

COVID-19 Newsletter

May 1, 2020

Volume 1, Number 6



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1310 Southern Ave. SE
Washington, DC 20032
202-574-6000
Unitedmedicaldc.com

We Are in This Together

As we conclude another eventful week, I remain amazed at how the UMC team has come together as a community. Next week we will kick off National Nurses week beginning on May 6, 2020 with a full schedule of events and activities to show our nursing staff how much we appreciate you.

As we undertake important preparations, we must ensure we are keeping ourselves safe and healthy as well. We are all experiencing significant stress as the pandemic continuously introduces new challenges.

It is times like these that we can become too busy to take a moment to get some exercise, make unhealthy food choices, or worse, ignore minor symptoms (sore throat, fatigue, runny nose etc.) that could lead to something more serious. Please make it a priority to protect your health – especially now. Ignoring symptoms, even the minor ones, could lead to avoidable consequences.

To better protect your health and the wellbeing of your colleagues and patients, we will be instituting a new employee screening process to strengthen our efforts to stop the spread of COVID-19. It is our goal to create a process that is efficient and quick and we appreciate your cooperation as we make adjustments to the process once underway. More details regarding the new screening process will be distributed in the coming days.

Please remember, if you are feeling ill or have a fever, alert your manager, stay home, and take care of yourself. We all have a duty to protect one another as best we can.

Finally, you may be aware of Mayor Bowser's announcement regarding the opening of a new hospital in Ward 8. Details of the Mayor's announcement are included in the newsletter but I want to ensure you that we will continue to provide a safe, quality work environment and the highest quality of care to our patients until the doors of UMC are closed.

Stay Safe!

Colene Y. Daniel
Chief Executive Officer

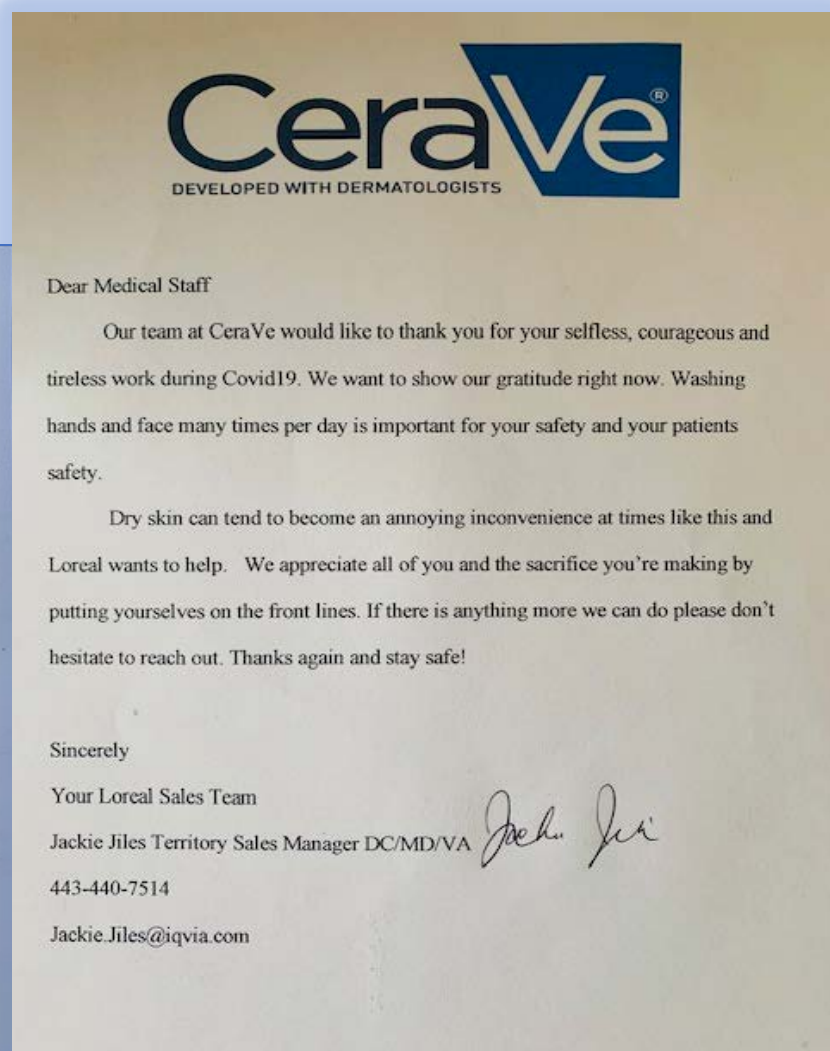
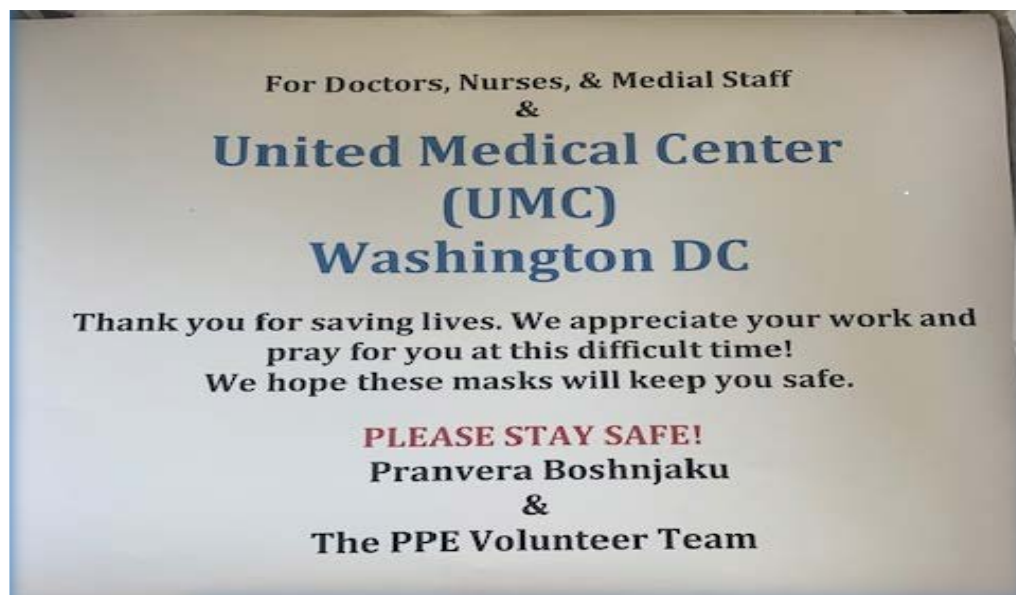
You Are Appreciated



Being a healthcare professional is a calling and we are so thankful that you accepted the call. The daily demands on your physical, mental, and emotional self is more than many people will ever experience. During this COVID-19 Pandemic we just want to say thank you and ask that you **STAY ENCOURAGED.**

Happy May Day

As the COVID-19 pandemic continues to impact communities around the globe, we wanted to take a minute to stand in solidarity with you and workers all over the world on this very important day. Please enjoy these messages from a few of our kind donors who also stand with you.



Thank you to all
our dedicated
health care workers

@MySuperFd



@MSEFoundation

Stay Safe

As the District of Columbia's only public hospital, we all have a heightened responsibility to prevent the spread of COVID-19 **whether on/or off duty**. Thus, please continue to adhere to the safety, shut-in, and social distancing mandates in effect throughout the region.

COVID-19 Testing Update

4



Asymptomatic essential workers
with known exposure to a confirmed
case of COVID-19 can now get

FREE TESTING

COVID-19 Testing Hotline: 1-855-363-0333

CORONAVIRUS.DC.GOV

April 29, 2020



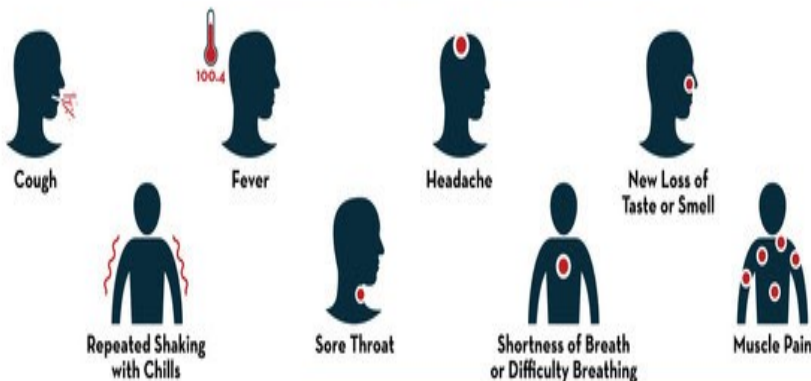
DC HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA

GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

SYMPTOMS OF CORONAVIRUS (COVID-19)

People with COVID-19 have had a wide range of symptoms reported - ranging from mild symptoms to severe illness.

These symptoms may appear 2-14 days after exposure to the virus:



CORONAVIRUS.DC.GOV



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GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR



THANK YOU!!!!

We are so grateful to the District residents and local businesses who have poured out an overflow of support to UMC through donated meals and/or PPE. Please share expressions of gratitude to the businesses directly or send a note to Toya Carmichael, VP of Public Relations / Corporate Secretary @ Tcarmichael@united-medicalcenter.com. You may also follow UMC on Instagram @unitedmedicaldc.



Donated Meals

Donated PPE

[Monumental Sports & Entertainment Foundation / Superfd](#) / [FLIK – Washington Wizards](#) / [DC Central Kitchen](#)

[Im So DC](#)

Pranvera Boshnjaku & [The PPE Volunteer Team](#)

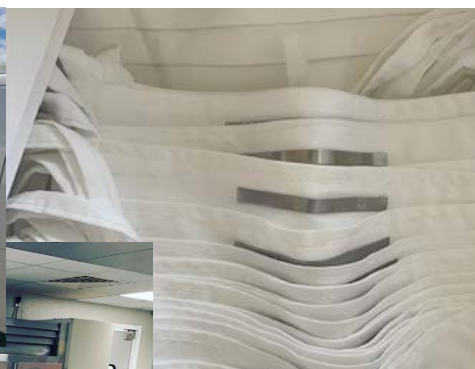
[JMA Solutions](#)

[Off Their Plate](#) / [Emilie's Café](#)

[All Purpose Pizza](#)

The Wink Family

Dish Out / [Susan Gage Caterers](#)



COVID-19 Incident Response Process for UMC Employees

Initial Notification

- Physician/Nurse/Clinician notifies Infection Preventionist "IRC" about the positive COVID-19 test result [*incidentresponse@united-medicalcenter.com*].
- Notification includes employee's name, department, date symptoms first noticed, date test performed, date test results received, last date worked. List of all employees known to have come in contact with the employee, and any meetings the employee attended.
- If necessary, Infection Preventionist follows up to obtain additional or missing details.

Infection Control Contact Tracer

- Infection Preventionist provides Occ Health a list of all staff (clinical and administrative) who may have been exposed ("Employee Under Investigation" or "EUI").
- Qualified volunteers, under the direction of the Infection Preventionist, conducts contact tracer interview and determines risk categories

Occupational Health Notification

- Infection Preventionist provides Occ Health list of the EUIs and their risk categories.
- Occ Health prepares notification letter and provides sealed letters to Human Resources (HR) for distribution (hand delivered by manager to EUI and mailed if EUI will not be at work within 1 day).
- Occ Health calls any EUI whom HR indicates did not receive hand delivery.
- Occ Health notifies HR of any medium or high-risk EUIs.

Monitoring Period

- HR and respective managers determine whether medium/high-risk EUIs can telework or must be removed from the schedule. HR notifies employees of their telework status.
- Infection Preventionist notifies CEO, Public Relations, Worker's Comp Manager and Risk Management of staff exposure and notifications.
- OCC Health schedules COVID-19 test for any EUIs who notify Occ Health they are symptomatic.
- Occ Health clears medium/high risk EUI's to return to work and notifies HR of their clearance.

Test Results Received

- Occ Health Physician notifies EUIs who test positive.
- Occ Health Nurse or qualified volunteer notifies EUIs who test negative.
- Infection Preventionist or Performance Improvement Coordinator sends written notification of positive test results to CEO, Public Relations, Worker's Comp Manager and Risk Management. Employee identifier will not be included.



PRESS RELEASE

FOR IMMEDIATE RELEASE:

April 29, 2020

CONTACT:

LaToya Foster (EOM) – (202) 727-5011; latoya.foster@dc.gov

Mayor Bowser Announces Agreements for Two New Hospitals to Bring Equity to DC's Health Care System

(WASHINGTON, DC) – Today, Mayor Muriel Bowser announced two monumental agreements to improve health care and address inequalities in health outcomes for District residents. The agreements include the construction of two new, state-of-the-art hospitals:

- a 136-bed hospital at St. Elizabeth's East in Ward 8, operated by Universal Health Services in conjunction with George Washington University and George Washington Medical Faculty Associates (GWMFA); and
- a 225-bed Howard University Hospital on Georgia Avenue NW in Ward 1.

Both hospitals will build upon their existing and new networks of care to deliver fully integrated systems of care, offering the best in clinical integration. Structured as public-private partnerships with significant investments by all parties, this paradigm holds the promise of long-term sustainability in a very competitive market for hospitals, while providing the full range of health care services for DC residents.

“While DC continues to battle this pandemic, our team has remained committed to delivering hope and a better DC through a more equitable health care system,” said Mayor Bowser. *“With these new agreements, we will deliver high quality, integrated care and transform our health care system by promoting equity in care, access, and outcomes. Together, we will build a health care system that meets the needs of all residents, attacks health disparities, and makes us more resilient for the challenges that lie ahead.”*

With construction funded by the District, the new \$306 million hospital at St. Elizabeth's East is expected to open in the fall of 2024 and include 136 inpatient beds, with the ability to expand to 196 beds. The District is also funding the construction of a \$69 million health services complex (ambulatory center) at St. Elizabeth's that is expected to open in the fall of 2023. Two new urgent care centers in Wards 7 and 8 will open in the fall of 2021 and the spring of 2022, costing \$21 million to be funded by Universal Health Services. This investment will be a part of a \$75 million contribution to the project. The full agreement between the parties will be submitted to the Council for approval in June. The current United Medical Center will remain open until the new hospital is completed.

“Through this partnership, we will not only expand access to high-quality, equitable care, but we will improve health outcomes for so many individuals,” said Kimberly Russo, MBA, CEO and Managing Director of the GW Hospital. *“It is truly an opportunity for GW to advance medicine and change the landscape of healthcare in the District for the better.”*

“We are thrilled to be a part of this important expansion of health care in Washington, DC. As an academic medical enterprise, our mission to improve the lives of the people we serve is central to everything that we do in our clinics, research labs, and classrooms,” said Barbara L. Bass, MD, Vice President for Health Affairs, Dean of the GW School of Medicine and Health Sciences, and CEO of The GW Medical Faculty Associates. “We are committed to fostering the health of the citizens of our community by bringing much needed services to those in Ward 7 and Ward 8.”

The agreement with Howard University for a new hospital will further enhance the critical nexus with what will be a new academic health center and Howard’s College of Medicine – a premiere medical school that produces more African American doctors than any other university in the country. As with all academic health centers, the new hospital will play a vital role as a training ground for promising medical school students and experienced physicians, facilitate biomedical research, and provide specialized services to all DC residents while retaining a special focus on underserved populations.

Through a \$225 million tax abatement provided by the District, Howard University and its new operating partner Adventist Healthcare envision a new, \$450 million, 225-bed, Level I trauma and academic teaching hospital, with plans to complete by 2026. The current Howard Hospital will remain open until the new hospital is completed. In addition, the District is committing \$25 million in public infrastructure support and \$26.6 million over the next six years to support five Centers of Excellence at Howard Hospital – Sickle Cell, Women’s Health, Oral Health, Trauma and Violence Prevention, and Substance Abuse. Finally, in support of Howard’s redevelopment plans, the District has committed to establishing a government agency as a tenant in one of the planned new office buildings.

“The role that Howard University Hospital plays in providing healthcare to the citizens of Washington, DC, and especially to those most vulnerable, is a sacred one,” said Wayne A. I. Frederick, M.D., MBA, President of Howard University. “This partnership with the City to support building a new facility will strengthen Howard University’s healthcare system, which is important to preserve our mission to serve the community. Because of Howard’s role as the primary pipeline of African American healthcare professionals, this investment in the hospital is also an investment in the future of the healthcare profession and its diversity.”

“Adventist HealthCare is excited about the future of Howard University Hospital and our involvement in helping to continue its long tradition of providing high-quality care,” said Terry Forde, President and CEO of Adventist HealthCare. “Our history of nationally recognized care for heart, stroke, cancer, OB and other health services will complement and help support the future of Howard University Hospital. We are grateful for the support from Mayor Bowser and the city as we work together towards the development of a new state-of-the-art hospital.”

“Today is a major step in ensuring all District residents, regardless of geography, have access to a fully integrated and sustainable health care system,” said Jaqueline Bowens, President of the DC Hospital Association.

###

Social Media:

Mayor Bowser Twitter: [@MayorBowser](#)

Mayor Bowser Instagram: [@Mayor_Bowser](#)

Mayor Bowser Facebook: [facebook.com/MayorMurielBowser](#)

Mayor Bowser Website: [mayor.dc.gov](#)

Mayor Bowser YouTube: [https://www.bit.ly/eomvideos](#)

For the latest information on the District Government’s response to COVID-19 (Coronavirus), please visit [coronavirus.dc.gov](#).

Message from City Administrator Rashad Young to All Staff at United Medical Center:

First, thank you. The District is incredibly appreciative of the tireless efforts of UMC and its dedicated board, leaders, physicians, nurses, and staff to meet the healthcare needs of our residents, particularly during this pandemic.

Yesterday, Mayor Bowser announced two pending agreements to bring two new hospitals to the District. I want to be clear, this does NOT change Mayor Bowser's continuous support for UMC and the critical care that you continue to provide to your patients – especially now, as we respond to coronavirus (COVID-19). Your role in the District's COVID-19 response, including sharing the campus with our federal and local partners, has been an essential part of the District's plan to flatten the curve.

As stated in the Mayor's press release, *"The current United Medical Center will remain open until the new hospital is completed."* We encourage you to view the full presentation, [Building a Healthier More Equitable DC](#). We are committed to keeping you updated on this important project as it proceeds to the DC Council for their consideration.

Thank you for your dedication to our City. We are all in this together and we will get through this, together.

Sincerely,
Rashad



<http://mayor.dc.gov/>

Maintaining Your MENTAL HEALTH

Need someone to talk to? We're here to help! Certified clinicians are available for you 24/7. **Call the Department of Behavioral Health mental health hotline: 1-888-793-4357.**

Tips for Reducing Anxiety:



Reach out for help; your mental health is important.



Exercise regularly.



Limit time spent in public places.



If working from home or in self-quarantine, arrange your space so it's calming. Make sure you shower and get dressed like you're going to work.



Moderate news intake.



Practice deep breathing exercises or other methods of meditation.

CORONAVIRUS.DC.GOV



DC | HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA

GOVERNMENT OF THE
DISTRICT OF COLUMBIA
DC MURIEL BOWSER, MAYOR



Community Resources

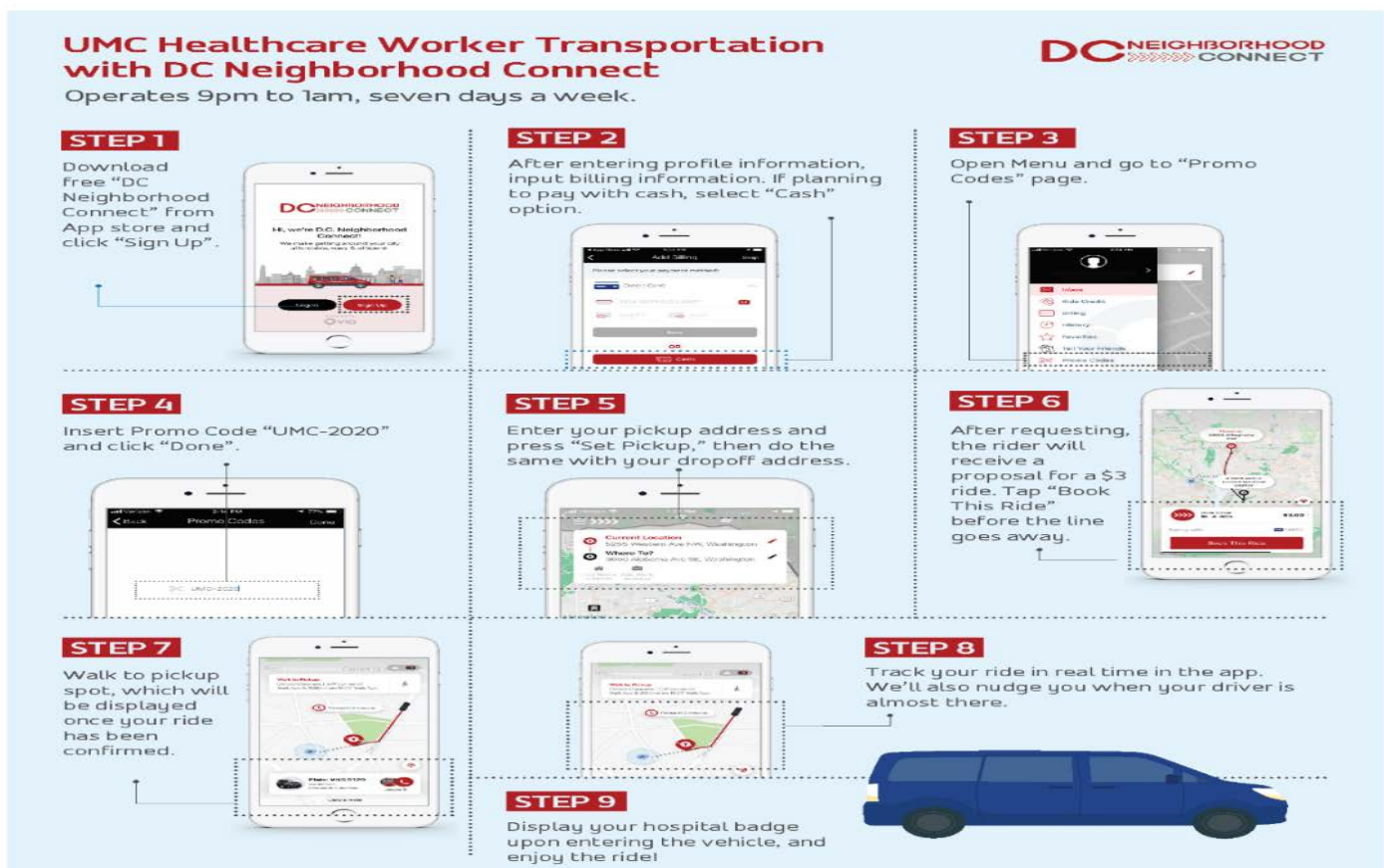
The Hospital Board of Directors and Executive Leadership Team recognizes that you are more than an employee and that as much as you care for our patients, staff, and visitors, you must also care for your families at home.

Transportation

In response to public transportation limitations during COVID-19 pandemic, UMC has partnered DC Neighborhood Connect to provide discounted for evening and night shifts during this pandemic.

The following outlines the program, please refer to the attached to use this service:

- The program begins **April 14, 2020 at 9 pm**
- Employees can access trips from Washington, DC or Prince George's County to United Medical Center
- Each ride costs \$3
- Operates from 9pm to 1am, daily
- Employees may use an app on their phone or call directly



Have questions?
Email us at: dcneighborhoodconnect@districtcab.com
Don't have a smartphone? Book by calling 202.398.0500



Transportation Cont.

Uber has partnered with DCHA to provide free transportation for health care workers. Managers, please share the attached documents with your employees and post them in your break rooms.

Program Details:

- Each week employees can access the Uber promo code via the following link: <https://r.uber.com/cdTeela5IW>
- Once downloaded employees can use their Uber account as they normally would, and the credits will automatically apply
- Rides are valid from 9 pm - 1 am every day and 5 am - 8 am on weekends
- Trips must begin or end at UMC hospital entrance
- Each trip is valid for up to \$25; balance owed by each passenger
- Health care workers are required to show their hospital badge and wear a face mask when ride sharing
- A new promo link will be provided every Monday by Noon using the link: <https://r.uber.com/cdTeela5IW>.

If you have questions, contact Pam Whiting in Human Resources at extension 6079.

SELF-CARE MENU

- take a few deep breaths 5 MINS
- stretch your body 5 MINS
- listen to your favourite song 5 MINS
- meditate on your purpose 15 MINS
- read a chapter of a book 15 MINS
- journal out your thoughts 15 MINS
- take a walk outside 30 MINS
- get crafty 30 MINS
- cook a new recipe 30 MINS

@thefabstory

thefabstory

Uber partnered with DCHA to provide "lifeline" transportation for health care workers in District hospitals.

- 9 pm - 1 am every day and 5 am - 8 am weekends
- Valid for all DCHA member hospitals
- Trips must begin or end at a DC hospital entrance

Uber

DCHA
District of Columbia
Hospital Association

**Contact Your
HR Department
For Details**

- Promotion ends June 15, 2020 or after the use of 20,000 trips.
- Promotion code valid in DC, Maryland and Northern Virginia.
- Each trip valid for up to \$25; balance owed by passenger
- Health care workers are required to show their hospital badge and wear a face mask when ride sharing.

All UMC Employees have access to [GuidanceResources](#) (UMC Web ID: EAPComplete) or by dialing 1-877-595-5284. Guidance Resources provides information for personal and work-life issues including:

Confidential Counseling - Financial Counseling - Online Will Preparation - Legal Support -Work-Life Solutions (Child-care, college planning, moving & relocation, etc.)

You can access additional mental health support from your respective health plan as well:

CareFirst BlueCross BlueShield

- Available 24/7 soothing music and relaxation videos to help break free from stress, unwind at the end of the day or ease into a restful night of sleep
- Yoga and meditation videos
- Airplay functionality using AppleTV
- Relax 360° can be viewed in virtual reality experience
- Visit carefirst.com/sharecare to register

Visit <https://individual.carefirst.com/individuals-families/about-us/coronavirus-resource-center.page> for additional information on resources related to COVID-19.

Maryland Residents: For the latest updates visit:
<https://coronavirus.maryland.gov/> or

| County | Telephone # | | Telephone # |
|------------------------|------------------------------|--|------------------------------|
| Charles County | 301-609-6900 | | 301-932-2222 |
| Montgomery County | 240-777-1741 | | 240-777-4000 |
| Prince George's County | 301-883-7834 301-883-7879 | | 301-883-4748 301-883-7879 |

Virginia Residents: For the latest updates visit:
<http://www.vdh.virginia.gov/surveillance-and-investigation/novel-coronavirus/> or

| County | Telephone # | County | Telephone # |
|-------------------|--------------|-----------------------|--|
| Arlington County | 703-228-5580 | Fairfax County | 703-534-8343 703-569-1031 703-246-7100 703-704-5203 |
| Alexandria County | 703-746-4996 | Prince William County | 703-792-7300 |



For the latest information on the District Government's response to COVID-19 (Coronavirus), please visit coronavirus.dc.gov.

Cases as of April 30, 2020

| | Total Number Positives | Percent |
|----------------------------------|---------------------------|------------|
| All | 4658 | 100 |
| Race | | |
| Unknown | 666 | 14 |
| American Indian/Alaska Native | 13 | <1 |
| Asian | 66 | 1 |
| Black/African American | 2247 | 48 |
| Native Hawaiian/Pacific Islander | 10 | <1 |
| Other/Multi-Racial | 861 | 19 |
| White | 765 | 186 |
| Refused During Interview | 30 | 1 |
| Ethnicity | | |
| Unknown | 1013 | 22 |
| Hispanic or Latinx | 886 | 19 |
| NOT Hispanic or Latinx | 2741 | 59 |
| Refused During Interview | 18 | <1 |

UMC IN THE NEWS– April 25 - May 1, 2020

UMC Staff are reminded to direct **ALL MEDIA INQUIRIES** to Toya Carmichael, VP of Public Relations @Tcarmichael@united-medicalcenter.com.



The Not-For-Profit Hospital Corporation commonly known as United Medical Center ("UMC") in the news:

D.C. launching new mobile testing truck as it hopes to do up to 750 COVID-19 tests a day, WJLA, Sam Ford, April 28, 2020

<https://wjla.com/news/local/dc-launching-mobile-testing-truck-hopes-up-to-750-covid-19-tests-a-day>

Volunteers enlist in Medical Reserve Corps in fight against COVID-19, WJLA, Katie Kyros, April 26, 2020

<https://wjla.com/news/coronavirus/former-nurses-and-doctors-enlist-in-medical-reserve-corps-to-fight-covid-19>

D.C. Nurses Need More To Fight COVID-19

Washington City Paper, Amanda Michelle Gomez, April 30, 2020

<https://www.washingtoncitypaper.com/news/coronavirus/article/21131046/dc-nurses-advocate-for-more-personal-protective-equipment-and-hazard-pay>