March 24, 2020 to April 5, 2020 9:00am***

- 23 COVID-19 positive tests (inpatient and outpatient)
- 479 COVID-19 negative tests (inpatient and outpatient)

# LRH Workforce

## **Workforce Optimization**

- A comprehensive workforce deployment plan is under development that will allocate health care professionals and other support staff to areas of need during surge.
- A medical staff plan for surge capacity is being implemented that will work to engage independent providers to partner with the LRH Physician Group and Medical Center to increase medical provider capacity in key areas such as intensive care.
- A communication has been sent to each provider of the LRH Physician Group mandating that they stay local for possible re-assignment to the medical center during this period of internal and external disaster.

## **Protecting the Workforce**

- At all locations and departments there is additional ongoing training to educate team members to Personal Protective Equipment (PPE) protocols, getting into and discarding of PPE appropriately and proper infection prevention procedures.
- A “susceptible team member” policy is in effect to allow pregnant clinical team members to avoid COVID-19 “rule-out” or positive patient assignments. Also, under this policy, team members with health conditions can ask for a medical review for re-assignment or a work-from-home exception.
- Initiating temperature and symptom checks for all team members, medical staff and visitors this week.
- In corporate business departments a plan has been developed for certain teams to alternate weeks working from home and at the “office.” Also all team members spaces are being optimized with the goal of being 6 feet apart at all times.

# Patient Care

- A multidisciplinary team immediately established and operationalized clinical protocols in accordance with CDC and National COVID-19 in all Adult and Pediatric Intensive Care Units, Neonatal Intensive Care Unit, Medical/Surgery Units, the Emergency Department, Palliative Care, Cardiology, Procedural Areas, Labor & Delivery, Pediatrics, and all Ambulatory Clinics for the testing, ruling out, and the caring of COVID-19 patients.
- As recommended by CDC and National Guidelines a comprehensive engineering assessment was completed to optimize and designate floors to be used for COVID-19 “rule-out” or positive patients to allow for best limitation of air exchanges between COVID rule out/positive and non-COVID patient units.
- Established and implemented a secure COVID-19 internal notification system through the Cerner EHR to ensure clinician teams are immediately notified of a testing results so that COVID-19 patients receive the most timely care. This also enables the LRH Quality team to immediately research and identify all persons who may have come in contact with a COVID-19 positive patient or team member.
- At the medical center additional code teams are being trained for **simultaneous codes.**
- At the medical center medical/surgical nurses are being trained for ICU floors.
- The Lakeland Health Physician Group has initiated telehealth visits for all visits that can be safely transferred to the telehealth environment.
- A drive-thru Coumadin testing site has been established to limit exposure of patients.

# Testing Optimization

- We have opened a **LRH Employee testing** facility at the LRH Family Health Center across from the Emergency Department that is also **testing County and City First Responders.**
- We are diligently working to have the ability in approximately 4-6 weeks to run in-house COVID-19 testing. We are awaiting delivery of testing platforms from two different companies and either will provide us the ability to perform COVID-19 testing. Laboratory Companies are prioritizing the delivery of these devices and test kits based on need. LRH has responded that it should be escalated to a higher level of need due to its size and patient population.
- We greatly appreciate all the collaborative work with the City of Lakeland to prepare a drive thru testing center at the RP Funding Center. The expected date of operation is April 20, 2020.
- We are in discussion with various reference labs across the state and southeast that are promising quicker results and turn-around timeframes, in order to augment our current processing.
- The Polk County Department of Health is returning test results within 48 hours for hospitalized patients and health care professionals needing testing.

# Supplies and Equipment

- As you are aware we are in a national crisis with respect to needed supplies and equipment, especially **Personal Protective Equipment**
- Procurement Target Assumption: LRH has set an obtainment target for supplies and equipment to handle **1000 patients in the medical center, with 70% being in isolation, 50% being in ICU with 50% of those patients being on ventilators for a period of 4 weeks without replenishment.**
- Teams are working across all procurement divisions. Both traditional and non-traditional avenues are being explored.
- IT teams working with procurement teams have created information systems to track the daily use and inventory of PPE.
- Additional code carts, monitors, body bags and other needed equipment are being purchased.
- Ventilator capacity has been evaluated and confirmed that we can bifurcate our equipment, leading to the ability to ventilate approximately 175 to 350 patients if necessary.
- Additional storage is being obtained on site for key supplies and morgue capacity and there is

# Facility Optimization

## **Facility Optimization**

- LRH to open Respiratory Care Ambulatory site located at 130 Pablo St. as an off-campus respiratory clinic for COVID-19 symptomatic patients with a target date of April 13.
- An assessment is being completed at LSDC to identify equipment and bed capacity if needed in the future.
- LRH in conjunction with the State of Florida is exploring non-traditional potential sites of care such as hotels.

## **Facility Visitation**

- A very restricted visitation policy has been placed into effect at the medical center in order to protect patients and team members
- Only limited companion care is allowed in our ambulatory clinics. Again, in order to protect patients and team members.
- Screening of visitors and companions is happening across access points at all sites



# Communication

- 24/7 Emergency Operations Command Center with overall management by Elaine Thompson, President and CEO and support by Senior Management.
- Broad Community Communications through regional media outlets, mass mailings to LRH patients, and social media
- Monday through Friday COVID-19 LRH System Management Calls to communicate protocols, changing PPE supply levels and to assist team members in taking care of themselves and patients
- Daily Executive Leadership end of day meetings by conference calls to assess issues and plan essential activities for the next day
- Participation in M/W/F State EOC calls with Florida hospitals
- Contacted Funeral Home Directors regarding CDC recommendations for handling COVID-19 deceased
- Local SNFs are being called to discuss any COVID-19 issues and future capacity
- LRH is having weekly calls with local and regional health care systems and as applicable

As your safety-net hospital, LRH is determined to keep our community informed about the preparation, protection and potential impact of COVID-19. Our care teams are well trained and prepared to provide safe and effective care during this COVID-19 outbreak. We are taking every safety precaution to protect you, our visitors, and team members during this public health emergency.

# QUESTIONS

