

**THE METROHEALTH SYSTEM  
REPORT OF THE PRESIDENT AND CEO  
TO THE BOARD OF TRUSTEES  
REGULAR MEETING OF MAY 28, 2020**

**Executive**

- Coronavirus & COVID-19 - The MetroHealth System has continued to take numerous steps to limit the spread of COVID-19, as well as preserving supplies and bed space. We have acted rapidly to revise policies as information changed.
  - Released COVID-19 Projections, lower rate of infection than originally expected, with sporadic clusters instead of an overall surge.
  - Interview with Monica Robins, WKYC, discussed MetroHealth's preparedness for COVID 19
  - Staff continue to work remotely, nearly 1,000 eligible employees.
  - Internal meetings involving more than 5 participants to be scheduled with Microsoft Teams, WebEx or telephonic.
  - Social distancing measures continue in the cafeteria and elevators
  - Prentiss Center residents relocated to other nursing homes as part of Surge Planning.
  - Temporal thermometer screening for everyone entering MetroHealth facilities.
  - KN95 masks issues for employees who provide direct clinical care; staff that do not provide direct care can receive a KN95 or a personal fabric nose and mouth covering masks
  - Provided Lt. Governor Husted with a Regulatory Framework for Reopening Health Care plan.
  - Panelist for WCPN's The Sounds of Ideas to discuss MetroHealth's COVID modeling, which was lower than what other hospital systems were projecting, as well as MetroHealth's preparedness and our work at the Cuyahoga County Jail.
  - Filmed In this Together PSA for WKYC with Tom Zenty from University Hospital and Tom Mihaljevic from Cleveland Clinic Foundation.
  - Telephone call with Attorney General Yost after the AG's office donated N95 masks their office seized as part of an investigation into COVID-related price gouging. Also discussed COVID generally and efforts to curb profiteering by companies that had PPE
  - Participated in Ohio Business Roundtable call with Congressman Wenstrup discussing federal relief and recovery efforts specific to health.
  - Participated in Ohio Business Roundtable call with Economic Advisory Board Chairman Frank Sullivan on the economic challenges Ohio will face as we look to emerge from the COVID-19 crisis.
  - Yard signs were distributed to employees to post in their front yards. The signs were developed to publicly acknowledge the service of our caregivers during COVID-19 and to remind our community to "Stay Home & Stay Safe."
- William Tse, MD, joined The MetroHealth System May 1, as our new Division Director for Hematology and Medical Oncology
- MetroHealth is partnering with Lumina Imaging and Diagnostics to offer patients greater accessibility to high-quality, low-cost elective CT and MRI scans
- Baldwin Wallace University's MPH Class of 2020 held a virtual graduation for twelve (12) graduates including nine (9) MetroHealth employees.
- MetroHealth celebrated National Nurses Week May 6-12, officially opening with a moment of silence to recognize all frontline healthcare workers.
- MetroHealth receives \$600,000 from Dollar Bank for low-cost internet access to Clark-Fulton residents
- Angie Ebosh-Carrick and her pet-partner, Simba, were the winners of the [Pet Photo Challenge!](#)
- Thomas Collins, MD, was recently named President of the Academy of Medicine of Cleveland & Northern Ohio (AMCNO) for the 2020 - 2021 term.
- David Cunningham, PhD, Receives NIH K12 Award to Study Brain Stimulation and FES for Stroke Recovery.
- Kenneth Laurita, PhD, bioscientific staff in the Heart and Vascular Center and Lance Wilson, MD, attending physician in the Department of Emergency Medicine, were awarded a 5-year, \$3,200,000 NIH grant to improve patient outcomes during resuscitation from sudden cardiac arrest.

- There is a new feature available in Epic – Secure Chat – that allows users to send secure, HIPAA compliant text messages to colleagues in real time, enhancing the speed of communication and reducing phone call interruptions, all in support of patient care.
- Michael Fu, PhD, staff scientist in the department of Physical Medicine and Rehabilitation (PM&R) was awarded a five-year, \$549,000 National Science Foundation (NSF) Early Career Award entitled “Maintaining Volitional Effort During Electrical Stimulation-assisted Stroke Rehabilitation.”

## **Chief of Staff**

### ***Center for Health Resilience***

- Responding to a need for in-person virtual support, the Center for Health Resilience created a warm-line as an extension of the COVID-19 hotline. Phone template, resource list, workflows and network requirements were assessed and created within 72 hours of Ohio’s State of Emergency Declaration on March 9th.
- Trauma Recovery Services Coaches participated in social isolation calls, reaching out to patients that were identified as being isolated pre-COVID-19 pandemic. They provided active support and linked patients with needed resources. 528 patients were called, 255 were successfully contacted by a recovery coach and 73 patients were successfully referred to additional services.
- The Center provided \$2000 in emergency supports to include emergency food and/or assist with housing insecurity to 15 unique individuals.
- Recovery Coaches pivoted to remote patient support. They had 93 remote patient interactions with 85 unique inpatients. They facilitated 23 remote peer connections via telephone to provide personal support. In total over 14 hours of peer volunteer time was spent in support of patients.
- In response to the immediate need for mental health support for medical and essential workers, The Center's Education Coordinator developed and launched “Resilience Circles” on March 23rd. It is an opportunity to connect and build resiliency during an isolating and stressful season.
- The Center was called on by local community partners during the COVID-19 pandemic to offer support through technical support and advising, disaster related resources, community trauma response system, and in-service meetings.
- Grant applications completed and submitted during this time: FEMA Grant \$333,640.41 for payment for responsive services offered during acute COVID-19 pandemic; Woodruff Grant \$46,450.00 for Resilience Circle program support; PEGs Foundation LOI \$293,620 for peer coaching program support.

### ***Community Relations:***

- Responding to the coronavirus crisis dominated the team’s work. Those efforts included:
- Coordinating dozens of food donations from restaurants and community supporters who wanted to thank our front-line providers at main campus and at sites throughout the system. As of early May, MetroHealth had received close to 500 pizzas and nearly 3,000 meals. We also received and distributed live lilies and orchids, Crocs, Girl Scout cookies and KIND bars.
- Working with community development corporations and chambers of commerce to create the Keep Calm and Carry Out website to support the local economy and inform our employees.
- Collecting 1,000 homemade masks through personal and community outreach for use at Cuyahoga County Jail. Created web page for additional homemade mask donation collection. Secured donations from JOANN Fabrics which will enable community seamstresses in Clark Fulton make 500 + masks for MH pediatric patients and visitors.
- Sending weekly email newsletter with updates and links to what MetroHealth is doing regarding COVID-19 to some 1,500 recipients.
- Coordinating translation into Spanish of all COVID-19 materials, including website and flyers. MetroHealth is the only local hospital with an exclusively Spanish language page. Also organized a series of live radio interviews featuring our Spanish-speaking providers on La Mega.
- Partnering with Dr. Bob Smith to create a plan to provide Headspace, a mindfulness and meditation app free of charge for all employees.

- In addition, our Safe Sleep Team reached its Year 2 goal of 15,000 people trained in safe sleep techniques well in advance of the December deadline. And it worked with Radio One on messaging to emphasize the importance of safe sleep during uncertain times.

### ***Department of Public Safety***

- The department assisted in the implementation and enforcement of the controlled access measures put in place due to Covid-19. Officers continue to enforce these measures and have been visibly present in the areas of screening locations.
- This year, Officers have administered the lifesaving drug Naloxone to fourteen persons- saving all. This figure is up 23% from this time last year.
- Officers recently began utilizing the new radios the department obtained through the Public Safety Interoperable Communications Equipment Grant offered through the county. In addition to the new radios, the department has recently implemented interoperability agreements with the law enforcement agencies in Brecksville, Cleveland Heights, Middleburg Heights, Parma and with the Cuyahoga County Sheriff's office, Cleveland Metropolitan Housing Authority (CMHA) and the Regional Transit Authority (RTA). These agreements allow us in an emergency to communicate via radio with officers from these agencies.

### ***Facilities Management***

#### **Capital Projects**

- Projects initiated in 2020: 33 (\$5,187,549)
- Projects in development for 2020: 2 (\$2,085,000)
- The FM team is managing 73 projects in various stages from concept through closeout, these include the following major projects:
  - Security Card Reader Replacement, a system-wide project
  - Tower's Fire Pump replacement
  - Parma – five capital projects all completed by 4/30
  - W. 150<sup>th</sup> ASC AHU, boiler & LIM work
  - OBC Electrical Projects - switchgear replacement & emergency power upgrade

#### **Campus Transformation**

- In one week, participated in 17 hours of scheduled Campus Transformation meetings; regarding the new Outpatient Tower and other new hospital components
- Working with the HGA engineering team to determine how to make the new hospital respond to a COVID-like situation via the controls system
- FM staff supported Prentiss Center two-day electrical work while the building was on their emergency generator

#### **Other Construction**

- Urban Community School - FM staff tagging all equipment and Life Safety Code devices that requires PM and inputting into our system in advance of their 6/1 opening
- The FM management team is also working to support several confidential projects in development

#### ***Government Relations***

- Tracked daily (weekends included) briefings from the Statehouse and the White House about the government response to the coronavirus outbreak. Shared summaries with senior leadership and highlighted news especially likely to impact MetroHealth.
- Advocated with members of Congress and the administration on issues including the formula for distributing CARES funds and loan forgiveness for Medicare advance payments.
- Advocated on behalf of various MetroHealth departments with state leaders regarding a range of reimbursement, procurement and health policy issues.

## **Marketing and Communications**

- Since her arrival in March, Stephanie Jarvis, MetroHealth’s new video storyteller has produced 20 videos – including a [beautiful tribute to our nurses](#) for National Nurses Week – for MetroHealth’s website, intranet, newsroom and social media sites.
- On March 18, John Campanelli launched Season 2 of our award-winning podcast “[Prescription for Hope.](#)” These new episodes explain how MetroHealth is facing the coronavirus crisis with courage, resolve and hope.
- In April, Dorsena Drakeford joined the team as our media relations specialist and is now handling information and interview requests from reporters and pitching stories to news outlets. Before coming to MetroHealth, Dorsena was a reporter at WKYC Channel 3.
- Developed special issue of SimplyWell patient e-newsletter solely focused on COVID-19 topics that was sent to approximately 79,000 subscribers/patients in April 3. Content also featured on the website.
- Sent an email to approximately 200,000 patients on COVID-19 and our hotline. This “mailing” got the highest open rates ever for patient outreach. Also emailed those patients with information on what to expect as we resumed services.
- Created infographics, flyers, table tents and other materials providing COVID-19 information, promoting the hotline, providing guidance on social distancing, open locations and other helpful details for patients and visitors.
- Our web team developed COVID focused pages with helpful information and resources. Followed up with pages detailing plans to resume services and new expectations for in-patient appointments. It also created pages explaining Telehealth and how we are serving patients via phone and video visits, what to expect and tips on how to prepare for virtual care visits.
- Our artist and print shop designed and produced hundreds of indoor and outdoor signs for all MetroHealth locations to inform patients, visitors and staff of changes due to COVID-19.
- Designed banners for the new View Parking Garage that thank our employees for their extraordinary efforts and thank Clevelanders for staying home and staying safe.

## **Finance**

- RSM US LLP, the System’s external audit partner, completed the 2019 financial statement audits, and their full report was given to the Audit Committee March 18th, 2020. RSM issued an unqualified opinion, with no audit adjustments. The RSM US LLP Partner for the engagement, Lori Kalic, remarked that this was significant achievement given the size and complexity of the MetroHealth audit.
- In May of 2020 the Governmental Accounting Standards Board (GASB) issued GASB Statement 95 Postponement of the Effective Dates of Certain Authoritative Guidance. This guidance postponed several new GASB’s however two had a significant impact on the System.
  - GASB Statement 89, Accounting for Interest Cost Incurred before the end of a Construction Period. The System will now be required to record interest from the 2017 Bonds as a period expense and is no longer allowed to capitalize this cost. This GASB was to be effective in 2020 and has now been postponed until 2021.
  - GASB Statement 87, Leases. The impact of GASB 87 was to move leases over 1 year to the balance sheet as debt. This GASB was to be effective in 2020 and has now been postponed until 2021.
- The Enrollment on Wheels RV was utilized by the Medical Assistance Team (MAT), serving the community by providing education and support in mitigating risks related to the Opioid Crisis.
- Revenue Cycle Management provided remote support to MetroHealth providers for COVID-19 screenings and lab tests at shelters, group homes, assisted living and skilled nursing facilities. These initiatives introduced 36 new patients to the System, resulted in 48 Medicaid applications and served 738 patients, resulting in 786 services across MetroHealth.

## **Internal Audit**

- The 2020 Internal Audit plan is underway. All previously planned audits will still be completed in 2020 but due to the COVID-19 pandemic, the internal audit team has worked with MetroHealth leadership to adjust the sequencing of the audits.
- Internal Audit will be responsive and agile as emerging risks that may impact the original work plan are identified. The team collaborates with other functions to compile risk mitigation plans based on top priorities and risk gaps; these updates will be reflected in the 2020 risk profile.

## **Financial Planning & Analysis (FPA) and Enterprise Data Analytics (DORA)**

- Given rapidly changing business conditions, the FPA and DORA teams have developed several new analyses and tools to support organizational needs. These include monitoring and forecasting tools that enable greater visibility into dynamic volume trends and financial impacts.
- The Financial Planning & Analysis team is tracking detailed spending data associated with COVID-19 planning, mitigation, testing and treatment, which is needed to obtain funding from various sources, including FEMA. Through collaboration with Supply Chain, the DORA team has enabled more robust reporting relative to the details of spending related to the pandemic.

## **Information Systems (IS)**

- As part of COVID-19 activities, IS assisted in migration of over 950 on-campus employees to working from home. IS assisted in conversion of on-site appointments to telephone and video visits. Scheduled Telehealth Visits increased from 100 per week prior to COVID-19 to 13,000 per week. MyChart Video Visits increased from two per week prior to COVID-19 to 800 per week.
- IS assisted in establishing the System's new hospital at home solution to support COVID-19 patients. This solution takes vital signs captured at the patient home and transmits them to a dashboard monitored by MetroHealth providers.
- IS and Informatics implemented Epic's Secure Chat, secured messaging platform for all clinical caregivers. This new tool allows caregivers to send HIPAA compliant secure text messages within Epic in real-time from a desktop computer or mobile device.
- IS implemented Epic's Healthy Planet CareSource Cost and Utilization Dashboards. These dashboards import external claims data from insurance payors along with quality measure benchmarks for our clinicians. This data gives MetroHealth visibility into the entire picture of care for a patient under one of our value-based contracts giving MetroHealth the ability to better serve our patients' full range of healthcare needs.

## **Enterprise Program Management Office (EPMO)**

- The Enterprise Program Management Office completed the implementation of a new voice dictation system that allows providers to dictate remotely from their MHS mobile devices into the Electronic Medical Record, Epic. The reduction of manually typing into Epic provides more efficiencies for our providers.
- The Enterprise Program Management Office coordinated the buildout of a new location for the Specialty Pharmacy Contact Center. This enables MetroHealth to fill specialty pharmacy prescriptions, greatly expanding the types of medications dispensed and extending the System's pharmaceutical services to new patient populations.

## **Supply Chain**

- The COVID-19 pandemic has caused widespread supply chain disruption. MetroHealth Supply Chain has managed ahead of this disruption, as opposed to reacting to it by instituting immediate personal protective equipment (PPE) containment and process controls. Traditional PPE procurement channels are no longer reliable forcing MHS Supply Chain to utilize aftermarket manufacturing and distribution.
- In March 2020, the Supply Chain team, in collaboration with Clinical Operations, quickly sequestered all PPE and moved it to a secure and monitored location. Multiple secure distribution locations were then stood up

near the points of care, to further manage and track PPE usage. Implementing secure process controls has resulted in a less than 1% loss rate of all PPE.

- Tracking usage data at the point of care has enabled MHS to procure PPE by means of a data driven approach. Data and analytics have allowed MHS to model and predict usage over time based on correlating patient census. Supply Chain's goal is to continue this process and remain ahead of market constraints and uncertain lead times.
- Justin Gallo, Vice President of Supply Chain, plays an active role in collaborating with the local Cleveland hospital network and is a member of the Hospital Supply Chain Executives of Ohio - PPE Strike Team instituted by Governor DeWine. Participants include: MetroHealth System, The Cleveland Clinic Foundation, The Ohio State University Wexner Medical Center, UC Health, Genesis HealthCare System, Kettering Health Network, Ohio Health, Premier Health, Promedica, University Hospitals, Aultman Health, The Christ Hospital, Fulton County Health Center, and Holzer Health System.

## **COO & CCO Dyad**

### **Dyad**

- Established COVID units (ICU, Acute Care, Inpatient rehab and SNF)
- Worked with clinical teams to establish COVID care guidelines to optimize care and reduce care variation
- Our lab was first in Ohio to roll out rapid (2-hour) COVID-19 testing
- Led surge planning to increase inpatient bed capacity to 250%
- Led the development of re-activation plans for inpatient care, ambulatory care, surgery and procedures

### **Inpatient Operations**

- All MetroHealth inpatient facilities adopted enhanced infection prevention standards to address patient and employee safety during COVID-19.
- COVID-19 Critical Care and Medicine floors were activated, and dedicated staffing models were put into place to cohort patients and optimize care.

### **Capacity Command Center and Patient Flow**

- The Capacity Command Center is partnering with Population Health on the Hospital at Home initiative.
- In preparation for a COVID surge, MetroHealth's Capacity Command Center is working in collaboration with the Cleveland Clinic and University Hospitals on a Joint Regional Transfer Center Initiative.
- The Capacity Command Center participated in the planning and implementation of an additional 100 ICU beds and 500/beds floor capacity.
- In partnership with the Cuyahoga County Corrections Medical Director, the Capacity Command Center is coordinating plans of care and monitoring COVID symptoms utilizing safe and efficient transfers to Main Campus as needed.
- In partnership with Information Services, Technology Risk and Continuity, the Capacity Command Center is developing a Business Impact Analysis.

### **Dining Services**

- The Main Campus cafeteria went live with a new free service, ChowNow, which provides for online ordering and payment. Orders are bagged and put on dedicated shelving next to the cashier's station for pick-up to eliminate lines and wait times. ChowNow provides convenience and supports social distancing.

### **Emergency Services**

- The Emergency Services leadership team has developed a COVID Surge Plan for the System's Emergency Departments. The Plan addresses the capability of managing an influx of patients, both high acuity and high volumes.
- Emergency Services and Facilities Management built an Alternate Treatment Area at Main Campus in the atrium outside the Emergency Department on the ground floor.

- Emergency Department (ED) staff worked in collaboration with Specialty Care providers to assist patients with a video visit option for consultations in the ED.
- Emergency Department Registered Nurses participated in COVID testing within and around the community.
- Pre-Hospital Operations implemented a new phone recording system (NICE) and also increased Advanced Life Support coverage to 18 hours a day.

### **Emergency Preparedness**

- MetroHealth is currently under a Code Yellow Alert in response to the unprecedented COVID-19 pandemic. Select Hazard SMART (Situation Management and Response Team) members, led by Dr. Boutros as Incident Commander, have focused efforts on increasing capacity and assuring staff, patient and visitor safety. MetroHealth has worked closely with University Hospitals and the Cleveland Clinic to assure our policies and practices are closely aligned. We continually work with the Ohio Department of Health, elected officials, and our local Public Health and Emergency Management agencies for a coordinated response to support and protect our community. We have met or exceeded capacity targets for a COVID surge.

### **Environmental Services, Logistics, and Textile Care**

- The Environmental Services / Logistics Divisions began preparing the hospital and staff for COVID-19 in January 2020 as they had been advised by their national office (IEHA) at the onset of the epidemic. They increased educational programs for MetroHealth staff and contracted vendors regarding the need to disinfect all high touch areas often, including but not limited to doorknobs, crash bars, bathroom fixtures, chairs, and all touchable surfaces in the waiting areas. They also arranged for WebEx meetings with representatives from Employee Assistance to support their staff during this difficult time.
- Being part of a national organization provided assistance in looking at best practice ideas during this sentinel event, and most importantly, it provided firsthand news to help serve and protect our employees and customers.

### **Pathology**

- The Laboratory responded to the COVID-19 testing needs of the community by completing the validation and implementation of a two-hour PCR assay for the detection of the virus. Staff were trained and data reporting pathways were defined and approved for a March 16<sup>th</sup> live date.

### **Pharmacy**

- Inpatient Pharmacy Services adopted a World Health Organization process to prepare hand sanitizer for employee use. Through April, the department distributed over 50 liters of solution providing over 100,000 opportunities for our staff to clean their hands.
- Ambulatory clinical pharmacists provided 546 telephone and telemedicine appointments to continue high quality healthcare while maintaining social distancing.
- Ambulatory clinical pharmacists initiated an e-consult service to providers requiring patient-specific medication expertise for patients at risk for non-adherence, polypharmacy, and multiple co-morbidities.
- MetroHealth Retail Pharmacies promptly implemented “Same Day” and “Expedited” delivery service programs out of each pharmacy location for new and refill prescriptions at no cost to the patient. The Retail Pharmacy Delivery Program provided over 8,500 deliveries to our patients for over 30,000 prescriptions, allowing them to stay home and practice social distancing.

### **Radiology**

- The Department purchased and installed three direct digital portable x-ray units and trained approximately 90 technologists to operate them to support the System’s Emergency Departments in the treatment/diagnosis of COVID-19.

## Service Lines

### Adult Health and Wellness

#### BEHAVIORAL HEALTH:

- Terry Stancin, PhD featured in Cleveland Magazine article “ A Clevelander’s Guide to Combating Anxiety
- Brittany Myers, PhD quoted in Northeast Ohio Parent Magazine article “Improving Children’s Mental Health During Times of Change”
- Lisa Ramirez, PhD, Brittany Myers PhD and Terry Stancin PhD published a chapter on behavioral health consultation in primary care settings in the text “Clinical Handbook of Psychological Consultation in Pediatric Medical Settings.”
- Rona Huckabee, LCDC II featured in New York Times article “With Meetings Banned, Millions Struggle to Stay Sober on Their Own”

#### Behavioral Health Telehealth Initiatives:

- Britt Nielsen, PhD developed training specific to BH providers on MyChart video visits
- 1408 Total MyChart visits for behavioral health 3/1/2020 through 5/12/2020
- Rolled out VIRTUAL Intensive Outpatient addiction treatment groups for our Addiction Medicine patients. The first attempt of its kind for our community.
- Collaboration between Population Health, Behavioral Health and Community Trauma Institute to develop a behavioral health extension of the Dr. COVID Hotline to provide patients with IMMEDIATE mental health support via telephone/video as it relates to COVID
- Behavioral Health psychologists collaborated with Employee Assistance to allow for extended services through telehealth for employees needing additional mental health support during the COVID crisis

#### Residency Program:

- The psychiatry residency program was able to match all 7 slots for PGY 1 for the 2020-2021 academic year
- Psychology residency program matched 6 child psychologists and 2 adult psychologists filling all open slots

#### Recovery Resources in the news:

- May 5 – WEWS, News 5  
Mental health and crisis counselors say telehealth should stay even after pandemic ends  
<https://www.news5cleveland.com/rebound/coronavirus-stress/mental-health-and-crisis-counselors-say-telehealth-should-stay-even-after-pandemic-ends>
- March 30, 2020 – News 5 Cleveland  
RR still open amid COVID-19 crisis / food & supply drive for clients  
<https://www.news5cleveland.com/news/originals/addiction-treatment-services-still-available-even-in-person-despite-social-distancing-and-covid-19-precautions>

#### GERIATRICS/EXPRESS CARE:

##### Express Care:

- Created Primary Care Overflow Line and partnered with Pulmonary to assist in campaign to Maximize volume online for phone/video visits
- Re-Entry into Discount Drug Mart Retail Clinics – May 13th

##### Geriatrics

- Shift of business to 50/50 percentage of telehealth to face to face visits.
- The Elisabeth Severance Prentiss Center transferred 138 residents to neighboring facilities to prepare for COVID surge. Applied for waivers to re-open skilled units at Main Campus that will be capable of managing 15 NON-COVID related cases and 11 Private rooms for COVID cases.

#### PRIMARY CARE and DENTISTRY:

- Leading the way for Virtual Care
  - Adopted DR COVID Line; a 24/7 hotline for anyone experiencing respiratory symptoms. Goal to provide necessary advice/treatment of potential symptomatic patients. Since the rollout of the hotline, we have provided care for over 6,500 patients.



- Rolled out Employee, Patient and First responder drive through testing. Allowed for all symptomatic patients and first responders to have immediate access to COVID testing.
- Completed 38,611 virtual visits Year to date for Adult Primary Care.

### **Cancer Care**

- Dr. William Tse, MD, FACP, MBA joins MetroHealth from the University of Louisville as the new division director for Hematology and Medical Oncology
- Julie Damko, APRN has joined MetroHealth to support Hematology and Medical Oncology
- Dr. Joanna Brell presented “YOUR AMAZING IMMUNE SYSTEM Update on Cancer Immunotherapy” to The Gathering Place
- Diane Loska has been promoted to Supervisor for Radiation Oncology
- Mary McBride has joined the Radiation Oncology team as a Medical Dosimetrist in May

### **Neuro-Musculoskeletal**

- On April 9, the NMSK Service Line and the department of PM&R opened the region's first COVID acute rehabilitation unit. Based on the main campus with access to the acute COVID Internal Medicine team and the ICU, the program is designed to manage medically complex COVID patients who continue to have significant functional limitations after their acute hospital course. To date, the unit has admitted 20 patients with more than half referred by outside hospitals. The unit was featured by several news outlets.
- On April 3, David Cunningham, PhD, post-doctoral fellows in the department of PM&R was awarded a \$250,000 NIH K12 training award entitled "Multi-modal therapy to improve motor control in chronic stroke." He is a faculty candidate with anticipated transition to faculty status in July of 2020
- Dr. Justin Mistovich (Pediatric Orthopedics) was promoted to Associate Professor

### **Specialty Care**

- Sunil Vasireddi: Second Place, American College of Cardiology Young Investigator Award for the abstract: “Targeted Anti-inflammatory Treatment with Anti-IL-6 Monoclonal Antibody for Calcium Mediated Arrhythmia Substrates in Heart Failure.
- Drs. Ken Laurita and Lance Wilson receive \$3,200,000 NIH award to improve patient outcomes during resuscitation from sudden cardiac arrest
- Three authors from the Pulmonary Department – Chloe Castro, MD; Brittany Higgins; and Ziad Shaman, MD – have been selected for the Case Western Reserve University School of Medicine 2020 Scholarship in Teaching Award. The award for scholarly teaching recognizes purposeful planning, systematic implementation, and reflection and assessment for improvement, representing academic products that are actively shared and that support the development of a community of teaching scholars. Dr. Castro is a Fellow in the Pulmonary Department. Higgins is the Program Coordinator and Dr. Shaman is the Program Director. Their project is entitled "Behavioral Simulations for Challenging Interpersonal Scenarios in Healthcare."

### **Surgery**

- Resumed elective outpatient surgeries – volumes good
- Planning for next phase of opening complete
- On-boarding of new colorectal surgeon – starts in August
- On-boarding of new ENT surgeon – starts July

### **Women and Children’s**

- Both OBGYN and Peds successfully transition to telehealth during COVID and have incorporated telehealth into future patient care.
- Dr. Kavita Arora in OBGYN was awarded an R01 grant from the NIH studying tubal sterilization
- In honor of National Foster Care Month, a group of “angels” have provided necessities for patients who receive care through MetroHealth’s Foster Care Program.

## **Ambulatory Operations**

Bedford:

- In times like this – “We All Stick Together”. The Bedford providers came together and unanimously collected monies and gave out gift cards (\$200) to our MTA’s and PSR’s (total of 14 employees), since they have been receiving 50% of their pay as LOW (lack of work).

Buckeye:

- TC 2.0 went live on 4/16/20.

## **Office of Patient Experience**

### ***Arts in Health***

- In response to COVID19 Arts in Health created multiple resources. Primary efforts were focused on MetroHealth employees as the AIH team created a 25-page packet filled with arts activities to encourage engagement and support resilience and well-being. Similar packets and one-sheet resources were distributed to inpatient units, CMSD students, Ward 14 residents and organizations such as Senior Citizens Resources. Music programming included a special recorded tribute by Mariama Whyte (<https://youtu.be/s5QhMpOsisw>) and limited live music for staff.
- Arts in Health partnered with Recovery Resources to join their annual May art show supporting Mental Health Awareness Month. This year the virtual art show features artwork created by four inpatient psychiatric patients during art therapy sessions and four self-portraits created CMSD students who participated in the SAFE (Students Are Free to Express) Project. Access to the Virtual May Art Show may be found at [www.recres.org](http://www.recres.org).

### ***Language Access Services***

- All inpatient units have received “Communication Assistance Needed” alert signs that are posted outside patient rooms ensuring everyone who enters knows the patient communicates differently than spoken/written English. LAS has provided a great deal of translation support to share important care and COVID information with the Hispanic community. A LAS translation pool has been created to support English speaking providers/clinics respond to Spanish written MyChart messages.

### ***Patient-Centered Care***

The Compassionate Care Rounding Program was developed to keep hospitalized patients and families connected following changes to the visitation policy in response to Coronavirus (Covid-19). Compassionate Care Rounders visit with patients, provide comfort items, offer video chat sessions and outreach to families to assist with downloading and navigating the video chat application. Since the inception of this program, rounders have helped to facilitate more than 200 video chats, including multiple sessions to connect families with patients before end of life.

### ***Spiritual Care***

- As part of their COVID-19 response, chaplains have maximized their strong relationships with staff to provide ongoing spiritual and emotional staff support. The work of providing care for patients near the end of life has continued and has become even more focused in the face of limited visitation. For Covid-19 patients, they have been providing telephone calls to patients and to their family members and participating in more critical Zoom/WebEx virtual visits.
- Pastoral Care developed a booklet titled “Thoughts for These Times – Poems, Reflections and Invitations.” This resource has been offered to staff members for their personal reflections on their spiritual and emotional response to the pandemic. Chaplain Sandie King took the lead to compile the materials and work with our design team. Approximately 750 booklets have been distributed to hospital staff thus far.

### ***Volunteer Services***

While volunteers have been unable to participate in typical activities at MetroHealth since services were suspended on March 11, volunteers have remained engaged in different ways. Volunteers have responded to a request for handmade children’s masks, as well as headbands with buttons for staff to use to attach mask ear loops for increased comfort. A few volunteers are providing peer support to inpatients through virtual phone visits, and others are

participating in virtual meetings. The Volunteer Services staff connects with volunteers weekly through email or personal phone calls to provide updates and maintain contact.

### **Ethics and Compliance**

- Provided analyses and support to operational areas regarding COVID-19 regulatory changes, especially telehealth and billing matters
- Hosted regional forum of compliance professionals to discuss impact of COVID-19 on ethics and compliance functions
- Transformed numerous in-person training programs to videos/remote modules
- Redesigned format of Compliance Committee to “Mission Possible” theme; using case studies to evaluate risks and risk controls
- Produced a morale-boosting department video documenting team member playing it safe during COVID-19
- Partnered with Professional Affairs to design a training effectiveness electronic survey for new medical staff
- Met with KPMG subject matter experts to discuss the impact of COVID-19 on the third-party risk assessment process
- Reviewed the Centers for Medicare and Medicaid Services’ Open Payments system for payments made to The MetroHealth System and MetroHealth physicians; reviewed the accuracy of the reports and disputed any inaccuracies

### **Nursing**

#### **Nurses Week Celebrated May 6-12**

Nurses Week was celebrated May 6-12. We started and ended the week with a moment of silence in honor of nurses. Nurses Week gifts were distributed throughout the week by Nurse Managers. In place of the Awards Ceremony, Melissa Kline, CNO, the Associate Chief Nursing Officer, and Director of Nursing surprised each award recipient on their unit to present them their award. Overall, we received 164 nominations for the Annual Nursing Excellence Awards. This year’s winners are:

- ***Outstanding Achievement in Career Excellence***  
**Dawnetta Grimm, MSN, APRN-CNS, CCNS, CCRN, CNRN**  
Dawn is a Critical Care Clinical Nurse Specialist and was nominated by her peers for being an amazing mentor, preceptor, educator, and an integral part of the MetroHealth landscape in critical care nursing. She is known to take on challenges and act as a warrior with a compassionate heart, while personifying the MetroHealth STAR-IQ Values.
- ***Outstanding Achievement in Interprofessional Collaborative Care***  
**Dee Hall, ADN, RN**  
Dee is a Clinical Nurse in the Surgical Intensive Care Unit and member of the Rapid Response Team. She was nominated by the Nursing Supervisors for continually looking for ways to raise the bar for patient care and acting as an informal leader in the critical care setting. As a member of the Rapid Response Team, she proactively works with all key staff members (physicians, bedside nurses, supervisors, and interprofessional team members) to not only ensure that the patient cared for, but that colleagues feel supported and heard along the way. Dee inspires us all to be better for our patients and for each other each and every day she works.
- ***Outstanding Achievement in Nursing Education & Professional Practice***  
**Katrina Y. Kelley, MSN, MHA, RN, NPJ-BC, CEN**  
Katrina is a Senior Nursing Professional Development Specialist who was nominated by a nursing colleague for her ongoing quest for excellence and dedication to the MetroHealth System. She is a great role model for our Lincoln West students and continually seeks out educational opportunities to engage them in the nursing profession at a young age. Katrina is an unsung hero of the Department of Nursing and works tirelessly “behind the scenes” to meet the needs of new employees, tenured staff, and aspiring nurses throughout our community.

- ***Outstanding Achievement in Nursing Leadership***

- **April Largent, BSN, RN, CMSRN**

April is the Nurse Manager for 7B/C Trauma and received multiple nominations from various colleagues. April is described as an outstanding leader who fosters an environment of teamwork understands and anticipates the needs of the floor nurses and shows her appreciation for her team in many ways. She takes the time to know each of her staff members and is always willing to help her team with whatever they need. 7B/C could not possibly be a more tight-knit, teamwork oriented, and ambitious team, and it is all thanks to her outstanding leadership.

- ***Outstanding Achievement in Nursing Quality***

- **Michelle Lenora Cook, BSN, RN**

Michelle is a Clinical Nurse in the Cardiology Invasive Lab and was nominated by a nursing colleague for her endless devotion to nursing quality and exceptional patient care. She creates an unrepeatably rapport with patients and advocates for not only our patients, but for their support persons as well. Michelle treats all patients in the Heart and Vascular department as if they were her own family, whether or not they are under her direct care, and always makes safety her number one priority.

- ***Outstanding Friend of Nursing***

- **Lizzie Petrick**

Lizzie is a Unit Secretary at the Parma Inpatient Unit and was nominated by her nursing colleagues for her collaborative and friendly approach to caring for our patients. She plays a vital role in facilitating the flow of the department and ensuring each day runs smoothly for both the patients and the staff. Since beginning on the unit, she has seen firsthand the role of the nurse in providing quality patient care to positively impact each patient's life-this experience has inspired her to become a nurse herself and she is currently enrolled in nursing school.

## **Foundation and System Philanthropy**

- MetroHealth's For All of Us \$100 million campaign is moving forward, with \$44.1 million of the \$53 million committed to program and endowment and \$8.9 million committed to capital.
- Community support of MetroHealth during the COVID-19 pandemic has been significant with over \$1.3 million in commitments received since March including:
  - Nearly \$90,000 for the Helping Hand Fund which assists individuals affected by COVID-19. Key supporters included the Baird Family Fund, Clearstead Advisors LLC, and The Lubrizol Foundation.
  - Over \$100,000 for the Employee Care Fund including nearly \$20,000 in support from System and Foundation board members as well as generous support from the PNC Foundation and the Stephen McHale Family Foundation.
  - In-kind donations of over 165,000 pieces of equipment, 10,000 meals and snacks for caregivers and 1,200 flowers.
- The Moreno Family Foundation has provided a generous grant to MetroHealth's Institute for Hope™ and it's work around healthy eating.
- Susan G. Komen Northeast Ohio has provided it's 21<sup>st</sup> gift to MetroHealth in support of our Breast Cancer Outreach program. Since 2005, the organization has provided over \$1.6 million in support.
- The HH Children's Free Care Fund made a generous grant of \$30,000 in support of MetroHealth's Child Life program. The Fund has been a supporter of MetroHealth since 2009.
- The MetroHealth Foundation Board of Directors has welcomed two new members:
  - Mark Jones, Regional President, The Illuminating Company. Mark joined FirstEnergy in 2009 and currently serves on the board of the Greater Cleveland Chapter of the American Red Cross and the Cleveland City Club
  - Jacke Wiedemer. Until several years ago, Jacke worked for Horton Incorporated (based in Minnesota) in sales and corporate training. Today, she is engaged in her community and active in MetroHealth's development of a sober housing program for women who need a place to stay during and after their pregnancy.