

Together We're #UPMCStrong



Search [#UPMCStrong on Yammer](#) to read thanks and other inspiring thoughts and to share thank-yous and acts of kindness.

Jamie Pearce, Human Resources fellow, UPMC Presbyterian Shadyside, has asked people in her life to write encouraging notes to health care workers and is sharing them on [Yammer](#). Here's a few of her recent posts:

"To the UPMC Staff, our true heroes working the front lines during these unimaginably hard times - you are ROCK STARS!!!"

"Thank you, thank you, THANK YOU for all your hard work and sacrifices! You are appreciated far more than you could ever realize!"

Pay Protection Is Making News

UPMC committed to supporting our staff responding to the COVID-19 pandemic. [Listen to a conversation between UPMC chief human resources officer John Galley and Marty Griffin of KDKA-AM about staff pay protections](#). Refer to the [frequently asked questions on Infonet](#) to learn more.

Adding Temperature Taking to Hospital Entry Screening

NEW Tomorrow, **Thursday, April 2, at noon**, all UPMC hospitals will add thermal scan body temperature taking into the clinical screening process upon facility entry.

View the [updated screening guidelines](#) and familiarize yourself with all the resources on the [Facility Entrance Screening](#) Infonet page.

NICU Visitor Masking and New York State Visitation Changes

Our [temporary visitation restriction](#) guidelines now include:

- ***NEW*** **Level III NICU and Level II Nurseries/NICUs:** Visitors must wear a UPMC-provided face mask at all times when inside the facility, only removing it to eat

In accordance with New York state guidelines, **UPMC Chautauqua** is now permitting designated visitors for Pediatrics, Labor and Delivery, and NICU patients.

- ***NEW*** **L&D:** Visitors will be limited to the same 1 support person per patient for the entire stay (i.e. partner, doula).
- ***NEW*** **Peds and NICU:** Visitors will be limited to the same 2 designated support persons per patient for the entire stay (i.e. parent, guardian) with a limit of 1 support person allowed to be present in the facility at a time.

COVID-19 Leadership Update April 1, 2020

- In the event of an exemption, and for pediatrics, L&D, and NICU visitors:
 - All visitors will be screened for shortness of breath, fever, cough, and contact with someone who is under investigation for COVID-19, those who do not meet screening requirements will not be permitted inside the facility.
 - ***NEW*** All visitors will be provided a gown, gloves, and surgical mask to be worn at all times when in the facility. The face mask may be removed while eating.

Tips to Manage Patient and Family Grief with COVID-19

COVID-19 introduces challenges for health care professional as they help patients and their families, especially those at end of life. Please take precautions and consider additional factors to avoid minimizing a family's experience or contributing to grief.

[Family Hospice, part of UPMC](#), has [developed a resource guide for all providers and employees](#) to reference for insights on how to best help grieving patients and families throughout the COVID-19 pandemic.

Food Donation Guidelines

NEW Food donations will be accepted if:

- **They are individually wrapped or portioned items.** Communal food, trays, or buffets cannot be accepted.
- **The labeled products are within product expiration dates.**

Food donors must comply with local, state, and federal law, and are expected to practice good hygiene, including proper hand washing, use of hair coverings, and disposable gloves for ready-to-eat food.

Contact: Samuel Kane at kanesa2@upmc.edu or 412-403-3249.

UPMC's overall donation procedure, including food or personal protective equipment (PPE) donations, [can be found on UPMC.com](#).

Restrictions Lifted for Onboarding Providers, Payment for Services, Acute Care

The federal government and the Commonwealth of Pennsylvania lifted many of the restriction on onboarding providers, payment for services, and how to deliver acute care during these times of high demand. One change is relaxation of The Emergency Medical Treatment and Active Labor Act (EMTALA) that defines requirements if someone arrives at an Emergency Department or hospital seeking care for a perceived emergency medical condition.

UPMC may now use alternative triage and care sites, direct patients to better locations that meets their needs, and limit both in-person and virtual exams to serve all. [Read more on the Centers for Medicare and Medicaid website.](#)

Physician Staffing Update

Physician recruitment efforts continue; interviews will be conducted virtually and on-site visits will not occur through April 2020. May on-site visits can be tentatively scheduled.

Locum Providers Guidelines

- If your facility/department no longer needs locum coverage with a start date more than 30 days out, reach out directly to the company and cancel the assignment. For questions or issues, contact **Gianna Zangara** and **Byron Wade**.
- If you facility/department no longer needs locum coverage and the start date is less than 30 days out, reach out to Gianna and Byron Wade immediately for help with the cancellation with the locum company.
- If your facility/department still needs locum coverage, continue using the locum (including physicians/APPs from all over the US) with the following guideline:
 - Every department should conduct the following screening of their locums prior to travel and upon arrival:
 - Within the last three weeks, have you traveled outside the US? If so, where?
 - Have you NOT been practice social distancing, had a lapse in your practice of social distancing, or been in close contact with someone who is not practicing social distancing?
 - Have you had direct contact with someone who is suspected of having COVID-19 or tested positive for COVID-19 while you were not wearing appropriate PPE?
 - Have you tested positive for COVID-19?
 - Are you displaying symptoms including fever, cough, or any breathing problems?

If the provider answers YES to any of the above questions, please have them call *MyHealth@Work* 1-833-854-7386 before their first shift to be screened by a clinician.

Health Information Exchanges Offer Additional Information

UPMC has several outside information source to help guide you during the COVID-19 pandemic. You can access this information through our electronic medical records. The outside-UPMC locations are:

[Clinical Connect Health Information Exchange \(CCHIE\)](#)

CCHIE provides access to medical records from health organizations across Western Pennsylvania, the Pennsylvania Patient & Provider Network (P3N), and the national eHealth Exchange. Information such as lab results, vital signs, medications, diagnosis, and procedures, is available to support clinical decision making. A few key connections available through CCHIE are the Veteran's Administration and Allegheny Health Network.

[CommonWell and Carequality](#)

Cerner Powerchart connects to CommonWell and Carequality, which are national health information networks that provide access to patient information from across the country. Access these networks in Cerner Powerchart using the "Outside Records" tab. The

summary page in the Outside Records tab has search capability to quickly retrieve results from external documents. For example, a search on “COV” will return COVID-19 results or a search on “Chest Pain” will highlight all details related to chest pain.

[Epic Care Everywhere](#)

Epic Care Everywhere connects patient information between Epic clients and offers a connection to Carequality, a national health information network. Again, use the Care Everywhere tab in a patient’s chart.

Information shared in health information exchanges depend on the patient’s consent to share their information.

Search “[CCHIE](#)” “[CommonWell](#)” or “[Care Everywhere](#)” on Infonet for more information.

New Community Specimen Collection Sites

Today, UPMC Somerset and UPMC Chautauqua opened their outpatient specimen collection sites. The outpatient sites, separate locations to limit exposure to hospital visitors and staff, serve patients with a physician referral. Sites are not open for public walk-in services.

The UPMC Somerset collection clinic is at 223 South Pleasant Avenue in Somerset, Pa, and is open Monday through Friday, 8 a.m. to noon.

The UPMC Chautauqua collection site is at Jones Health, 51 Glasgow Ave., Bldg. E., Jamestown, New York. Hours of operation are 7:30 a.m. to 3:30 p.m., Monday through Friday.

Pharmacy Compounding PPE

Through Cintas, UPMC will provide reusable personal protective equipment (PPE) for pharmacy personnel involved in drug compounding. Implementation of this made-to-order, custom apparel program normally takes six to eight weeks; however, Cintas seeks to implement within four to five weeks. Cintas will create a custom program for each site, obtain local site approval for program costs, and send a contract amendment to [Valerie Lentz](#) in Supply Chain for signature. **Pharmacy Directors may reach out to [Mark Weiss](#) at Cintas to begin the onboarding process.**

This effort will direct PPE used in non-patient care, non-hazardous areas to frontline staff caring for critically ill COVID-19 patients. It is what can happen when leaders implement creative solutions to PPE needs. We will continue to find ways to ensure safe care and staff protection.

Joint Commission Statement on Face Masks

You may have seen The Joint Commission statements on the use of face masks from home.

Key points include:

- The Joint Commission is allowing exceptions for when hospitals are at a point where standard PPE is **unavailable**.

- **UPMC has standard PPE available**, therefore please follow [all PPE guidelines on Infonet](#).

We will update if any PPE model changes happen.

Women's Health Resources

Several new pieces of guidance related to women's health, specifically for outpatient obstetrical providers, labor and delivery, and newborn unit providers and staff, have been added to Infonet.

- [Outpatient Obstetrics Guidance](#): Includes information for obstetrics providers, including recommended modifications to antenatal testing planning, contraceptive counseling, and circumcision counseling, as well as information on COVID-19 testing and video visits.
- [Women's Health Services Update](#): Includes information for labor and delivery and newborn units regarding modifications to intrapartum and postpartum care.
- [Newborn Care Update](#): Includes links to information on working with a newborn born to a COVID-19 positive patient or person under investigation, post-discharge care recommendations (including breastfeeding guidance), and breast milk storage and transportation guidance.

Behavioral Health Resources

Review the latest resources developed for behavioral health treatment during the COVID-19 pandemic.

- [What Mental Health Practitioners Need to Know About COVID-19](#)
- [COVID-19 and Tobacco Use Facts](#)

Be Aware of CMS Changes Related to COVID-19

The Centers for Medicare and Medicaid Services (CMS) recently made wide regulatory changes to help the U.S. health care system address COVID-19. [This document provides links and summaries of those changes](#).

Joint Commission Surveys Suspended Through May

All regular Joint Commission surveys and reviews are suspended until the end of May. All postponed survey events will occur once normal operations are resumed. If any organizations go past their accreditation due date, accreditation extends without disruption to their accreditation status. The Centers for Medicare & Medicaid Services (CMS) assured all that Medicare payment status will not be affected.