



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER™

Managed Care

Update from Leadership

April 10th, 2020

Heading into the holiday weekend, we can take a breath and know that we will get through the COVID-19 pandemic. Our entire Managed Care team is working under a new normal while remaining **Visionary** to ensure we provide excellent care for our patients. We have included the weekly updates below along with the announcements and resources we suggested last week.

Policies

1. We are in the final stages of developing a policy for employee exposure to COVID-19. The policy will also include definitions, an incident report and post exposure guidelines.
2. We will post the policy on the TTUHSC Managed Care COVID-19 page and will send you a link as soon as it is finalized.

COVID-19 Hotline

1. A TTUHSC Managed Care Hotline has been established to provide information regarding TTUHSC patients who test positive for COVID-19.
2. The Hotline ICN nurse will only answer questions pertaining to COVID-19, all other questions will be directed to TDCJ channels.
3. Starting April 10th, 2020, the Hotline will be open Monday through Friday from 2-5pm CST. Families can call (806) 743-3285. Only one family member will be designated on the Release of Information (ROI) form, thus the nurse will only be able to offer information to that one individual listed on the ROI.

PPE

1. All unit staff will be issued and wear a surgical or cloth mask while on the unit. Need for additional PPE will be based on involvement with direct patient care.

Media Communication

1. All comments and communication to the media regarding COVID-19 from TTUHSC Managed Care *must go through Ashley Hamm, TTUHSC Vice President for External Relations.*
 - a. This includes all comments, posts, and tweets on Facebook, Instagram, Twitter, LinkedIn, etcetera.

- b. Please do not comment on COVID-19, Managed Care or TDCJ operations on any of these platforms or allow family and friends to use your name and experience in their comments.

Travel

1. **Anyone traveling for Managed Care business must** fill out the Managed Care Travel Form on SharePoint. Connect to the **VPN** if you are working remotely or away from the TTUHSC network *prior to clicking the link below*.
 - a. <https://sp.ttuhs.edu/sites/CMHC/it/layouts/15/listform.aspx?PageType=8&ListId=%7B09D014C8%2D2E1F%2D443D%2DAFCC%2DA934C1DDA35C%7D&RootFolder=>
2. Personal travel is **strongly discouraged**. Everyone who travels for personal reasons is required to fill out a form through TTUHSC Office of Institutional Health. This includes traveling across the state to a second home or permanent residence.
 - a. https://tthsclubbock.co1.qualtrics.com/jfe/form/SV_brrvsD5jj35Ca7b

Prevent the Spread

1. If you experience symptoms of any sickness, you are **not allowed to report to work**. This includes but is not limited to headaches, runny nose, sore throat, coughing, fever.
 - a. If you are exposed to someone with a positive COVID-19 test, you are not allowed to return until you have received a negative test.
 - b. If you experience COVID-19 symptoms, you must self-isolate for 14 days, remain fever free for 72 hours and have a negative COVID-19 test result before you can return to work.
 - c. **CDC Guidance** - Discontinuation of Home Isolation for Persons with COVID-19 (Interim Guidance)
 - i. <https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>
 - d. **CHMC Infection Control Manual** – Coronavirus Disease 2019 (COVID-19)
 - i. <https://www.ttuhs.edu/coronavirus/documents/InfectionControlPolicyCOVID-19ApprovedJointMedicalDirectors.pdf>
2. Important things you can control to help prevent the spread:
 - a. Cover your cough or sneeze.
 - b. Don't touch your face.
 - c. Wash your hands often (20 seconds with soap and water).
 - d. Keep your surroundings clean, especially surfaces shared with others such as doorknobs, telephones and bathroom surfaces.
 - e. Avoid sharing household items. Do not share drinking glasses, towels, eating utensils, bedding, or any other items until you are no longer asked to self-isolate.
 - f. Social distancing (stay six feet away from others).

Communication

1. Communicate with team members and supervisor frequently.

2. Read updates on the Managed Care Coronavirus page and sent via email. You can access information through the Managed Care homepage, the Coronavirus page link is highlighted yellow. If you are not on the intranet, you can visit the Managed Care COVID-19 page through the link below.
3. <https://www.ttuhs.edu/coronavirus/managed-care.aspx>

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

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=Cj0KCQjwmdzzBRC7ARIsANdqRRkCslkt8Hg2z_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.ttuhscc.edu/coronavirus/default.aspx>

We would like to recognize and thank the dedicated clinical staff from those on the “front lines” to the Regional clinicians all of whom have been working tirelessly to assure provision of necessary healthcare. We are truly **One Team**. We would also like to recognize the Unit Leadership teams for their unwavering contributions this week. During the COVID-19 pandemic, the FHAs, Associate Managing Directors for Field Operations and the Managing Director of Behavioral Health have demonstrated a “can-do” attitude and leading their teams to accomplish and adapt to the immediate demands of implementing new processes, reporting, and protocols swiftly (at times on a daily basis). Their dedication to the mission of Managed Care and applying the *Values Based Culture* is evident in their communication to staff and maintaining a hand of calmness and flexibility during the time of uncertainty is ...**One Team!**

Remember to stay diligent and social distance during the holiday weekend. The TTUHSC *Values Based Culture* tenets have shown through in many ways throughout the last week. We commend you on being **One Team** and remaining **Visionary**. Keep up the great work and **Kindheartedness**.

We are all in this together.

Cynthia Jumper, MD, VP Health Policy and Special Health Initiatives

Denise DeShields, MD, Executive Medical Director

Will Rodriguez, MSOLE, Executive Director