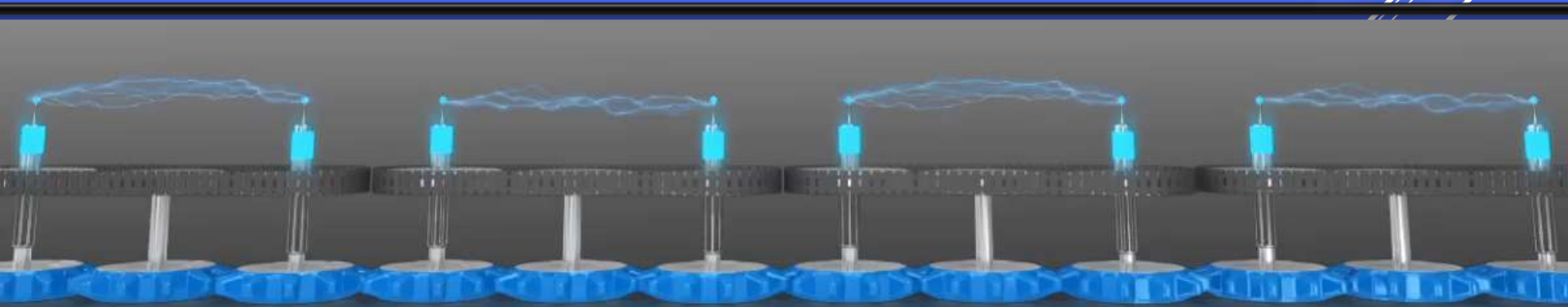




Managing Patient Movements and Care  
Coordination with Other Medical Facilities  
During COVID-19  
(4<sup>th</sup> in a 4-Part Series)



CENTRAL VIRGINIA VA HEALTH CARE SYSTEM



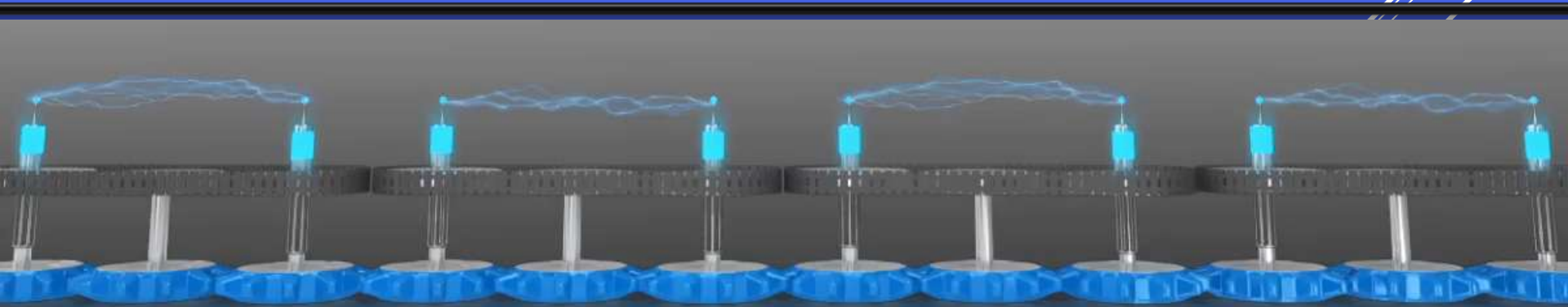
# COVID MANAGEMENT

## Dr. Tonora Garbutt

*Dr. Tonora Garbutt is a Doctorally prepared Nurse Leader, serving at the Central Virginia VA Health Care System in Richmond, Virginia and declares no conflicts of interest for this presentation. All information is garnered from experiences and nursing perspectives.*

## Dr. Colman Tom

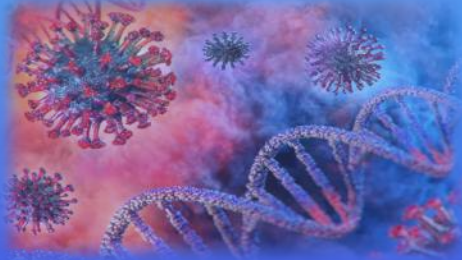
*Dr. Colman Tom is a Doctorally prepared Nurse Leader, serving at the Central Virginia VA Health Care System in Richmond, Virginia and declares no conflicts of interest for this presentation. All information is garnered from experiences and nursing perspectives.*



# COVID MANAGEMENT

## Background

A pneumonia of unknown cause detected in Wuhan, China was first reported to the World Health Organization (WHO) Country Office on December 31, 2019. The virus was later named "SARS-CoV-2" and the disease it causes named "coronavirus disease 2019" (COVID-19).

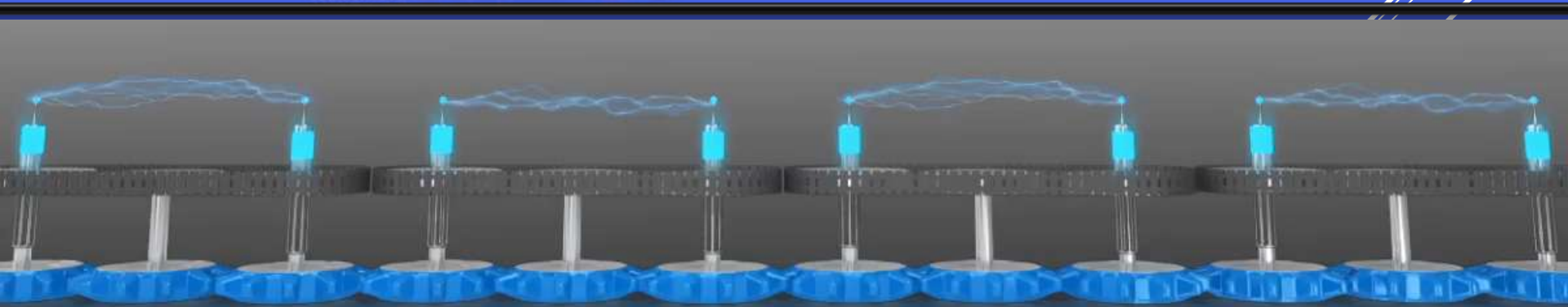


## Pandemic

A pandemic is a global outbreak of disease. Pandemics generally happen when a new virus emerges to infect people and can spread between people sustainably. People have little to no pre-existing immunity against the new virus and it holds the potential to spread worldwide.



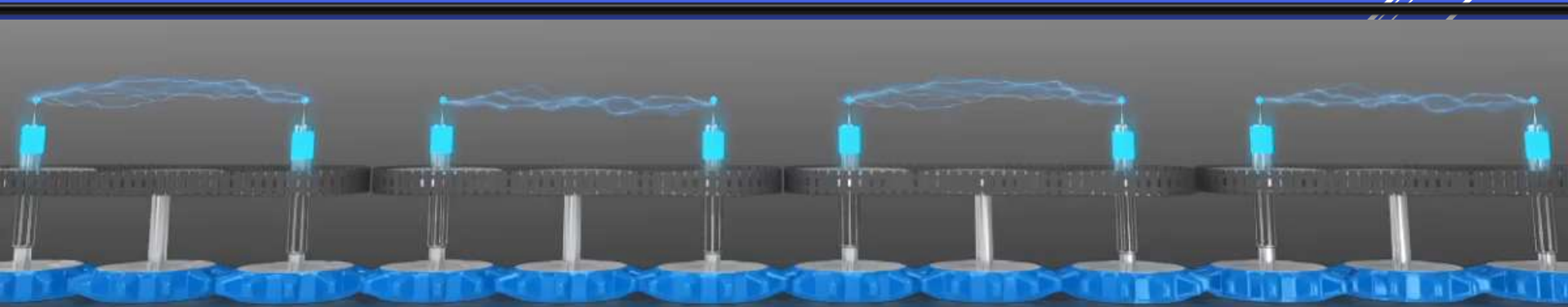
U.S. Department of Veterans Affairs. (2020). *COVID-19 Pandemic Response Weekly Report* [PDF file]. Retrieved from [https://www.va.gov/health/docs/VA\\_COVID\\_Response.pdf](https://www.va.gov/health/docs/VA_COVID_Response.pdf)



# COVID MANAGEMENT

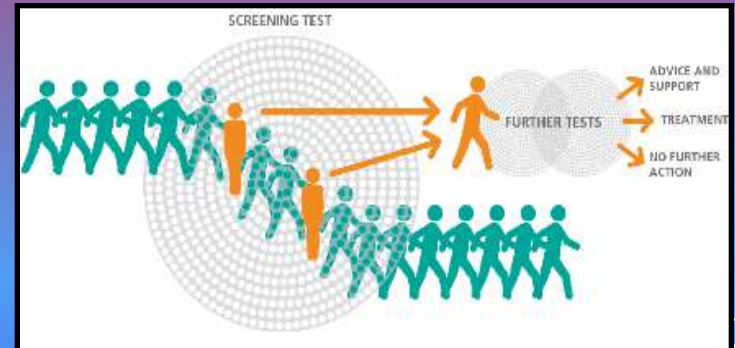


*The Integrated Command Center became an instrumental gateway in managing patient access, flow, admissions, transfers, and care coordination with other medical facilities and healthcare systems in the face of COVID-19.*



# COVID MANAGEMENT

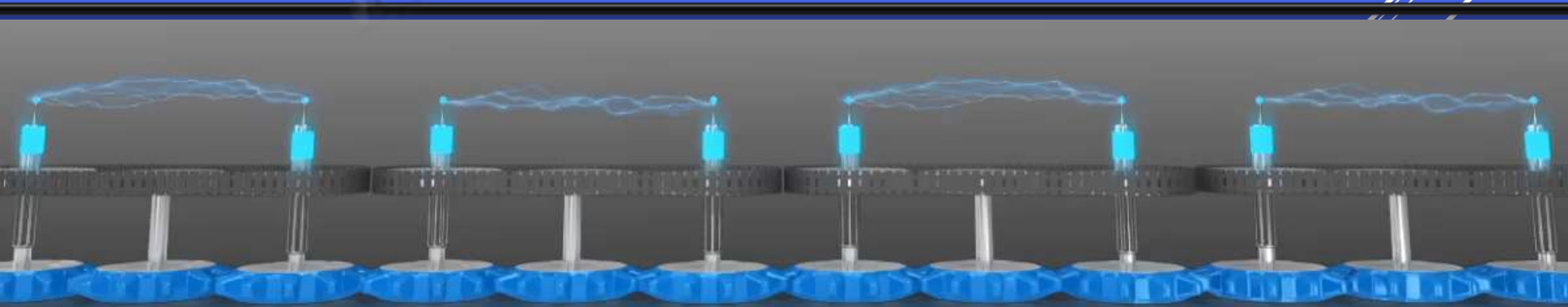
- CDC, Epidemiology Leadership
- Surgeries
- Test Kits
- Swabs: Nasal, Throat, Saliva
- Molecular versus Serology
- Changes in Admissions Process
- Flagged /Bannered Patient Chart



COVID-19

POSITIVE

Test: 10/25/2020



# COVID MANAGEMENT



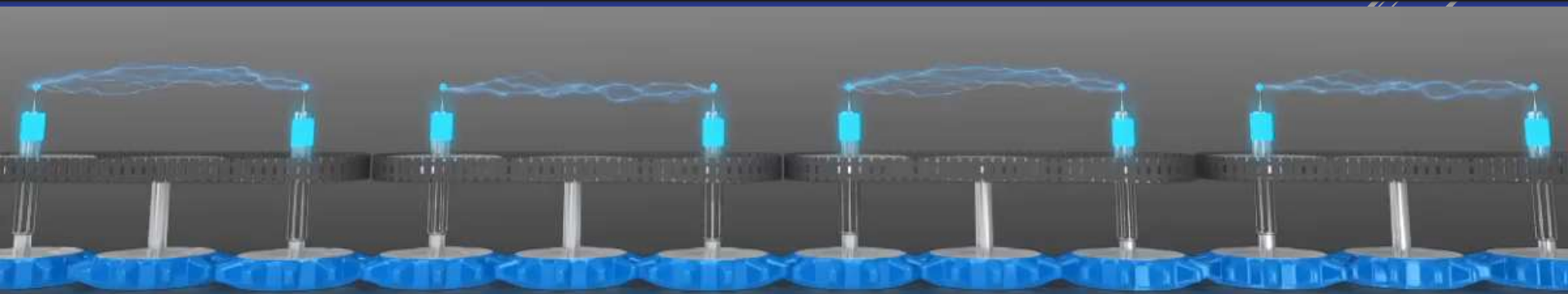
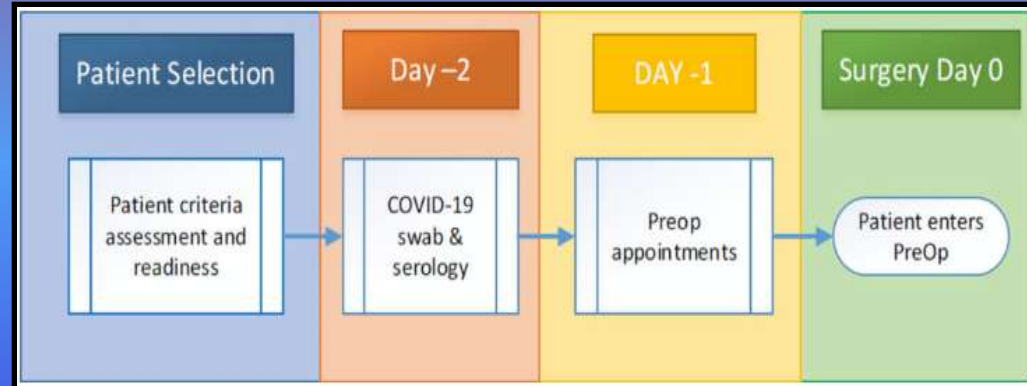
## COVID Clinic & Flu Clinic

Manage Screening Volume

- ❖ ED Lobby Conversion
- ❖ Parking Garage Conversion

## Additional Screening

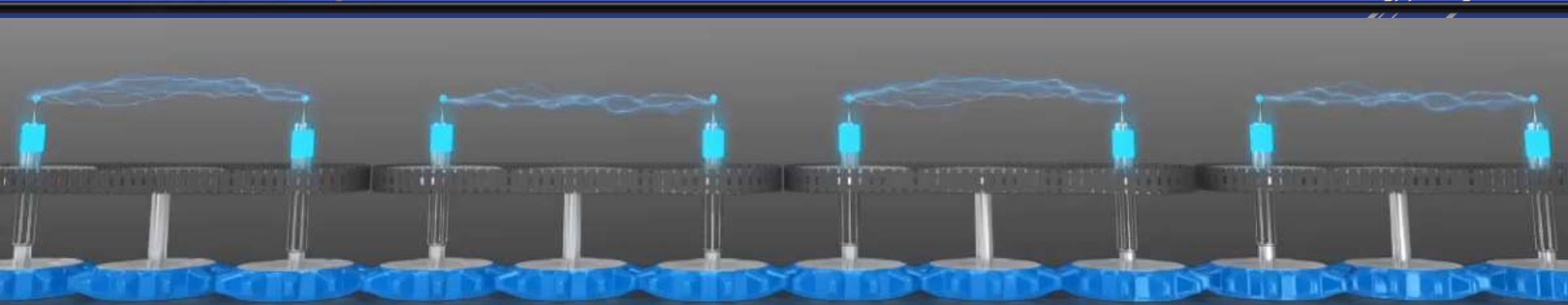
- ❖ Appointment screening
- ❖ Pre-Op screening
- ❖ Surgery screening



# COVID MANAGEMENT

## Managing PUI & COVID-19 Patients

- Private Rooms
- Negative Pressure Rooms
- Aerosol Generating Procedures
- Medical – Surgical Unit Allocation

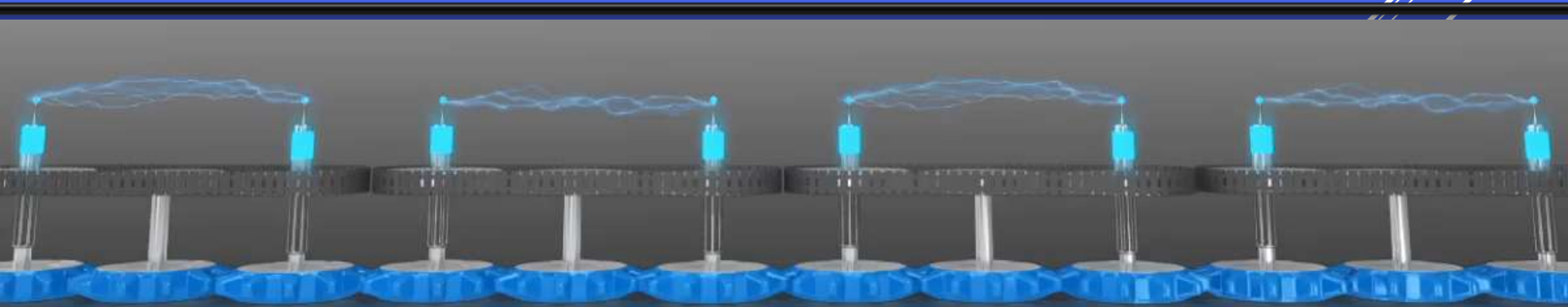


# COVID MANAGEMENT

## Phases in Developing a Dedicated COVID Unit



- Private negative pressured rooms
- Restructured Medical-Surgical Unit for COVID patients
- Begin transitioning to a dedicated Medical-Surgical COVID Unit
- Allocated an Intensive Care Unit for COVID patients
- Developed a dedicated COVID Unit for Med-Surg and ICU patients





# COVID MANAGEMENT



## Using Technology to Manage COVID

**BMS**

Whiteboard Home

HOU Whiteboard for: 6D - Last Update: 05/22/18  
at 16:14 (CST)

Facility Census **50%** Total Number Pending/Today's Scheduled Admission: 1041/0

Export Report Icon Legend 6D census **100%**

BED	PT	STAFF	ATTENDING	COMMENTS	OBS CHTDWN	EVAC STATUS	DISCH STATUS	BED STATUS	WARD	NUM	LOS WARD DOB:DD
6C220-A	X X X X		TBOTT, AMY	TESTING					6D	31	15
6C220-B	CPRSPATIENT	NURSE ABC	ABODO, CYRIL						6D	19	15
6C222-A	EXAMIN	NURSE ABC							6D	937	22
6C222-B	VOAALPZHM	NURSE ABC	PILGRIM, PETRA						6D	133	13
6C224-A	X X X X	NURSE ABC	ABODO, CYRIL			EVAC			6D	19	14
6C224-B	CED:KAL	NURSE ABC	PILGRIM, PETRA						6D	133	17
6C224-B	Y00VF				15				6D	936	18
6C250-A	MORHS								6D	945	14
6C252-B	VED:DMU								6D	944	18
6C254-B	X X X X				28				6D	945	18
6C282B-A	CPRSPATIENT		ABODO, CYRIL						6D	27	13
6C290-A	LH:SE		PILGRIM, PETRA						6D	133	17
6C320-A	DDKT								6D	937	18



**EDIS**

EDIS CPE

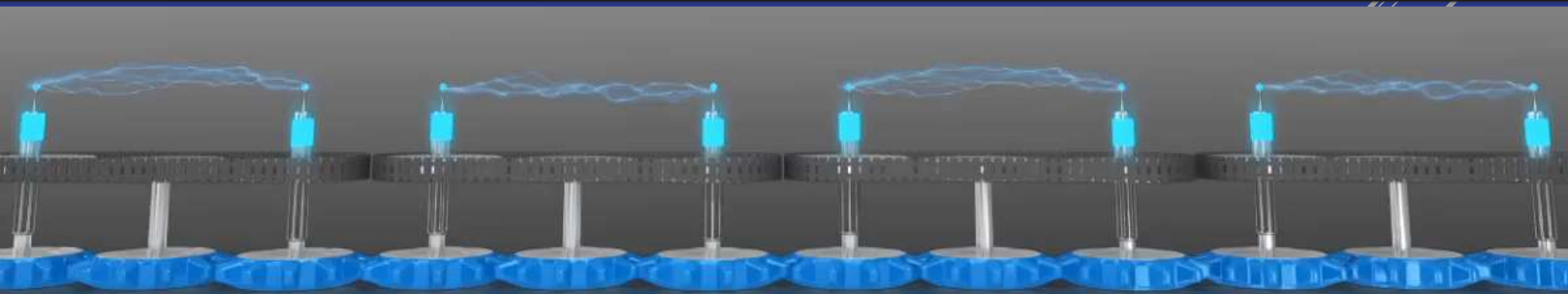
Active Patients

Room	Room	Unit	Acct	Completion	Prp	Plan	RR	Prp	S	L	Comment	DT	Status	S	Prp
6C220-A	CLIVER:GCH										Renal Health Division @ 140-10/23/20		6C220-A	1:23	1:23
6C222-A	TERMINAL CLIN										TERMINAL CLIN PLEASE		6C222-A	1:23	1:23
6C224-B													6C224-B	1:23	1:23
6C250-A													6C250-A	1:23	1:23
6C252-B													6C252-B	1:23	1:23
6C254-B													6C254-B	1:23	1:23
6C282B-A											ICU @ 10/23/20		6C282B-A	1:23	1:23
6C290-A													6C290-A	1:23	1:23
6C320-A													6C320-A	1:23	1:23



**CPRS**

COVID-19 POSITIVE Test: 10/25/2020



# COVID MANAGEMENT

## COVID-19 Status Adjustment Templates (October, 2020)

The COVID-19 STATUS ADJUSTMENTS template includes conditions other than VA lab results that affect the COVID-19 status “banner”.

➤ Clinical status of the patient:

- COVID-19 Suspected
- COVID-19 No longer Suspected
- COVID-19 Resolved

COVID-19	Negative	Test: 10/22/2020
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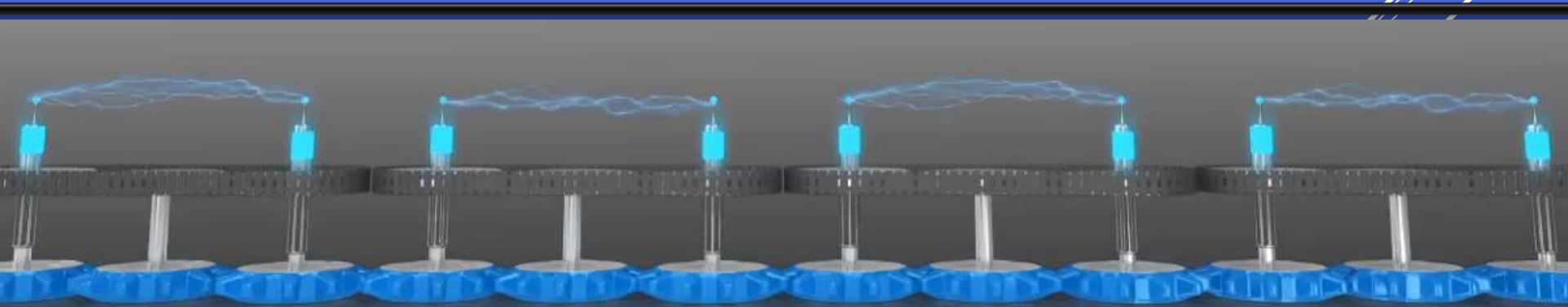
COVID-19	POSITIVE	Test: 10/25/2020
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COVID-19	Prior Positive	Test: 10/4/2020
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➤ Outside lab results for the patient: (same as the independent COVID-19 OUTSIDE LAB RESULTS template)

- Positive, both self-reporting and written/verified
- Negative, both self-reporting and written/verified
- Pending

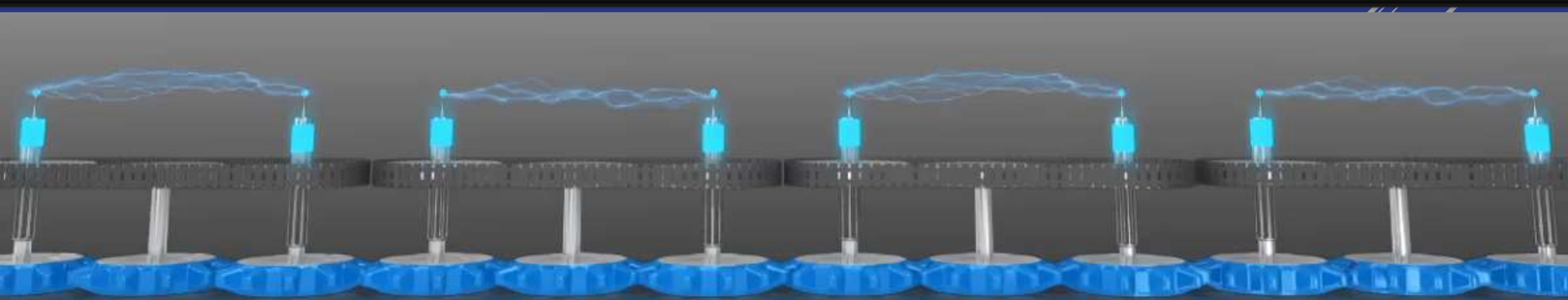
➤ Physician-only mitigation of a false positive PCR lab test done within the VA.



# COVID MANAGEMENT

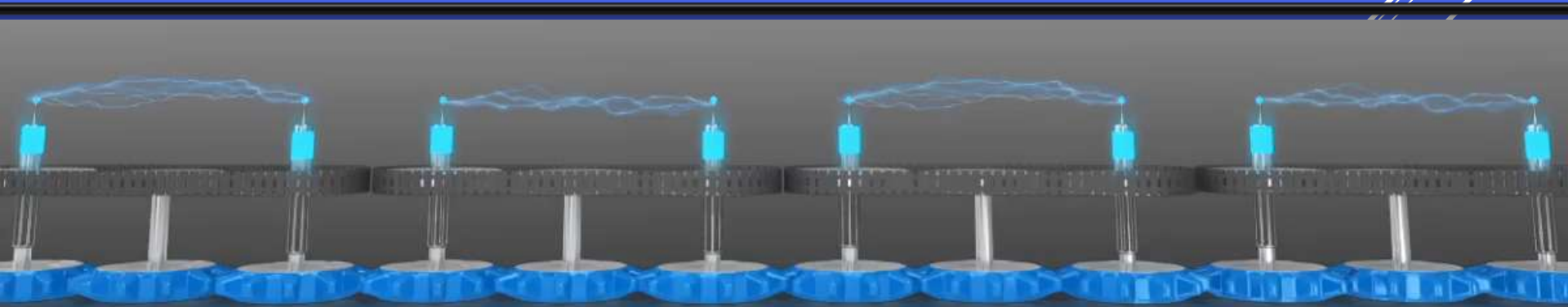
## Coordinating Care with Community Medical Facilities

- Contracted Services
- Private Sector
  - Assist with decompressing their bed usage
  - Transferring Veterans to the VA Health Care System
- Other VA's
  - Transfer process
- Mental Health
  - Boarding due to COVID



# COVID MANAGEMENT

- ❖ Public Perception
  - Hero
  - Contaminator
- ❖ Ethnicity
  - Asian
  - African American
- ❖ Traveled Areas
- ❖ History of Exposure
- ❖ Work Environment



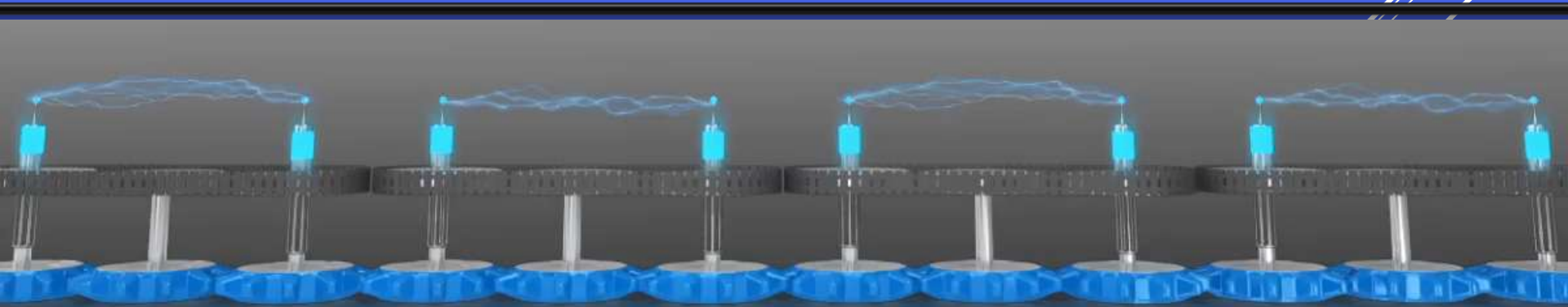
# COVID MANAGEMENT



## Revenue Cycle Management



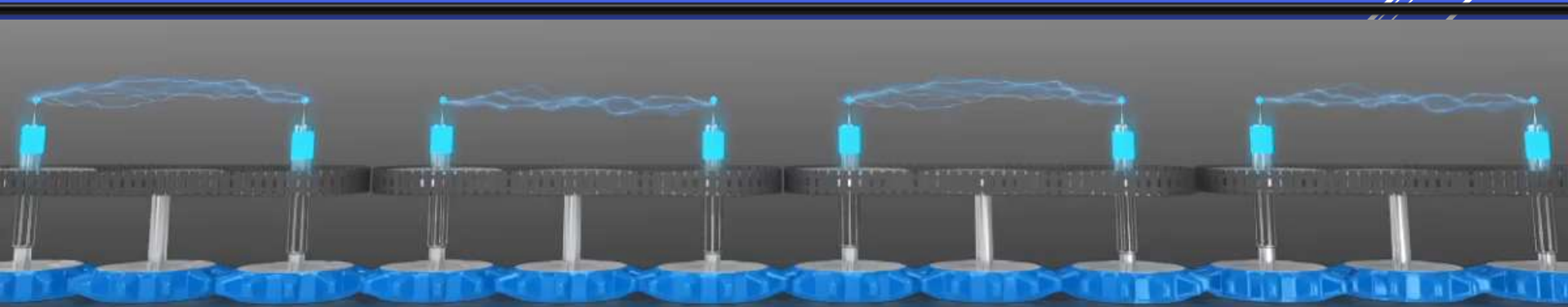
- ICD-10 CM
- CPT Codes
- HCPCS Level II



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QUESTIONS

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# THANK YOU!


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