

Subject: COVID-19 Update - July 23

Sent: Thursday, July 23, 2020 7:45 PM

From: Bo Boulenger

To: DG-BHSF Everyone; DG-BT Everyone Automated; BRRH Everyone; BRRH-BocaCare All

Ladies and Gentlemen,

While the news and the circumstances around COVID-19 continue to be extremely challenging for our state, our community and our organization, we are encouraged every day by the incredible work being done across our health system. This pandemic and its implications for healthcare organizations like ours is not something that we would have ever foreseen- but the way that our people have risen to the challenge in order to take care of our patients, while not unexpected, is truly remarkable. You have been family to our patients when they were not able to be with their own. You have cared for them while also helping their loved ones through the many uncertainties of this new disease. You have taken care of each other when the work seemed overwhelming. You are heroes, and you are making a difference.

Currently, there are 808 COVID-positive or suspected COVID-positive patients at our hospitals; and to date, we have discharged 3,444 patients. We look forward to seeing that discharge number continue to grow knowing that our collective efforts are making it possible for those patients to beat COVID-19 and return home with their loved ones. Your ongoing commitment throughout these months has helped so many families in our community.

Following are this week's updates:

PPE

We have sufficient supplies of PPE to keep our patients and employees safe. This includes N95 respirators and eye protection equipment. It is imperative that we continue to use these supplies prudently and according to [CDC and BHSF guidelines](#). Based on the experience of the last four months, to include our lower infection rate and antibody rate in our tested employees, we know that these guidelines regarding the proper use of PPE, including only using Baptist-supplied devices when deemed necessary, are effective in protecting employees and patients while helping to optimize our PPE supplies.

Results Notification Update

We continue to improve our notification process for COVID-19 test results so that our patients are able to receive their results as soon as possible. We recently implemented a text message notification process whereby any patient who is tested at our Urgent Care Centers, Urgent Care Express locations or Emergency Departments in Monroe, Miami-Dade and Broward counties, and who has a negative COVID-19 test result automatically receives a text message when their results are ready. This process is helping to decrease the volume of calls to our facilities from patients seeking results and is also decreasing the number of notification calls that need to be made by our clinical teams.

Next week, we will expand this process to include patients with both negative and positive test results, and we will also include our patients tested at outpatient locations (including hospital emergency rooms) in Palm Beach County.

Patients are now also able to request their medical records online by visiting BaptistHealth.net/MedicalRecords. We encourage you to direct patients to fill out the application electronically as we continue to move forward in our digital transformation journey.

Capacity and Patient Monitoring

One of the many benefits of a large hospital system is that we have the ability to move patients and staff across our organization to help manage our volume, which is fluctuating constantly. Across the board we are busy, and between entities we have been able to make necessary adjustments in order to address challenges and support each other.

We are working to safely discharge patients who don't need acute care but need additional monitoring. This monitoring is now possible through the deployment of the Masimo Continuous Remote Monitoring program, led by our Case Management Department and deploying standards developed by our Evidence-based Care team and monitored by a team of nurses under Leslee Gross and Dr. Eduardo DuBouchet, Medical Director of our eICU. Through a sensor placed on a patient's finger, a team of nurses closely monitors the patient's oxygen level, respirations and heart rate on a web-based dashboard 24 hours a day. A nurse contacts patients daily for follow up as often as needed based on their condition. This is a great example of how technology and innovation continue to help us deliver virtual care.

We'd like to extend a special note of gratitude to the Baptist Health Foundation, which has funded the Masimo devices as well as prepaid cell phones for our patients so that we can easily monitor their progress at home.

Foundation Update

As we continue to fundraise for the COVID-19 Emergency Relief Fund, we are happy to share that we can now receive donations via the Baptist Health South Florida Facebook page. Facebook users can also host their own peer-to-peer fundraisers when selecting [Baptist Health South Florida Foundation Inc](#) as the nonprofit beneficiary.

Working as One Community

As an organization, we are committed to protecting and caring for each other and our patients. We need our entire community to do their part in following evidence-based strategies for reducing the spread of COVID-19, like wearing a mask in public. Please continue to follow safety precautions and share with others the important role everyone has in turning this around so we can begin to see a decrease in the number of cases and an increase in hopefulness for the health of our community and the economy.

Thank you for everything you do every day,

Bo Boulenger

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