

MEDIC COVID-19 Town Hall 4.1.2020

Sites Represented By Call Attendees:

- Henry Ford Health System
- Detroit Medical Center (Children's Hospital of Michigan, Sinai Grace, Huron Valley-Sinai)
- St. Joseph Mercy Ann Arbor
- Hurley Medical Center
- St. Mary Mercy Livonia
- Mercy Health St. Mary's Grand Rapids
- Beaumont Health (Royal Oak, Farmington Hills)
- Munson Medical Center
- Spectrum Health Lakeland
- Covenant HealthCare
- Lurie Children's Hospital

MEDIC Coordinating Center Staff Attendees: Keith Kocher, Michele Nypaver, Jason Ham, Michelle Macy, Andy Scott, Alyson Stone, Carrie Smith, Megan Hogikyan, Christie Radden, Joan Kellenberg

DISCUSSION TOPIC: Supporting ED Workforce Wellness During the COVID-19 Pandemic in Michigan

Town Hall Goals:

- Share and discuss approaches to supporting physical, mental, and emotional wellness among the ED workforce during this pandemic
 - MEDIC is in a unique position as a convener and connector of EDs across the state of Michigan
 - We are at our core a learning collaborative
 - This town hall grew out of a perceived need for the opportunity for all of us to share and learn from each other during this moment of crisis, and especially as relates to ED operations
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Site-by-Site Status Check:

1. **How are you, your team, your department, your facility approaching present + future emotional challenges of ED team members?**
 - a. **Addressing fears?**
 - b. **Recognizing emotional toll?**
 - c. **Protecting from burn out?**
 - d. **Considering personal loss?**
 - e. **Preparing for longer-term consequences**

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Michigan Medicine

- There is a group working on wellness specifically related to COVID
 - Sent a survey recently to ask people what would help
 - Already starting work with adult side (e.g. providing quick treats, things providers can quickly grab to stay nourished)
- Have received lunches and dinners for staff
- Trying to reach out to anyone who seems to be more anxious during this time
 - Talk to them, get an idea of what is contributing to their anxiety
 - Can refer them within patient services if they need additional counseling
 - Encouraging exercise
- Zoom meetings at night within the group to speak with one another without feeling like they can only interact at work, using this as an opportunity to decompress
 - People are at home, can laugh, make a joke, no masks on

St. Mary Mercy Livonia

- Daily meetings through Webex at the department level
- Daily hospital town hall meetings, everyone welcome to attend
 - Every meeting ends with “we’ll answer questions until there’s no more questions”
 - Helps providers feel up to date on expectations/what is going on
- As a group, the department has talked about not trying to stack shifts, many people have reached out to pick up shifts during spring break vacation times
- Early adopter of allowing staff to bring in own PPE (p100 masks, goggles and face shields secured early on)

Beaumont Health Royal Oak

- Daily meetings with pediatrics leadership within the hospital
- Bi-weekly meeting with PEM doctors and fellows
- Constant communication about what is changing as it changes quickly
 - Opens opportunities for asking questions
- Taken fellows of most shifts in April because volumes are way down, hoping this makes them feel safer
 - Added extra education during April while they don’t have as many shifts
- Non-profit delivering food to different departments in the area
 - Helps staff to know people are thinking about them and helping to support them

Hurley Medical Center

- If volume is low enough to tolerate, moving to low census staffing whenever possible
- ED manager doing “off-shift rounds” coming in on third shift, on the weekends
 - Ensuring there is frequent communication between him and the other nurse managers, having a visible presence

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- COVID information area with daily updates, infection control has been fielding staff questions
- Normal employee wellness emails keeping up once per week, moving to do virtual exercise classes on Zoom

DMC - Sinai Grace

- Daily updates sent via email
- Encourage staying in touch with family and friends
- Stepping up to fill in for others who have been pulled into other duties

Spectrum Health Lakeland

- Local gofundme site pairing restaurants with areas within the hospital for deliveries to the hospital
- Down-staffing where possible
- Daily updates within hospital, emergency departments
- Dr. Nolan doing daily walk-throughs in the morning and evening in the three units the emergency department is covering
- For PPE, as long as providers are meeting at least minimum requirements they are able to bring their own

Henry Ford Health System

- Department weekly town halls for residents and staff physicians
- Quarantined resident putting out a daily email summarizing all the other emails sent throughout the day about COVID and ongoing literature and what's in the news to help catch up
- Clear Conversations Program – used for patients going through end of life care, have updated this to help providers deal with pandemic-related challenges
- Tracking who is currently on quarantine, for those on quarantine making sure a resident or staff physician can go by their house to drop off food etc.
- Use Slack and a wellness channel, funny memes, Netflix shows recommended, books to read
 - Started a “shared shelf program”, take a picture of your bookshelf, and share it, if someone would like to borrow a book on your shelf the program facilitates getting it to others
- 24/7 emotional response hotline for providers to call
- Connect the Docs Group – groups of 10 physicians, normally meet once per month, now having meetings through Zoom/Skype
- Increased coverage in department (deployed others from different disciplines) to take some patient burden off the ED providers
 - Decreased some shifts for residents so they aren't working as many hours
- Encouraging staff to take normal vacation
- MHA sent out an AACN RN e-learning course, focusing on cross-training or refreshing critical care skills. That might help ease some anxiety for those facing redeployment. Here is the link to enroll. It's free

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too. https://www.aacn.org/education/online-courses/covid-19-pulmonary-ards-and-ventilator-resources?sc_campaign=D89A9158E9C34910A638BAF9931DE4F0&zs=DruSX&zl=ewR22

St. Joseph Mercy Health Ann Arbor

- At the department level there is a large focus on communication
 - Daily town hall meetings
 - Sending videos of proper donning and doffing of PAPR devices so people feel more comfortable and safe
- Downsizing provider hours to allow for rest
- Crisis line available supported by the ED for ED personnel
- Centralizing support for PPE, reimbursing folks to go out and buy their own PPE if needed
- Sharing wellness offerings through the department
 - Headspace application, free for providers with an NPI number
 - Exercise, meditation sources that others have been sharing from personal use
- Hospital response
 - Incident command has made colleague wellness a significant focus
 - Doing everything they can to promote frontline providers' needs
 - Safety, nutrition, rest are the biggest areas of focus
 - PPE and appropriate staffing models
 - Focusing on nutrition, matching needs with what partners need, matching resources
- Working on identifying respite centers around the hospital for providers
- Partnered with hotels to create "sleep centers" for providers to rest and not worry about going home to sleep and possibly infecting family members
- Trying to focus on what people really need as opposed to assuming what people need (e.g. child care, transportation, etc.)

Munson Medical Center

- Allowing providers to bring in own PPE, but cautioning that wearing particular kinds of masks can scare other providers in other disciplines so to try and be cognizant
- Daily town halls, 12:30 every day from system CMO
- Communities donating food

Covenant HealthCare

- Webex meetings, daily updates, lots of food donated
- Staffed senior physicians in non-COVID areas (60+)
 - 55+ no longer working night shifts
 - If you are immunocompromised in other ways, you also do not have to work in a COVID+ area
- Active second victim network – have already experienced the personal toll this work can take on individual providers, especially when there are other stressors at home or otherwise that aren't always known

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- Concierge service in the hospital
 - Doing things for anyone working in the hospital
 - Deliver meals, get your oil changed, etc. they send regular reminders that they are there and available
 - Oasis rooms set up in hospital
 - Games, snacks, places providers can just go and get away from it all without being crowded in other public areas (e.g. cafeteria)
 - On site McNally house (typically used for housing for loved ones while a family member is in hospital) – opened up to employees who don't want to go home and worry about spreading to family
 - Partnered with local hotels
 - Closing areas early to give providers a break, offering hotlines
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