From:	Robinson, Carol
To:	PMHC EMail Community
Cc:	Aronoff, Katrina; Arzola, Noel; Browne, Neal; Cardoso, Samantha; Carole Johannsen; Duran, Franaris M; Fields, Pamela A; Kenealy, Barbara-Ann; Machuca,
	Hildred; Magnan, Heather D; Marrero Feliciano, Jenny-Kim; Mellor, Richard; Muse, London; Olsen, Marie-Louise; Ramrattan, Usha; Sanchez, Marlene;
	Sandhusen, Eric; Smith, Sally; Stumpo, Lisa; Torres, Christina; Yozzo, Susan
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Active Links in Notebook:

Tim Wages - https://vimeo.com/418620941

Nurses Week Video from Lauren Martinez, RN - https://vimeo.com/418620256



The Happening

Technology: A Vital Support to our Healthcare Heroes in the Fight against COVID-19 This week's edition of Notebook is devoted to the ways in which technology has helped to solve challenges brought by the COVID pandemic.

John Sullivan's Sullivan Adapter

"Necessity is the mother of invention" is an often-heard term to describe the novel or ingenious solutions that people develop to resolve crises. A classic example of this adage recently occurred at Phelps when John Sullivan, Hyperbaric Safety Director, helped physicians treat individuals seriously ill with COVID by developing a special adapter to allow bedside use of a spacesuit-like hyperbaric hood.

When pharmaceutical and respiratory care options fail, pulmonary and respiratory teams must turn to mechanical ventilators to help seriously ill patients breathe even though there are risks associated with the machine. Approximately 78% percent of COVID patients placed on a ventilator will die. For those who recover, long term lung damage associated with the machine, prolonged oxygen use, or the virus can occur.



L-R: Dr. David Dayya, John Sullivan, Dr. Owen O'Neill, Taylor Bodely, Sandrah Gurash, Elizabeth Smykowski Not Present: Lubiha Perez, Matthew Eaton, Ritzel Boer, Tanisha Hall and me, Jo-Ann Marker.

Over the past few years, researchers studied

the use of oxygen hoods routinely worn by hyperbaric oxygen patients to maintain a 100% oxygen environment. Owen J. O'Neill, MD, MPH, Medical Director of the Hyperbaric Department notes two studies conducted by the Medical University of Chicago. In 2016, researchers showed that critically ill patients breathed better with a hood than with a standard face mask that covered the nose and mouth. A follow-up analysis in 2018 found that patients on the hood were more likely to be functionally independent after hospital discharge and were less likely to require readmission. During the recent COVID pandemic in Italy, hyperbaric hoods were also tried with success in at least one hospital.

At Phelps, use of the hoods began on April 3rd when Dr. Steven Thau, Director of Pulmonary Medicine, and the respiratory team approached Dr. O'Neill and Elizabeth Smykowski, Hyperbaric Nurse Manager,



John Sullivan demonstrates

a hood.

about incorporating the hyperbaric hood into the care of critically ill COVID patients not responding to other respiratory care treatments. Dr. O'Neill's goal was to help patients by immediately increasing oxygenation and keeping them off the ventilator for as long as possible.

Unfortunately, the hoods could not be used at the bedside without a high flow oxygen device called Optiflow® to regulate the flow of gases through special nasal cannulas and masks. With only three in the hospital, opportunities to increase COVID patient access to the hoods was limited.

John Sullivan offered a solution by building an adapter that enabled the hood to be connected



The Sullivan Adapter

directly to the room's oxygen valve. John's device allowed fifty-eight patients to receive an alternative oxygen-rich treatment to improve oxygenation to acceptable levels, thereby avoiding immediate need of the mechanical

ventilator. According to Dr. O'Neill and his associate Dr. David Dayya, a Hyperbaric Medicine and biostatistics specialist, "the Sullivan adapter permitted the use of the high flow oxygen hoods at the patient's bedside, saving 98% from immediate intubation. Of the 98%, 62% never required intubation and mechanical ventilation and were eventually discharged from the hospital."

Prolonged exposure to an oxygen-rich environment by the mechanical ventilator or use of the hyperbaric oxygen hood, may lead to long term lung damage. Standards and protocols are in place to minimize this risk. The hyperbaric team is training the nurses and respiratory technologists on the appropriate use of the hood and oxygen meter settings.

Dr. O'Neill and Dr. Dayya continue investigating the effectiveness of the hood in treating COVID patients. The data from patients with COVID-related respiratory outcomes prior to using the hood and the Sullivan adapter are being compared to the outcomes of

people who eventually underwent the hood treatment.

Telecommunications during COVID – Confronting Challenges with Continuity and Creativity

Ensuring the effective exchange of information through telecommunication has created ongoing challenges for the Telecommunications Department during the coronavirus pandemic. An interplay of ingenuity, knowledge, experience and staff perseverance brought sustainable solutions to each problem encountered, leading to the uninterrupted movement of electronic information throughout the crisis.



Among the many services overseen by Angela Leonard, Director of Telecommunications, and her staff is Vocera, a wearable device given to almost all clinical care professionals. Battery operated, the tool permits the rapid and direct connection of participants with each other and, through a telephone interface, with non-participants.

L-R: Karina Angamarca, Angela Leonard, Lisa Delgado

Staff Not Present: Amy Burgh, Lisa Carter, Esther Grant, Victoria Hayden, Kevin Haywood. Jasmine Wilson, Ruby Lantigua, Robin Warner, Sandy Wong, Latasha Tarrant, Donalee Mickler

COVID-19 brought an escalation in access demands to address the telecommunication needs of the Employee Testing Center, the Mask Manager system, redeployed staff, and temporary surge help. New profiles were built with the names of redeployed individuals, as well as new group profiles such as "Mask Manager" or "Lab Runner." Understanding the intent of the request was thereby vital for effective set-up.

The repair of televisions in patient's rooms became a concern when COVID protocols were implemented. The TV Attendant, under a service contract and employed by the vendor, were not permitted to enter a COVID patient's room. To address the issue, two mobile television carts were purchased which could be rolled into any room with a broken television. Once the COVID patient left the room and the space was disinfected, the television was repaired.



Steve Scheiber, Angela Leonard, Mark Morrison

The system established to help patients with translation needs became unsustainable during COVID-19. Prior to COVID, the staff brought a two handset Cyracom phone into the room of a patient with a translation need. The medical professional would speak into one of the handsets to an interpreter, the interpreter would translate, and the patient, on the other handset, would listen. The information flow would be reversed if the patient had questions. To help contain coronavirus, the Telecommunications Department asked Cyracom to create an 800 number with a special access code. The number enabled staff to call the interpretation service from the Nurse Station, connect with the patient's room phone, and then teleconference with the interpretation service and the patient.

"Here Comes the Sun", the song played over the intercom system for patients removed from vents, required a departmental intervention. A link to the song was placed on

the desktop of the telecommunications operators. On direction from the Command Center, the staff activate the link so that the song can then be heard over the hospital's paging system.

As more staff worked remotely, the demand for calls to be forwarded to off-campus telephone numbers increased. Mark Morrison, Team Lead and Communication Specialist, took responsibility for reprogramming the phones. Over the past two months, Mark and Telecommunications Technician Steven Schreiber have also been busy with providing access to the telephones, nurse call bells, televisions, and cameras in rooms converted to inpatient care as well as with addressing the telecommunication needs of spaces repurposed to offices.

Glen Taylor, Vice President of Support Services, has high praise for the Telecommunications Department's response to COVID, stating, "Angela with her team were instrumental in keeping the lines of communication open during the early stages of the pandemic. The rapidly approaching and uncertain environment didn't interfere with their focus on providing a fluid communications infrastructure to support the patient care and employee needs of the hospital. The team could not have performed at a higher level and I'm grateful for their actions and commitment during this challenging time."

IT and the Technology Transformation at Phelps



Neal Browne

For hospitalized patients, the emotional warmth, words of encouragement, and gestures of love offered by family and friends cannot be replicated by a medical team. Familiar faces, whether a relative or a primary care practitioner, reinforce bonds that may seem lost in the clinical milieu. Over the past few months, hospital imposed visitation restrictions and other measures to prevent the spread of COVID have threatened to disrupt these long-held bedside traditions. Neal Browne, Director of Site Information Services, Robert Fitzsimmons, Program Director Corporate IT, and Dr. Brian Blaufeux, Regional Chief Medical Information Officer, with the Office of Chief Information Officer (OCIO) have found answers for many of the patient care challenges brought by COVID-19 through the creative use of technology.

Implemented at Phelps in mid-March, the Echo Show and Echo Telesitter allow staff to remotely monitor a patient. The Echo Show, usually positioned so that the built-in camera records the patient in

the full length of the bed, transmits the images to a monitor at the nurses' station. Capable of showing four different locations at once, the monitor enables a nurse to quickly assess the conditions of patients in multiple rooms. An audio feature permits direct communication between the nurse and COVID patient, reducing the need for staff to don and doff when responding to call bells. The Echo Telesitter is used for the continuous monitoring of patients. A camera inside the patient's room sends images to a monitor outside the door watched by an assigned telesitter nurse.



Dr. Brian Blaufeux

COVID-related visitation restrictions limited patients' bedside interactions with their families. IT enhanced opportunities for families to connect with hospitalized loved ones by repurposing the Cipher Health Rounding iPADs to a communication device.

After the Echo Show and Echo Telesitter were installed, and new tablets arrived, the Cipher Health Rounding tool was restored to its original use.

To facilitate the connection of offsite physicians with their hospitalized COVID patients, our IT professionals have turned to the "iPad-in-Motion." An "EZCall" application on the screen allows a doctor and patient to video conference. Not yet installed, the iPad-in-Motion will arrive shortly in the Emergency Department and on 2 North. Discussions for use of the iPads on other nursing units are also underway.

Not all of the technology changes over the two few months were to provide a social interface. Many had to do with data transfer. Prior to the opening of an overflow unit or test site, the computer systems had to be set up with any required software. Checks of the applications then followed to ensure that the transmitting and receiving computers communicated. Preparing offsite staff for remote access to applications also consumed a lot of energy. Each remote access person required two-three hours to train.

Even amid the demands of COVID, IT still completed a number of projects not associated with the pandemic. Three new telemedicine carts in the ED were installed, Meditech updates continued, and

day-to-day computer problems were resolved. While the electronic entrance gates, erected shortly before COVID, are just being activated, most projects slated for completion this year are on hold. Among these are hardware upgrades and a faster wireless system.

Through the effort of Neal and his team, the Nursing Department has been able to ensure that the high standards for patient care at Phelps continued during the pandemic. As Helen Renck, Vice President of Clinical Operations and Patient Safety Officer, states, "Neal led the IT innovations, assisted by Rosendy Rodriguez, Executive Secretary, Nursing, that impacted patient safety and provided the ability to communicate with patients' families when visitation was restricted. His outstanding efforts comforted many patients, families and staff, and certainly impacted the patient and family experience."

Patient Experience and the Virtual Visit



Have you ever been in a situation which interfered with your ability to see your loved ones? Consider being a patient hospitalized since the start of the COVID-19 pandemic. Although a difficult decision, Northwell, suspended unauthorized visitation to ensure the safety of patients and staff. This means, while our patients at Phelps are well cared for during their hospitalization, their loved ones are, unfortunately, not by their side throughout their treatment. The creative use of technology for the end of life and emotional supportive care of patients became the solution to this problem.

Dr. Michelle Espinoza

Dr. Michelle Espinoza, Director of Pallative Care Services, implemented a way to connect families through social networking. Through this app, families can see hospitalized patients and better understand Dr. Espinoza's explanations of their

treatment and condition. To maintain this program that links families with patients through telecommunications, she requested assistance from Phyllis Vonderheide, Director of Patient Experience.

Registered Nurses Lori Kendra and Jennifer Iwai were redeployed from the Cardiovascular Department to carry it out. As stated by Lori, It is a "brilliant idea, the most valuable done from a psychosocial and emotional" perspective. Phyllis is grateful for the assistance of Lori and Jennifer and their eagerness to participate in a program that has been well utilized throughout the Northwell system.

Team members, Lori and Jennifer, work independently to facilitate the request of care providers who identify the need of patients to visit with family members. Through use of the social tools Zoom and Face Time, they schedule a date and time to make the needed connection. Zoom is a video conferencing tool used to set up virtual meetings through a mobile device, laptop, computer, or tablet. Face



Lori Kendra and Jennifer Iwai

Time can be accessed using an iPhone, or Apple compatible devices.

Lori and Jennifer describe the experience as being distressing for all involved. They, in particular, have the hard task of keeping their emotions intact, commonly shedding tears in silence for patients' faces they may never forget.

Despite this emotional impact, both nurses find the strength to push their feelings aside to achieve their ultimate goal, to provide amazing service and connect loved ones. Their ability to make these connections have been regularly recognized by the gratitude expressed by family members. Among the comments are expressions of satisfaction for the opportunity to see their loved ones face through a forum that makes it possible. The experience has made it all worth it for this hard working team who identified it is the driving force that keeps them going each day.

Leslie Bell, BSW, CASAC

Workforce Changes during COVID-19

Tim Wages, Senior Director of Ancillary Services, talks about his work assignments during the pandemic at the active link at the beginning of Notebook. The interview was conducted three weeks ago, near the height of the surge.

He additionally provides some interesting statistics that help illuminate how busy the Respiratory Therapy Department was in April. In 2019, the department had a total of 604 vent days (1 patient on a vent for 24 hours) with an average of 50 vent days a month. In April 2020, Respiratory Therapy assessed 599 vent days...a value nearly equal to the 2019 yearly total.

Regarding arterial blood gases, the department averaged 315 lab tests per month in 2019. During April 2020, 838 lab tests were performed, more than double the monthly average of 2019.

As to oxygen use, 5569 gallons of liquid oxygen were delivered in January, 4560 gallons in February, 6676 gallons in March, and 16,784 gallons in April. The amount used in April was almost the combined total of January, February and March.

Recognitions - Nurses Week – May 6th – 12th

A few facts of Florence Nightingale and why 2020 is the "Year of the Nurse"



The American Nurses' Association named 2020 "the year of the nurse" to commemorate the 200th birthday of Florence Nightingale, born May 12, 1820. During the Crimean War in 1854, this "Lady with the Lamp" made solitary rounds when the darkness and silence settled upon the sick. In 1858, she created the "Diagram of the Causes of Mortality in the Army of the East", which looks an open rose, to show how disease and unsanitary conditions were responsible for more deaths than battlefield wounds. This easy to understand graphic is still used today to display and persuasively share information. Florence Nightingale believed that good data were essential to understand the impact and effectiveness of health care and sanitary provision.

There are many words to describe Florence Nightingale: pioneer, rebel, leader, researcher, mentor, dedicated, compassionate, healer, heroine,

teacher, statistician, consultant, humble. While the Magnet® model was developed long after her time, Florence Nightingale probably would have been a Magnet® nurse, exhibiting the components of the Magnet® model (transformational leadership, structural empowerment, exemplary professional practice, new knowledge, innovations and improvements and empirical outcomes). This week, we honor our Phelps' Nurses who exemplify the attributes of the Magnet® model and Florence Nightingale's traits every day. These attributes were especially visible, as our nurses prepared for and responded to the unpredictable challenges of this COVID-19 pandemic.

During Nurses week, our nurses also recognize and appreciate the true collaboration of all members of the Phelps family to successfully care for our patients and families.

The more formal Nurses and Hospital Week celebrations at Phelps have been postponed until the Fall. In the meantime, we extend a heartfelt thank you to all our nurses, who shine their light, every day!

Mary McDermott and Judy Dillworth Mary McDermott, Senior Vice President, Patient Care Services, Chief Nursing Officer Judy Dillworth, Magnet Director

Family Medicine Residency Update



The Phelps Family Medicine Residency Program team would like to recognize Drs. Nanna, Forsea, McAteer, Krim, and Kalra who continuously play an impactful role in the daily success of our residents.

First, we would like to congratulate Dr. Giovanni "Gio" Nanna for being

recognized as a Northwell Health Teacher of the Year for



L-R: Drs. Zaman, Booth, Tholany, Nanna, Varughese, Shaban, Meehan



L-R: Drs. Avdovic, Nanna, Raymond



R-L: Drs. Shaban, Satchell, Nanna, Rodriguez-Montoya, Varughese

2019-2020. Dr. Nanna has been and continues to be a guiding force for our residents. Thank you, Dr. Nanna, for your ongoing support, dedication, teaching and helping our residents become great physicians. We appreciate all that you do!



L-R: Drs. Forsea, McAteer, Krim, and Kalra

Second, we would like to thank our wonderful hospitalists for being amazing team players and advocates for our residents. We appreciate all of your hard work and dedication.

Samantha Cardoso, Project Coordinator, FMRP

Pelham Fire Department – Delivering Pizza and Sandwiches to Recognize Us

The Pelham Fire Department recently honored our Phelps Healthcare Heroes with some pizza and sandwiches. Photos from the day of their delivery are below.





The Phelps Meal Train will be available through the end of May.

Radiology Recognizes our "Wonder Woman"



Eileen

A Poem written for Eileen Egan by the Radiology Department

We have seen you running through the hallways, Racing down the stairs. Stopping to talk to employees, To attend to their cares. Taking care of patients, their families and more, As you became our role model, Through the hospital you soar. So, we put this together, just for you. We can't thank you enough, for all that you do. It's something to remind you and to hang on to your wall, You are definitely our Super Hero. A Wonder Woman to us all...

We Appreciate and Thank You for all that you do!! Phelps Radiology Department 2020 COVID-19 Pandemic

The Talk About Onsite Serology Testing for COVID Antibodies

Hoch Center Hours: 9 – 5, M-F until May 22.



Amy Harper and Carol Pileggi assist at the Serology Test Site in the Hoch Center on opening day, May $1^{\rm st},$

Tranquility Tent

Every day brings a choice: To practice stress or to practice peace.

WHO ARE YOU? You are hard working. You are special. You are worth it.

Your intuition is to put patients first every day. You are doing an amazing job and are truly appreciated. Patient experience wants to show you it is equally as important to make yourself a priority.

The tranquility tent was developed to encourage you to practice peace during these stressful and difficult



times. It is a place for you to take a break, destress, and relax. Come socialize with others, see friendly faces, or sit in peace. Take advantage of what the tent has to offer.



Coffee and tea lovers. Did you know the tent offers a daily raffle for Black Cow? You can also be a lucky

winner of a certificate offered through weekly raffles for the gift shop. Are you in need of a mid-day fun distraction? Come participate in a variety of activities offered each week.

Leslie Bell, BSW, CASAC

Employee Health and Wellness

Employee Health – The Source for Answers Questions on Coronavirus Please call Employee Health for answers to questions on Coronavirus – 914-366-3160. Do not call Northwell Employee Health Services.

Covid-19 Quick Facts

- Practice good hygiene
 - Wear a mask when on campus
 - Decrease Handshaking and hugging- use other noncontact methods of greeting.
 - Clean hands at the door and perform hand hygiene frequently and regularly.
 - Avoid touching your face, and cover coughs and sneezes with a tissue or the inside of your elbow.
 - Disinfect high-touch surfaces frequently. I.e. doorknobs, tables, handrails, phones, keyboards
- Practice Social Distancing whenever possible
 - Stay at least 6 feet distance from others
 - Use phone/video conferencing for meetings when possible
 - Avoid crowded places and non-essential gatherings
- Stay home if you are feeling sick
 - Contact your manager/occupational health if you develop symptoms consistent with Covid-19.

Flu Prevention Mask Mandate in Effect at Phelps

The prevention mask mandate is in effect for all visitors and team members when in the hospital.

Here are some guidelines from Infection Prevention Director Alex Xelas for wearing a surgical mask:

When wearing a surgical mask, ensure that:

- The colored side of the mask faces outwards, with the metallic strip uppermost.
- The strings or elastic bands are positioned properly to keep the mask firmly in place.
- The mask covers the nose, mouth and chin.
- The metallic strip molds to the bridge of the nose.







Correct

Incorrect

Incorrect

When wearing a mask, please remember to keep your mouth and nose covered as shown in the 'Correct' photo below. Improper ways to wear the mask are also presented.

Human Resources Corner

Robin's Nest Child Care Services

The Robin's Nest is opening tomorrow, April 15, to provide FREE childcare services for our Phelps/Northwell parents. If you are interested, please note:

- Childcare would be available between the hours of 7am and 6pm, weekdays only.
- The Center would accept children 2 months to 12 years old based on availability.
- At this time the Center would offer one classroom per age group with a maximum group size of eight children and two caregivers.
- Drop off and pick up would be curb side only, no family members will be allowed in the Center.
- The Center would have a nurse on site during operational hours.
- At the time of curb side drop off the nurse would complete a wellness check of all attendants in the vehicle including but not limited to temperature and cough. No child will be admitted if any person in the vehicle shows signs of concern. Many teachers may be wearing protective gear such as a mask and gloves while caring for your child.
- An enrollment packet must be completed prior to a child's start date.

Enrollment is on a first come serve basis and there is still plenty of spaces left!

If you are interested in utilizing the Robin's Nest, please contact Melanie Melo, the Center Director, at mmelo1@northwell.edu

New Faces at Phelps – Please welcome...



Zahava R. Alper Physical Therapist Physical Therapy



Daniel J. Beronilla Cook Sup Svc-Food and Nutritio



Svetlana Lanza Rehabilitation Aide Physical Therapy



Scott W. Lindroth Special Gifts Officer Development



Janyil A. Perez RN I Nursing - Special Care Nursery



Danielle A. Prince RN III Nursing - Telemetry



Mackenzie R. Sullivan Mental Health Worker Numing - Porch



Karyn Truc Telephone Operator Telecommunications

Thank you Maria Goldfein and George Coyle for your support in taking the photos!

Hospital and Community Events Community Hospital Event Cancellations

Events at the hospital have been cancelled until further notice. For more information on Vitality events, contact Ellen Woods at 914-366-3937. For more information on other community events, please contact Amy Ferraro at 914-366-3435.

For Smiles – photos and videos sent over the past two weeks

George Coyle, Security, shares a photo of his daughters, Ariana and Raine, thanking our nurses, doctors...all of us. Thank you, George, for the beautiful and BIG SMILE picture!

Nurses Week Celebration

An active link to the Nurses Week video created by Lauren Martinez, RN, ICU, is at the beginning of Notebook.

