

Overview

- COVID19 will challenge us to react and provide care in an unprecedented manner.
- Together using change management, teamwork and our core MLH philosophies and goals, we will overcome these challenges.
- What remains the same? The MLH Mission, Vision and Values, MLH Strategic Imperatives, Culture of Safety, Evidence Based Practice and the Professional Practice Model.
- What will be different? How we care for our patients, the care delivery model and team, and expectations of care based on the Care Model Assumptions.

What have we done to prepare?

- Open line of transparent communication through COVID daily updates, town halls and availability of multiple command centers.
- RNs from other areas have been cross trained
- Onboarding education and competencies adapted to fast track clinicians into temporary labor pool (Physicians, Advanced Practice Professionals, RNs and PCTs)
- Additional clinicians trained from Mirmont, Bryn Mawr Rehab Hospital, MLHCare, University Settings and the Community.
- These individuals will be scheduled by the Staffing Office and deployed when and where needed.

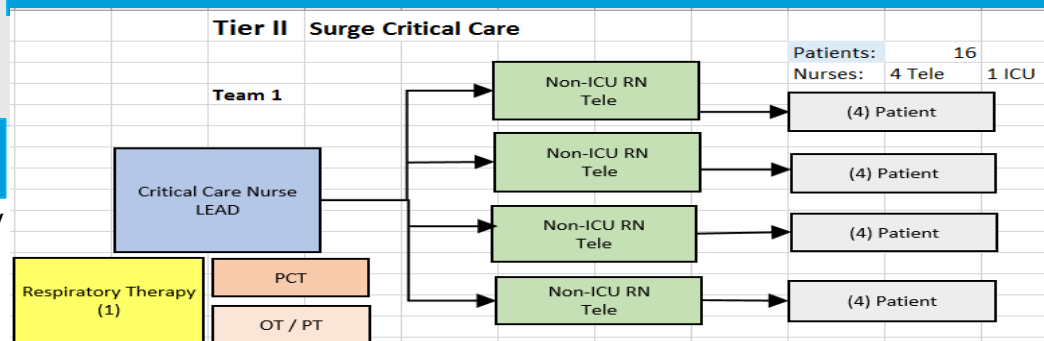
Manager Actions

- ☐ Review this Manager Message Map.
- ☐ Ensure you understand the key messages
- ☐ Have regular conversations with your staff
- ☐ Encourage Peer Checking and Coaching especially with PPE Donning and Doffing

Well Being Support for Staff

- Video Meditations, prayers and wellness resources online
- FirstCall Tip Sheets on line
- Sidewalk Chalk. Art Heroes Work Here signs at every campus
- Hotel Accommodations if eligible or discounted rate
- Caring Baskets with care for the caregiver resources – coming soon
- CIRT Rounding and availability
- Chaplain Support and Rounding for patients and staff
- Inspirational Computer Pop Up Messages to Staff – to be launched
- Mindful Meditation Sessions –via GoToMeeting

The Auxiliary Care Model Staffing Sample



Reference: Halpern, N.A. & Tan, K.S. Society of Critical Care Medicine (2020) SCCM Ventilator Taskforce: *U.S. ICU Resource Availability for COVID-19.*

Care Model Assumptions

Care Priority 1:
Assessment
Vital Signs
Intake & Output
Medication Administration
Required Documentation
Mouth Care
Peri Care
Treatments
Spokesperson update

Care Priority 2:
Assessment
Vital Signs
Intake & Output
Medication Administration
Medication Education
Required Documentation
Mouth Care
Peri Care
Partial Bath
Dermal Defense
Patient Education
Treatments
Spokesperson update

Care Priority 3:
Assessment
Vital Signs
Intake & Output
Medication Administration
Required Documentation
Mouth Care
Peri Care
Full Bath
Dermal Defense
Care Planning
Patient Education
Treatments
Medication Education
OOB
Spokesperson update