

# Virtual Town Hall Summary



Thank you to those of you who were able to attend one of our recent virtual Town Halls at Mission Hospital. If you weren't able to join us, there will be more opportunities to attend in the future. In the meantime, we wanted to share these key highlights from the conversations.

## OVERALL COVID-19 PREPAREDNESS

Mission Health and HCA Healthcare have well-established protocols in place to care for patients with infectious diseases, and our emergency planning efforts related to COVID-19 began immediately. These efforts continue today and continue to evolve.



- **SUPPLIES:** Our latest analysis of our ability to meet the demand for additional use of masks gives us confidence that our colleagues in supply chain are prepared to address our needs. Still, we are doing everything possible to secure additional products. To help ensure our caregivers and patients continue to have enough supplies and equipment, we are implementing steps recommended by the CDC to conserve PPE. All Mission Health hospitals have an assigned clinician responsible for overseeing PPE inventory and stewardship.
- **CAPACITY:** We are engaged in ongoing bed utilization planning for the epidemic. Suspension of non-essential surgeries allowed us to free up beds for patients in the event of a surge. As needed, we are also able to access additional bed capacity by converting other hospital beds into ICU beds. We have installed tents at all Mission Health hospitals for additional capacity to triage patients outside of emergency departments in the event of a surge.
- **IN-HOUSE LAB:** We are now processing COVID-19 tests for inpatients in our in-house Mission Hospital lab to improve our ability to receive timely test results. With this new process, we no longer wait seven to 10 days to receive results. Our current wait time is now less than two days.

## KEEPING YOU SAFE

- **UNIVERSAL MASKING:** To protect our patients and clinicians, including our nurses, we have expanded our use at Mission Health beyond suspected or positive COVID-19 cases. These new guidelines apply to all areas of our patient care facilities, not just those where suspected COVID-19 or COVID-19-positive patients are being treated.
- **PPE TRAINING:** We held a 24/7 PPE Clinic at Mission Hospital during the month of March. Additionally, nurses from our COVID-19 Task Force are actively rounding with other clinicians to provide in-person training to our colleagues on the proper protocols for using and conserving PPE.
- **GREEN SCRUBS:** We are offering scrub laundering for team members who care for COVID-19 patients to protect them from taking contaminated scrubs home to their loved ones.



## TAKING CARE OF OUR TEAM MEMBERS



- **COLLEAGUE FAMILY SAFETY:** We have worked out the details with nine major hotel chains to provide housing for caregivers who provide care to COVID-19 patients and prefer not to go home to their loved ones after their shifts.
- **EXPANDED HCA HOPE FUND:** For our colleagues experiencing changes in financial circumstances as a result of COVID-19, such as the loss of a spouse's employment or increased needs for childcare, the HCA Healthcare Hope Fund stands ready to help. Most recently, we announced special financial assistance to help with childcare costs for our working parents.
- **PANDEMIC PAY:** As Mission Health has experienced decreased patient volume and limited elective procedures as part of our COVID-19 preparations, many of our outpatient facilities, clinics and departments have temporarily closed. To support FT/PT employees with reduced hours, Mission Health and HCA Healthcare are committed to supporting our colleagues during this time and have implemented pandemic pay practices to ensure eligible team members receive 70 percent of their base pay for normal scheduled hours. Additionally, we've implemented quarantine pay practices to pay eligible team members who work in a patient care setting 100 percent of base pay for their normal scheduled hours.

## KEEPING YOU INFORMED



- **KEEPING YOU INFORMED:** Our best resource in keeping you updated with frequent changes is Mission&Me at [missionandme.mission-health.org](https://missionandme.mission-health.org). The nature of the ongoing response requires regular changes and new protocol implementation throughout the week. Our communications teams are working throughout the system to ensure our most recent information is reported to you immediately.
- **DASHBOARD/DAILY SNAPSHOT:** To help provide transparency to our colleagues, we have launched a tracking tool that will allow Mission Health caregivers to see data about the number of COVID-19 positive, and presumptive positive, patients in our care.
- **TAKE 5:** To keep you informed daily, we have also rolled out a new email newsletter series called "Take 5." In this email, you'll find the top-five important things to know for the day at Mission Hospital. The information will include updated protocols along with scheduling of any important events/virtual-meeting and we will also share heartwarming news from our teams and community.

## THANK YOU FOR BEING YOU



- **THANK YOU ALL.** Your courage and commitment to deliver quality care, especially in these uncertain times, is inspiring. Our teams are doing all we can to help ensure our safe and effective response to this pandemic, and we know that means ensuring our staff has the best capabilities and safety available. That also means taking care of yourself mentally and emotionally.
- **PLEASE KNOW - WITHOUT A DOUBT - YOU ARE NOT ALONE.** Our leadership team is with you, and please do not ever hesitate to reach out if you feel it will be the best way to deliver a message about how we can improve or to ask for something you or a colleague needs.
- **YOUR TALENTS AND DETERMINATION PLAY AN ENORMOUS ROLE** in advancing our care and the wellbeing of everyone around us. Your ongoing efforts and compassionate care are the foundation of our community's optimism and courage.