

# A Day in the Life of Pandemic Readiness and Response

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**HIMSS** GEORGIA CHAPTER









# COVID Impact YTD

COVID Burden  
(COVID Confirmed)  
**1788**

Total Tests Performed  
(Screening and Diagnostic)  
**27865**

Recovered  
**829**

Deaths  
**109**

Vent Encounters  
**135**

ICU Encounters  
**289**

Negative Screenings  
**19K** 92.76%

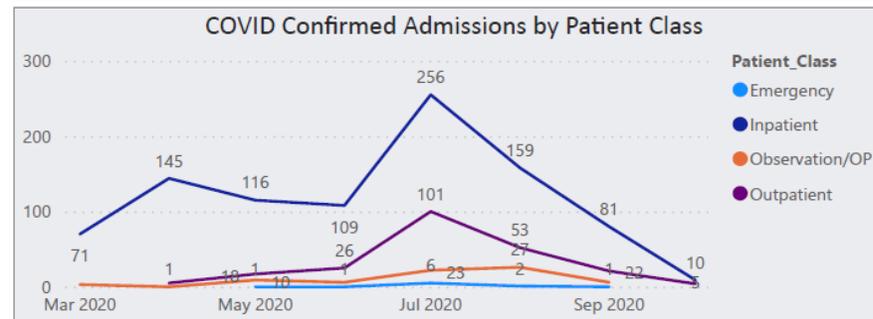
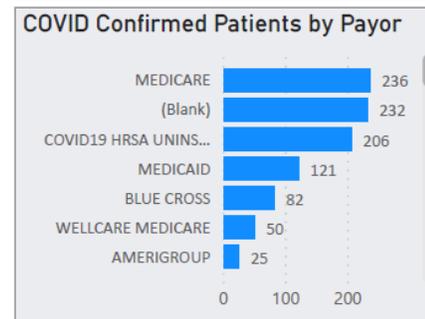
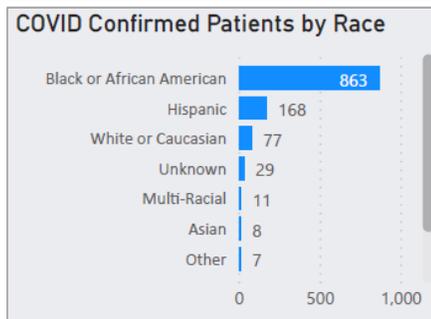
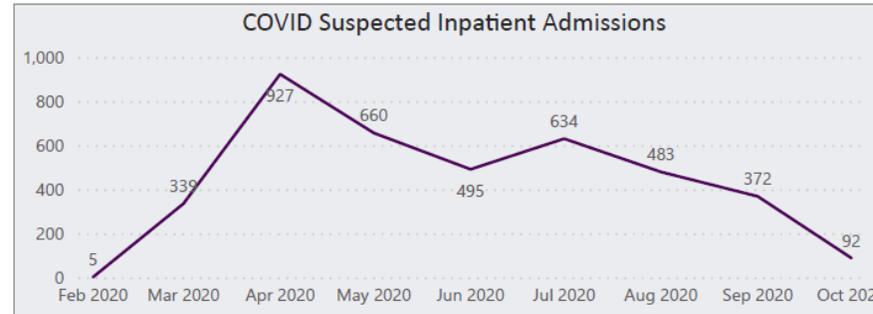
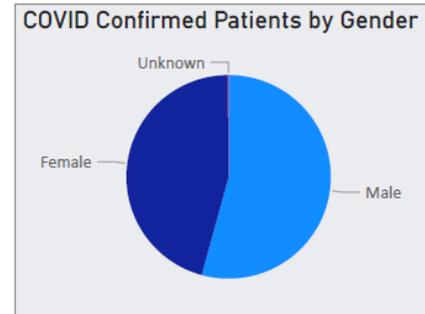
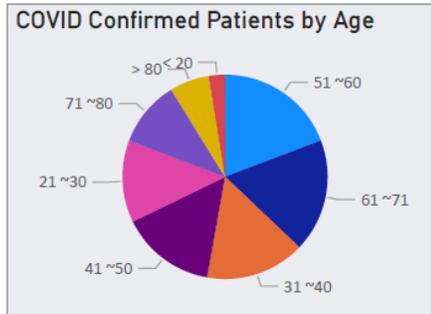
Positive Screenings  
**1173** 6.17%

Negative Diagnostics  
**5878** 77.08%

Positive Diagnostics  
**1781** 21.19%

\*Unique Encounters

\*All SARS-COV-2 Diagnostic and Screening Tests Resulted



\*Unique Patients

\*Unique Encounters

# **DISRUPTIVE SHOCK**

*(dis- 'rəp-tiv 'shäk)*

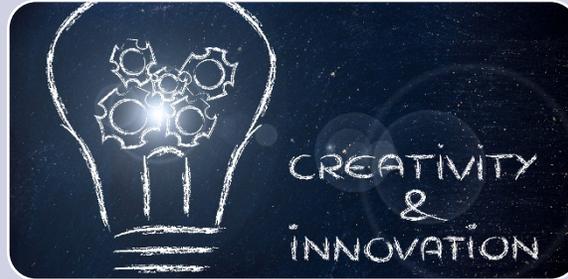
**A sudden upsetting or surprising event or experience that stops something from continuing as usual.**

What is [DisruptiveShock.com](http://DisruptiveShock.com) ?

# Disruptive Shock Fuels Innovation



# COVID-19: A Unique Opportunity



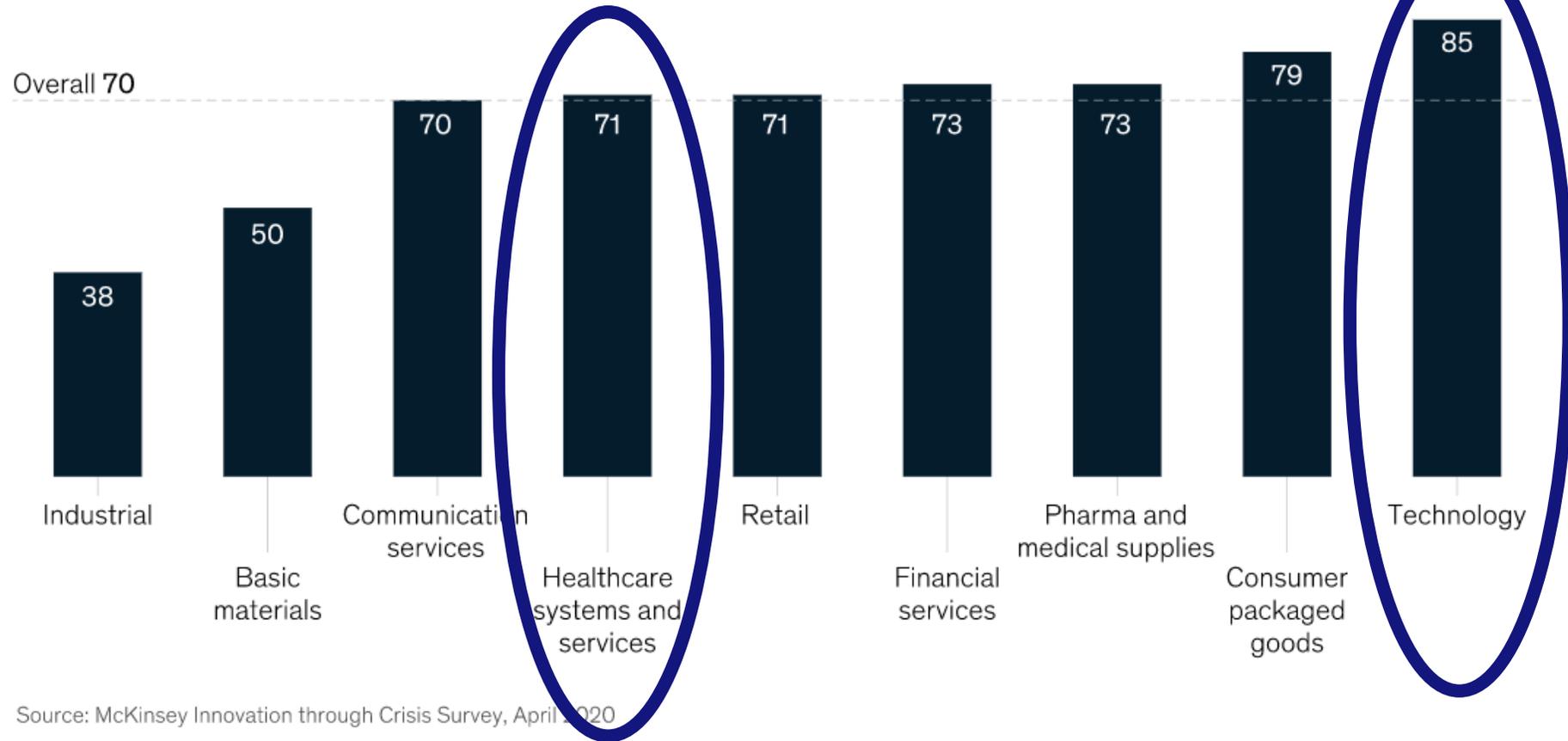
90% of executives believe that the COVID-19 crisis will fundamentally change the way they do business over the next 5 years.



85% believe that COVID-19 will have a lasting impact on their customers' needs and wants over the next 5 years

Source: McKinsey Innovation through Crisis Survey, April 2020

Share of executives who expect the COVID-19 crisis to be 1 of the biggest opportunities for growth in their industry, %



# A Recipe for Innovation



# *People*





- Acknowledging The Facts
- Creating Motivation
- Developing Resilience
- Nurturing Operational Alignment
- Keeping Patients At The Center



# Technology

## Telehealth Use Cases

Telephonic visits	Remote patient screening	Remote patient monitoring	Video visits	Patient visitation	Virtual Rounding (Inpatient Visit)	eVisits/eConsults
						
<ul style="list-style-type: none"> <li>• Immediate stop gap</li> <li>• 100k telephone encounters</li> <li>• Universally accessible</li> <li>• Loss of nonverbal cues</li> </ul>	<ul style="list-style-type: none"> <li>• Efficient COVID pre-screening</li> <li>• Routine assessment</li> <li>• Patient education on next steps</li> </ul>	<ul style="list-style-type: none"> <li>• Remote assessment/triage</li> <li>• Daily evaluation of vitals</li> <li>• Allows response to clinical data outside of regular visit</li> <li>• Efficient method for COVID at-risk conditions and chronic care management</li> </ul>	<ul style="list-style-type: none"> <li>• Replaced face-to-face visit during surges</li> <li>• Allows improvement in nonverbal communication</li> <li>• More favorable reimbursement by payers</li> <li>• Challenges with patient internet bandwidth, computer/smart device</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitates emotional support of patient</li> <li>• Enables personal connection with family and friends</li> <li>• Improves patient experience</li> <li>• End of life</li> </ul>	<ul style="list-style-type: none"> <li>• Reduces clinician exposure to COVID-19</li> <li>• Reduces PPE consumption</li> <li>• Saves time traveling</li> <li>• Requires PTZ camera with high quality mic and speaker</li> <li>• Requires infection prevention/sanitization protocol for device</li> </ul>	<ul style="list-style-type: none"> <li>• Patient or clinician initiated</li> <li>• Before, during and after surge</li> <li>• Time efficient for patient and provider</li> <li>• Lack of direct communication</li> </ul>

# Technology

## Virtual Work Transition

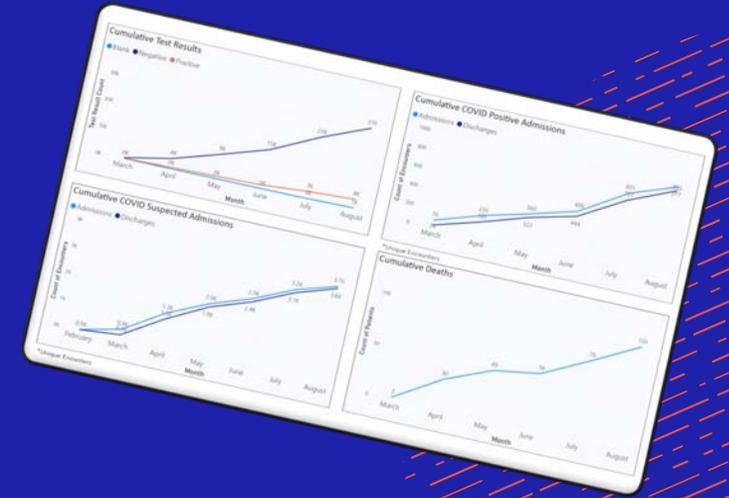
Home Office	Virtual Collaboration	Secure Network Connectivity	Intrusion Detection/Monitoring
			
<ul style="list-style-type: none"><li>• Laptop</li><li>• Jabra</li><li>• Headset</li><li>• Dual monitors</li><li>• Docking Station</li><li>• Avaya soft client</li></ul>	<ul style="list-style-type: none"><li>• Office 365</li><li>• OneDrive</li><li>• Webex</li><li>• Microsoft Teams</li></ul>	<ul style="list-style-type: none"><li>• Multi-factor authentication</li><li>• VPN</li><li>• Security patching</li><li>• Limiting RDP</li></ul>	<ul style="list-style-type: none"><li>• Strategy expansion</li><li>• Staff education</li><li>• Network intrusion detection system</li><li>• VPN monitoring</li></ul>

# Technology

## EHR Optimization

PUI/COVID tracking	Diagnostic orders/results	Documentation	Treatment Plans & Medication orders	Patient Engagement/Outreach	Patient Education
					
<ul style="list-style-type: none"> <li>• Infection status transparency</li> <li>• Clinical decision support</li> <li>• Analytical surveillance</li> <li>• Security adjustments</li> <li>• Integration modifications</li> </ul>	<ul style="list-style-type: none"> <li>• New orders and result components</li> <li>• Order set updates</li> <li>• Integrating outside results</li> <li>• Security adjustments</li> </ul>	<ul style="list-style-type: none"> <li>• Streamlining documentation to capture the must haves only</li> <li>• Rapid development of documentation pathways for Field Hospital at GWCC</li> </ul>	<ul style="list-style-type: none"> <li>• Converted to MDI vs nebulizer to prevent aerosolization</li> <li>• Order sets for VTE prophylaxis for aggressive anticoagulation</li> <li>• Restricted order sets for Remdesivir specific to ID</li> <li>• Steroid order sets and linked insulin panel</li> <li>• Research Support</li> </ul>	<ul style="list-style-type: none"> <li>• Broadcast texting</li> <li>• After visit summary updates</li> <li>• Patient Portal messaging</li> <li>• Remote monitoring</li> <li>• Artificial Intelligence</li> </ul>	<ul style="list-style-type: none"> <li>• Education updates</li> <li>• Text notifications</li> <li>• Remote monitoring assessment and direction</li> </ul>

# Technology Business Intelligence & Data Analytics

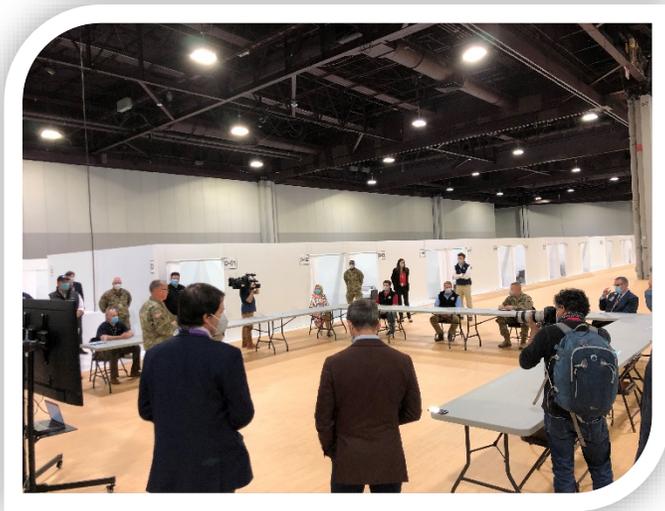


UVIU-19 Executive Summary		Total	8/28/2020	8/27/2020	8/26/2020	8/25/2020
Category	Metric Name	3502	16	9	10	
Total Admissions (COVID Suspected)	Inpatient Admissions	6690	26	24	22	
Population (COVID Confirmed)	ED Visits	3320	14	9	9	
COVID Burden	ED Visits Admitted	1589	48	55	55	
COVID Confirmed	In House Patients	128	5	4	4	
	Ventilators In-Use	1045	48	55	56	
	Ventilators In-Use (Excludes COVID Related Patients)	261	10	9	9	
	ICU Occupied Beds	173	3	1	2	
	On Remdesivir	69				
	On Dexamethasone	103				
Outcomes (COVID Confirmed)	Mortalities					
	Discharges - Inpatient	709	5	1	5	
	Home	58			4	
	Hospice	350	1	3		
	Other					
	LOS In-House (2/23 - Today)		13.21	11.79	11.66	11.1
	Average		51.00	50.00	49.00	48.0
	Max		81155	498	553	593
Telehealth Visits	Telephonic Visits (All Patients)		7	7	5	1
	Virtual Visits (All Patients)					

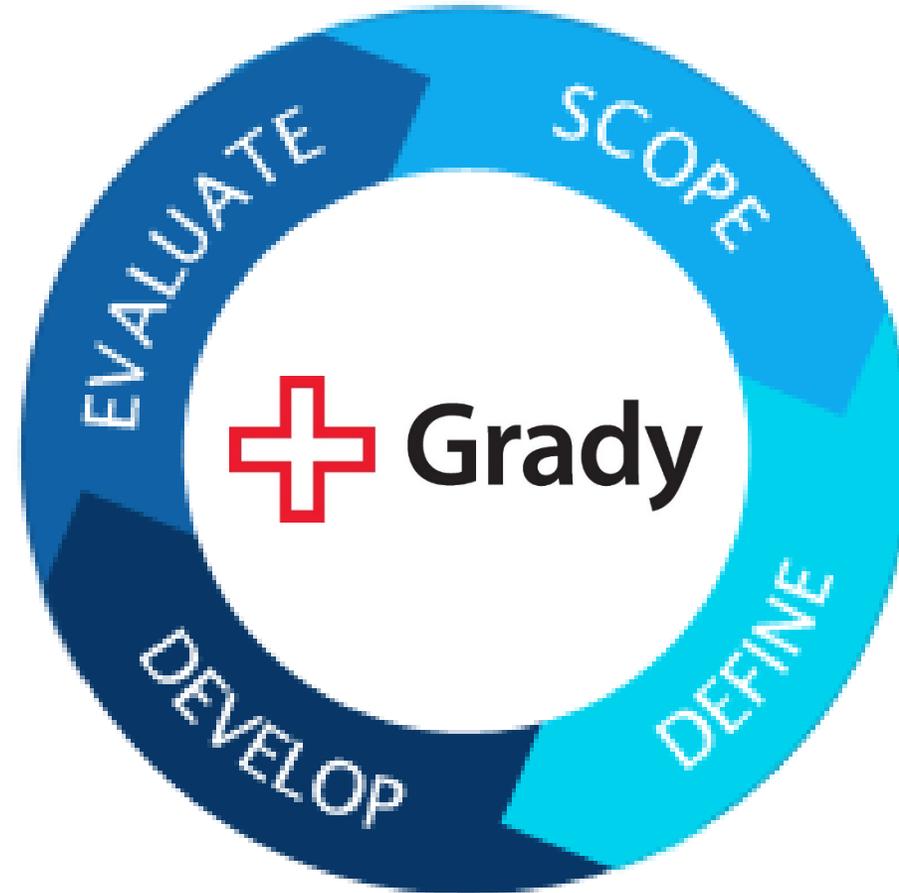


# Technology

## COVID-19 Field Hospital (GWCC)



# Agile Methodology



# Daily Agile Standup

- All application leaders
- Designated facilitator
- Held at same time/place each day
- Each task has an owner for providing updates
- Everyone works together to address barriers
- Goal is to leave the meeting with everyone understanding next steps



# Formula for Success



