

Baptist Health South Florida

Situation Report: COVID-19

April 17, 2020 – 5 P.M.



Baptist Health System-wide Status

Current Hospitalized COVID-19 Positive Cases: 189
Total COVID-19 Positive Discharges (YTD): 428

Emergency Level: Our incident command remains at Level 2 (Partial Activation)

State and National Outlook

Confirmed cases in Florida: 23,340
Confirmed cases in U.S. : 671,407

Personal Protective Equipment (PPE)/Supplies

Please continue to visit our [page for clinical guidance](#), including safe PPE use.

COVID-19 Testing

Laboratory Update/ In-House Testing: In order to gradually and safely reopen some aspects of our operations, it is critical for us to have the capability of testing all of our employees and patients. Our goal is to be able to test everyone in house soon. Currently, we are limited by the availability of tests and supplies, but we expect availability to improve in the coming weeks. Read more about our in-house testing capabilities, including the test developed at the Molecular Diagnostic Lab at Miami Cancer Institute in today's Miami Herald, by [clicking here](#).

Tests not processed in-house are being sent to BioReference Laboratories. The turnaround time for BioReference Laboratories is currently 2-5 days.

Community Testing: For community testing sites across our area , [click here](#).

Operations Update

Convalescent Plasma:

The infusion of convalescent plasma is emerging as a promising therapy to treat COVID-19 patients who are not responding to standard supportive care. Baptist Health is one of the first healthcare organizations in Florida to use this investigational therapy, which involves infusing antibody rich plasma from a donor that has recovered from the disease to a matched patient recipient. While not all patients are candidates for this therapy and it is still under investigation, early signs have been promising. The WINK for clinicians [can be found here](#).

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Operations Update (continued)

Patients who qualify to receive plasma donation will need an eIND# from the FDA, which can only be obtained by the treating physician. Physicians interested in providing this therapy for their patients should contact Maureen Avella (North Region) or Edwina Brathwaite (South Region), who will assist in screening the patient for FDA qualification criteria and guide the process for obtaining an eIND.

Donors must have a documented positive test followed by a documented negative result if they are between 14-28 days following their initial diagnosis. After 28 days, no negative result is needed. Male donors and females who have never been pregnant are preferred due to lower incidence of HLA antibodies.

Some patients and families have identified donors and in those cases, our team is facilitating the pre-qualification process at Boca Regional for our North Region hospitals and at Doctors Hospital for our South Region hospitals. Community members who are looking for information about becoming donors should contact 1-833-MYBAPTIST, and they will be routed to the appropriate location for assistance. General donations not directed to a BHSF patient should be routed to the OneBlood directly.

Compassionate Communication Task Force: Baptist Health created a Compassionate Communication Taskforce led by Dr. Agueda Hernandez and Angie Medina, to provide clear, timely and caring communication for admitted patients and their families during this COVID-19 crisis. Through a generous donation from KPMG, 200 iPads have been deployed to hospitals throughout the system to help patients and families communicate. Due to the “no visitor policy” related to COVID-19, this additional iPad communication offers emotional support for patients and their families. The patient experience, nursing and pastoral care teams established a process to use these iPads for virtual visits and pastoral visits, helping families who cannot be physically present. These virtual calls are not to replace clinical staff communication to family, but to provide comfort in seeing their loved ones.

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Operations Update (continued)

Recovery Task Force: As Baptist Health begins to determine when and how to reopen parts of our elective business, a task force has been formed under the leadership of Nancy Batista-Rodriguez to review multiple aspects of our business - from operations to environment of care, to community and patient engagement. The goal of this task force is to develop protocols for a new way of caring for our community as we transition through COVID-19 and beyond.

New COVID-19 Hotline: In order to keep our community safe and well-informed, Baptist Health has developed a dedicated hotline to provide guidance related to COVID-19. Both individuals who believe they are having symptoms of coronavirus or people with concerns – patients and non-patients alike – are invited to call 1-833-MYBAPTIST(833-692-2784) for direction and next steps. Our bilingual call center agents can also answer questions about the latest Baptist Health visitation policies, closings, changes in hours of operation, and more.

The service is available 24 hours a day, 7 days a week for the duration of the crisis. Community members also have the option of completing our online Coronavirus Assessment tool to determine risk level and receive guidance. If a visit with a doctor is recommended, people can see a doctor on their phone from the safety of their home via the Baptist Health Care On Demand app. Use code CARE19 for a free visit.

COVID-19 Clinical Resource Webpage: The Evidence-Based Clinical Care (EBCC) team has developed a Coronavirus (COVID-19) webpage for practitioners. The information on this page is being released and updated on a regular basis as more details become available regarding COVID-19. Medical Staff and employees will be able to find information on testing, treatment and care of confirmed and suspected coronavirus patients. Leaders will be able to find pertinent information for their departments and teams. The page is accessible via any computer or mobile device:

https://goebcc.baptisthealth.net/Documents/html/index_Covid.htm

Visitor's policy: For the health and safety of our patients, families and employees, visitors are not allowed. Exceptions will be made in the pediatric and maternity units and in the NICUs.

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Occupational Health Screening Process

Travel Screening: Employees, volunteers, students, contractors or members of the medical staff who have returned from any international travel, any cruise ship, or from anywhere in the U.S. that is deemed to have widespread community transmission of COVID-19 in the last 14 days, must stay home, immediately contact Baptist Health's Occupational Health hotline at (786) 596-2345 and will be placed on 14 day quarantine.

Employee Post Exposure Screening: Infection Prevention & Control and Leadership, at each entity, will identify employees potentially exposed to a suspected (PUI) or confirmed COVID-19 patient. After identification of potential employee exposures, Occupational Health will collaborate with Infection Prevention & Control and Leadership at each entity to determine whether or not exposed employees should be quarantined based on CDC's risk assessment of healthcare personnel COVID-19 exposures (such as medium or high-risk exposures). For questions related to COVID-19 exposures, please contact your local Occupational Health Office (not the Occupational Health Hotline).

Return to Work: Individuals who have been removed from work and placed on quarantine (due to travel or post-exposure) for 14 calendar days will need to receive clearance from Occupational Health before reporting to work.

Employees experiencing symptoms of fever (at or above 100.4) and/or acute respiratory illness (cough, shortness of breath, etc.) should stay home. For more information, visit the COVID-19 page on the intranet.

Human Resources

"We're All In" for Kindness: The **#PineappleProud + Strong – Kindness Campaign** is in full force as inspiring photos and messages have been coming in from employees across the organization. Check out this week's *Wave of Inspiration* recap video to see the latest amazing submissions ([watch from your phone](#) | [watch from your computer](#)). Be part of the movement by sending your #PineappleProud and #PineappleStrong photos, inspirational chalk art and stories of kindness to PineappleProud@baptisthealth.net or post them on Yammer. And visit PineappleProud.net to view the latest activities, ideas and videos.

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Human Resources (continued)

COVID-19 Special Edition Employee Newsletter: To help Baptist Health employees find COVID-19-related employee information in one place, a Special Edition employee newsletter has been developed. Much of this information has been shared previously and is also housed on [Baptist Health on the go!](#) and on [Boca Regional's](#) version of the site under the **COVID-19** tile and the **Employee Support** tile. [Click here](#) to access the employee newsletter.

Pastoral Care and Counseling

Interest-free Emergency Loans: The Baptist Health Employee Sunshine Fund, coordinated by Pastoral Care, is available to assist with pandemic-specific financial hardship through interest-free loans. Additional information and loan applications are available on the COVID-19 page on our intranet.

Support Hotline: 305-596-4036 is available for employees to call between 8 a.m. and 9 p.m., 7 days per week during the duration of the coronavirus crisis. Patient care requests and other emergency needs should still be directed to entity-based Pastoral Care offices. Overnight emergency calls between 9 p.m. and 8 a.m. should continue to be directed to hospital-based switchboards as customary.

Virtual Chapel Space: Available via Zoom at 12:30 p.m. Mondays, Wednesdays and Fridays to any employee interested in coming together for 10 minutes of guided prayer and reflection. <https://baptisthealth.zoom.us/j/821265025?pwd=cVNwRExhMHR2c1hxQm5MOSUvU3kydz09>
Meeting ID: 821 265 025 Password: 068614

Baptist Health Care On Demand

We are offering Care On Demand FOR FREE with the code CARE19. Our online caregivers are prepared to follow the appropriate CDC protocols and can answer questions regarding COVID-19, evaluate a patient's risk and provide support to relieve symptoms. Telehealth is a valuable tool in helping to prevent the spread of the virus. Please feel free to share information about Care On Demand and the code CARE19 with your friends and family.

Finance

Department leaders can find guidance on the tracking and proper coding of COVID-19-related expenses on the COVID-19 page on our intranet.

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Students

Student rotations and observer programs at all Baptist Health facilities are suspended until further notice. Scholar Nurse Partners will be scheduled for approved per-diem employed shifts, as needed. This restriction is **not** applicable to medical residents and fellows, pharmacy residents and nursing residents who will continue to provide care as needed and within their scopes.

Media & Social Media

Media Inquiries: With the news media trying to cover every angle of the COVID-19 outbreak and with our hospitals and frontline employees seen as ground zero for many of these stories, it's important to remember that all interaction with the media should be filtered through Marketing & Communications. If you receive a call or encounter a member of the news media on assignment, please direct them to MediaRelations@BaptistHealth.net or 754-900-9967.

Social media/Privacy: It is important to keep our privacy and social media guidelines always top of mind. As an employee, you represent Baptist Health. Therefore, how you present yourself to our patients and community, both in-person and online, is a reflection on Baptist Health. Employees should be appropriate and respectful and should never disclose any protected health information or confidential business records or data. If you have any questions, please refer to the Social Media and HIPAA Privacy policies on the intranet, or contact your HR representative.

Baptist Health Information Sources

In addition to our regular email communication to all staff, you can also keep up to date about COVID-19 through a variety of ways:

- The COVID-19 page on the intranet
- [Baptist Health's Resource blog](#)
- [BaptistHealth.net/Coronavirus](https://www.baptisthealth.net/coronavirus)
- Follow @BaptistHealthSF on Facebook, Instagram and Twitter
- **Baptist HealthTalk Podcast:** Host Jonathan Fialkow, M.D. and expert guests from across the system, answer the most frequently asked questions and address concerns in a conversational tone. You can download Baptist HealthTalk wherever you download your favorite podcasts, or click [here](#).