

Caregiver Health COVID-19 Data

March 30, 2021

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Past President/Current Secretary: Wash State Healthcare Safety Council*

Assisted by:

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Senior Manager, Caregiver Health*

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Accreditation Program Manager*

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Senior Manager, Accreditation and Pt Grievance Operations*



Key Application Points

- TOPIC: Designing a COVID-19 exposure management program (“building the plane while flying it”)



DISCUSSION OF THE ISSUE

- Learn the evidence from CDC, Public Health, Providence and Swedish Infection Disease specialists
- Create a means for staff to notify caregiver health of exposure
- Create a process to test and result caregivers rapidly
- Develop protocols for quarantine and isolation
 - ✓ Be adaptable as the standards change
- Conduct contact tracing for evaluation and follow-up
- Track, analyze, and report metrics

HOW DID WE DO?

- See the slides in this PowerPoint to demonstrate the evolution of our program development
- See metric slides that demonstrate our weekly tracking of volumes and effectiveness

EVALUATION

- Det Norske Veritas (DNV) completed its periodic accreditation survey of First Hill/Ballard/Mill Creek/Redmond campuses 3/9-3/12/2021. They conclude in their Quality Management Report (ISO:9001):

“Public Health Emergency Response”

Positive Indications:

- HICS activated early on at campus and system level
- Weekly town hall meetings to inform organizational interested parties of latest pandemic updates
- Covid related share point site made available to all staff
- Visitor policies and practice updated
- Daily meetings to identify and discuss shortages of PPE
- Swedish Covid Distribution Center created to secure and centralize PPE for the system
- 900 vaccines provided to the community on short notice due to freezer malfunction with no lost vaccine wastage.
- Mobile clinic to address underserved population
- Vaccination clinic in cooperation with Seattle University for mass vaccinations
- Lumen field mass vaccination clinic to begin following survey activities in coordination with the city of Seattle with the goal of 25,000 vaccines daily.

Main Areas for Improvement:

- None

Level of Control:

- 5/5 High

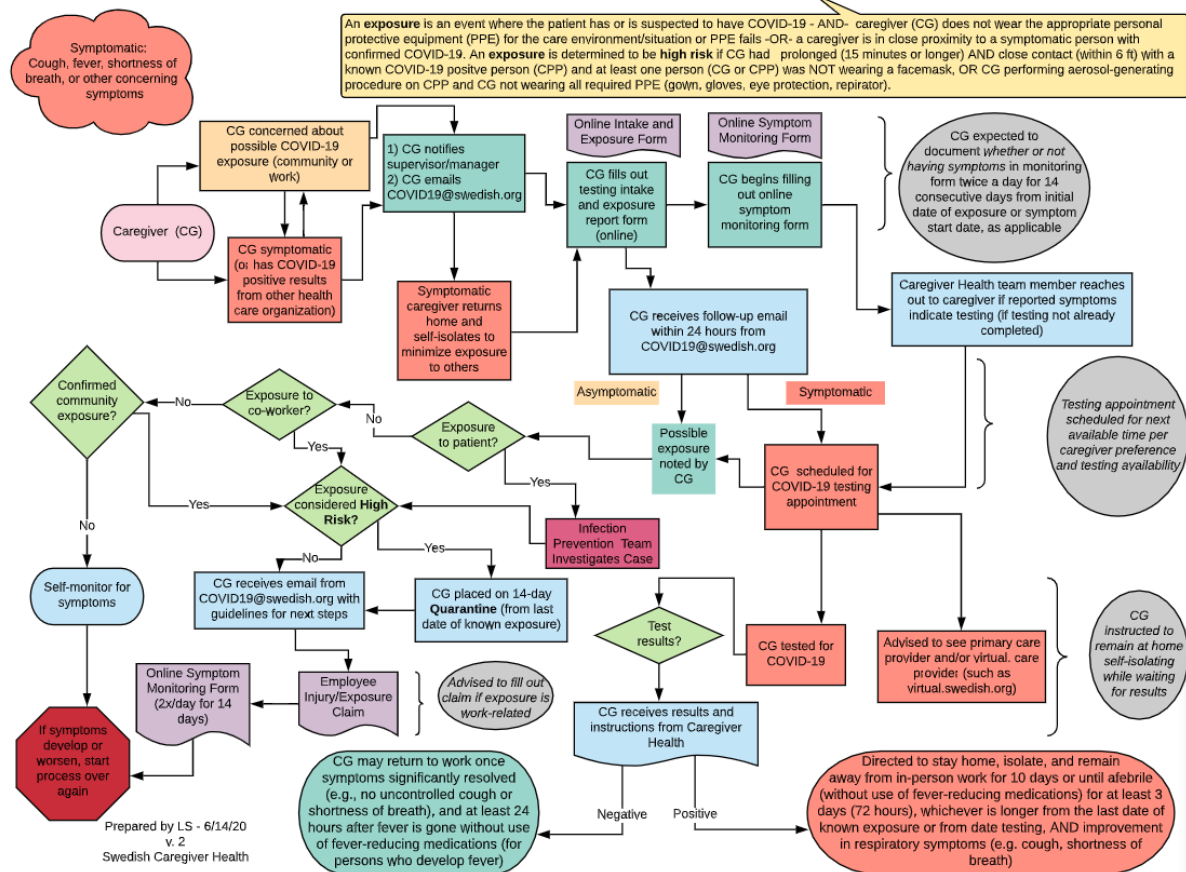
Caregiver COVID-19 Exposure Plan

3/1/2020



Exposure Plan 6/14/2020

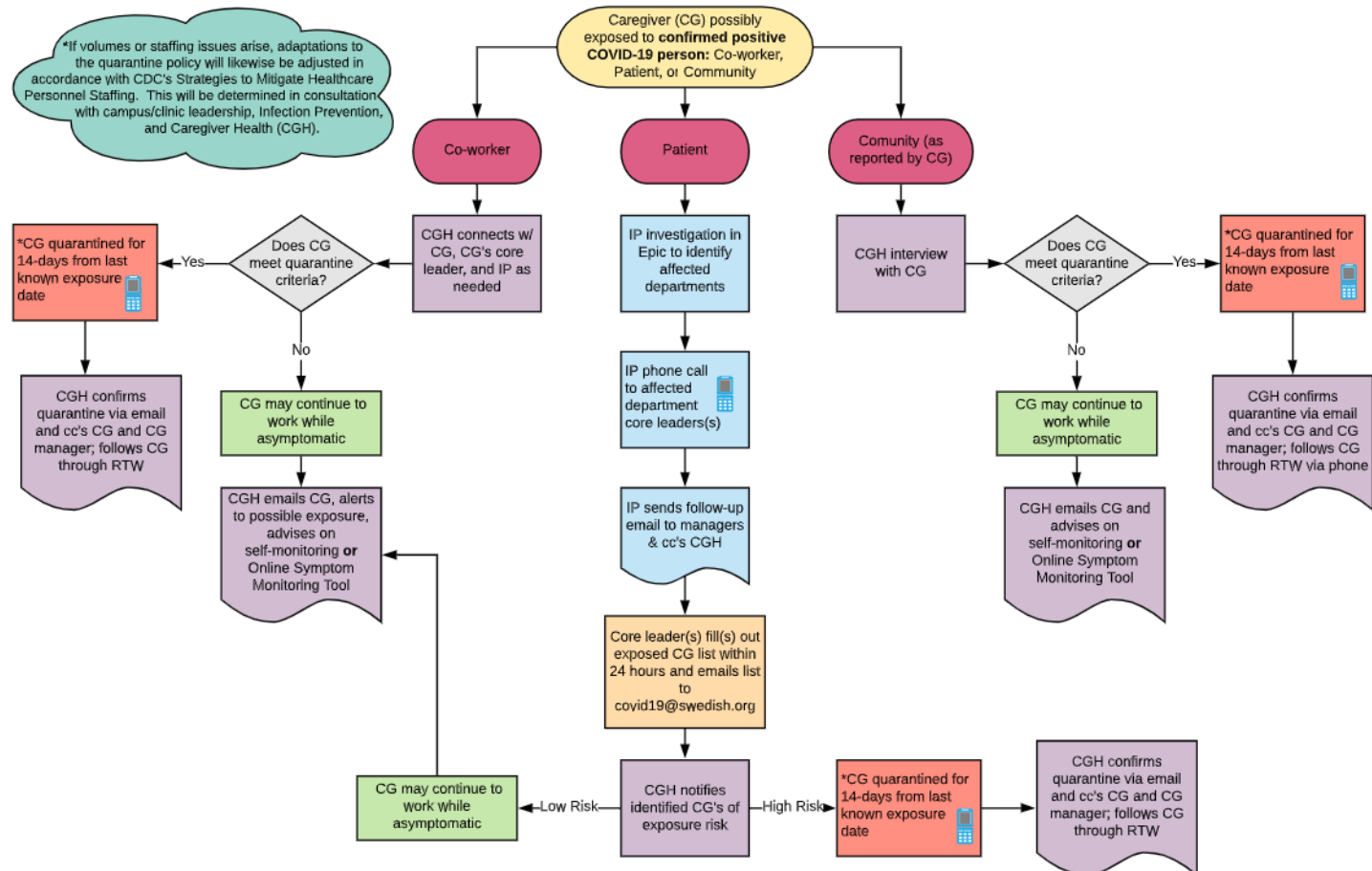
Process for Caregiver Self-Reporting Possible Exposure and/or Concern About COVID-19 Symptoms



Prepared by LS - 6/14/20
v. 2
Swedish Caregiver Health

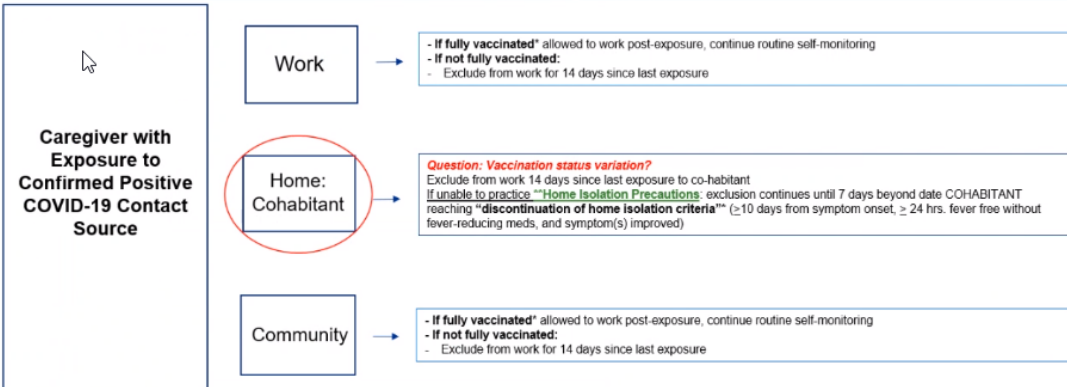
Exposure Plan 7/13/20

Swedish COVID-19 Exposure Risk Assessment and Quarantine Process



Exposure Plan 3/30/2021

Caregiver Health Services Workflow: Asymptomatic Caregiver Exposure to COVID-19 Non-Crisis Staffing Conditions



Fully Vaccinated*: refers to a person who is ≥2 weeks following receipt of the second dose in a 2-dose series, or ≥2 weeks following receipt of one dose of a single-dose vaccine.

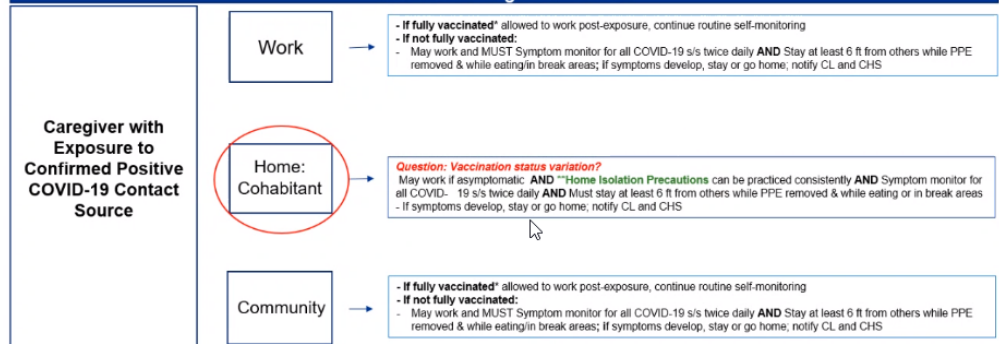
Work Exposure Definition: Within 6 feet for 15 minutes cumulative in a 24-hour period without appropriate PPE*

Community Exposure Definition: Close contact to COVID+ person up to 2 days prior to symptom onset or two days prior to being tested if a 15 minutes cumulative in a 24-hour period without appropriate PPE. This is irrespective of whether the contact was wearing respiratory PPE, and other trained users, or a cloth face covering recommended for the general public.

***Home Isolation Precautions:** 1. Wash hands often 2. Avoid close contact defined as < 6 feet for greater than or equal to 15 minutes 3. Wear source unable to wear a mask 4. Clean and disinfect frequently touched surfaces daily and after each use if sharing space

References: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-risk-assessment-hcp.html> ; <https://www.cdc.gov/coronavirus/2019-ncov/public-health-recommendations.html> ; <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

Caregiver Health Services Workflow: Asymptomatic, COVID-19 Exposed Caregiver Crisis Staffing Conditions



Fully Vaccinated*: refers to a person who is ≥2 weeks following receipt of the second dose in a 2-dose series, or ≥2 weeks following receipt of one dose of a single-dose vaccine.

Work Exposure Definition: Within 6 feet for 15 minutes cumulative in a 24-hour period without appropriate PPE*

Community Exposure Definition: Close contact to COVID+ person up to 2 days prior to symptom onset or two days prior to being tested if asymptomatic. Close contact is within 6 feet for 15 minutes cumulative in a 24-hour period without appropriate PPE. This is irrespective of whether the contact was wearing respiratory PPE, which is recommended for health care personnel and other trained users, or a cloth face covering recommended for the general public.

***Home Isolation Precautions:** 1. Wash hands often 2. Avoid close contact defined as < 6 feet for greater than or equal to 15 minutes 3. Wear a face mask and face shield if positive contact source unable to wear a mask 4. Clean and disinfect frequently touched surfaces daily and after each use if sharing space

References: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-risk-assessment-hcp.html> ; <https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-after-vaccination.html> ; <https://www.cdc.gov/coronavirus/2019-ncov/public-health-recommendations.html> ; <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

Team Roles:

Program Management

Process maintenance and improvement

Collaboration and alignment with Infection Prevention, PSJH, SHS leadership (SMC + SMC)

Document version control (Teams, SharePoint, etc.)

Team support point person

CG exposure risk assessments

COVID-19 Inbox Management

Scheduling C19 tests

Symptom clarification

Exposure notifications

General inquiry

Quarantine identification

Education

Escalation

Lab Oversight

Pulling labs off LabCorp Beacon

Negative result notification

Positive result notification

Monitoring/escalating missing labs

Caregiver Investigation Phone Calls Return to Work

Positive test results

High-risk exposures (quarantine)

Return to Work

At least weekly phone call check-ins for C19+ cg's

Quarantine follow-up calls

Test results populated (database maintenance)



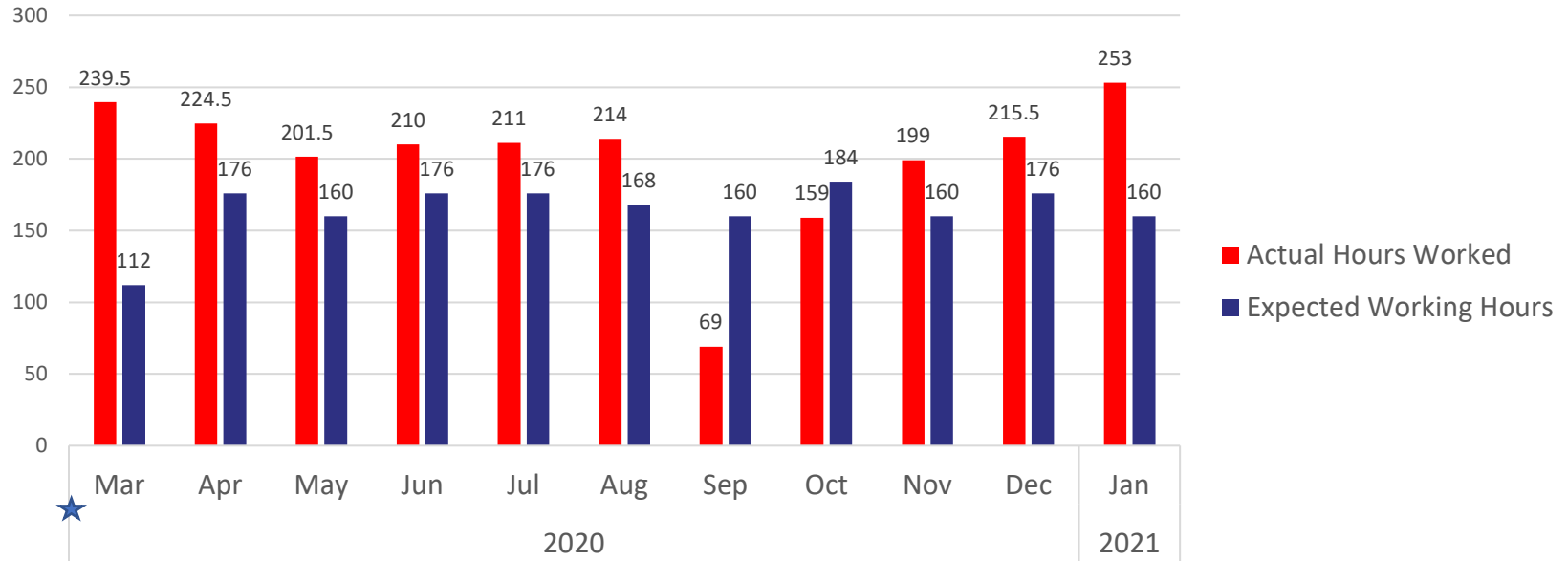
Emails do not add augmented support by Marianne, Lauren, Katy, and Michelle

Additional clinical support:

- Char Massong
- Toni McKay
- Bonnie De Boer
- SMG NP
- Judy Lewis
- Sue Warner Murray
- Alyssa Lund
- Katie Henderson
- Debora Shuster

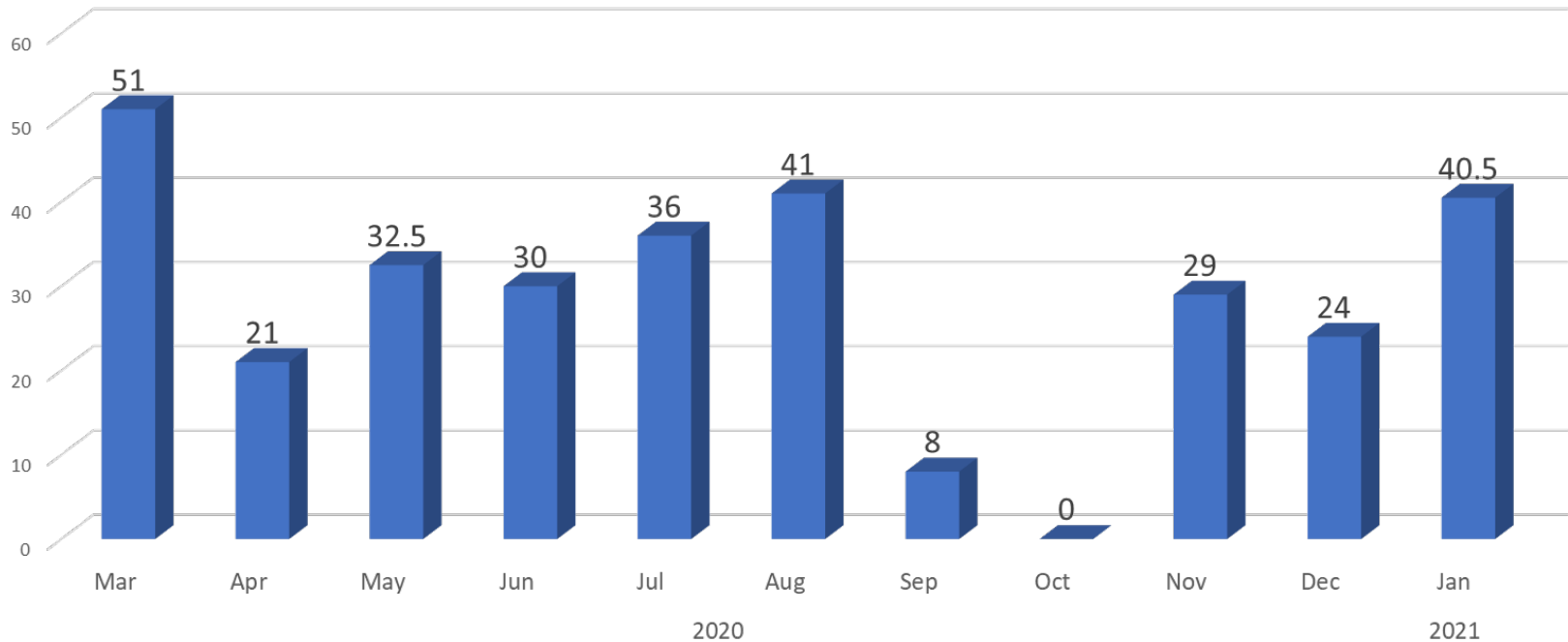
Lauren's Pandemic Efforts Quantified by Hours Worked per Month

Hours Worked/Month (as referenced from Outlook Calendar activity)



★ Please note: March 2020 hours started accumulating on 3/12/2020 (NOT on 3/1/2020; expected working hours reflective of starting on 3/12/2020).

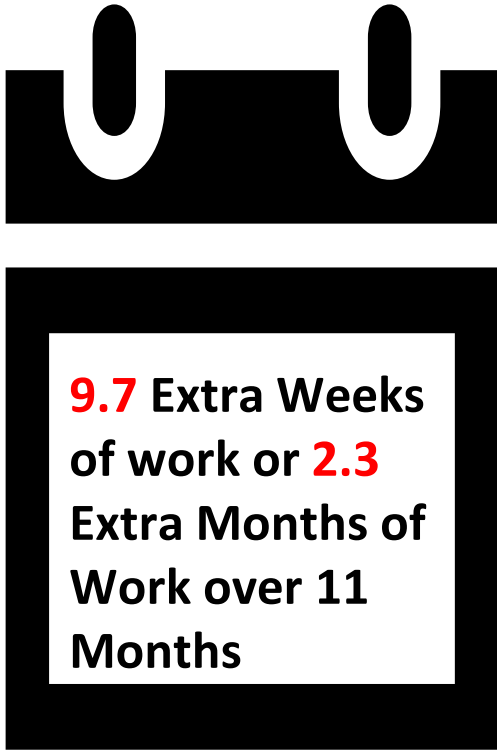
Hours Worked on Weekends/Holidays per Month



Grand Total: Delta of Pandemic Hours Worked

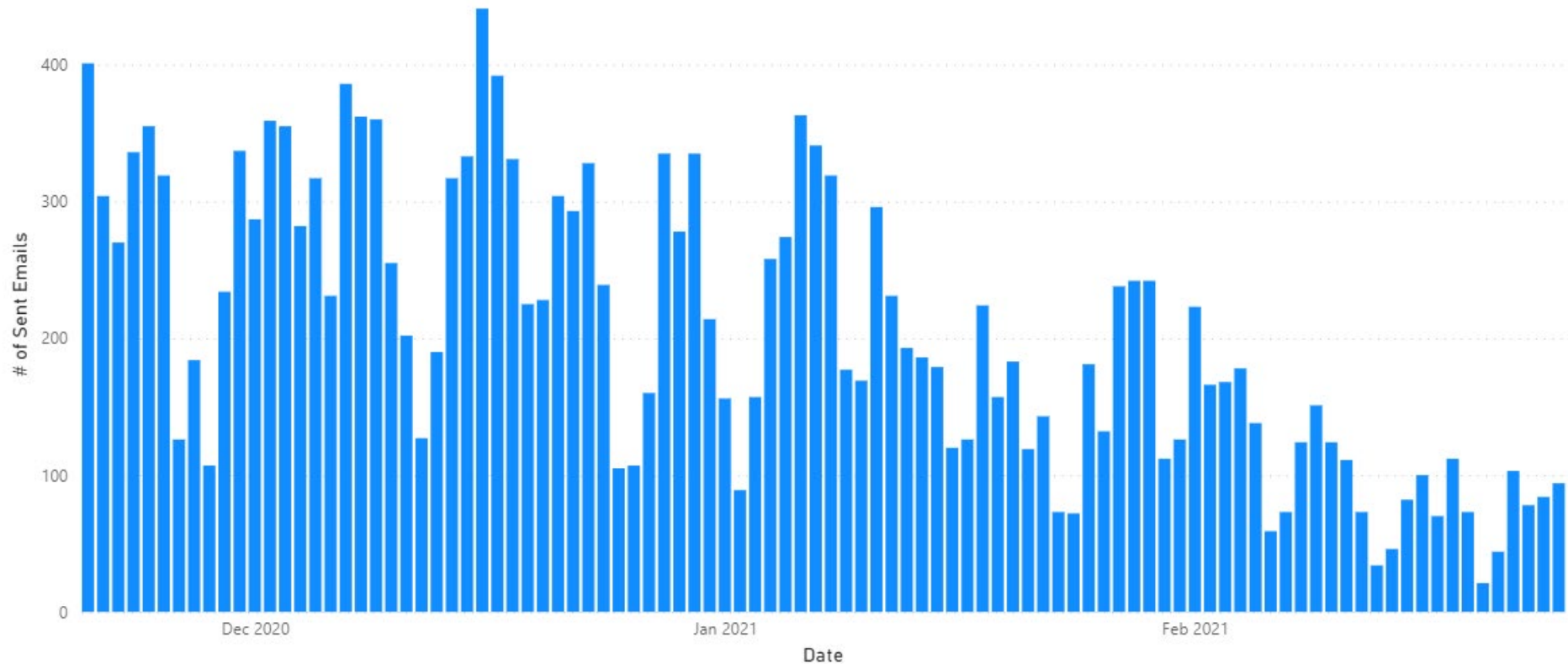


388 Extra Pandemic
Work Hours over 11



9.7 Extra Weeks
of work or **2.3**
Extra Months of
Work over 11
Months

Emails sent from covid19@swedish.org (Dec 2020-Feb 25, 2021)



1 email takes average 10 minutes

400 emails X 6min/email = 2400 minutes / 60min/hr = 40 hrs = 5 FTEs/day

100 emails X 6min/email = 600 minutes / 60min/hr = 10 hrs = 1.25 FTEs/day

It's not all emails.....

- Teams Meetings
- Phone Calls
- Interpreter Calls
- Translated materials

Key Processes

- Address covid19@swedish.org Inbox concerns and questions
- Review/correct automated responses
- Oversee Intake Form and Master Log
 - Testing
- Pull lab and provide results
 - Provide return to work for negative results
- Oversee and document Positive Log
 - Isolating
 - Contact Tracing
 - Written documentation to key leaders
 - Wellness Check-ins
 - Return to Work (or handoff claim to Inj Mgmt.)
- Oversee and document Quarantine Log
 - Wellness Check-ins
 - Return to Work
- Oversee and document Monitoring Tool
- Oversee and manage clusters
- Data Entry

Volumes

5396 Number of Caregivers Tested (through Swedish CRCs) *deduct 3 (header rows)*
+ 44 Missing labs (caregivers tested but never received lab results)
5440 TOTAL NUMBER Tested at CRCs

339 POS Caregivers - Swedish testing (through Swedish CRCs)
+375 POS Caregivers - Outside testing (as reported to CG Health)
714 TOTAL POS caregivers (2 Demised)

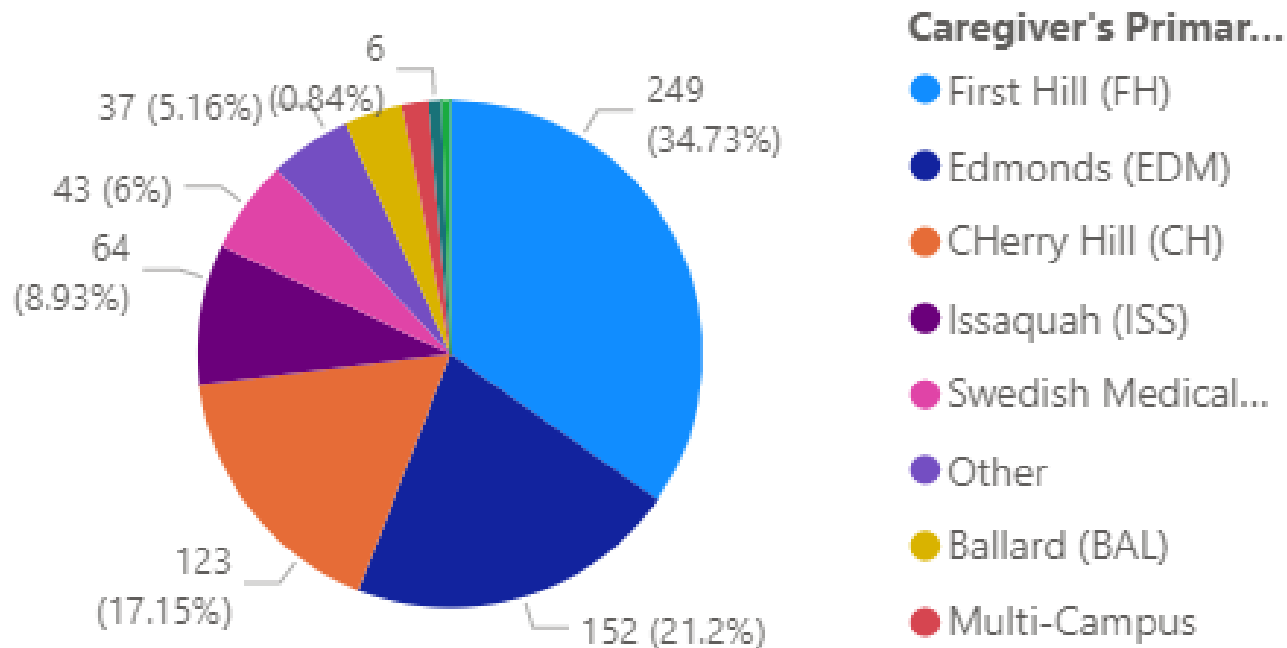
TOTAL POS caregivers (Report as %)
Total Number of Swedish Health Services Employees and Active Status Providers

714 = 3.8 % of SHS Employees and Active Status Providers have tested* POS for Covid-19
18695 *through Swedish testing or outside testing reported to Caregiver Health

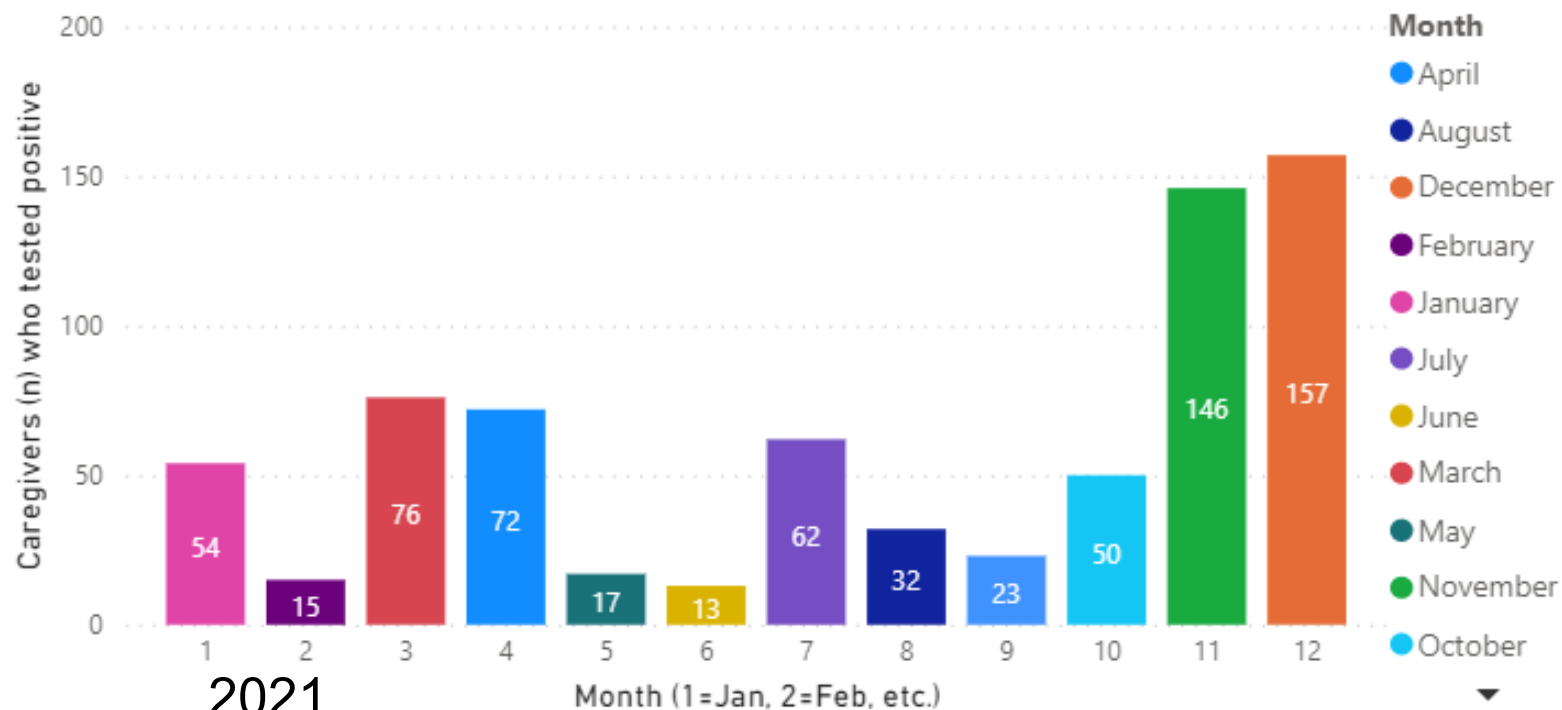
Of 714 Positive Caregivers
2 expired
665 RTW (93.1%)
6 Currently out (0.8%)
41 Referred to Injury Mgmt to follow (5.7%)

Data 3/8/20-2/25/21

Caregivers (n) Tested by Caregiver's Primary Campus



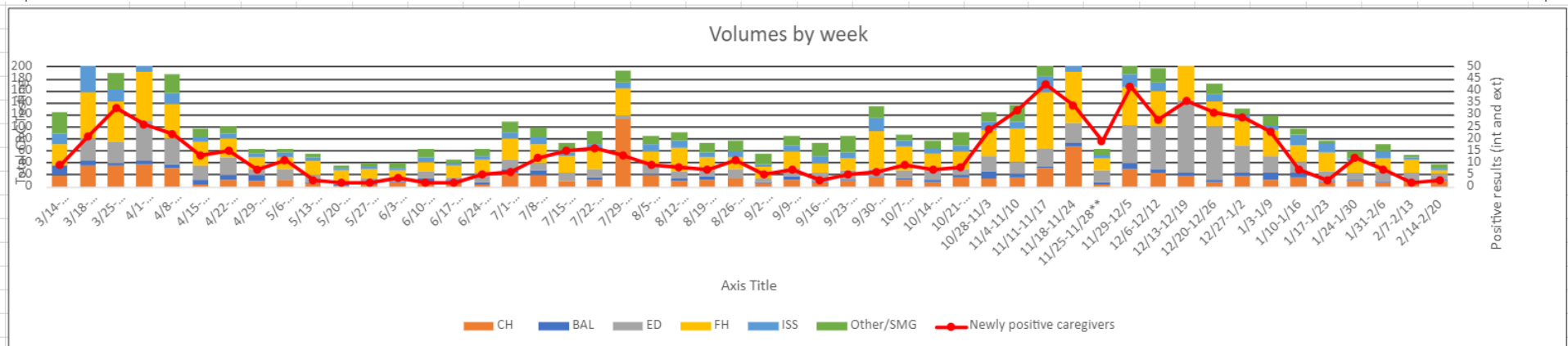
Positive Caregiver Tests (n) Per Month (2020 - 2021)



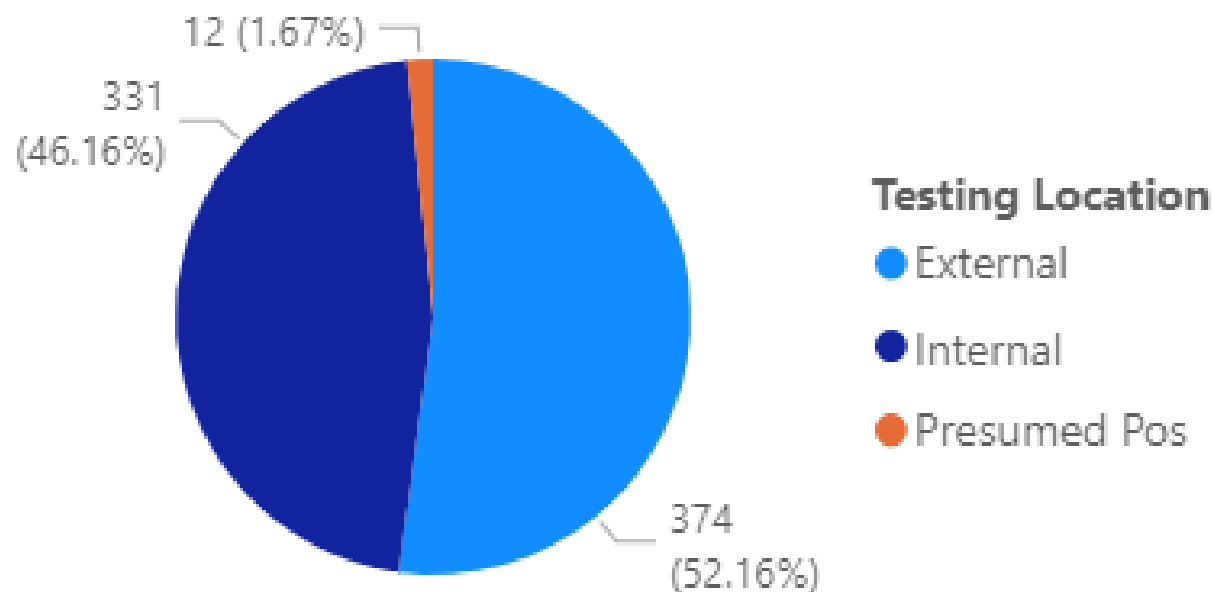
2021

2020

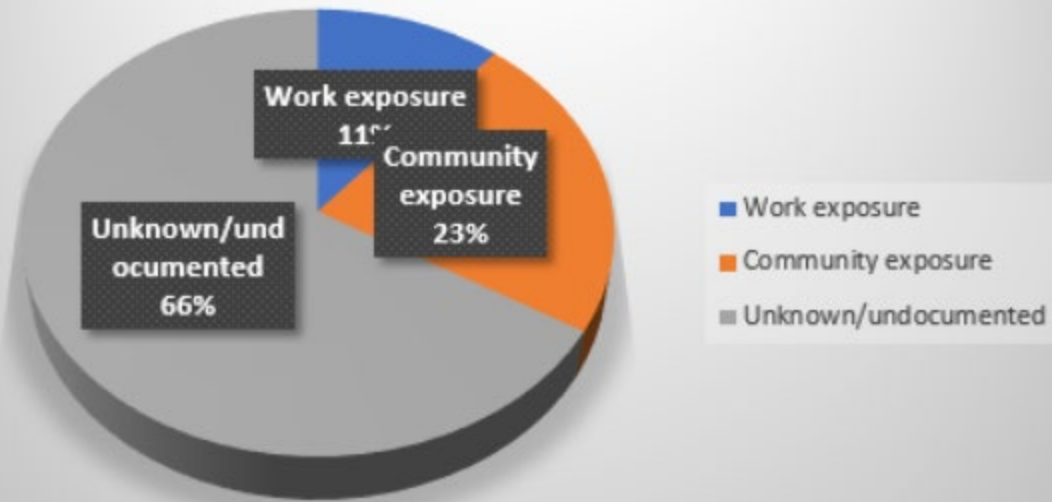
9/30-10/6	10/7-10/13	10/14-10/20	10/21-10/27	10/28-11/3	11/4-11/10	11/11-11/17	11/18-11/24	11/25-11/28**	11/29-12/5	12/6-12/12	12/13-12/19	12/20-12/26	12/27-1/2	1/3-1/9	1/10-1/16	1/17-1/23	1/24-1/30	1/31-2/6	2/7-2/13	2/14-2/20		
1	2	4	3	10	6	3	6	3	10	6	5	4	5	11	6	3	2	2	1	1	CRC Testing volume	
15	12	8	15	14	15	30	67	4	29	23	17	8	17	12	16	7	9	8	9	10	BAL	
13	13	14	11	26	20	30	33	19	64	71	122	89	47	28	19	15	12	15	12	9	CH	
63	40	28	30	44	55	94	85	21	62	60	58	40	41	43	28	31	19	21	22	6	ED	
21	9	8	9	14	11	26	21	6	23	13	12	12	9	8	17	16	5	12	4	4	FH	
21	10	14	23	16	29	46	31	9	32	24	20	19	11	15	10	5	11	12	5	7	ISS	
																					Other/SMG	
134	86	76	91	124	136	229	243	62	220	197	234	172	130	117	96	77	58	70	53	37	Total CRC testing	
6	9	7	8	24	32	43	34	19	42	28	36	31	29	23	7	3	12	7	2	3	Newly positive caregivers	
4	3	6	7	20	43	19	32	32	35	33	28	28	25	31	19	13	17	13	7	11	New CG added to quarantine	
8	3	2	3	1	9	13	2	1	10	20	14	10	12								Other CG monitoring	
152	101	91	109	169	220	304	311	114	307	278	312	241	196	171	122	93	87	90	62	51	CH Caseload	



POS Caregivers (n) by Testing Location



Positive Exposures 7/29/20-to date



Quarantine

16 Quarantined caregivers – currently out

89 Quarantined caregivers – tested positive, moved to POS Caregiver for RTW mgmt by CG Health

17 Modified Return to Work

520 Quarantined caregivers – completed and now back at work

642 TOTAL Caregivers Quarantined

TOTAL Caregivers Quarantined (Report as %)

Total Number of Swedish Health Services Employees and Active Status Providers

642 = 3.43 % SHS Employees & Active Status Providers quarantined
18695 for potential exposure to Covid-19

Quarantine - # 14 for international travel
29 for patient exposure
100 for co-worker exposure
128 for community exposure-social gathering
354 for community exposure-household
17 for low-risk/other

What if fully vaccinated?

- Adjusting quarantine timelines from 14 days to 10 days (or 7 days for critical staffing) and now to 0



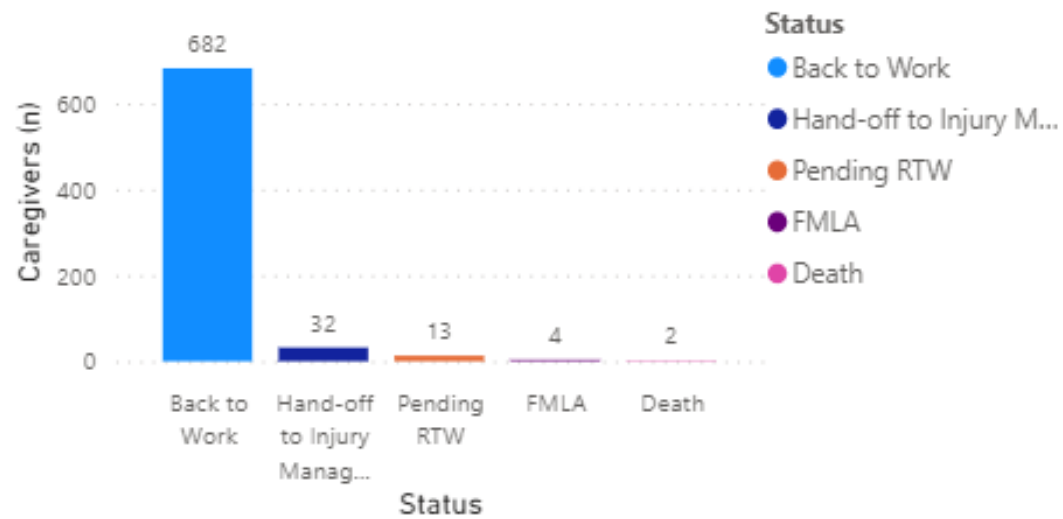
Claims- Supported by the Tracer Investigations conducted by Caregiver Health

Date	Accepted	Denied	Open-Deferred
25-Feb	451	16	147

99% acceptance rate



Caregivers (n) by Status and Status



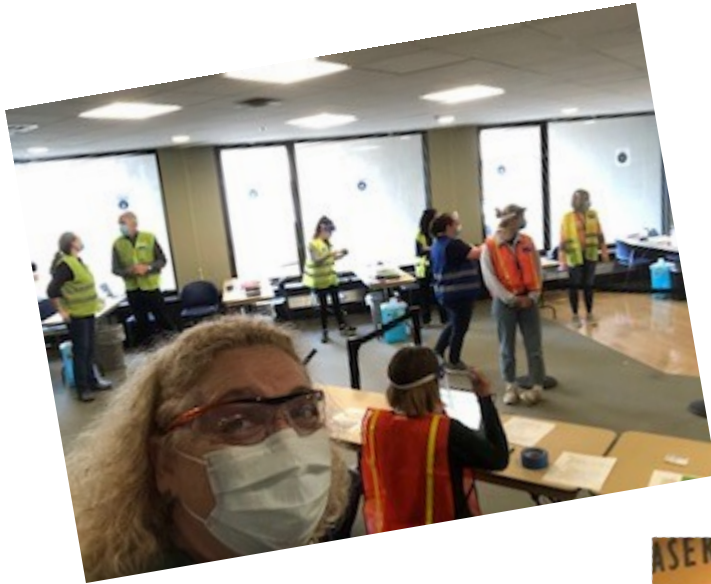
Caregiver Health Vaccination Clinic



#shotsinarms



Solid Leadership and Organization



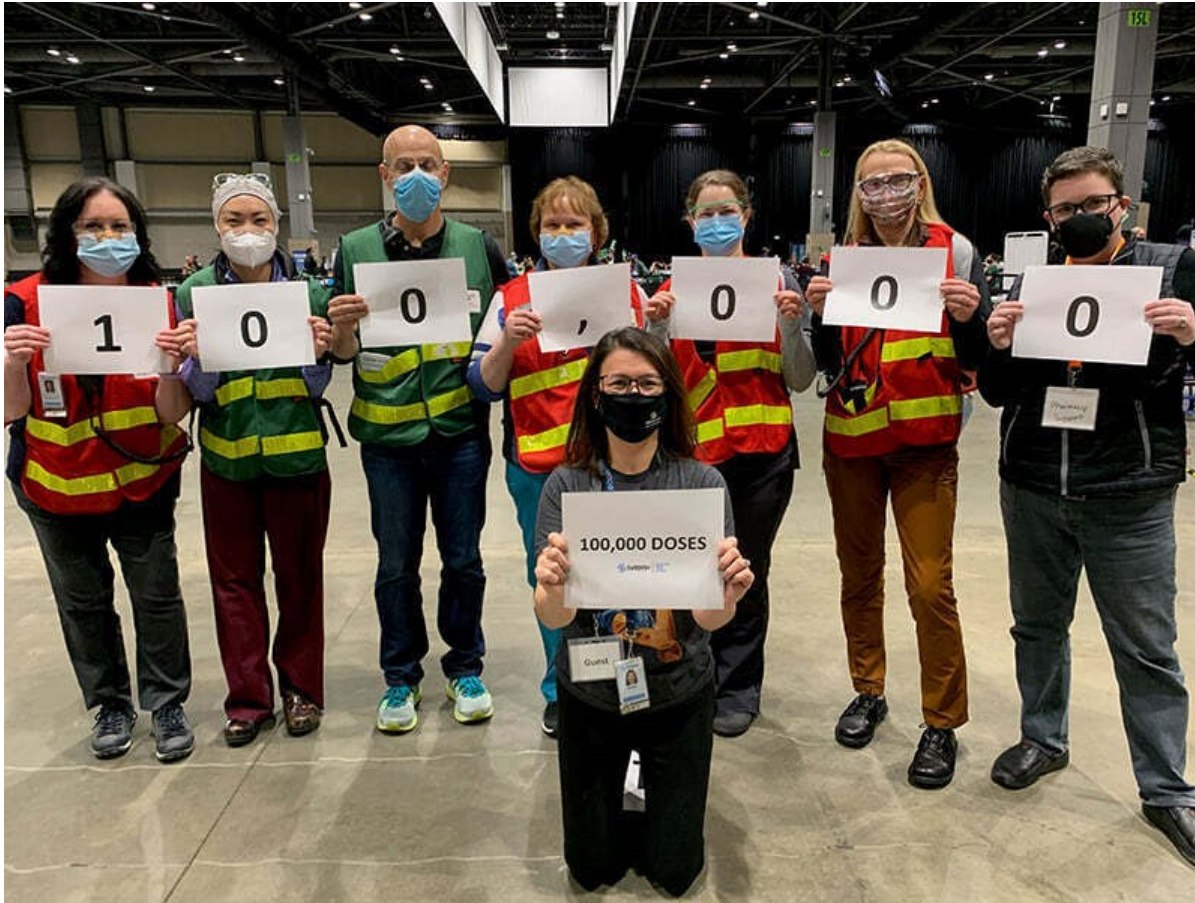
Development of
a Vaccination
Clinic Playbook
with job action
sheets



Vaccines All Given- not a one wasted



100K Doses at Swedish (Lumen Field)

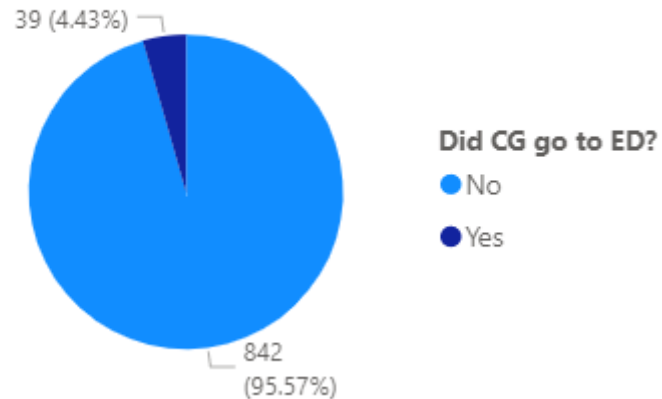


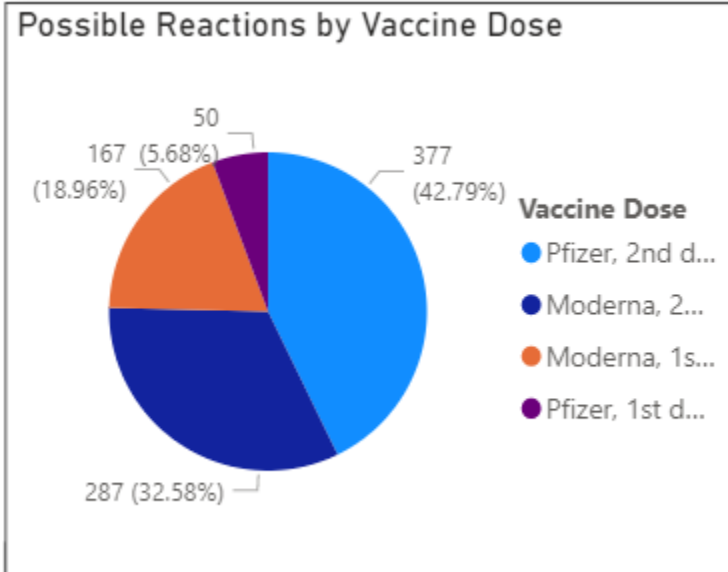
Caregiver Health Continues its role...



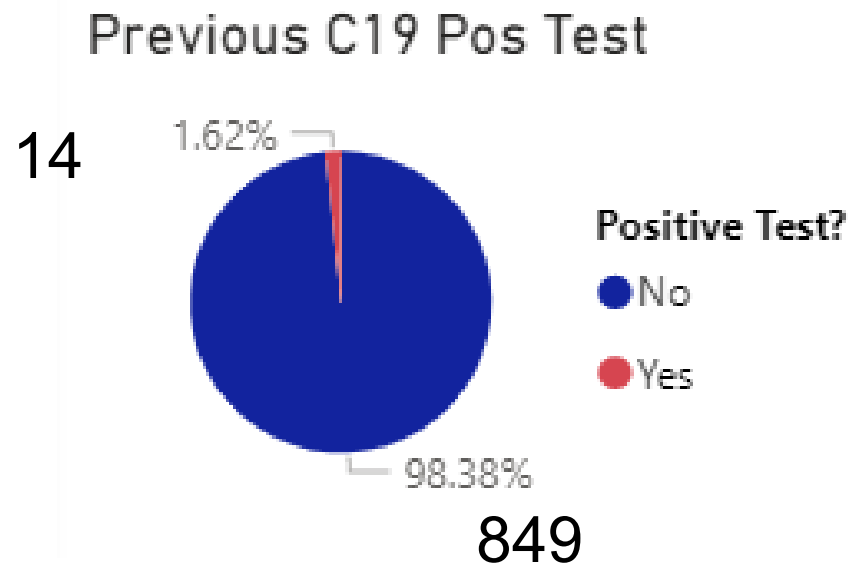
Vaccination Reactions

Reactions requiring ED care





Correlation of Vaccine Reaction if Positive in the Past



Vaccine Reaction Types			Allergic Rx		Anaphylaxis		Other		Vacc Side Effect		Vasovagal Rx		Total	
Vaccine Dose	Rxn %	Rxn (n)	Rxn %	Rxn (n)	Rxn %	Rxn (n)	Rxn %	Rxn (n)	Rxn %	Rxn (n)	Rxn %	Rxn (n)	Rxn %	Rxn (n)
Pfizer, 2nd dose	0.68%	6	1.59%	14			0.91%	8	37.57%	331	2.04%	18	42.79%	377
Moderna, 2nd dose			0.57%	5			0.91%	8	29.74%	262	1.36%	12	32.58%	287
Moderna, 1st dose	0.34%	3	1.25%	11	0.11%	1	0.34%	3	11.69%	103	5.22%	46	18.96%	167
Pfizer, 1st dose			1.48%	13			0.23%	2	2.38%	21	1.59%	14	5.68%	50
Total	1.02%	9	4.88%	43	0.11%	1	2.38%	21	81.38%	717	10.22%	90	100.00%	881

Reports

- Daily until recently
- Weekly continues
- HICS
- Campus
- Providence



Data

- Positive and Negative results manually entered into ETS
- ETS data entry from the vaccination clinics
 - A LOT of help!
 - Lauren's automated form
 - Fix errors
- VAERS reporting and documentation into ETS
- Fit Test documentation into ETS

Next Phase

- Coordinating Caregiver Health Vaccination Clinics for new hires/affiliates
- Controlling WAIS access, training, and documentation
- Managing additional covidvaccine@swedish.org Inbox
- Adjusting to new algorithms for quarantine
 - Beyond ability of automated system, so back to phone calls
- Continuing all other previous work
- Preparing for the variants
- Preparing for possible boosters
- Verify requirements for Entry Control Points
- Constantly updating protocols



Bottom Line

- Caregiver Health immediately responded and developed a comprehensive exposure management program that was evidence based, adaptable, metric-driven, and effective.
- The blank piece of paper on 3/1/2020 emerged into the exposure plan to draw from as this current pandemic continues to evolve and serves as a foundation for any future need.

Thank You!

