

UMC Newsletter

January 8, 2021

Volume 2, Number 7



New Year, New Focus

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As we start the new year, I want to congratulate you all on successfully completing a challenging year. The Not-for-Profit Hospital Corporation's workforce provides inspiration to patients, especially for those patients with special circumstances who often have few resources. Your dedication to your work is exemplary, especially when you consider what we have as a team accomplished in 2020.

Throughout FY20, we focused on meeting the community's need for quality health services, including remaining ready for the expected COVID-19 surge, maintaining a safe environment for our patients, staff, and visitors, successfully completing the DC Health, CMS, and Joint Commission surveys, and completed the year with a slight net gain.

As we move into 2021, the Leadership Team, Management Council, Medical Staff, and Administrative Staff Members remain committed to the Values of the hospital: Compassion, Excellence, Integrity, Collaboration, Equity, and Innovation.

During FY21, the hospital shall implement the principles of a "High Reliable Organization" as we work to continue achieving the Mission, Vision, and Values.

Quadruple Aims



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

To become a High Reliable Organization, each department, will use the Quadruple Aim: Better Outcomes, Improved Patient Experience, Reduce Care Cost, and Satisfied Providers.

Better Outcomes: To achieve better outcomes the hospital will implement three principles of anticipation and two principles of containment.

Three Principles of Anticipation:

- Preoccupation with Failure – Regarding small, inconsequential errors as a symptom that something's wrong (Safety Culture)
- Sensitivity to Operation's- Paying attention to what's on the front-line
- Reluctance to Simplify Interpretation – Encouraging diversity in experience, perspective, and opinion.

Two Principles of Containment:

- Commitment to Resilience – Developing capabilities to detect, contain, and bounce-back from events that do occur (Safety Culture).
- Deference to Expertise – Pushing decision making down and around to the person with the most related knowledge and expertise.

To provide a more improved patient experience, the hospital will continue to work to increase patient satisfaction by improving communications with patients and family members, and the results shall be monitored monthly by each department.

The hospital will work to reduce care cost with a focus on the budget (revenues and expenditure) the hospital team will standardize supplies and equipment to reduce operational cost, implement more protocols to help reduce duplication of efforts, and hire appropriate staffing.

The hospital will continue to significantly increase its efforts to improve provider & staff engagement and satisfaction. In 2020, NFPHC received over 3500 free meals and PPE donations from local restaurants and organizations and introduced the bi-weekly UMC Newsletter to keep staff and the community informed about new policies, procedures, resources, COVID-19 updates, activities related to employee recognitions, retirements, and work anniversaries. These efforts shall continue in 2021 and accompanied by new initiatives to keep you informed, acknowledged and appreciated.

As a Team we shall each and every day build a High Reliable Organization. Your contribution and commitment to your work, our patients, each other, and the hospital is unparalleled.

On our own we are individuals. Together we are a team.

Thank you for being such an amazing Team as our healthcare heroes!

Colene Daniel



Chief Executive Officer



Who We Are...

Our Mission
&
Our Vision

The Not-for-Profit Hospital Corporation, commonly known as United Medical Center or UMC is a District of Columbia government acute care hospital servicing Southeast DC and surrounding Maryland communities

Our Mission

United Medical Center is dedicated to the health and well-being of individuals and communities entrusted in our care

Our Vision

UMC will be an efficient, patient-focused, provider of high quality healthcare the community needs

UMC will employ innovative approaches that yield excellent experiences

UMC will empower healthcare professionals to live up to their potential to benefit our patients

UMC will collaborate with others to provide high value, integrated and patient-centered services



Who We Are...

Values

Values

• *Compassion*

Empathy for patients, their families and staff is ingrained in our history and inspires our future. We do more than treat the patient we practice family-centered care as the cornerstone of compassion.

• *Excellence*

Our promise to treat, prevent and cure disease is an enormous responsibility. We follow the highest standards of quality and safety and expect accountability from each other.

• *Integrity*

At all times, we approach our work with openness, transparency, decency and humility. It is our responsibility to use resources wisely to sustain UMC for generations to come.

• *Collaboration*

We work in partnership with patients, their families, staff, providers, volunteers and other caregivers. This spirit of respectful cooperation extends beyond our walls to our business partners and the community.

• *Equity*

We embrace and find strength in the diversity of our patients, their families, staff and community. We believe all patients deserve exceptional care, the best outcomes, respect and a safe environment.

• *Innovation*

We aspire to be an innovative leader in community healthcare and service. We continually seek new and better solutions. Because innovation springs from knowledge, we foster learning in all disciplines.

Who We Are...

Values



NOT-FOR-PROFIT HOSPITAL CORPORATION

TO: NFPHC – All Staff

FROM: Dr. William Strudwick, Chief Medical Officer

DATE: Sunday, January 3, 2021

RE: COVID-19 Vaccine – Influenza Vaccine (Flu Shot)

Our COVID-19 Vaccination program has successfully administered 693 vaccines to our employees and medical staff. It is so important that everyone takes their opportunity to get the COVID-19 vaccine as soon as it's available to them.

The flu vaccine is also very important, and is mandatory for all employees and staff, with a deadline of December 31st 2020. Because the guidelines indicate that the COVID-19 and flu vaccines should be administered 2 weeks apart, for those that received the COVID-19 vaccine prior to the flu vaccine, **and have not received your flu shot**, your deadline for the mandatory flu vaccine may be extended to 2 weeks beyond the time that you received the **second dose of the** COVID-19 vaccine.

Please see the below example for additional clarity:

- **Friday, December 18, 2020** – Employee received the COVID-19 1st Vaccine
- **Wednesday, January 6, 2021** – Employee received the COVID-19 2nd Vaccine (18 days after the first vaccine has been administered)
- **Wednesday, January 20, 2021** – The mandatory date an employee must have their flu vaccine (2 weeks exactly after an employee has received their 2nd COVID-19 vaccine)

Should you need any additional clarity or have additional questions regarding the timeline listed above, I may be reached at (202) 574-6611 or @WStrudwick@united-medicalcenter.com.

UMC

VACCINATION SCHEDULE

*****The Moderna Vaccines will be administered on the following dates and times:**

Wednesday December 23rd 9:30 am – 6:30 pm

Monday December 28th 7:30 am – 6:30 pm

Tuesday December 29th 7:30 am – 6:30 pm

Wednesday December 30th 7:30 – 6:30 pm

In 2021

Tuesday January 12th 7:30 – 6:30 pm

Wednesday January 13th 7:30 – 6:30 pm



Thursday January 14th 7:30 – 6:30 pm

Friday January 15th 7:30 – 6:30 pm



Please remember that at the time you receive the first dose, you must commit and be scheduled for the second dose.

Day_First Dose	First Dose	Second Dose				
		24th Day	25th Day	26th day	27th Day	28th Day
Wednesday	12/23/2020	1/16/2021		1/18/2021	1/19/2021	1/20/2021
Monday	12/28/2020	1/21/2021	1/22/2021			1/25/2021
Tuesday	12/29/2020	1/22/2021	1/23/2021	1/24/2021	1/25/2021	1/26/2021
Wednesday	12/30/2020	1/23/2021	1/24/2021	1/25/2021	1/26/2021	1/27/2021
Tuesday	1/12/2021	2/5/2021	2/6/2021		2/8/2021	2/9/2021
Wednesday	1/13/2021		2/7/2021	2/8/2021	2/9/2021	2/10/2021
Thursday	1/14/2021	2/7/2021	2/8/2021	2/9/2021	2/10/2021	2/11/2021
Friday	1/15/2021	2/8/2021	2/9/2021	2/10/2021	2/11/2021	2/12/2021
Saturday	1/16/2021	2/9/2021	2/10/2021	2/11/2021	2/12/2021	

No Administration on Saturdays & Sundays


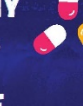








COVID-19 VACCINE - FACT #5






WHO SHOULD NOT TAKE THE VACCINE?

YOU SHOULD NOT TAKE THIS VACCINE IF YOU HAVE HAD A SEVERE ALLERGIC REACTION TO VACCINES IN THE PAST OR ANY INGREDIENT IN THIS VACCINE. PLEASE CONSULT YOUR MEDICAL DOCTOR IF YOU ARE UNSURE.














COVID-19 VACCINE - FACT #6

SHOULD I TAKE THE VACCINE IF I ALREADY HAD THE CORONAVIRUS?

YES. THERE IS A CHANCE OF REINFECTION OF THE VIRUS. THE VACCINE MAY HELP PROTECT YOU AGAINST FUTURE INFECTION.

[#GetVaccinatedDC](#)

DARNELLE EVERETT ADMINISTRATIVE ASSISTANT





I CHOSE TO TAKE THE VACCINE SO THAT I WOULD HELP PROTECT MYSELF AND COMMUNITY FROM POSSIBLE EXPOSURE TO COVID.





YVETTE BOYD EXECUTIVE ASSISTANT



EVEN WITH MY FEARS AND CONCERNS WITH THE COVID-19 VACCINE, AS AN AFRICAN AMERICAN WOMAN FIGHTING LUPUS, I HAD TO EXERCISE MY FAITH OVER MY FEARS. HAPPY TO SHARE THAT I HAVE NOT EXPERIENCED ONE SIDE EFFECT! PLEASE GET YOUR VACCINE AND LET'S ALL WORK TOGETHER TO PUT AN END TO THIS PANDEMIC THAT HAS KEPT US FROM OUR LOVE ONES!!


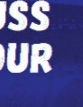








COVID-19 VACCINE - FACT #7






WHAT IF I AM PREGNANT OR BREASTFEEDING?

IF YOU ARE PREGNANT OR BREASTFEEDING, DISCUSS YOUR OPTIONS WITH YOUR HEALTHCARE PROVIDER.














COVID-19 VACCINE - FACT #8

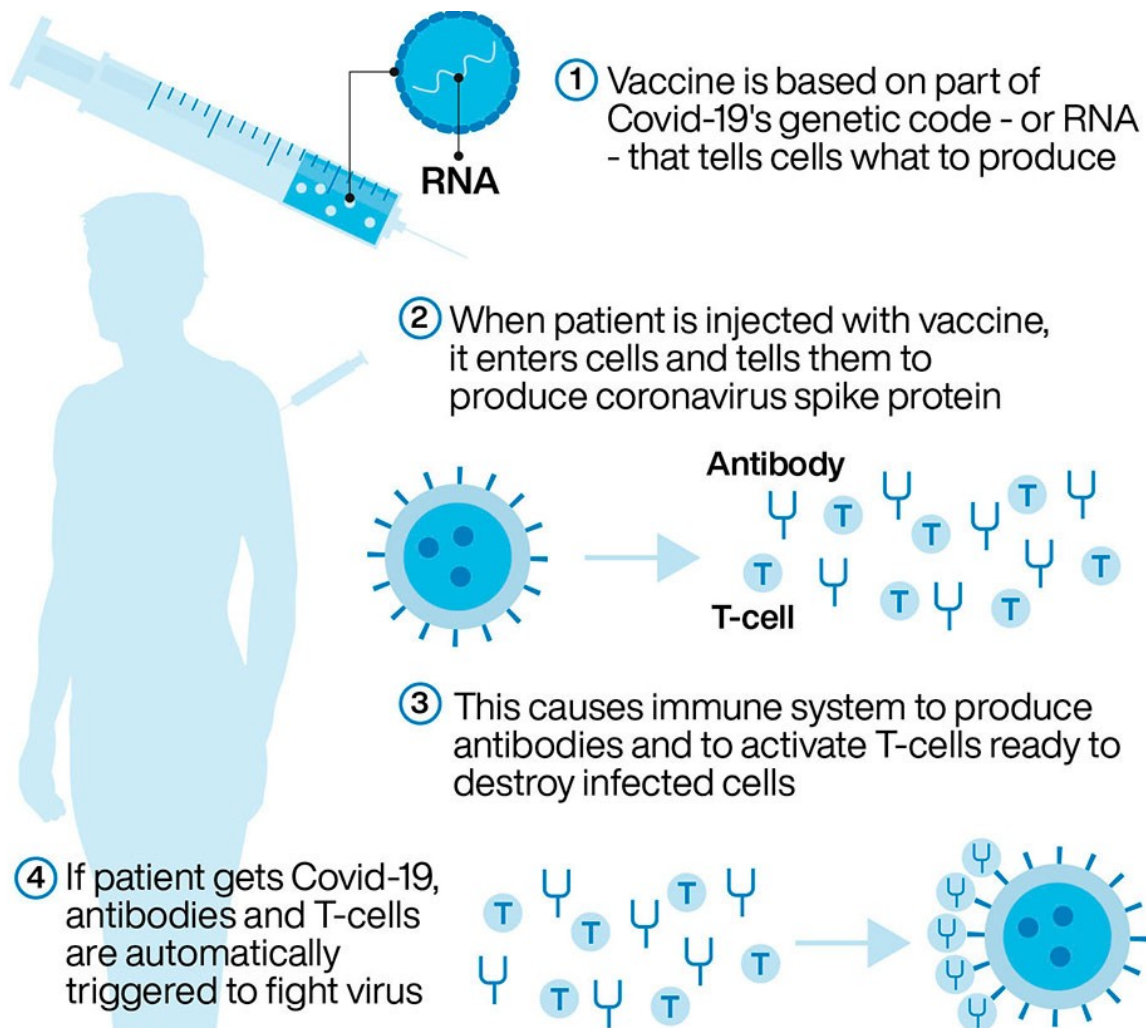
HOW DO I KNOW THIS VACCINE IS SAFE?

THERE IS A RISK WITH ALL MEDICATIONS AND VACCINES. THIS VACCINE WAS TESTED ON OVER 74,000 INDIVIDUALS OVER THE AGE OF 16. CLINICAL TRIALS INCLUDED DIVERSE PARTICIPANTS AND EVERY 4 OUT OF 10 WERE NON-WHITE. ADULTS OVER AGE 65 WERE ALSO INCLUDED IN THE TRIALS.

The information provided below is the best information we have thus far. We will continue to provide updated information and facts as it becomes available. Please refer to the FAQs for more detailed information.

How the COVID-19 Vaccine Works



PA graphic. Source: Nature

New Year, New Resolutions

Start off the new year on the right foot – take control of all of your health-related goals, compete in challenges, and earn rewards! Here's how to make lasting health changes for the rest of the year.

Stay Positive: How you think can make the difference between what you do or what you fail to do.

Get Fit: Find the best workout for your fitness level, whether it's walking the neighborhood or going high-intensity!

Lose Weight: Select a "start" date for your diet and plan the majority of your meals and snacks.

Lower Stress: Take up meditation, cut back on caffeine, and/or start exercising to get your stress under control!

Set Goals: Team up with a health coach by calling [client phone number] [additional phone instructions]



After the holidays, stress levels can skyrocket. Get started by visiting carefirst.com/sharecare!

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.

Donated Meals

Care First

All Purpose Pizza



UMC is extremely honored, to be the hospital to give the first dose of the COVID-19 vaccine to VP Elect Kamala Harris!! On Tuesday December 29, 2020 the VP Elect came and was administered the COVID-19 vaccine. "It's literally about saving lives," Harris said.

"I trust the scientists. And it is the scientists who created and approved this vaccine. So I urge everyone, when it is your turn, get vaccinated." Thank you VP Elect Harris for your outstanding leadership and determination to put an end to this Pandemic, and for choosing United Medical Center!





Donate Blood
Donate Plasma
Volunteer
Save Lives

National Blood Donor Month

www.NationalDayCalendar.com

January

[#NationalBloodDonationMonth](https://twitter.com/NationalBloodDonationMonth)

NATIONAL
DAY
CALENDAR

January is the beginning of a new year and the perfect time to start the year celebrating National Blood Donor Month.

Due to increased seasonal illnesses during the winter months and inclement weather conditions, donations of blood and platelets decline and demand increases. The American Red Cross and Blood Banks of America encourage everyone can donate to continue their donations. Those who have never donated, to make an appointment. Blood donation is safer than ever before and saves lives. Millions of people including cancer patients, organ recipients, and victims of accidents; rely on blood donations from people like you and I.

For more information on National Blood Donor Month click:

[HERE](#)

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**. Although the city continues to reopen we must continue to adhere to the safety and social



Mandatory

- Attention Staff !!!
- Flu vaccines will be given in Employee Health Clinic beginning 09/21/2020 on :
 - Monday - Friday : 7 AM –12 Noon
 - Monday - Friday : 4 PM – 5:30 PM
- Location: Medical Office Building 2nd floor
- Room 211

IT'S SIMPLE: WHEN YOU LEAVE HOME, YOU MUST

WEAR A MASK.



Common allowable exceptions:



You are a child age 2 or younger



You are vigorously exercising outdoors
and not close to anyone else

You are actively eating or drinking



You are in an enclosed office and alone



Wear a mask. Save lives. Stop the spread.



DC HEALTH
GOVERNMENT OF THE DISTRICT OF COLUMBIA

GOVERNMENT OF THE DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR



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

Cases as of January 6, 2020

	Total Number Positives	Percent
All	30,482	100
Race		
Unknown	298	1
American Indian/Alaska Native	62	<1
Asian	604	2
Black/African American	14,550	47
Native Hawaiian/Pacific Islander	67	<1
Other/Multi-Racial	7312	26
White	7587	24
Ethnicity		
Unknown	2414	8
Hispanic or Latinx	6676	22
NOT Hispanic or Latinx	21,376	70

UMC IN THE NEWS–December 29,2020 –January 8th, 2021

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



Kamala Harris receives coronavirus vaccination

December 29, 2020, Nick Niedzwiadek, Politico

Harris receives coronavirus vaccine on camera, urges Americans to get vaccinated

December 29, 2020, Morgan Chalfant, The Hill

UMC nurse who administered Kamala Harris's vaccine: 'It means everything' to Southeast DC

December 30th, 2020, Heather Graf, ABC 7

