Today’s HRO Tip: Focus in the Moment

Attention to detail is a high reliability strategy that helps us avoid distraction. When performing high stakes activities and mundane tasks alike, focus in the moment is essential. When donning and doffing PPE, getting it right each time requires focus on which PPE is appropriate, the techniques necessary and cross checking with others to prevent transmission and keep yourself and others safe.

The following is an update on Hackensack Meridian Health’s COVID-19 status, recovery and readiness efforts as of June 26, 2020.

**Status**

The following is a breakdown of the number of COVID-19 inpatient positive and those waiting for test results across our network as of June 26, 2020.

<table>
<thead>
<tr>
<th>Hospital &amp; Long Term Care</th>
<th>Current Inpatient Positive</th>
<th>Total Inpatients Awaiting Test Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hackensack University Medical Center</td>
<td>22</td>
<td>5</td>
</tr>
<tr>
<td>Jersey Shore University Medical Center</td>
<td>27</td>
<td>7</td>
</tr>
<tr>
<td>JFK Medical Center</td>
<td>28</td>
<td>3</td>
</tr>
<tr>
<td>Ocean Medical Center</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td>Riverview Medical Center</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Palisades Medical Center</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Raritan Bay Medical Center – Perth Amboy</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Raritan Bay Medical Center – Old Bridge</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>Southern Ocean Medical Center</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Bayshore Medical Center</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Mountainside Medical Center</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Pascack Valley Medical Center</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Carrier Clinic</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>HMH Long-term Care Facilities</td>
<td>25</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total Hospital &amp; Long Term Care</strong></td>
<td><strong>127</strong></td>
<td><strong>38</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ambulatory Practices</th>
<th>Current Positive</th>
<th>Total Patients Tested</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMH Medical Group Practices</td>
<td>645</td>
<td>6,259</td>
</tr>
<tr>
<td>HMH Urgent Care Centers</td>
<td>1,949</td>
<td>15,099</td>
</tr>
<tr>
<td><strong>Total Ambulatory Practices</strong></td>
<td><strong>2,594</strong></td>
<td><strong>21,358</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Homecare</th>
<th>Current Positive</th>
<th>Total Patients Awaiting Test Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMH Homecare</td>
<td>144</td>
<td>0</td>
</tr>
</tbody>
</table>
A reminder, COVID-19 updates are now released Mondays, Wednesdays and Fridays.

**Yesterday’s Situational Analysis (6/25):**
Yesterday, there was very little change in COVID-19 related volume across HMH’s hospitals and long-term care facilities. Thursday’s numbers show a 0.7% increase of COVID-19 patients at our hospitals. When our long-term care facilities are included, Thursday’s numbers show a 1.7% increase.

**Today's Situational Analysis (6/26):**
Since yesterday, COVID-19 volumes at our hospitals decreased 4.8% leaving us with 138 COVID-19 patients in our hospitals. When long-term care facilities are included, our COVID-19 patient volume was flat since yesterday. We continue to see our numbers decline and are encouraged to see so many of our hospitals with patient numbers in the single digits.

As we finalized this update, Riverview Medical Center discharged its last COVID-19 patient. Congratulations to Riverview Medical Center on this milestone. While COVID-19 volumes are fluid, it’s important to celebrate these victories!

**New: Clinical Guidelines**
The following clinical updates are now available:

*UPDATED*
- HMH Medical Group SOP During COVID-19 Pandemic
- HM Urgent Care SOP During COVID-19 Pandemic
- Ambulatory 2020 Infection Control Rounds

**New: Pre-Admission Testing Timeline Extended**
The state has extended the pre-admission testing timeline for patients undergoing a planned surgery or procedure. These patients can now receive their required COVID-19 test 48 hours to 6 days before their scheduled procedure. While this new timeline provides patients with more flexibility, patients still need to self-isolate following their COVID-19 until they have their procedure.

A reminder that our hospitals have a limited supply of COVID-19 tests and cannot perform same day, rapid COVID-19 tests for patients undergoing scheduled procedures. Ordering clinicians need to be sure to schedule these tests through the hospital's pre-admission testing. Testing results from other facilities (i.e.: state testing site, CVS, etc.) will not be accepted.
New: Expanded Patient-Centered Visitation Guidelines
The New Jersey Department of Health issued new guidelines that allow for expanded patient-centered visitation for patients starting today, Friday, June 26, 2020.

The expanded patient-centered visitation guidelines are as follows:

- Patients are allowed one visitor at a time, unless the patient is a minor (both parents or guardians are permitted). Exceptions will be made in special circumstances as determined by the facility.
- Visitation to COVID-19 patients is by appointment only. These appointments will need to be scheduled and coordinated through the patient’s care team.
- All visitors must be 18 years of age or older.
- Visitors are allowed from 11 a.m. - 7 p.m., with the exception of the Emergency Department where visiting hours are 24 / 7.
- Visitors are allowed to wear their own facemasks. If they do not have one, they will be provided with the appropriate PPE and masks and instructed on how to wear them.
  - If visitor refuses to wear a mask or requested PPE, they will be asked to leave the facility.
  - Visitors must wear a facemask at all times within the facility, including the Emergency Department where a surgical mask is required.
- Visitors must undergo symptom and temperature checks upon entering the facility. If they fail the screening, they will not be allowed to enter.
- Visitors must perform hand hygiene before visiting a patient. Sanitizing foam or gel will be available.
- Visitors must remain in the patient’s room (or Emergency Department bay) as much as possible throughout the visit, except when directed by hospital staff to leave for specific procedures. Behavioral Health units should follow their current visitation guidelines.
- Visitors may use the cafeteria and other amenities available to patients.
- Visitors may not be present during procedures, or in the recovery room, except for:
  - Pediatrics
  - Childbirth
  - Patients with an intellectual, developmental or other cognitive disability
- For same day surgeries or procedures, patients are allowed one support person.
  - The support person may remain with the patient through initial intake and may rejoin the patient for the discharge process.
- Visitors may wait for the patient in the hospital’s designated waiting area, while the patient is having his/her procedure.
- 6 ft. social distancing must be maintained in any common areas such as waiting rooms, lobbies, cafeterias, etc.
- Outpatients may be accompanied by one adult.
Restrictions in visitation were necessary to protect our team members, physicians and patients, however we are aware of the significant stress and anxiety this has caused for frontline caregivers who had to provide a new level of support for patients on top of managing a crisis. It has also been agonizing for families who were separated from their loved ones. We are extremely delighted to be able to welcome visitors back to our facilities and anticipate several benefits from this extended policy. While we firmly believe this is a positive shift, we cannot stress how important it is to continue important safety measures to prevent further spread of COVID-19 as we bring more people into our hospitals.

If you have any questions, please speak to your leaders.

**New: Updates on Patient Volume**
The HMH team continues to rebuild its patient volumes following the height of the pandemic. Here’s a look at how our ambulatory practices are doing:

- In-person visits and telehealth visits in June (*month to present*) at our Medical Group offices is at 91% of visits compared to January/February 2020, before the COVID-19 pandemic hit. While in-person visits account for the majority of our office visits, more than 900 tele-visits were conducted this week. *This data is reflective of Epic offices only.*

**New: Testing a Creative Solution**
As HMH reopened to welcome patients back for elective surgeries and procedures, we quickly saw an increased volume of patients coming in for pre-admission testing. With this influx in patients, it became challenging to practice important social distancing measures that are integral to maintaining a safe, COVID-19 free environment. Hackensack University Medical Center leaders got together to brainstorm how to improve patient satisfaction while also maintaining social distancing and other safety protocols. The team got creative and developed a process that enabled pre-admission testing to take place off-site at the HackensackUMC Fitness & Wellness Center.

This second testing location is already up and running, and has already helped reduce patient wait times. Meanwhile, the wellness center’s spacious location provides ample room for proper social distancing.
**New: Patient Spotlight - Rachel on her Cancer Treatment**
Meet Rachel. A breast cancer patient who continues to fight her cancer with courage and grace. Rachel feels completely confident in her care with all of the safety measures in place when she comes in for treatment, and encourages anyone that has or may have cancer to make it a priority. “I feel 100% comfortable coming here – if you feel that something is wrong – don’t wait.” [Check out a video of Rachel sharing her story.](#)

**New: Communications Preparedness**
The HMH COVID-19 Steering Committee has been developing HMH’s preparedness plan for a potential second wave of COVID-19. The team’s [robust COVID 2.0 Playbook](#) is now comprised of 30 chapters that outline our strengths, areas for improvement and preparedness plans. Today, we are highlighting the Communications chapter.

**Challenges:**
- As the COVID-19 pandemic ramped up in NJ, the communications team held the important mission of communicating vital information to team members, physicians, board members and the community at large so all audiences were aware of how the virus would impact their role within the organization, or interactions with the organization.

**Strengths:**
- The team was able to use established communications vehicles and relationships with media partners to share information quickly.
  - Daily (sometimes twice daily) e-mails were sent to all team members, physicians and board members
  - Dedicated webpages were developed to house important documents and information
  - The community was reached with vital messaging through social media, newspapers, TV, radio, e-mail and other channels

**Preparedness Recommendation:**
The chapter authors completed their performance improvement review and are preparing for a potential second wave in the following ways:
- Fast-tracking a new intranet, so all team member information can be housed and easily located in a dedicated space. [Click here to vote for our new intranet’s name!](#)

Rachel elbow bumps with her oncologist, Michael Levitt, M.D., at Jersey Shore University Medical Center’s HOPE Tower
• Working closely with IT to be able to precisely target communication to specific groups within HMH, based on their role or location.
• Redesigning the public website and consolidating social media pages for a better user experience.