



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER™

Managed Care

Leadership Update May 8th, 2020

Many towns, cities and municipalities are opening their doors in Texas. The Texas Department of Criminal Justice (TDCJ) and Managed Care remain committed to restricting unnecessary movement to keep our staff and patients safe. With safety in mind, we continue to develop, update and implement policies and guidelines. We are doing everything in our power to promote staff and patient safety.

This week, the [Managed Care Employee Exposure Management policy](#) was updated, effective May 6th, 2020, to align with new Centers for Disease Control and Prevention (CDC) guidelines. These changes include alignment with the CDC's move to a symptom-based strategy, a provision for employees who tested positive but who are asymptomatic, and a 10-day return to work for employees who have been confirmed COVID-19 positive or had exposure to COVID-19. The [Managed Care COVID-19 Precautionary Measures policy](#) was approved, effective May 4th, 2020. Lastly, the Texas Medical Board (TMB) issued a new emergency rule [Rule 190.8(2)(U)] that describes the [COVID-19 Minimum Standards for Safe Practice](#) that physicians and their delegates must follow at this time.

The number of COVID-19 cases continue to rise within Managed Care as we have yet to hit our peak. As of this morning, Managed Care has 16 employees who tested positive with five recovered. We have 218 patients who tested positive with 46 recovered. Our numbers change daily, continue frequent communication with your teams in order to stay current with information.

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/resouces.aspx>
 - i. Kids Resources
 - 1. Big Life Journal
https://biglifejournal.com/collections/all?gclid=Cj0KQCjwmdzzBRC7ARIsANdqRRkCsIkt8Hg2z_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>

This week we would like to recognize all of our Managed Care nurses. Nurses make up the majority of the Managed Care work force and we appreciate everything they do for us. Our nurses are on the front line in fighting and preventing COVID-19 within our units in addition to their daily duties. Our nurses continually show their **One Team** attitude, **Beyond Service** actions and **Kindhearted** spirit.

Moving into the weekend, we urge you to continue social distancing to help prevent the spread of COVID-19. Social distancing means that you avoid crowds and stay at least six feet from others. Continue to model behaviors the CDC suggests will help slow the transmission such as washing your hands, disinfecting your home, only leaving home for essential functions and staying home if you have any symptoms of illness. We are proud to work with each of you and thank you for all that you do for Managed Care.

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