



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER™

Managed Care

Update from Leadership April 3rd, 2020

Another week comes to a close and we want to thank each of you for continually working hard for Managed Care and our patients. You and your family are at the forefront of our minds as we make daily decisions regarding COVID-19. Your health, wellness and safety are paramount in the decisions we make concerning our units. We care about our Managed Care family and strive to do all we can to ensure your safety while serving our patients. We understand that communication, unit atmosphere and our world change daily. Because of the rapid changes happening, we wanted to give you information in a concise format so that it is easy to navigate. You will also be able to use this communication as a resource for the constant locations of the most current information.

PPE

1. **Effective immediately**, all unit staff will be issued a surgical or cloth mask to wear 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. **Effective immediately**, anyone traveling for Managed Care business must fill out the Managed Care Travel Form on SharePoint.
 - a. <https://sp.ttuhsc.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 20190 (COVID-19)
 - i. <https://www.ttuhscc.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.ttuhscc.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.ttuhscc.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.ttuhscc.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.ttuhscc.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.ttuhscc.edu/centers-institutes/counseling/resources.aspx>

- i. Kids Resources

1. Big Life Journal

https://biglifejournal.com/collections/all?gclid=Cj0KCQjwmdzzBRC7ARIsANdgRRkCsikt8Hg2z_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>

Many of you deserve recognition for your efforts on a daily basis, however, this week we want to recognize the Information Technology (IT) department. They have worked tirelessly to transition over 100 Managed Care employees into a telecommuting setup. The IT team has met many challenges including variances in technology, internet, and VPN issues. However, they have persevered and been successful in this transition. Their actions have reflected the One Team mindset and the team has been a shining example of our Values Based Culture.

Going into the weekend, remember to stay diligent and mindful. We hope that you and your families are staying well and healthy. If you have any questions, reach out to your leadership. Thank you for all that you do. We have an amazing team of employees.

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