

A Day in the Life of Pandemic Readiness and Response

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HIMSS GEORGIA CHAPTER









COVID Impact YTD

COVID Burden
(COVID Confirmed)

1788

Recovered

829

Deaths

109

Vent Encounters

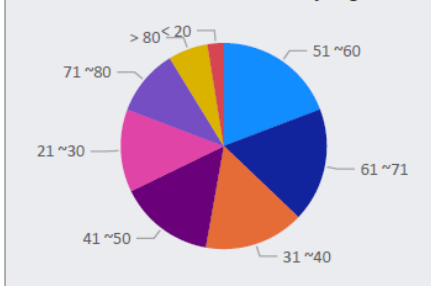
135

ICU Encounters

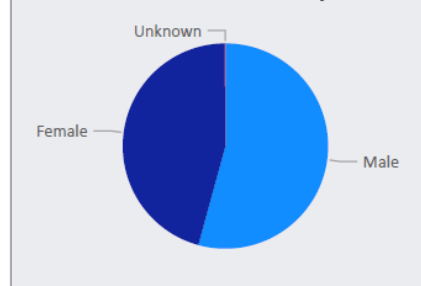
289

*Unique Encounters

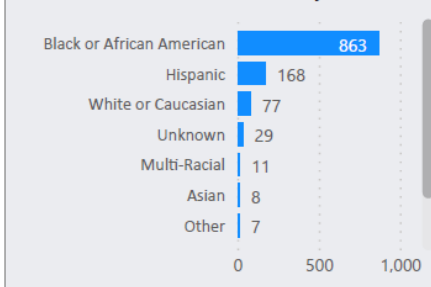
COVID Confirmed Patients by Age



COVID Confirmed Patients by Gender

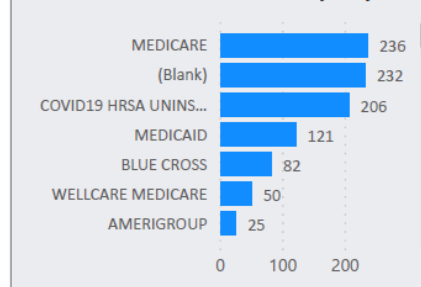


COVID Confirmed Patients by Race



*Unique Patients

COVID Confirmed Patients by Payor



Total Tests Performed
(Screening and Diagnostic)

27865

Negative
Screenings

19K 92.76%

Positive
Screenings

1173 6.17%

Negative
Diagnostics

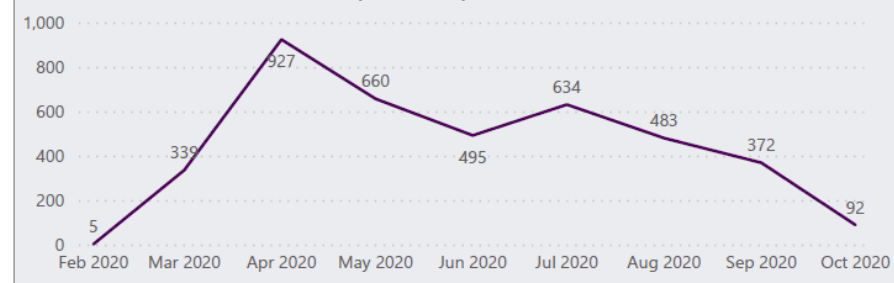
5878 77.08%

Positive
Diagnostics

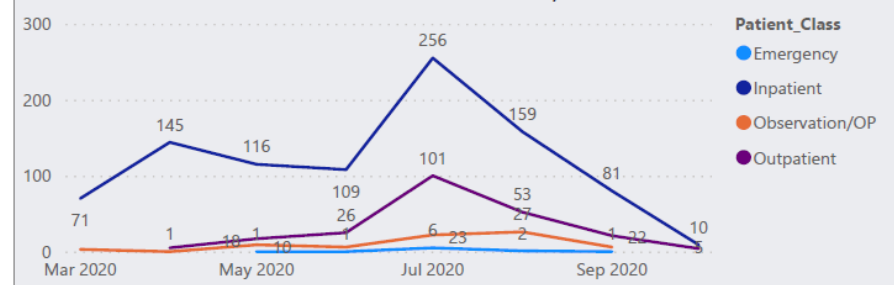
1781 21.19%

*All SARS-COV-2 Diagnostic and Screening Tests Resulted

COVID Suspected Inpatient Admissions



COVID Confirmed Admissions by Patient Class



*Unique Encounters

DISRUPTIVE SHOCK

(dis- 'rəp-tiv 'shäk)

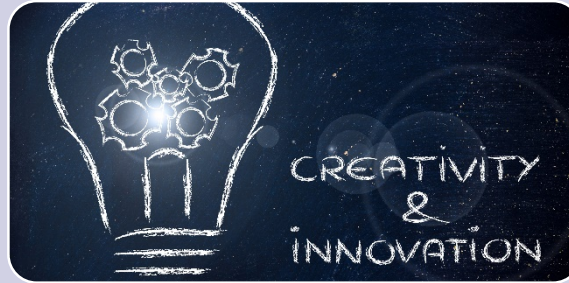
A sudden upsetting or surprising event or experience that stops something from continuing as usual.

What is **DisruptiveShock.com** ?

Disruptive Shock Fuels Innovation



COVID-19: A Unique Opportunity



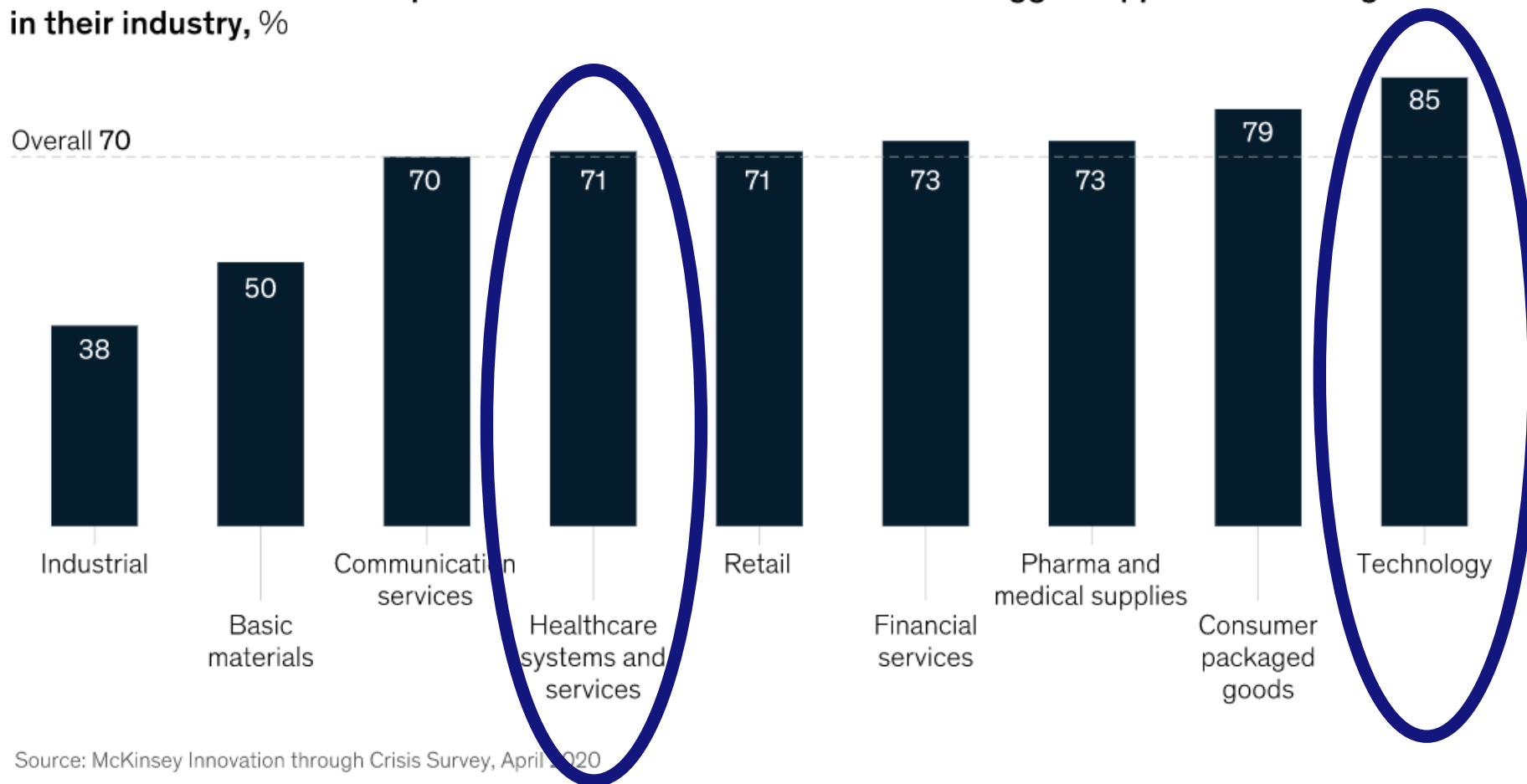
90% of executives believe that the COVID-19 crisis will fundamentally change the way they do business over the next 5 years.



85% believe that COVID-19 will have a lasting impact on their customers' needs and wants over the next 5 years

Source: McKinsey Innovation through Crisis Survey, April 2020

Share of executives who expect the COVID-19 crisis to be 1 of the biggest opportunities for growth in their industry, %



A Recipe for Innovation



People








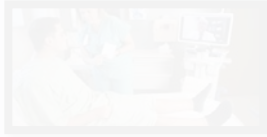



- Acknowledging The Facts
- Creating Motivation
- Developing Resilience
- Nurturing Operational Alignment
- Keeping Patients At The Center







Technology

Telehealth Use Cases

Telephonic visits	Remote patient screening	Remote patient monitoring	Video visits	Patient visitation	Virtual Rounding (Inpatient Visit)	eVisits/eConsults
						
<ul style="list-style-type: none"> • Immediate stop gap • 100k telephone encounters • Universally accessible • Loss of nonverbal cues 	<ul style="list-style-type: none"> • Efficient COVID pre-screening • Routine assessment • Patient education on next steps 	<ul style="list-style-type: none"> • Remote assessment/triage • Daily evaluation of vitals • Allows response to clinical data outside of regular visit • Efficient method for COVID at-risk conditions and chronic care management 	<ul style="list-style-type: none"> • Replaced face-to-face visit during surges • Allows improvement in nonverbal communication • More favorable reimbursement by payers • Challenges with patient internet bandwidth, computer/smart device 	<ul style="list-style-type: none"> • Facilitates emotional support of patient • Enables personal connection with family and friends • Improves patient experience • End of life 	<ul style="list-style-type: none"> • Reduces clinician exposure to COVID-19 • Reduces PPE consumption • Saves time traveling • Requires PTZ camera with high quality mic and speaker • Requires infection prevention/sanitization protocol for device 	<ul style="list-style-type: none"> • Patient or clinician initiated • Before, during and after surge • Time efficient for patient and provider • Lack of direct communication







Technology

Virtual Work Transition

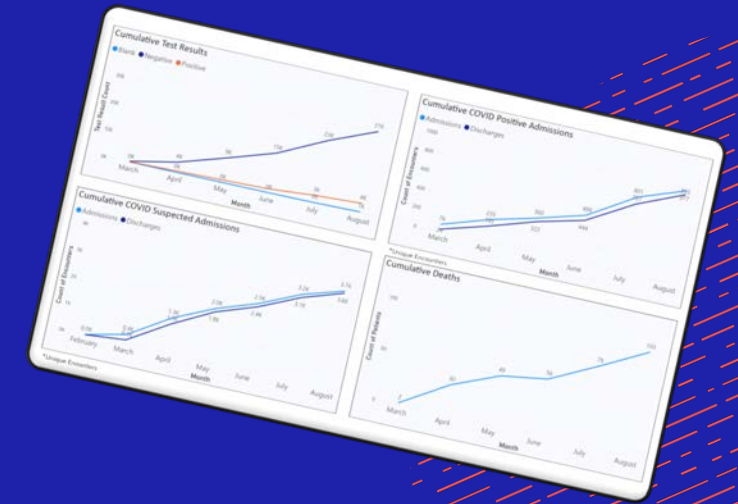
Home Office	Virtual Collaboration	Secure Network Connectivity	Intrusion Detection/Monitoring
			
<ul style="list-style-type: none">• Laptop• Jabra• Headset• Dual monitors• Docking Station• Avaya soft client	<ul style="list-style-type: none">• Office 365• OneDrive• Webex• Microsoft Teams	<ul style="list-style-type: none">• Multi-factor authentication• VPN• Security patching• Limiting RDP	<ul style="list-style-type: none">• Strategy expansion• Staff education• Network intrusion detection system• VPN monitoring

Technology

EHR Optimization

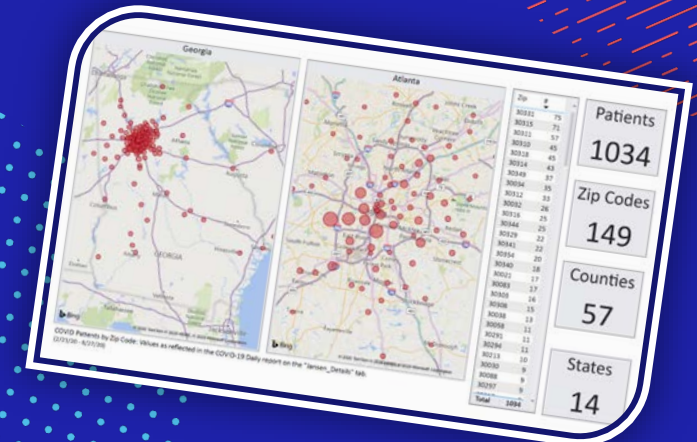
PUI/COVID tracking	Diagnostic orders/results	Documentation	Treatment Plans & Medication orders	Patient Engagement/Outreach	Patient Education
					
<ul style="list-style-type: none"> • Infection status transparency • Clinical decision support • Analytical surveillance • Security adjustments • Integration modifications 	<ul style="list-style-type: none"> • New orders and result components • Order set updates • Integrating outside results • Security adjustments 	<ul style="list-style-type: none"> • Streamlining documentation to capture the must haves only • Rapid development of documentation pathways for Field Hospital at GWCC 	<ul style="list-style-type: none"> • Converted to MDI vs nebulizer to prevent aerosolization • Order sets for VTE prophylaxis for aggressive anticoagulation • Restricted order sets for Remdesivir specific to ID • Steroid order sets and linked insulin panel • Research Support 	<ul style="list-style-type: none"> • Broadcast texting • After visit summary updates • Patient Portal messaging • Remote monitoring • Artificial Intelligence 	<ul style="list-style-type: none"> • Education updates • Text notifications • Remote monitoring assessment and direction

Technology Business Intelligence & Data Analytics



UVIU-19 Executive Summary

Metric Name	Total	8/28/2020	8/27/2020	8/26/2020	8/25/2020
Inpatient Admissions	3502	16	9	10	
ED Visits	6690	26	24	22	
ED Visits Admitted	3320	14	9	9	
In House Patients	1589	48	55	55	
Ventilators In-Use	128	5	4	4	
Ventilators In-Use (Excludes COVID Related Patients)	1045	48	55	56	
ICU Occupied Beds	261	10	9	9	
On Remdesivir	173	3	1	2	
On Dexamethasone	69				
Mortalities	103				
Discharges - Inpatient	709	5	1	5	
Home	58			4	
Hospice	350	1	3		
Other					
LOS In-House (2/23 - Today)		13.21	11.79	11.66	
Average		51.00	50.00	49.00	
Max		81155	498	553	
Telephonic Visits (All Patients)		7	7	4	
Virtual Visits (All Patients)					

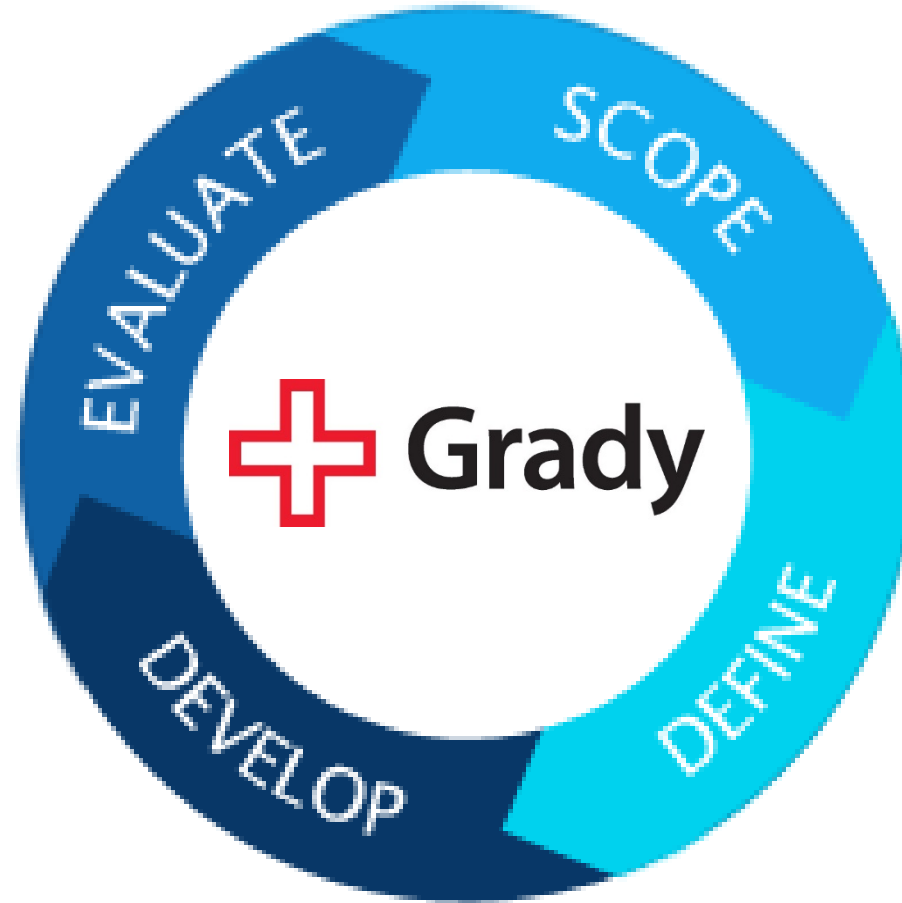


Technology

COVID-19 Field Hospital (GWCC)



Agile Methodology



Daily Agile Standup

- All application leaders
- Designated facilitator
- Held at same time/place each day
- Each task has an owner for providing updates
- Everyone works together to address barriers
- Goal is to leave the meeting with everyone understanding next steps



Formula for Success





CHRIS
MADDEN