

Baptist Health South Florida Situation Report: COVID-19

April 22, 2020 – 5 P.M.



Baptist Health System-wide Status

Current Hospitalized COVID-19 Positive Cases: 175

Total COVID-19 Positive Discharges (YTD): 490

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

State and National Outlook

Confirmed cases in Florida: 27,869

Confirmed cases in U.S.: 802,583

Personal Protective Equipment (PPE)/Supplies

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

Operations Update

Recovery Task Force: This new inter-disciplinary, system-wide committee is meeting twice a week to develop our recovery plan. In addition, subcommittees will be set up to address the unique needs of particular service lines and functions. The task force has several goals, including establishing guidelines for resuming outpatient/elective services and ensuring our environment of care is safe. Operations will need to be resumed in a phased approach, and the task force will be following all applicable society guidelines and best practices as it develops its plans.

Baptist Health Care On Demand, which has experienced dramatic usage over the past several weeks, will continue to be a key component of Baptist Health's recovery efforts and an important part of the organization's future.

Patient Experience: While the COVID-19 pandemic has changed many of the ways that we deliver care, one thing has remained constant- the care and compassion of our team. It has been clear through this very challenging time that our patients truly appreciate the care that they are receiving across our organization.

Nationally, Press Ganey has seen an improvement in patient satisfaction, and Baptist Health is currently seeing the same trend in its data as a whole. For the beginning of the third quarter, we are seeing that several of our hospitals currently have higher percentages of "very good" scores compared to the same time last year. All of our EDs are scoring well, and most have scores that are significantly better compared to the same time last year. Our urgent care centers and our medical practices are also performing well.

Baptist Health South Florida

Situation Report: COVID-19

April 22, 2020 – 5 P.M.



Operations Update (continued)

Comments from recent surveys include:

“My entire experience was very good. I was hesitant and a bit frightened to be in a hospital in view of the current health crisis taking place but everyone was wonderful.”

“Again, especially with COVID19 everyone was awesome - I never felt insecure about my surroundings and the staff from check in to the nurses, to the anesthesiologist and surgeon were amazing. Great job!”

It is clear that our clinical, patient experience and other front line teams are managing patient care, visitor restrictions, virtual family visits, and other challenges with great compassion, providing hope during this very difficult time.

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.

For our Miami-Dade facilities, starting tomorrow, April 23, tests not processed in house will be sent to Quest labs. For other locations, we continue to use BioReference Laboratories. The turnaround time for BioReference Laboratories is currently 2-5 days.

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

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. A new WINK for clinicians can be [found here](#).

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

Baptist Health South Florida

Situation Report: COVID-19

April 22, 2020 – 5 P.M.



Operations (Continued)

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.

Human Resources

Business and Personal Travel Reminder

As a reminder, we are still in the midst of trying to suppress the spread of the virus in our community and therefore, are continuing our suspension of non-essential business travel for the foreseeable future. This includes booking travel for events in the summer and fall. Only travel approved by an Executive Vice President will be allowed and only for essential business.

In addition, Baptist Health strongly recommends the continued suspension of personal travel as well, for the safety of our employees, patients and the community. Any employee who travels outside of South Florida, either by air or ground transportation, will still need to contact Occupational Health at **786-596-2345** for clearance *before* returning to work at one of our facilities. Those employees may be subject to *up to 14 days* of quarantine, during which time, PTO or LOA will need to be used.

You can get the latest employee information regarding Coronavirus (COVID-19) from **Baptist Health on the go!** – a mobile site that can be accessed from anywhere at any time. Just type baptisthealth.net/go on your phone, computer or tablet and select the **COVID-19** tile. Boca Regional and BocaCare employees, type boca.baptisthealth.net.

Baptist Health South Florida

Situation Report: COVID-19

April 22, 2020 – 5 P.M.



Pastoral Care and Counseling

For information about resources available through Pastoral Care, including interest-free emergency loans, a support hotline, and a virtual chapel space, visit the COVID-19 page on the intranet.

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.

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.

Baptist Health South Florida Situation Report: COVID-19

April 22, 2020 – 5 P.M.



Media & Social Media

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](#).