



# TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER™

## Managed Care

### Leadership Update

April 24<sup>th</sup>, 2020

This week has been a challenging week for many people. As we sail through uncharted waters, we have a clear path and a plan to ensure our staff remain safe and our patients are well taken care of. We hear many of your concerns and take them into consideration daily. We hope that we are able to ease some of those concerns as we move forward. You will find resources to inform you while navigating the COVID-19 pandemic both personally and professionally below. All policies, memos and previous announcements can be found on the Managed Care COVID-19 page, detailed in the **Resources** section.

We would like to extend a big thank you for your hard work and dedication for providing the highest quality health care to our patients. We remain committed to ensuring you have the resources necessary to protect yourself and others during these uncertain times. Your health and safety are our top priority. That being said, there are shortages of PPE throughout the nation. Please rest assured that we are actively managing our current inventory and sourcing and securing PPE on a daily basis. In order to ensure that the PPE is available when needed, we need all team members to be diligent when utilizing this equipment. As a reminder, N95 masks are only to be used when managing a COVID-19 positive patient; a surgical mask with or without a face shield suffices in all other clinical situations. The primary focus should be on the appropriate care of our patients, the appropriate utilization of our resources and the safety of our team members.

The COVID – 19 pandemic has required that we all respond to a rapidly evolving and unprecedented situation. This is not without a significant, unexpected impact to our economy. We understand there is a growing concern regarding the future and how this economic impact *may* affect the continuation of jobs within Managed Care. We are working with teams within TTUHSC to explore all options focused on reducing expenditures while mitigating the possibility of a reduction in force. We ask for your patience during this time as we do not currently know the extent this has had or will have on funding from the state of Texas. We will share more information as it becomes available.

We would also like to provide a status of COVID-19 within TTUHSC Managed Care. As of this morning, Managed Care has five employees who tested positive with two recovered. We have 63 patients who tested positive with one recovered. Our numbers change daily, please continue to communicate with your supervisor and your teams frequently.

#### Resources

1. ***Managed Care COVID-19 Page***

The Managed Care COVID-19 page includes a resource section for of the communications and information we have shared with you via email.

- a. If you are using the *intranet*, you can access the Managed Care COVID-19 page through your homepage. The Coronavirus link is highlighted in yellow.
  - b. If you are using the *internet*, you can access the page using the link below.  
<https://www.ttuhs.edu/coronavirus/managed-care.aspx>
2. **Texas Health and Human Services COVID-19 Mental Health Support Line**  
If you or someone you know is feeling overwhelmed by the COVID-19 pandemic, **help is available**. Speak with a mental health professional for help dealing with anxiety, depression, stress, grief or worry 24/7.
- a. Call the toll-free COVID-19 Mental Health Support Line at (833) 986-1919.
  - b. If you are using the *intranet*, you can access the Mental Health Support Line information through the Managed Care COVID-19 Resources. The Coronavirus link is highlighted in yellow on your Managed Care homepage.
  - c. If you are using the *internet*, you can access the page using the link below.  
[https://www.ttuhs.edu/coronavirus/documents/20D0427HHSCCOVID\\_BHSupportLineFlyerENG.pdf](https://www.ttuhs.edu/coronavirus/documents/20D0427HHSCCOVID_BHSupportLineFlyerENG.pdf)
3. **The TTUHSC Counseling Center**
- a. A message from the TTUHSC Counseling Center website:  
*During this time of unprecedented unknowns and uncertainty the one thing we are sure of is that managing your mental and physical health is critical to your well-being. It is our hope that you will utilize some of these resources to enhance your own well-being and the well-being of those around you.*
  - b. Contact the TTUHSC Counseling Center at (806) 743-1327 or (800) 327-0328. They provided telehealth counseling services via a HIPAA-compliant Zoom platform.  
<https://www.ttuhs.edu/centers-institutes/counseling/>
  - c. COVID-19 Resources – TTUHSC Counseling Center  
For resources to manage stress and anxiety associated with COVID-19, click the link below.  
<https://www.ttuhs.edu/centers-institutes/counseling/resouces.aspx>
    - i. Kids Resources
      1. Big Life Journal  
[https://biglifejournal.com/collections/all?gclid=Cj0KCQjwmdzzBRC7ARIsANdqRRkCsIkt8Hg2z\\_CngzVXj5aMoQPRW8M6cOkhtKaWtrZ86tFjn9lyqYcaAnbmEALw\\_wcB](https://biglifejournal.com/collections/all?gclid=Cj0KCQjwmdzzBRC7ARIsANdqRRkCsIkt8Hg2z_CngzVXj5aMoQPRW8M6cOkhtKaWtrZ86tFjn9lyqYcaAnbmEALw_wcB)
      2. Cosmic Kids Yoga  
<https://www.youtube.com/user/CosmicKidsYoga>
4. **TTUHSC COVID-19 Site**  
The TTUHSC COVID-19 site provides access to COVID-19 resources including communications from Interim President Dr. Lori Rice-Spearman, previous Townhall meetings, and HR resources.
- a. If you are using the *intranet*, you can access the Managed Care COVID-19 page through your homepage. The Coronavirus link is highlighted in yellow.
  - b. If you are using the *internet*, you can access the page using the link below.  
<https://www.ttuhs.edu/coronavirus/default.aspx>

This week we want to acknowledge several teams. First, we would like to recognize the teams at the Sanchez, Robertson, Clements and Allred units. These units currently have the highest number of COVID-19 positive offenders and staff in West Texas. They have been proactive in cohorting, restricting and isolating offenders thereby minimizing spread of disease and improving the health and safety of all staff on these units. These teams have worked diligently and tirelessly as **One Team** and should be

commended for their efforts. We would also like to recognize the Materials Management Team for the work they have done in finding, procuring, tracking and shipping/deploying all of the PPE and other necessary supplies. They have done a tremendous job staying on top our supply and ensuring that our staff and units have what they need to stay safe and perform their vital clinical duties. The Materials Management team has modeled *Beyond Service* efforts and *One Team* spirit.

In your time away from Managed Care, make sure to do something you enjoy and encourage those around you to do the same. We cannot thank you enough for your efforts in keeping our patients safe and healthy. We are *One Team* and your actions prove that every day.

We are all in this together.

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