

Amplifying Our Commitment

This morning, **Tami Minnier**, UPMC Chief Quality Officer, spoke with Marty Griffin on KDKA-AM radio to discuss our preparedness and commitment to employee safety.

Ms. Minnier stated, “The number one thing I want our UPMC employees to hear is: We’ve got this. We are as prepared as we can be, we have the resources we need, we have the supplies we need, and we are working diligently to make sure you know everything we know, at a moment’s notice, because this is evolving hour to hour.”

Personal protective equipment (PPE) supplies and guidelines are important concerns. Ms. Minnier shared, “We are doing our very best to protect our employees by securing our supplies and providing them just-in-time when people need them. This is our caring for you in the long-term.”

[Listen to the 10-minute segment](#) to hear her perspective on important topics affecting our UPMC employees, our families, and our patients, including PPE readiness, elective procedures and surgeries, and staff training, and expertise.



Stay-At-Home Order for Some PA Counties and MD

Many locations, including Allegheny County, Pa., are under orders to not participate in non-life sustaining business activity. **This call does not apply to UPMC or any of its employees.** Within our organization, we identified and communicated who can work from home; this is not a self-designation. If you haven’t received that specific instruction to work from home, you should continue to report as scheduled.

Our communities count on us to help during this time to prepare and to respond in every way possible to save lives. To be compliant with the order, UPMC staff should carry their UPMC identification badge with them to and from work and, if asked, state that they are essential employees.

The [Personal Preparation and Work Arrangements page](#) on Infonet has guidelines around self-isolation, exposures, experiencing symptoms, work-from-home tools, and more.

While we are encouraging as much flexibility as possible with all staff, at some point we may also request "all hands on deck" to assist our facilities in meeting the UPMC mission.

[The dedication and courage demonstrated by our staff is nothing short of heroic. Thank you.](#)

Heightened Facility Visitation Restrictions Take Effect Today

Beginning today, Tuesday, March 24, inpatient and outpatient visitation guidelines will shift from *limited* to *restricted*. This change is for your and our patients' safety, and to lower the likelihood of exposure to any illness, including COVID-19.

There will be no new changes for visitors of UPMC Chautauqua or long-term care residents at UPMC Senior Communities and hospital transitional care units (TCUs).

- [Read, share, and print complete details of our restricted visitation guidelines.](#)
- [Print and post, or order updated patient-facing signage at facility entrances.](#)

UPMC hospital inpatient visitation hours now are 9 a.m. to 9 p.m. After certain times, access points to our hospitals will decrease, with some sites allowing entry only through the Emergency Department. [A full listing of limited hospital access points is on Infonet.](#)

You may use these [visitation talking points](#) to help you guide compassionate conversations.

COVID-19 Supply Impacts: Water

Effective immediately, all 5-gallon bottled water suppliers will no longer be delivering jug water to UPMC facilities. To prevent disruption, it's important you act now.

If you need water, you have two options:

1. Place an order via ePro (through WB Mason's site) for either:
 - a. Spring .5LT bottles, 24 count (SKU# BLZ16924)
 - b. Spring 8 oz. bottles, 24 count (SKU# BLZ00824)
2. Place an order with Crystal Springs by contacting their Key Account Customer Care Center at 866-307-6092 or Key@DSServices.com. You must provide them with a street address and department description. You can order:
 - a. .5LT purified water, 24 pack (SKU# 13113174)
 - b. 10 oz. purified water, 24 pack (SKU# 13112410)
 - c. .5LT spring water, 24 pack (SKU# 130031721)
 - d. 1 gallon spring water, 6 pack (SKU# 13003128)

This change will not impact standing distilled water orders.

If you have questions, [contact the Supply Chain Help Center](#). For additional supply impacts, including a supply donation process and grey market suppliers, [visit the COVID-19 Supply Impacts Infonet page.](#)

Regional Collection Centers Expand Local Testing

Regional COVID-19 nasal specimen collection sites, modeled after the UPMC collection center on Pittsburgh's South Side, are now open in Altoona, Erie, Harrisburg, and Williamsport to enhance local testing efforts. Providers can refer patients who meets the clinical criteria for a COVID-19 test through Epic. The Wolff Center reviews the referral and, if approved, contacts the patient to arrange specimen collection and testing. **Patients can expect results in 3 to 4 days and are instructed to practice self-quarantine until results come.**

Walk-in patients cannot be tested. Testing capacity is dependent upon resources and is finite.

Regional testing locations include:

UPMC Altoona, 2612 Pleasant Valley Blvd., Altoona, PA 16602

Hours: 8 a.m. to 4:30 p.m., Tuesday, March 24 to Friday, March 27, then seven days a week beginning Monday, March 30.

Testing capacity: Up to 100 patients per day

A call center is being established for testing. Patients from both inside and outside the UPMC network will be eligible for testing.

UPMC Hamot, Leir Building, 150 West 3rd Street, Erie, PA 16505

Hours: 8 a.m. to 5 p.m., Monday through Friday

Testing capacity: Up to 300 patients per day

UPMC Pinnacle Harrisburg, Arlington Avenue Collection, 775 S. Arlington Avenue, Harrisburg, PA 17109

Hours: 9 a.m. to 5 p.m., Monday through Friday, and variable Saturday hours

Testing capacity: Up to 100 patients per day

UPMC Susquehanna, 609 Brandon Ave., Williamsport, PA 17701

Hours: 8 a.m. to 4:30 p.m., Monday through Friday.

Testing capacity: 60 patients per day



UPMC Susquehanna's regional collection center

Opening regional collection sites enables UPMC to offer more timely testing and to directly engage our robust network of clinical providers to drive care decisions.

Wellness Resources Available

Living day-to-day with a public health emergency such as COVID-19 can be extremely stressful. It is important to take care of yourself and others. There are many resources available to you:

- [Personal preparedness resources on Infonet.](#)
- [LifeSolutions](#) offers a no-cost, confidential employee assistance program for staff and members of their household, including coaching and counseling services to manage anxiety, tips for mindfulness techniques, caregiving, legal and financial consultations, and more.
- The [UPMC Critical Incident Stress Management \(CISM\) ASAP program](#) is available 24/7 to all UPMC staff, and provides free, confidential peer-to-peer support after an event in the workplace.
- [These wellness resources for physicians are available.](#)

Stay Informed, Stay Prepared, Stay Safe

As the COVID-19 situation evolves and new information arrives, **stay informed** to remain prepared to care for our patients and each other. Here are four ways you can stay up-to-date.

- [Read the daily COVID-19 Leadership Update.](#)
- [Visit the COVID-19 Infonet page](#), UPMC's source of truth.
- [Be aware of MyHealth@Work resources](#) including the employee hotline, 1-833-854-7386.
- Send non-urgent questions to COVID-19@UPMC.edu.

Investigating 3D Printing Options for Supplies

A Pitt/UPMC task force is looking at opportunities to fill supply chain gaps with local 3D printing and small-form manufacturing resources.

A first effort has been focused on testing materials for the NP Swab application, and we are optimistic we will start production soon.

After reviewing an analysis completed by supply chain, the team started a second project focused on face shields. Prototypes exist but there is still work to do before any production.

If you know of companies who are interested in supporting the efforts -- donations, supplies, or aiding 3D printing of materials -- please share this link to an online survey (<https://forms.gle/CSoqud2BEtHGE4Cq7>) or have them contact [Jeremy Berg](#) or [Patrick Flaherty](#). We have heard from many people and companies who want to help.

Update on APP Scope of Practice

Over the weekend, Governor Wolf took unprecedented action to waive and relax a number of health care regulations under his COVID-19 disaster declaration for Pennsylvania.

- [All licensed health care providers are allowed to provide telemedicine care.](#)
- **Physician Assistants licensed under the Board of Medicine**
 - Under the Governor's disaster declaration, a provision allows broad utilization of medical physician assistants across multiple specialties and a lifting of physician to PA ratios and countersignature of charts.
- **Nurse Practitioners**
 - Certified Registered Nurse Practitioners (CRNPs) restrictions requiring a practice within a specific clinical specialty are suspended.
 - [More information is available on the state website.](#)
- **Physician Assistants licensed under the board of osteopathic medicine**
 - Physician to PA supervision ratios are suspended
 - Board approval of substitute supervising physicians is suspended
 - Written agreements only need to be SUBMITTED to be in effect, board approval of written agreements prior to practice is suspended
 - 120-day temporary authorizations to practice is suspended
 - Countersignature requirement within ten days is suspended
 - Normal countersignature requirements under the board rules are suspended provided that adequate supervision of patient records by the supervising physician can be demonstrated
 - Rules around requirements for "satellite clinics" for physician assistants are suspended allowing PAs to be deployed more broadly as necessary.
 - These waivers are also the same for physician assistants licensed under the board of medicine (allopathic), but are implied with activation of their emergency clause (18.162).
- **Certified Nurse Midwives**
 - [A number of regulations were relaxed but not waived.](#)

Contact the Office of Advanced Practice Providers with specific questions.

Take These Steps to Prevent Illness Spread

Simple steps can help prevent the spread of flu, COVID-19, and other illness whether you're working on-site or remotely.

Clean your hands often

- Wash your hands often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

Practice Respiratory Etiquette

- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Avoid close contact

- Avoid close contact with people who are sick
- Put distance between yourself and other people if COVID-19 is spreading in your community. This is especially important for people who are at higher risk of getting very sick.
- Minimizing meeting attendance by restricting the number of in-person meeting attendees to 10 participants or less, practicing social distancing.
- Embrace UPMC's comprehensive suite of collaboration tools, including Office 365 tools like Outlook, SharePoint, and Teams.

Stay home if you're sick

- Stay home if you are sick, except to get medical care.
- If you have been exposed to a COVID-19 patient or have developed possible symptoms of COVID-19, call MyHealth@Work at 1-833-854-7386.

HELP PREVENT THE SPREAD OF ILLNESS

Sometimes the simplest steps make the biggest impact.



Staff: Search "COVID-19" on Infonet. Patients and visitors: Visit share.upmc.com.