

# HHP/HPH COVID-19 Updates Webinar Series

Monday, April 13, 2020

5:00 – 6:30pm

# Disclaimer:

- The following is intended as information resource only for HHP/HPH providers, clinicians, administrative and clinical leaders.
- Specific areas may not pertain directly to your clinical practice area and/or may not be applicable to your practice based on your existing workflows, infrastructure, software (e.g. EHR), and communications processes.

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# How to Claim CME Credit

## 1. Step 1: Confirm your attendance

- Email [Info@hawaiihealthpartners.org](mailto:Info@hawaiihealthpartners.org)
- Let us know you attended by Tuesday, April 14<sup>th</sup>

## 2. Step 2: HPH CME team will email you instructions

- Complete and submit evaluation survey

# CME Accreditation Statement

- In support of improving patient care, Hawai'i Pacific Health is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.
- Hawai'i Pacific Health designates this webinar activity for a maximum of 1.5 AMA PRA Category 1 Credit (s) <sup>TM</sup> for physicians. This activity is assigned 1.5 contact hour for attendance at the entire CE session.



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INTERPROFESSIONAL CONTINUING EDUCATION

# COVID-19 & HPH Clinic Updates

Gerard Livaudais, MD, MPH

Executive Vice President  
Population Health and Provider Networks  
Hawai'i Pacific Health

# Hawai'i Data Collaborative Data as of 04/13/20

## Total Cumulative Cases in Hawaii ⓘ 📅

(Values in parentheses refer to change from yesterday)

**State**  
**504**  
(Δ 5)

● County Pending: 3

● HI residents diagnosed elsewhere: 2

Updated:  
04/13/20

**Hawaii**  
**40**  
(Δ 1)



**Honolulu**  
**352**  
(Δ 2)



**Kauai**  
**21**  
(Δ 0)



**Maui**  
**86**  
(Δ 4)



 Hawai'i Data  
COLLABORATIVE

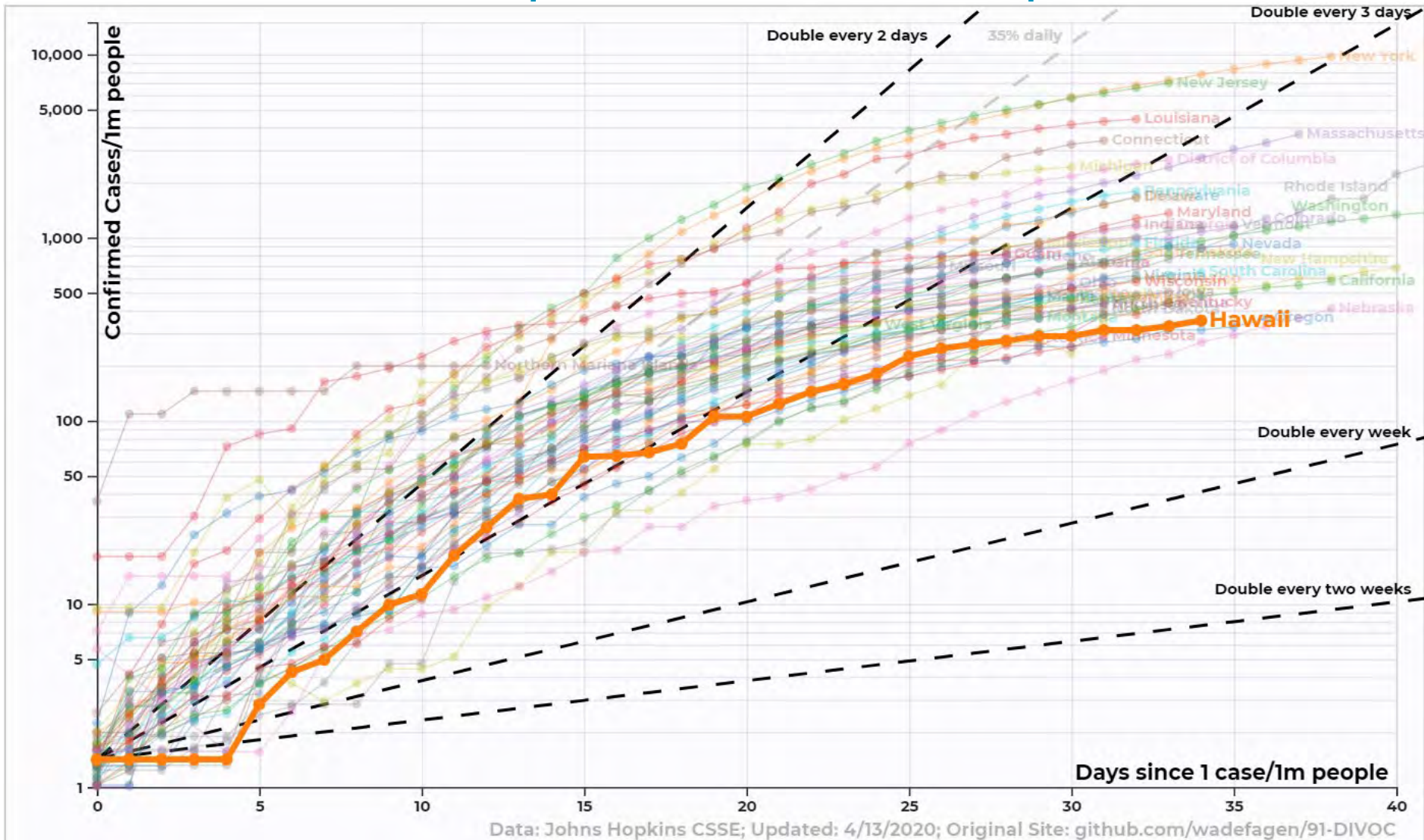
<https://www.hawaiidata.org/covid19>

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# Confirmed Cases per One Million People – Hawai'i



<https://www.hawaiiidata.org/covid19>

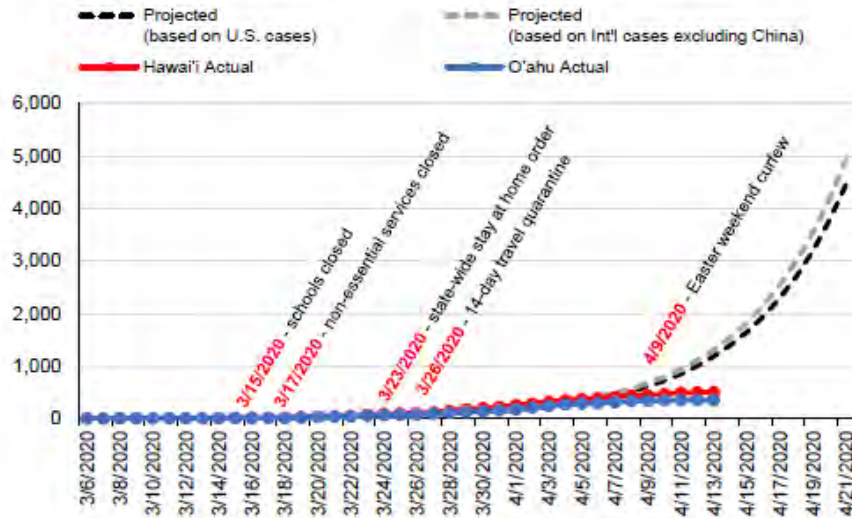
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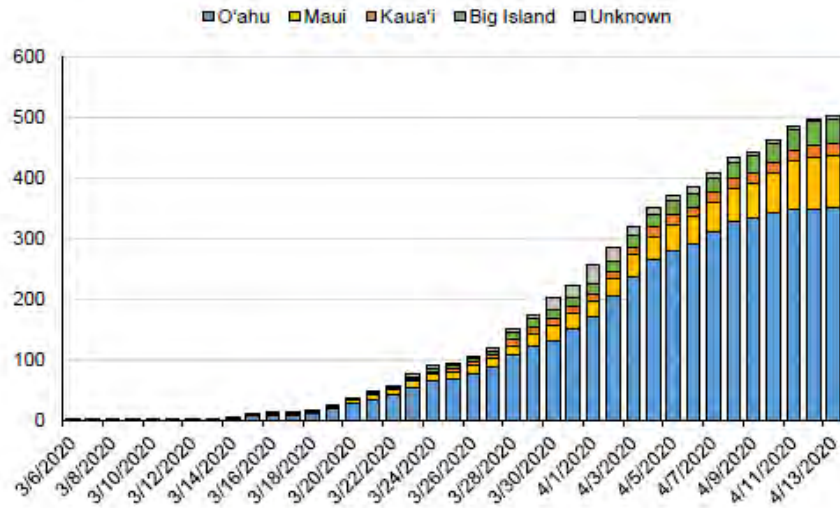
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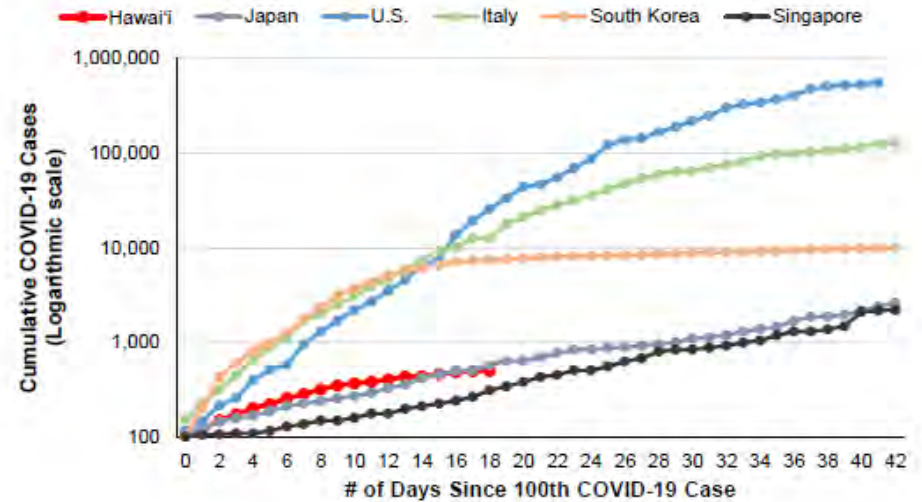
## Projected and Actual COVID-19 Cases in Hawaii



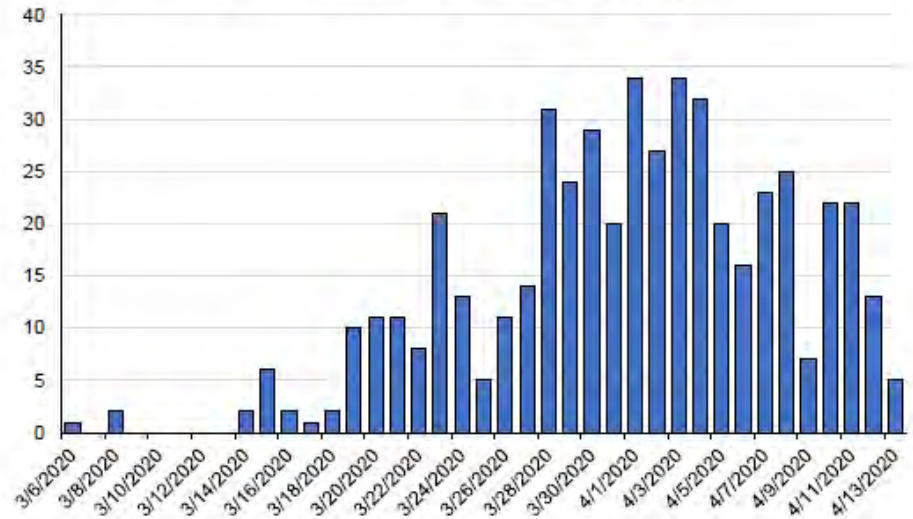
## Hawaii COVID-19 Cases by Island



## COVID-19 Cases by Number of Days Since 100th Case



## Hawaii COVID-19 New Cases by Day



Source: HPH Business Analytics 04/13/2020

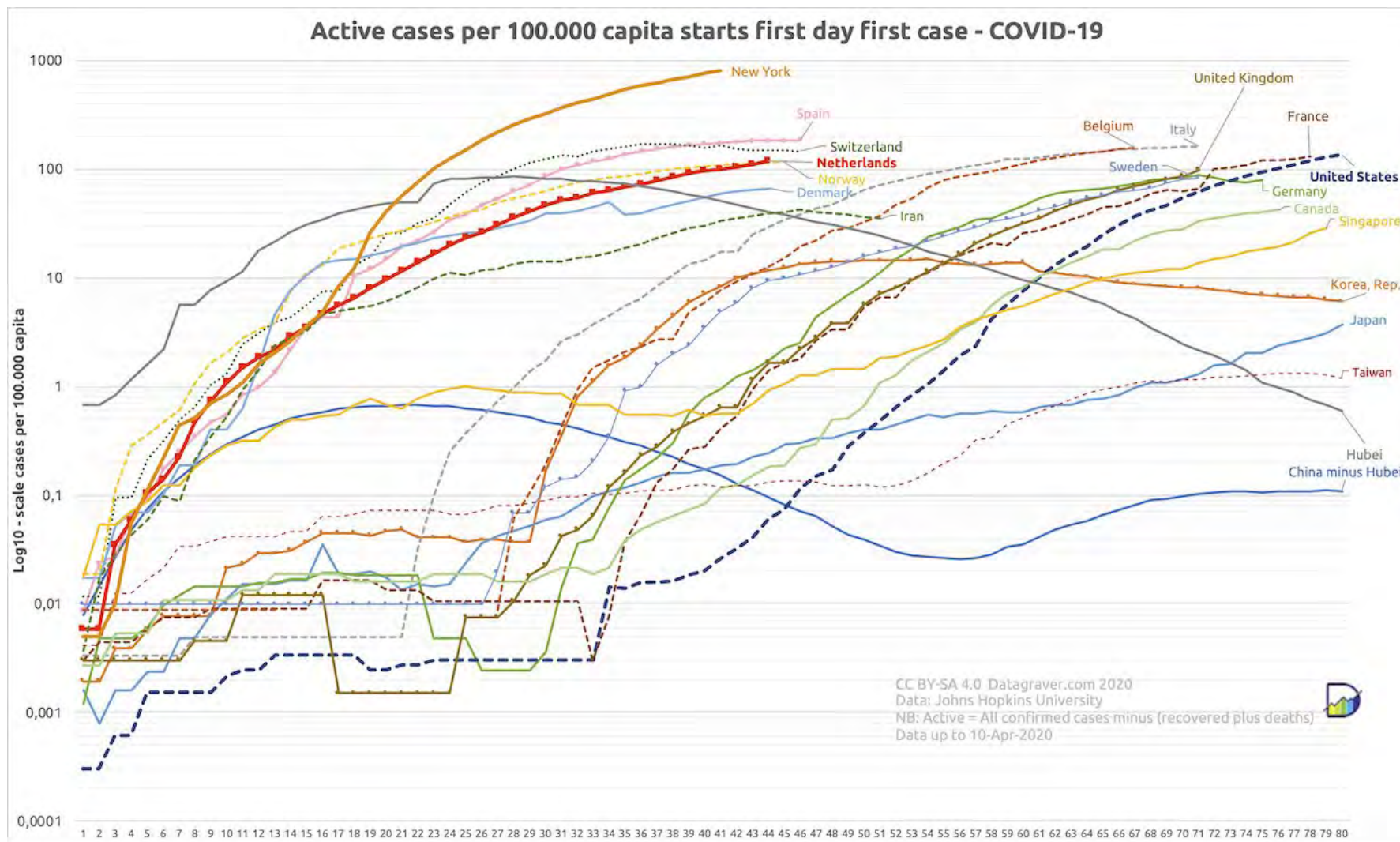
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04/13/20

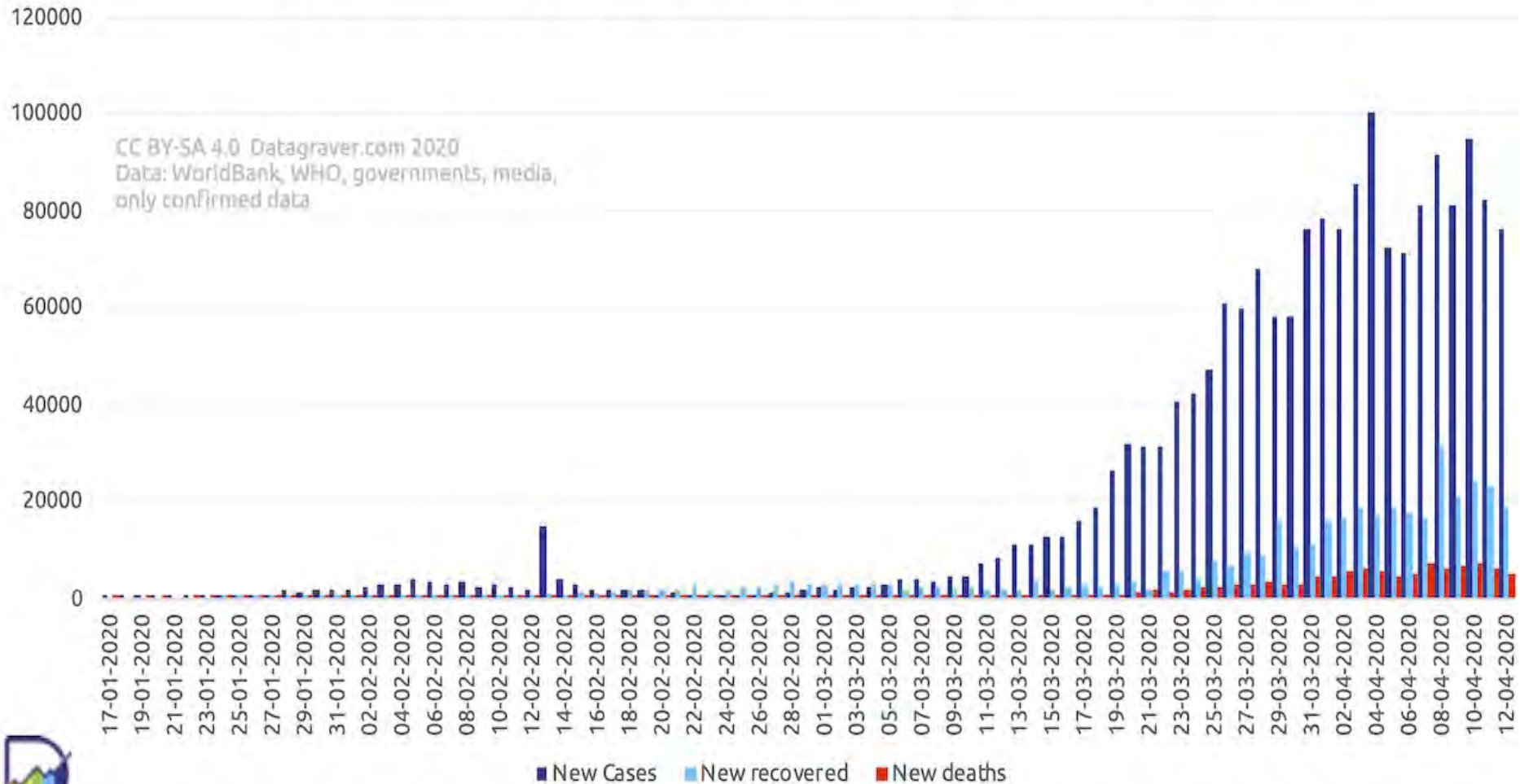
	Total Census	ICU beds occupied	# Ventilators in use	# new admitted patients w/ COVID-19 screen	admitted patients who have tested positive for COVID-19	Patients currently hospitalized w/ suspected or confirmed COVID-19
KMCWC	134	AICU: 0 NICU: 60 PICU: 2	AICU: 0 NICU: 17 PICU: 1	4	0	0
PMMC	66	7	3	0	0	0
SMC	93	6	6	2	0	3
WMC	32	AICU: 3 NICU: N/A PICU: N/A	AICU: 0 NICU: N/A PICU: N/A	0	0	0



<https://datagravver.com/> accessed 04.11.2020



## COVID-19 daily new cases / recovered / deaths - World



# Pandemic Phases

## Acceleration

- Social Distancing
- Testing
- Isolation and Contact Tracing

## Transition

- Vigilance for rebound
- Careful easing
- Immunity Testing

## Post Pandemic

- Immunizations
- More effective treatment

# Hawaii Mobility Reports (Google)

## Retail & recreation

**-55%**

compared to baseline



## Grocery & pharmacy

**-26%**

compared to baseline



## Parks

**-67%**

compared to baseline



## Transit stations

**-76%**

compared to baseline



## Workplaces

**-46%**

compared to baseline



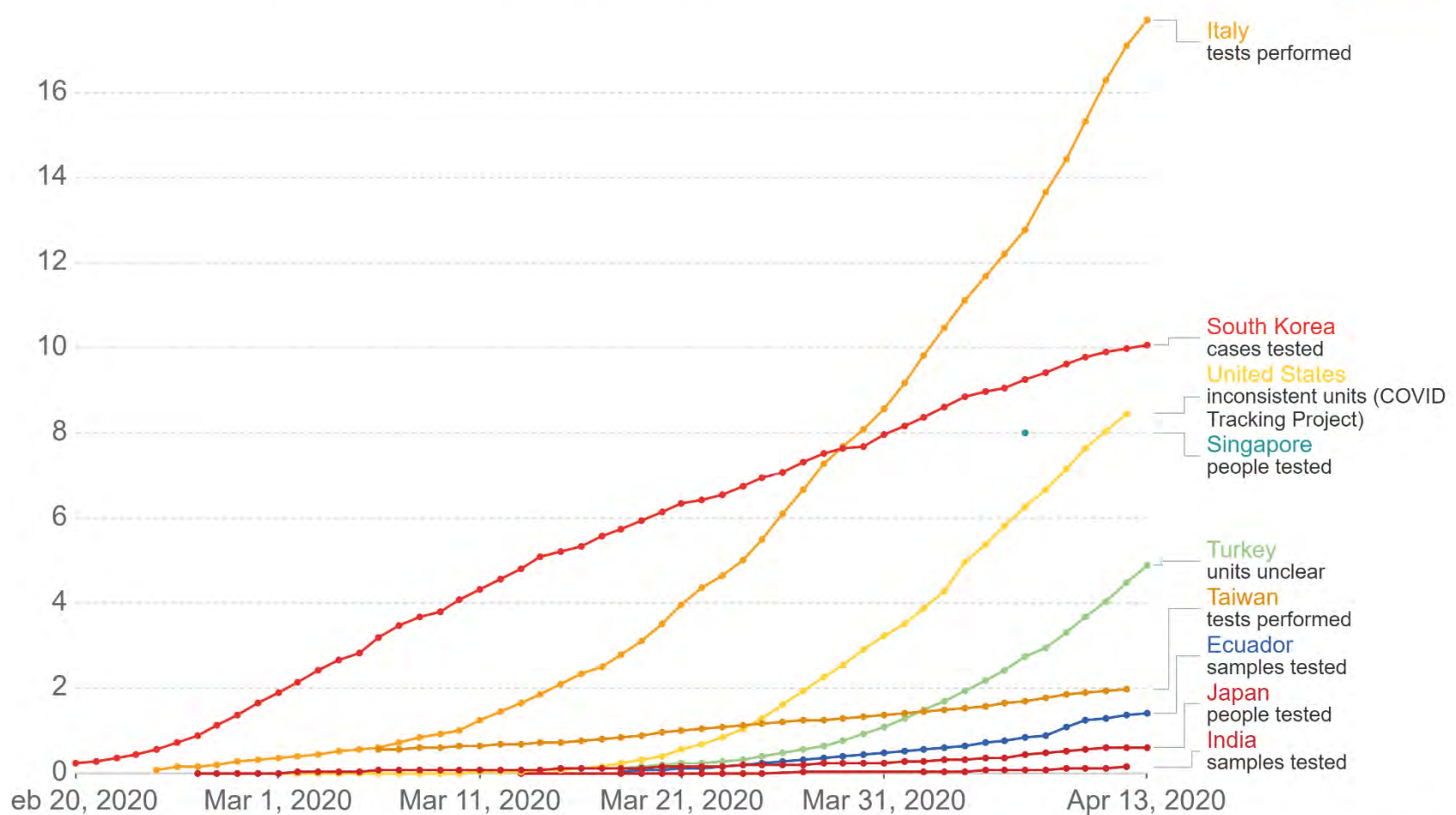
## Residential

**+16%**

compared to baseline



# Total tests for COVID-19 per 1,000 people



Source: Official sources collated by Our World in Data

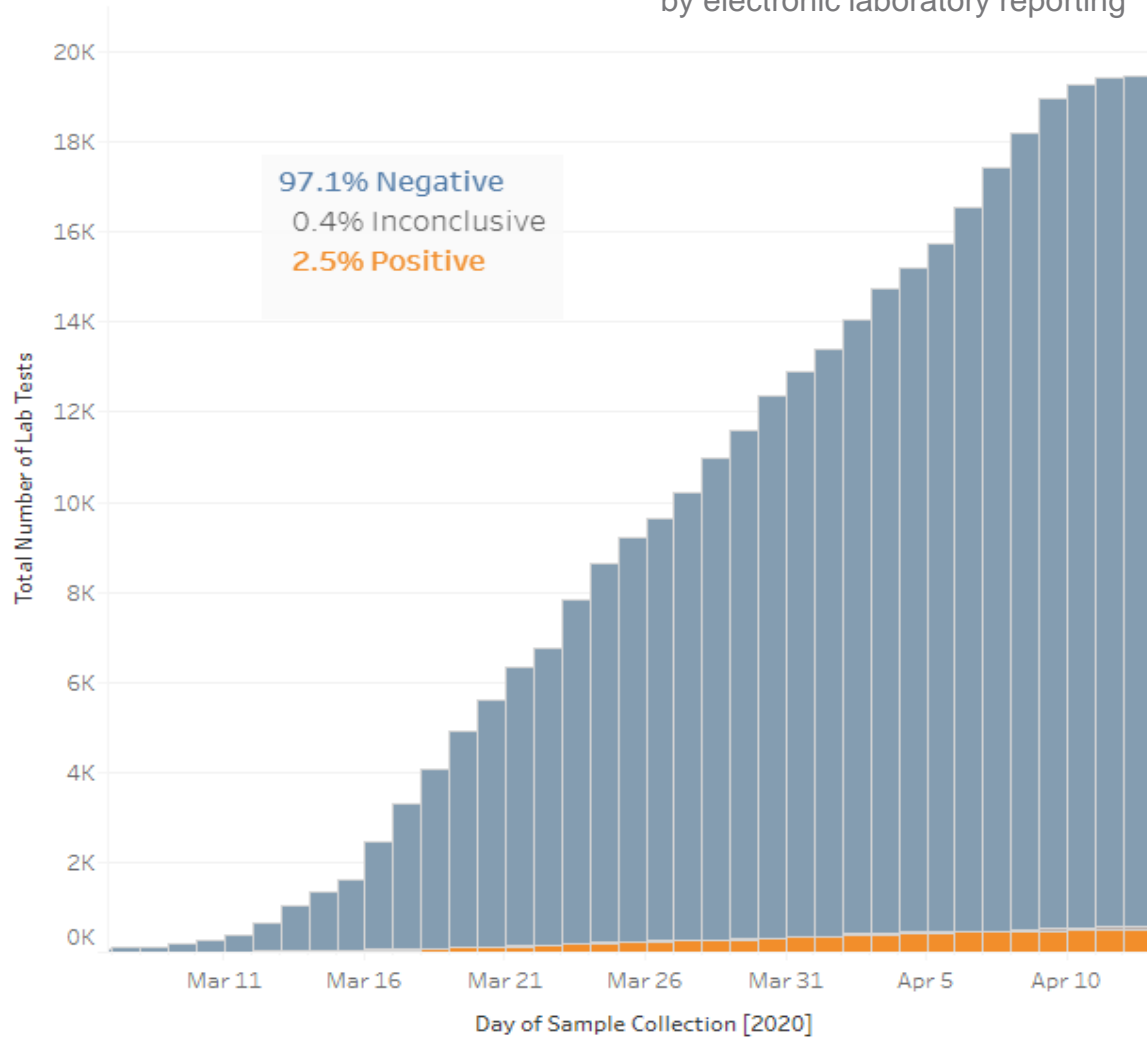
OurWorldInData.org/coronavirus • CC BY

Note: There are substantial differences across countries in terms of the units, whether or not all labs are included, the extent to which negative and pending tests are included and other aspects. Details for each country can be found at [ourworldindata.org/covid-testing](https://ourworldindata.org/covid-testing).

<https://ourworldindata.org/covid-testing> accessed 04.13.20

Cumulative Number of Persons with Reported\*  
COVID-19 Laboratory Tests, Hawaii 2020 (N=19,475)  
(as of April 12, 2020)

\*by electronic laboratory reporting



<https://health.hawaii.gov/coronavirusdisease2019/what-you-should-know/current-situation-in-hawaii/>

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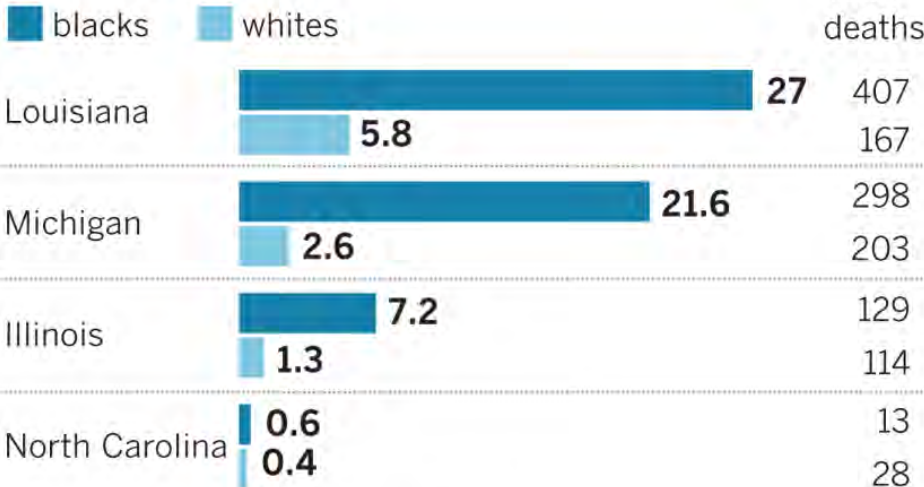


# Emerging Disparities Data

## Coronavirus deaths and race

COVID-19 is disproportionately killing black Americans, according to data released by several states.

### Deaths per 100,000

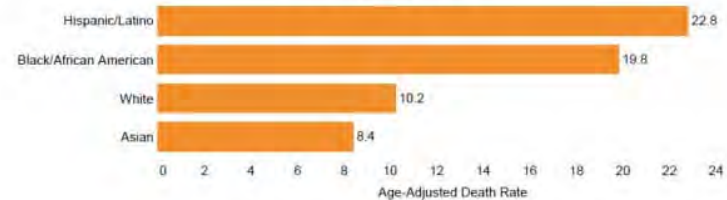


Death totals as of Tuesday afternoon.  
State governments, U.S. Census Bureau

Lorena Elebee / Los Angeles Times



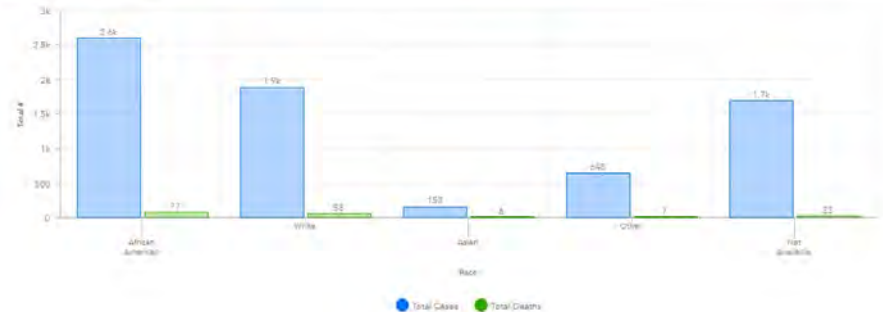
Age adjusted rate of fatal lab confirmed COVID-19 cases per 100,000 by race/ethnicity group as of April 6, 2020



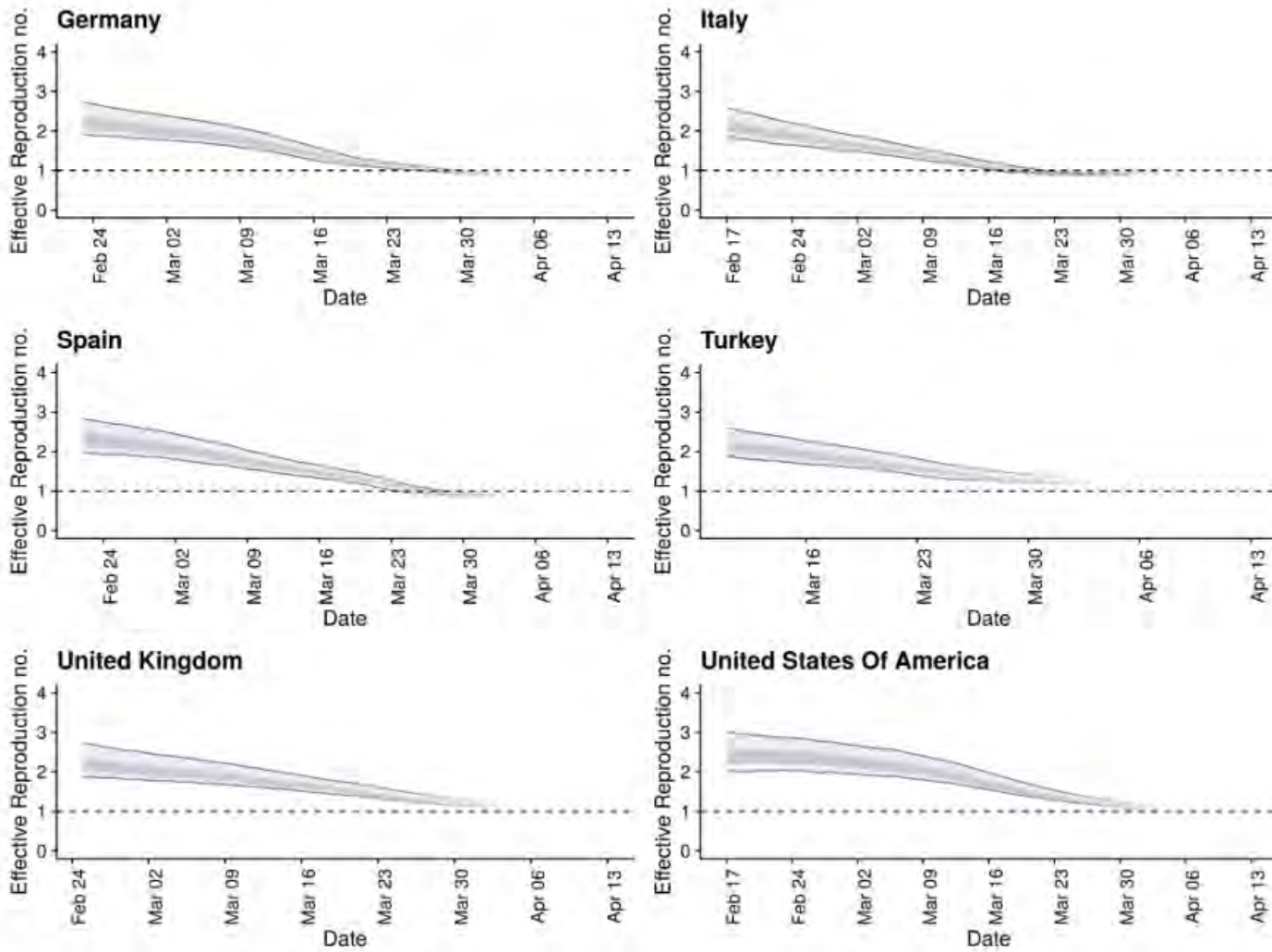
Data complete\*  
for 63% of deaths

### Maryland COVID-19 Data Dashboard

Total Cases and Deaths, by Race

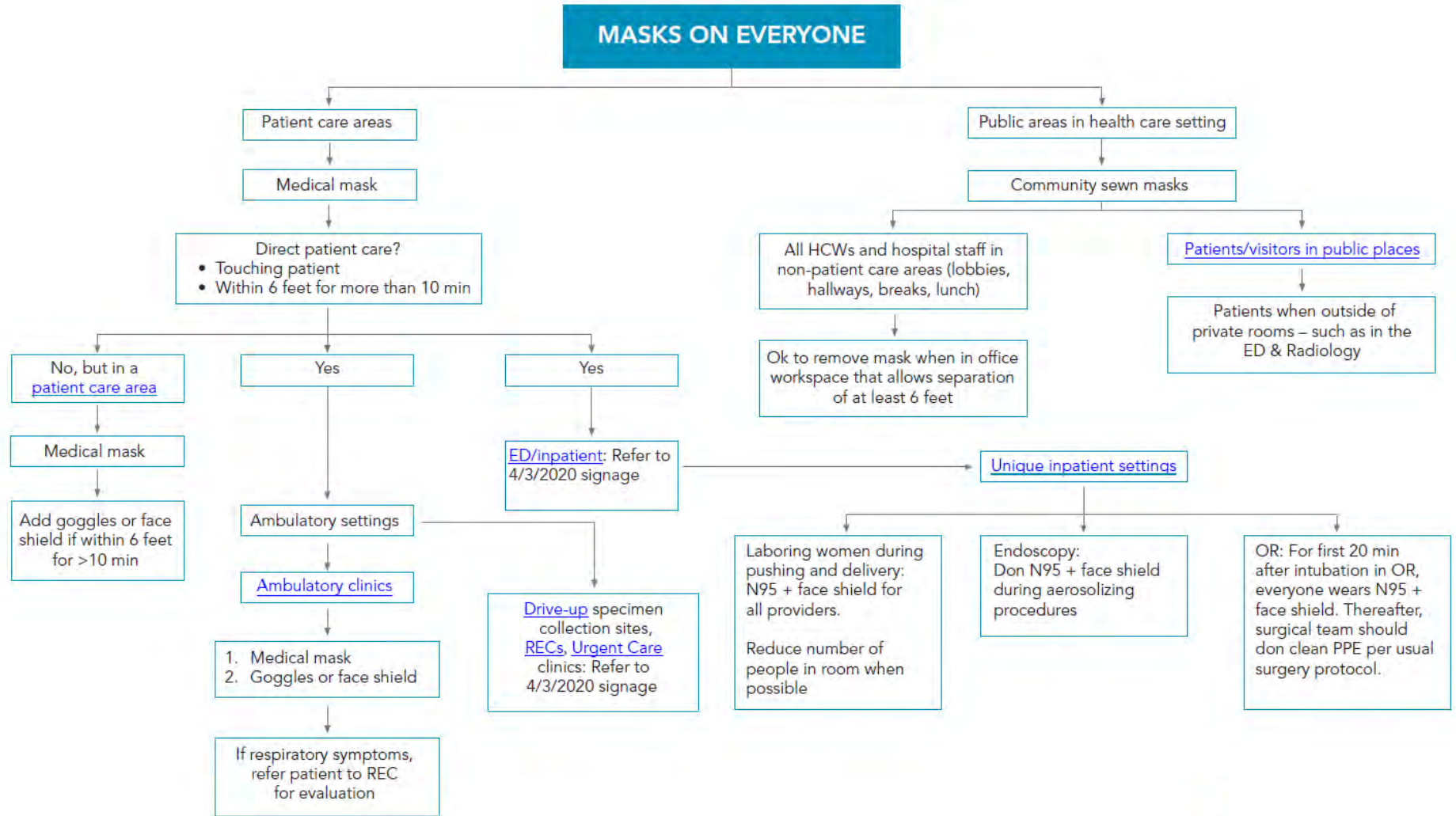


## Reproduction numbers over time in the six regions expected to have the most new confirmed cases



<https://epiforecasts.io/covid/posts/global/> accessed 04.13.20

# PPE Guidance for All Healthcare Settings





# Personal Protective Equipment Conservation

**PPE for Employees with Patient Interaction (No Direct Patient Care):** Ward Clerks, PSRs, Maintenance, Child Life, Chaplain, Food Delivery, Cafeteria Staff, etc.



Mask over nose and mouth

Add face shield or eye protection if you will be touching the patient or will be within 6 feet for more than 10 minutes.

Face shields/goggles will be wiped clean for re-use. They will not be UV sanitized.

N-95 and surgical/procedure masks will be UV sanitized:

- N-95 masks retain filter properties through 5 UV treatments (6 uses).
- Surgical/procedure masks retain properties through 3 UV treatments (4 uses).

**PPE for DIRECT PATIENT CAREGIVERS** for ED and Hospitalized Patients: MD, RN, APRN, PA, CNA, CCT, RT, PT, OR, SLP, Radiology Techs, Clinical Pharmacists, Dietiticians, etc.

**DIRECT PATIENT CARE** = Touching/examining patient or contact for more than 10 min and within 6 feet

Adopt the higher level of protection if rule out or confirmed COVID and contact will be within 6 feet for more than 10 minutes.

## General Patient Care: No Known COVID Risk



Surgical mask,  
Face shield

Headgear remains on health care worker through multiple patients (i.e., do not replace per patient)

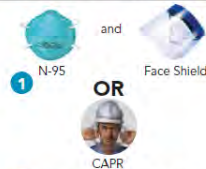
- 1 Fresh gloves and gown for contact/droplet precaution. Break back tie in order to don gown over head gear.
- 2 Proper hand hygiene.

### SITUATION INFORMING CURRENT RECOMMENDATIONS:

- Need for PPE conservation due to worldwide shortage
- Some types of HCWs will have more frequent and sustained contact with infectious patients than others

April 3, 2020

## Rule out or Confirmed COVID Patient OR Aerosolizing Procedure on ANY Patient



Headgear remains on health care worker through multiple patients (i.e., do not replace per patient)

- 2 Fresh gloves and gown for contact/droplet precaution. Break back tie in order to don gown over head gear.
- 3 Proper hand hygiene.

Use N-95 with face shield or CAPR if doing an aerosolizing procedure (i.e. intubation) or if patient is critically ill.

### AEROSOLIZING PROCEDURES:

Nebulized Medication  
Non-Invasive Ventilation  
BiPAP/CPAP  
High Frequency Ventilation  
Chest Physiotherapy  
Manual Ventilation  
Intubation

Extubation  
Bronchoscopy/BAL  
Laryngoscopy  
Tracheostomy  
PETs  
Open Suction  
CPR

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## • UV Disinfection

### – N-95 masks

- (5 disinfections/6 uses)

### – Surgical mask

- (3 disinfections/4 uses)

## • Faceshields

### – See Laminate replacement instructions

### – Clean with disinfectant wipe, alcohol, or soap and water

# COVID-19: PPE Remediation

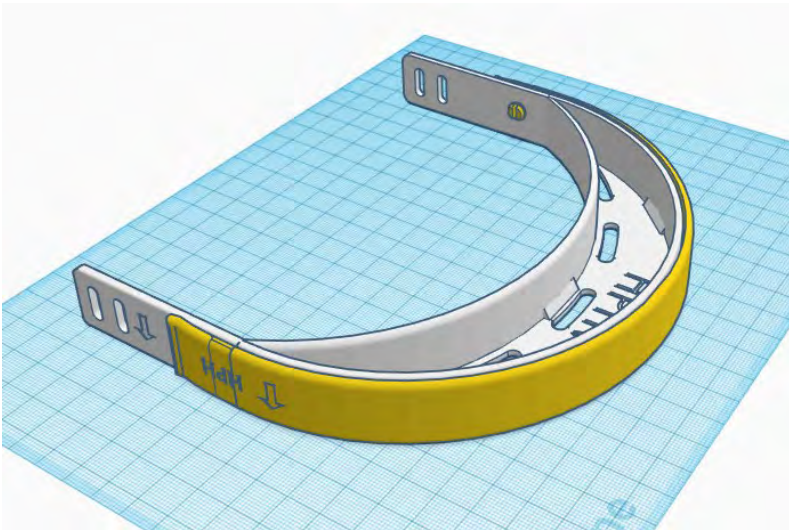
Micah Ewing, Director, IT Technical Architecture & Innovation  
Hawai'i Pacific Health

# HPH Maker Lab

This portion of the  
presentation was a video.

# Face Shields

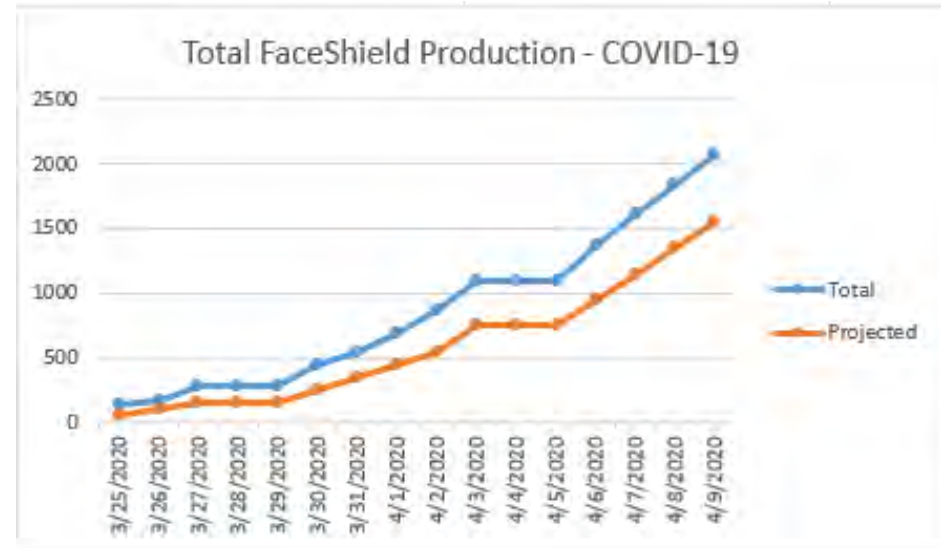
- Custom design
  - Adjustable strap
  - Removable shield
  - Cleanable
  - Multiple shield materials
- Issues / Improvements





# Fabrication & Distribution

- > 2200 produced to date (4/12)
  - Great community 3D printing support
  - Labor Pool Assistance
- Receive prints from > 25 partners
- Fabricate at Harbor Court 25
- Central Supply Distribution
- Producing other items
  - CAPR Shields (100 / day)
  - Ear Savers



**PPE Team:** Micah Ewing, Paul Socha, JohnRae DeGuzman





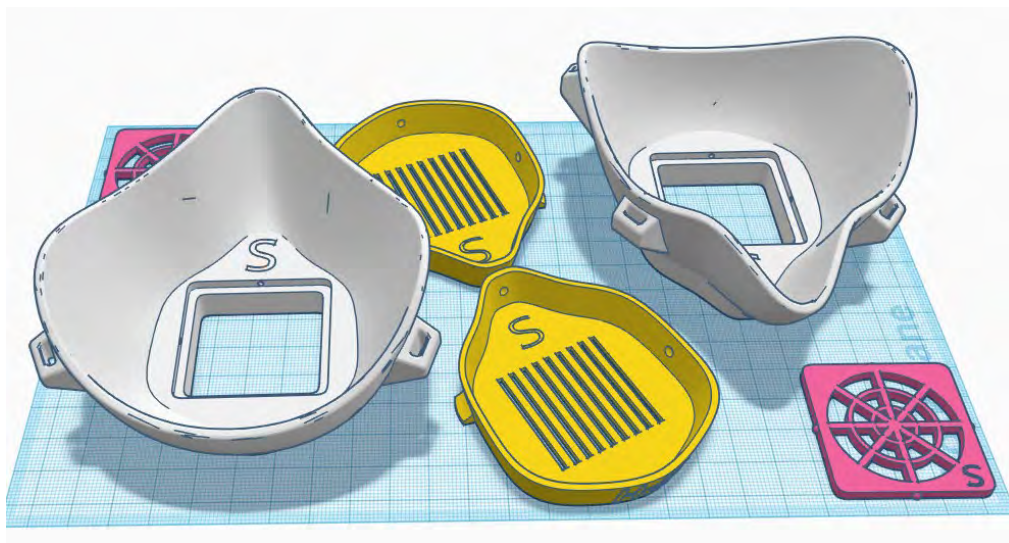
# CAPR Shield Replacements

- AirMax CAPR Shield Shortage
  - 2 sizes (SM-MED & MED-LRG)
  - Chin seal = Glad Press & Seal
  - Fit-tested, ready



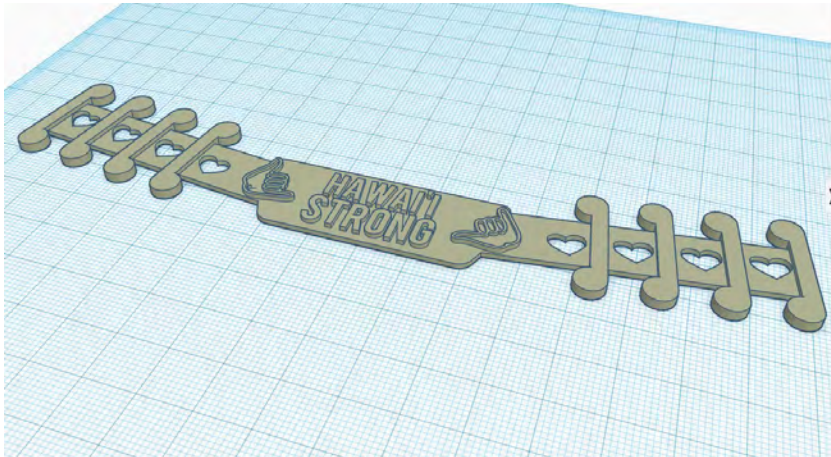
# N-95 Respirator

- Custom design, similar to 'Montana' model
- HEPA vacuum filter approximates N-95 filter
- Earsavers aid with seal



# Ear-Savers

- For use with masks that secure on ears
- Adjustable
- Ear comfort
- Allows adjustable tightness (N-95 respirator)





# HHP Telemedicine

Terence Young

Director, Clinic and Business Operations

Hawai'i Pacific Health

# HPH COVID-19 Virtual Clinic

HPH COVID-19 Virtual Clinic  
for Video and Phone Visits

808-462-5430 (Option 2)

7 days a week  
8 a.m.-8 p.m.

\*hours may change  
based on demand

- We encourage patients to call, send an E-Visit, or send a MyChart message to their PCP first for guidance. If patients do not have a PCP or have limited access, they can call this phone number for guidance on mild respiratory symptoms.
- The virtual clinic is staffed by physicians and advanced practice providers for adult (*18 and over*) patients with fever and respiratory symptoms (e.g., cough, difficulty breathing).
- Patients will be virtually evaluated by video or telephone visit, and appropriate tests will be ordered, including COVID-19.
- Virtual Clinic will then direct patients:
  - To self-quarantine, rest, and follow up with educational materials.
  - To a HPH drive-up specimen collection site with an order.
  - To a Respiratory Evaluation Clinic if a physical evaluation is needed for their symptoms.
  - To the Emergency Department if appropriate.

# HPH Visit Distribution

## Avg. Visits / Month

Pre-COVID: 150K

Mar-Apr20: 130K

## Alt Visits (% of Total Visits):

MyChart Encounters: 9% → 20%

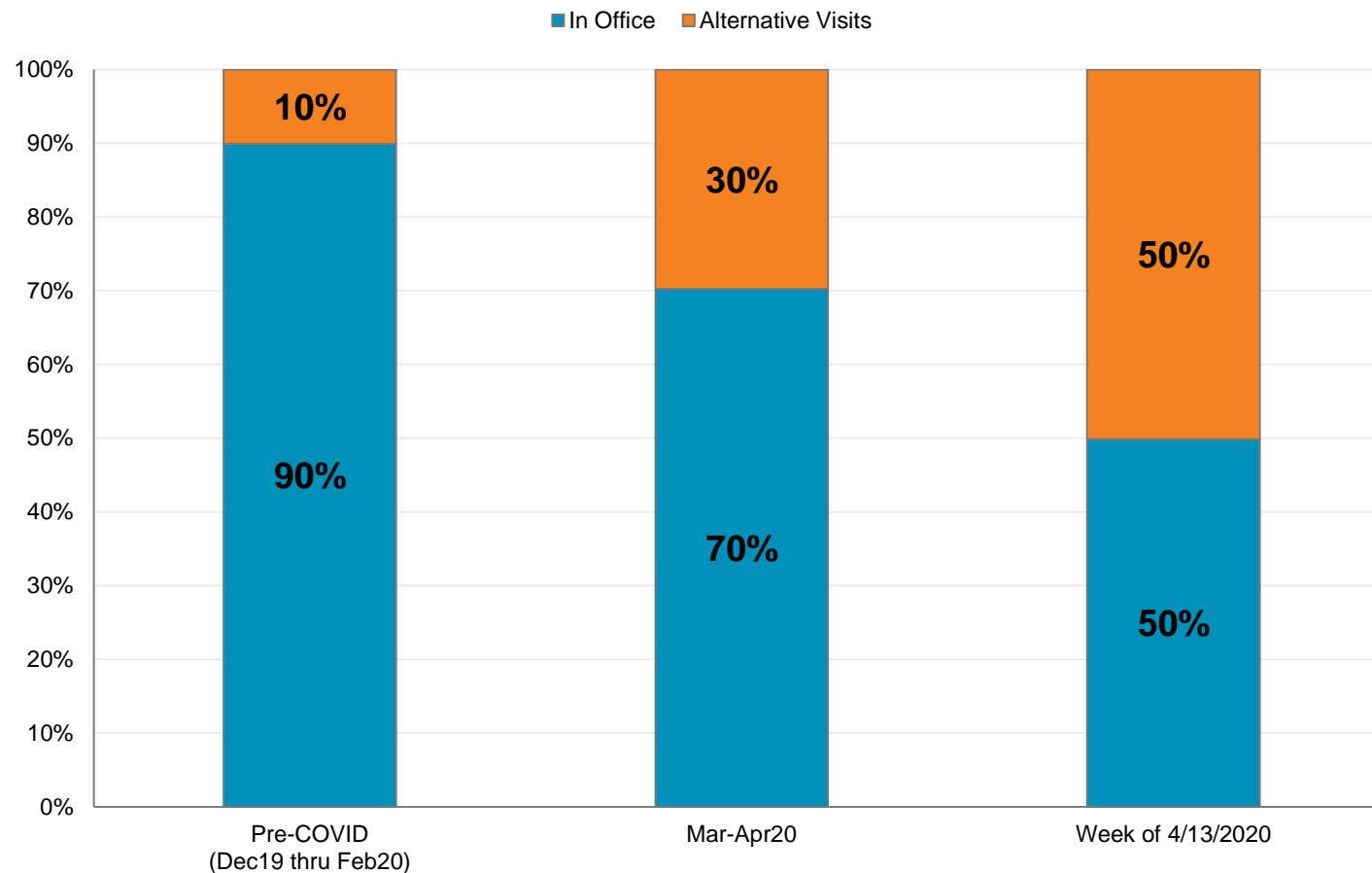
Scheduled Telephone: 0.4% → 22%

Video Visits: <0% → 6.7%

E-Visits: 0.3% → 1.3%

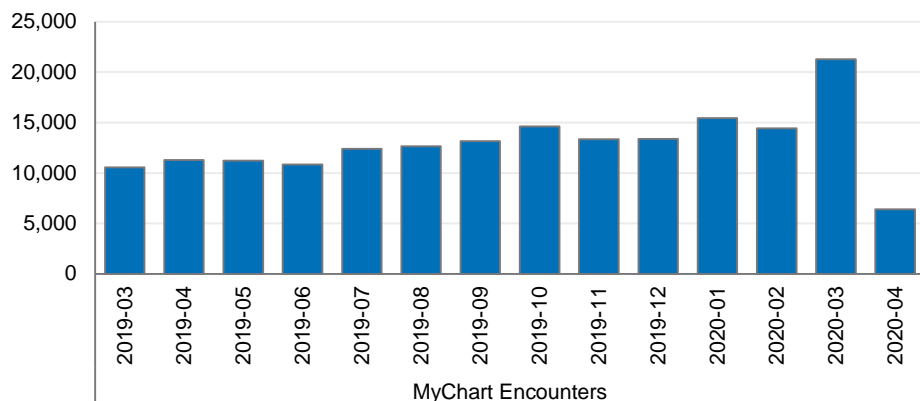
E-Consults: 0.1% → 0.3%

## Hawaii Pacific Health Visit Distribution

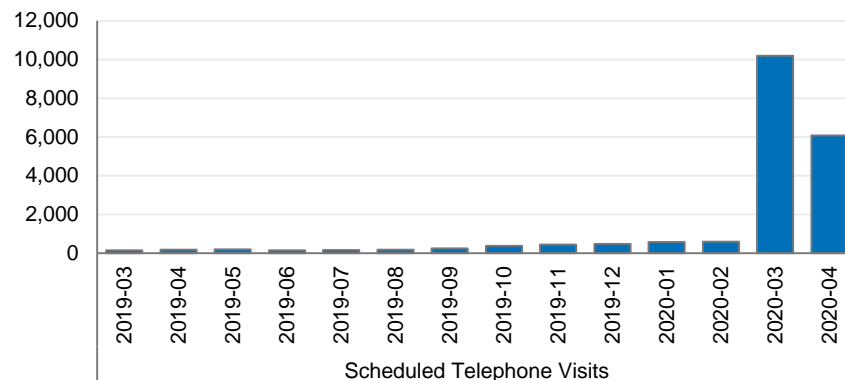


# HPH Alternative Visits

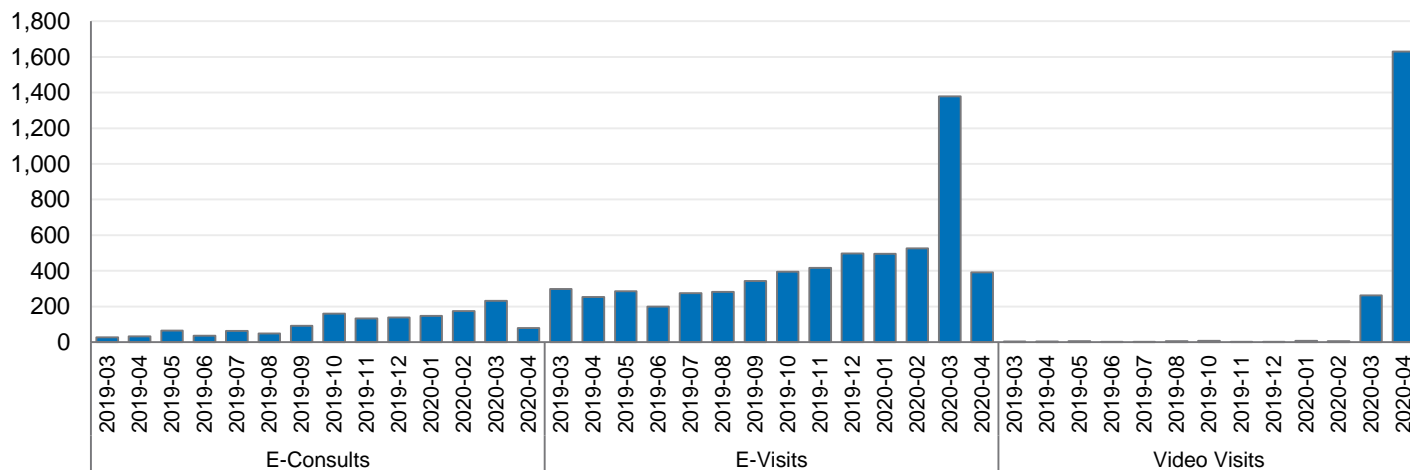
HPH MyChart Encounters by Month



HPH Scheduled Telephone Visits by Month



HPH E-Consults, E-Visits and Video Visits by Month



## Quick Start Guide

- Preparation
- Beginning your visit
- Managing time
- Ending your visit
- Common mistakes
- Other tips

## Early Indicators



n-size: 165

## Hawaii Pacific Health Medical Group Video Visit Quick Start Guide



Virtual video visits are different than what you are used to in the office, and creating a great experience requires a little practice. Here are some tips to get you started:

### PREPARATION: *Lights, Camera, Action!*

- Check the quality of your camera, microphone and internet connection.
- **Environment:** Quiet, private, without distracting sound or visuals, or other people visible. Place a sign outside to prevent interruption.
- Dress Professional. Remember, patients can see everything you do. Wear simple color combinations, avoid complex patterns. Name tag facing forward, Clean your Teeth.
- **Lighting:** Patient should see your face clearly without glare or shadows. Avoid direct overhead lighting or bright backlighting. Small USB lights can sometimes be placed under the monitor to provide uplighting.

- **Positioning:** Make sure you sit straight and are "in Frame" and can easily make eye contact with the camera.

### BEGINNING YOUR VISIT:

- Review your schedule for the day.
- Each visit should begin with an agenda which lists the patients concerns as well as your own, this can be established verbally at the beginning.
- **Time:** It is important to let patients know how much time you have so you can remain on schedule. Patient can schedule another visit if needed.
- Introduce yourself to new patients by giving your name, your specialty, and a number of years have been in practice.
- Ask if the patient can hear and see you okay before you begin. Offer to switch to a telephone visit if needed.
- You begin the visit by restating what you already know from the history, then ask the patient to tell their story from there.

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# Telemedicine Coding and Billing Update

Keoki Clemente, Director of Revenue Integrity  
Hawai'i Pacific Health

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# Telehealth – What's New?

- CS coding modifier
- Waives patient cost-sharing
- COVID-19 testing related services
- Medical visits that determine need for test
- Common E/M visits include:
  - Office and other outpatient services
  - Hospital observation services
  - Nursing facility services
  - Online digital evaluation and management services

# CMS Telehealth (Audio and Video) Payment

- CMS will reimburse based on place service/setting
- Modifier -95
- Place of service 11 (office/clinic)
- Place of service 02 (telehealth) paid at lesser rate

# Resources

- Updated Telemedicine Quick Reference Guide – <https://intranet.hph.local/gp/telehealth/PublishingImages/Pages/default/TeleHealth%20Billing%20Quick%20Reference%20Guide.pdf>
- Updated CMS approved list of telehealth codes - <https://www.cms.gov/Medicare/Medicare-General-Information/Telehealth/Telehealth-Codes>
- ICD-10 COVID-19 guidelines: <https://www.cdc.gov/nchs/data/icd/COVID-19-guidelines-final.pdf>

# COVID-19 Testing Update

Owen Chan, M.D., PhD

Medical Director – Clinical Labs of Hawai'i

Pali Momi Medical Center

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# Testing Update

- Two pathways for COVID-19 testing:
  - Priority:
    - Local testing (results in 24 hours): Inpatients, healthcare workers, first responders, pre-op testing, C-sections/inductions
    - Comment on Lab order/requisition “Priority and give reason”
  - Send-out (results in 3-5 days): Outpatients
- Other instrumentation:
  - Examining other platforms for backup testing:
    - Abbott ID NOW update
- Serologic testing

<https://www.technologyreview.com/2020/04/09/999015/blood-tests-show-15-of-people-are-now-immune-to-covid-19-in-one-town-in-germany/>

# EPIC Covid test order

- Ambulatory
  - **Lab 2368:** CLH send to Mainland. If indicate priority will do locally
  - **Lab 2374:** CLH local lab. If no indication for priority may send to mainland
  - Key takeaway: to assure priority test done locally (24hr-48hr) indicate reason on order for priority and also call:
    - CLH: 983-8569
    - Drive Thru Call Center: 462-5430
- Inpatient
  - 2368 or 2374: CLH will run locally
  - Covid w/isolation: order this when ordering Covid test

# Treatment Updates

Douglas Kwock, MD

Chief Medical Officer – Pali Momi Medical Center

Hawai'i Pacific Health

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# HPH Site Specimen Collection Thru 04/12/20

		Totals (New from last week - 04/06/20)		
Location		Ordered	Pending	Positive
Kapiolani Medical Center	Inpatient	141 (24)	4	1 (0)
Kapiolani Medical Center PSC	Outpatient	627 (110)	11	14 (1)
Pali Momi Medical Center	Inpatient	289 (42)	1	5 (0)
Pali Momi PSCs	Outpatient	1188 (247)	35	36 (3)
Straub Clinic and Hospital	Inpatient	203 (53)	3	2 (0)
Straub Clinics	Outpatient	964 (173)	37	26 (2)
Wilcox Memorial Hospital	Inpatient	118 (28)	0	3 (0)
Wilcox Clinics	Outpatient	784 (117)	39	13 (4)
HPH Total		4,314 (794)	130	100

Inpatient = ED and hospitalized (currently all "inpatient" positives are from ED, none are hospitalized)

Outpatient = clinics and specimen collection sites

# Treatment Updates: Physician Teams

- Infectious Disease Team
- HIDRAW (HPH ICU Disaster Response Administrative Work Group)
- COVID-19 Clinical Treatment Team
- Clinical Trials Team
  - Remdesivir
  - Convalescent plasma
- Ad hoc teams as needed

# Treatment Updates: Protocol



## Hawai'i Pacific Health COVID-19 Treatment Protocol Last updated 04/08/20

ID consult is required for:

- Hospitalized patients who have tested positive for COVID-19
- Prescribing of remdesivir, hydroxychloroquine (HCQ), or any other investigational agent for the treatment of COVID-19 is restricted to ID approval

SMC	PMMC	WMC	KMCWC
Brian Pien 808-282-0014	Willis Chang 808-282-3301	Heidi Hillesland 206-617-4186	KMCWC Operator (ask for ID on call): 808-983-6000  Marian Melish 808-783-4424  Natascha Ching 808-388-9099

For drug or pharmacy related questions, please contact your COVID pharmacist:

SMC	PMMC	WMC	KMCWC
Laura Ota 808-522-3609 laura.ota@straub.net	Eryn Sakamoto 808-485-4230 eryn.sakamoto@palimomi.org	Danita Narciso 808-245-1008 danitadee.narciso@wilcoxhealth.org	Len Yonemura 808-983-8130 len.yonemura@kapiolani.org

For questions on the treatment protocol or other COVID-19 drug treatment options, please contact:

Doug Kwock, MD		808-223-9501 <a href="mailto:douglas.kwock@palimomi.org">douglas.kwock@palimomi.org</a>
Jen Dacumos, PharmD		808-522-6942 <a href="mailto:jennifer.dacumos@hawaiiipacifichealth.org">jennifer.dacumos@hawaiiipacifichealth.org</a>

Instructions to apply for remdesivir expanded use program (non-pregnant adult patients): No program details have been released as of 4/8/20 12:00pm. Please contact your COVID pharmacist for the latest information.

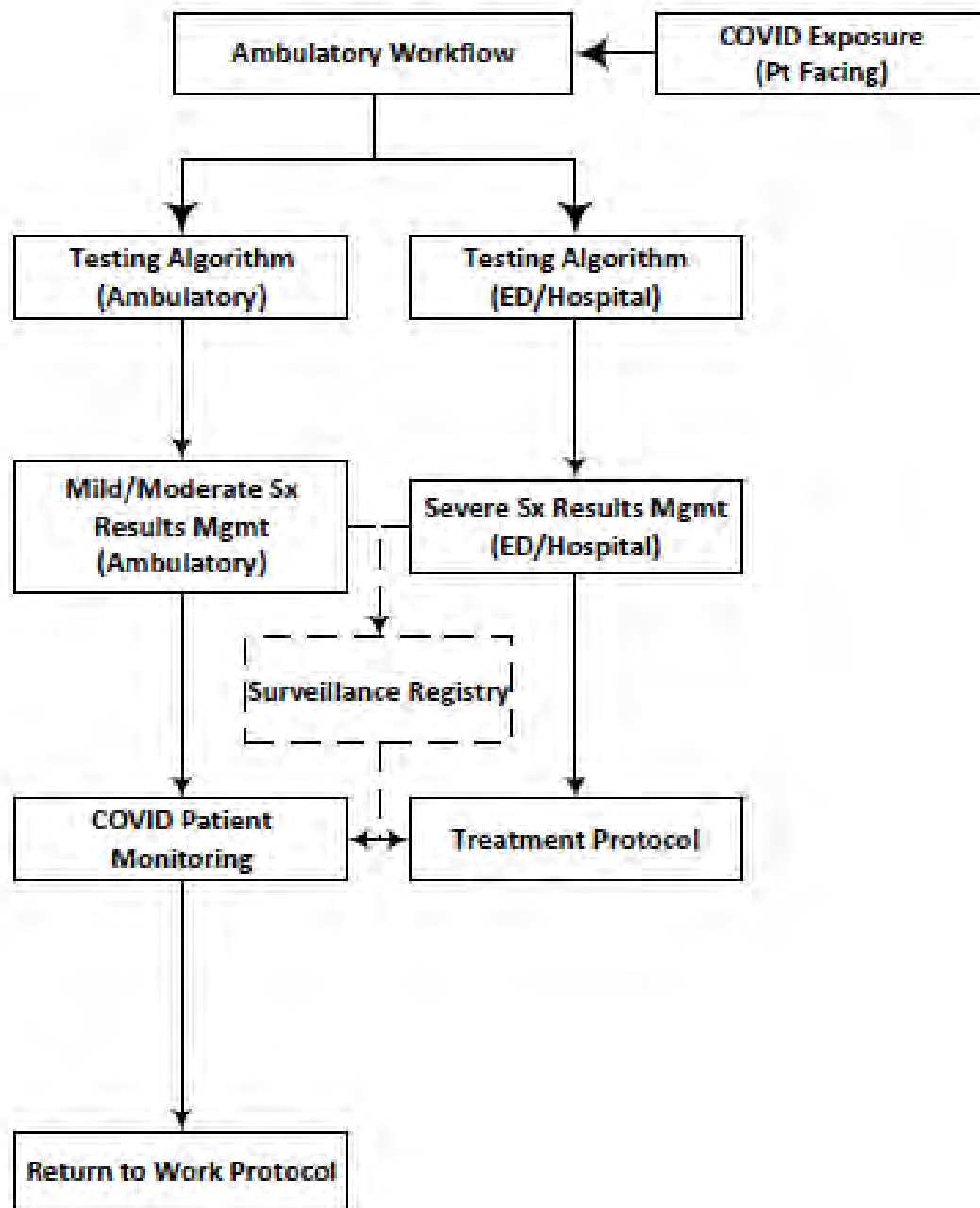
Instructions to apply for remdesivir compassionate use program (pregnant patients or pediatric patients <18yo): Please refer to *HPH Instructions for Compassionate Use Request for Remdesivir*.

There are no FDA-approved or clinically proven therapies for the treatment of COVID-19. Clinical trial data is rapidly emerging and interim guidelines are being updated frequently. Although drug therapy is being used to treat COVID-19 across the US and globally, to date no therapy is considered evidence-based and effective. Patients and the treatment team should recognize that there is a potential risk associated with the use of these medications without known benefit. The decision to treat patients should involve shared decision making.

- Updated 4/8/20
  - Updated pediatric hydroxychloroquine (HCQ) dose
  - Added Appendix A (QTc monitoring during HCQ therapy)

- Posted
  - HPH Intranet: COVID-19 Algorithms
  - HPH Website: Evaluation Workflows/Testing

# Workflows and Algorithms



# COVID-19 Ambulatory Workflow

Monica Price, MD

Department Chief, Urgent Care and Walk-in Clinics

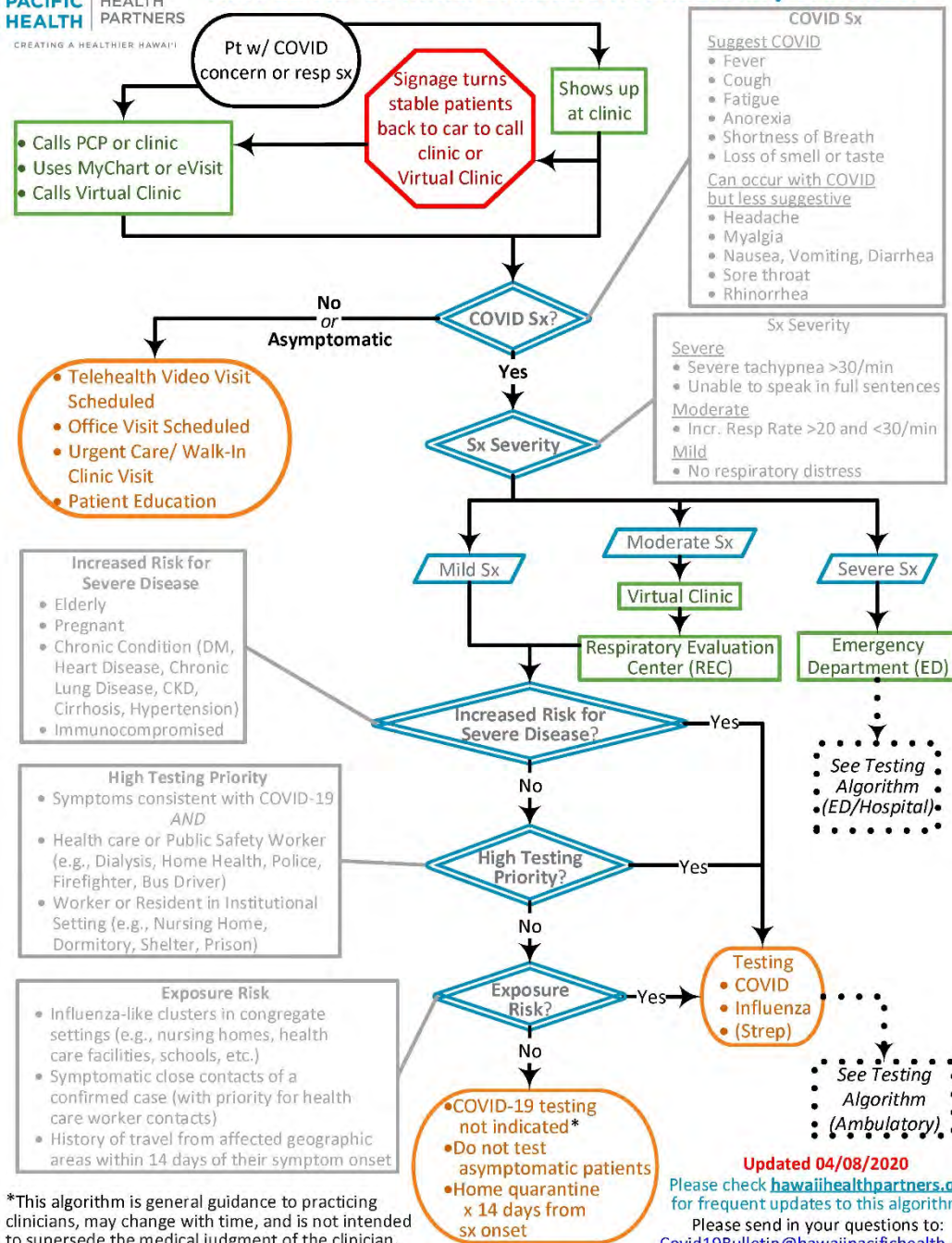
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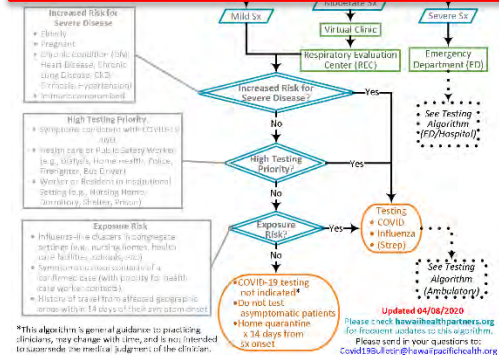
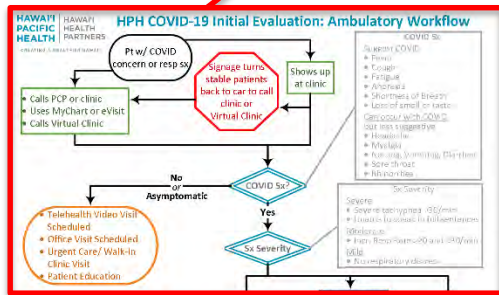
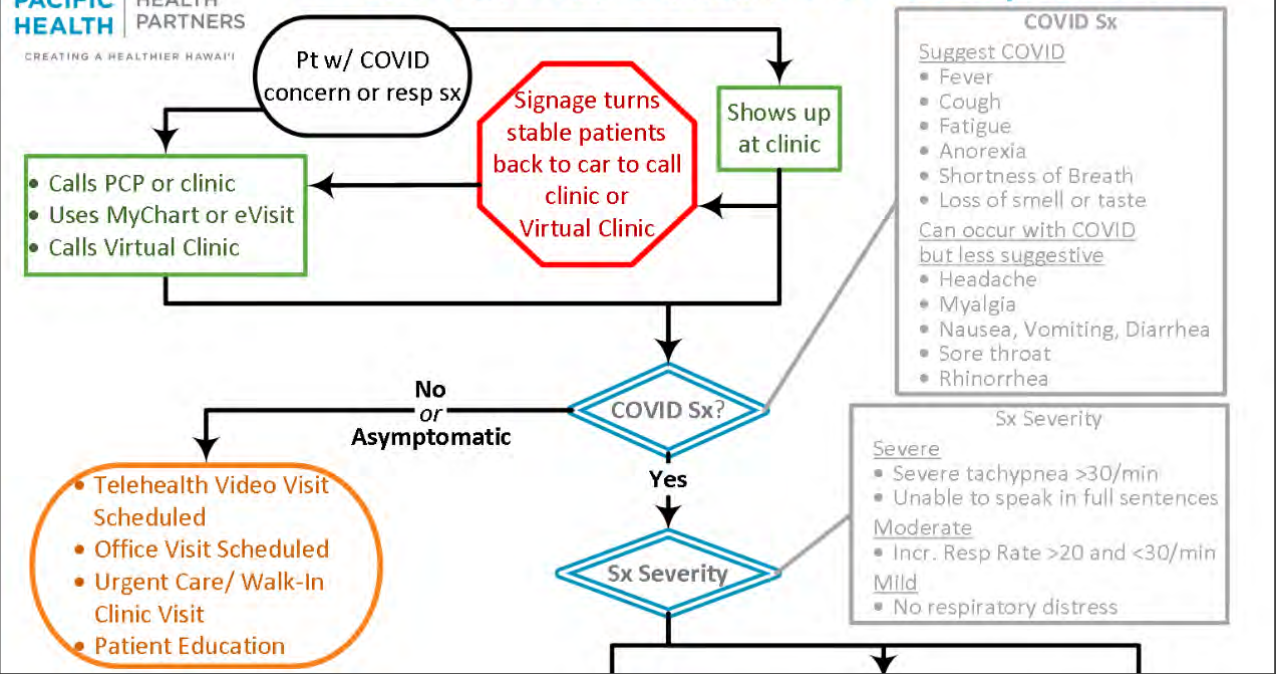


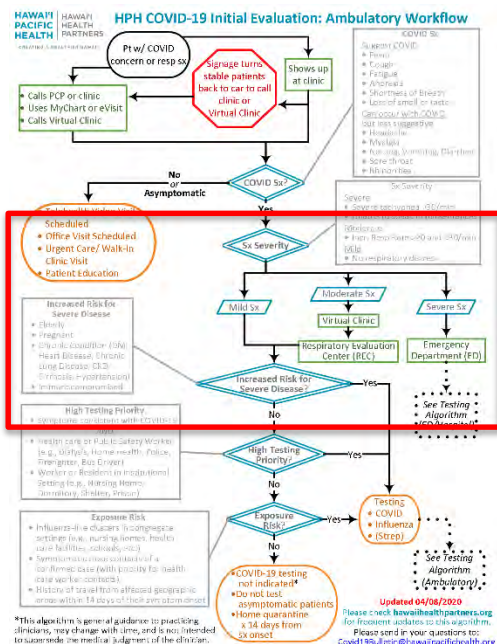
## HPH COVID-19 Initial Evaluation: Ambulatory Workflow



\*This algorithm is general guidance to practicing clinicians, may change with time, and is not intended to supersede the medical judgment of the clinician.

## HPH COVID-19 Initial Evaluation: Ambulatory Workflow

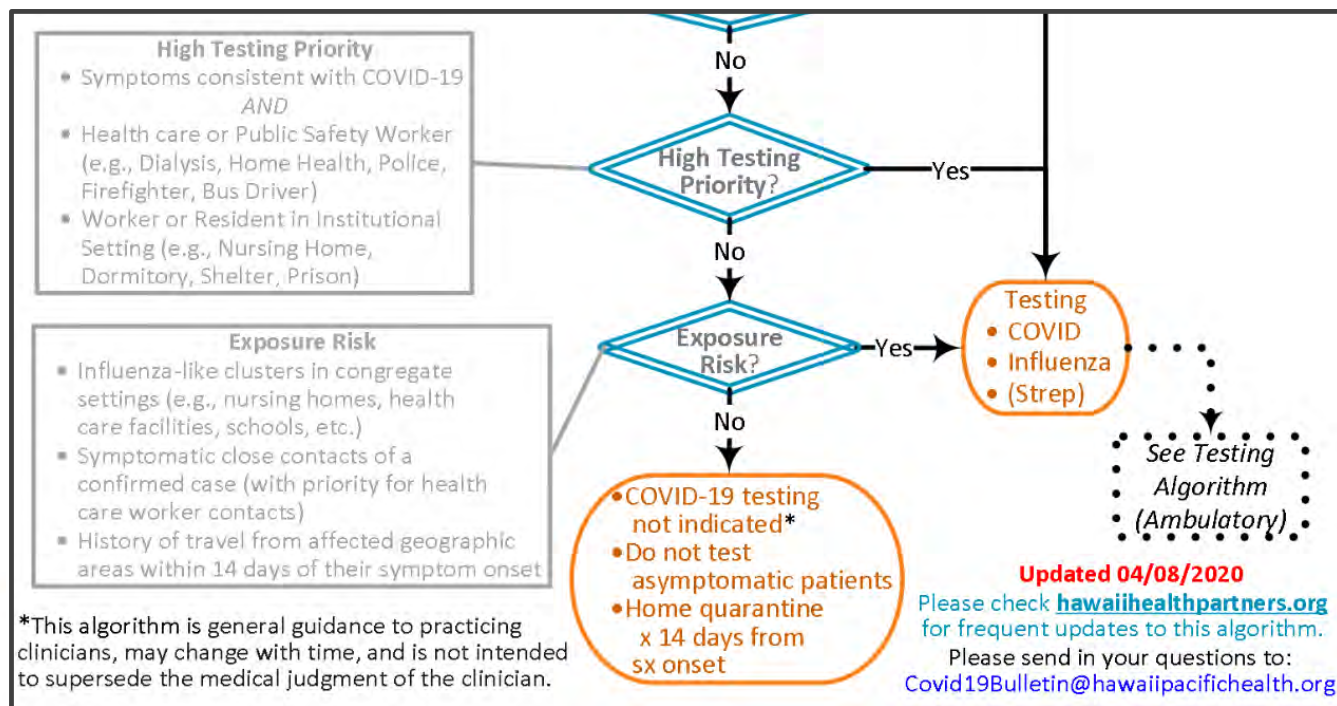




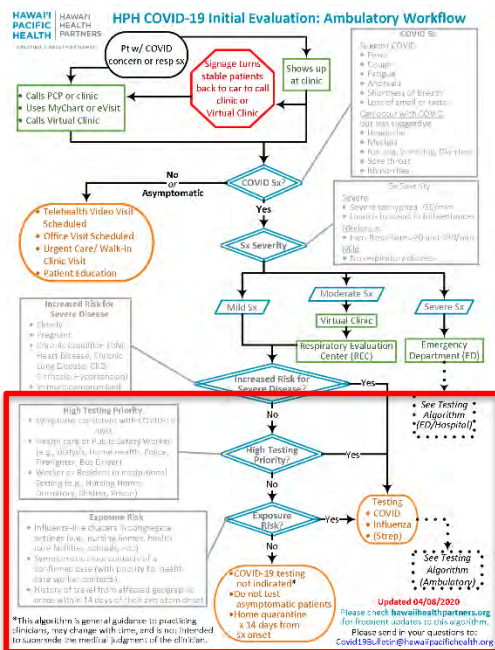
808-462-5430 (Option 2)

7 days a week  
8 a.m.-8 p.m.  
\*hours may  
change based on  
demand





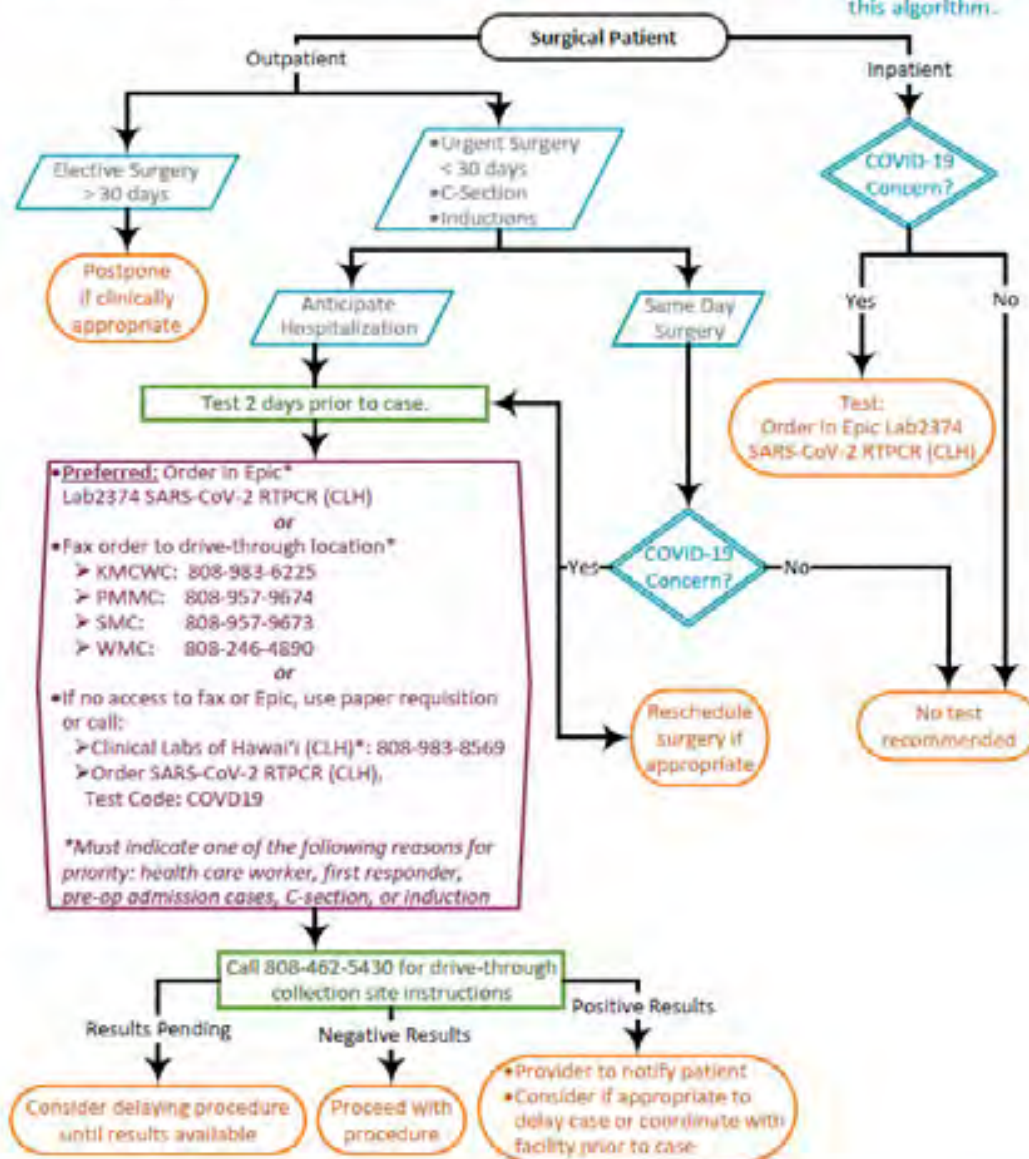
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# COVID-19 Surgical Patient Pre-op Testing

COVID-19 Surgical Patient  
Pre-op Testing

Updated 04/13/2020

Please check  
[hawaiihealthpartners.org](http://hawaiihealthpartners.org)  
for frequent updates to  
this algorithm.

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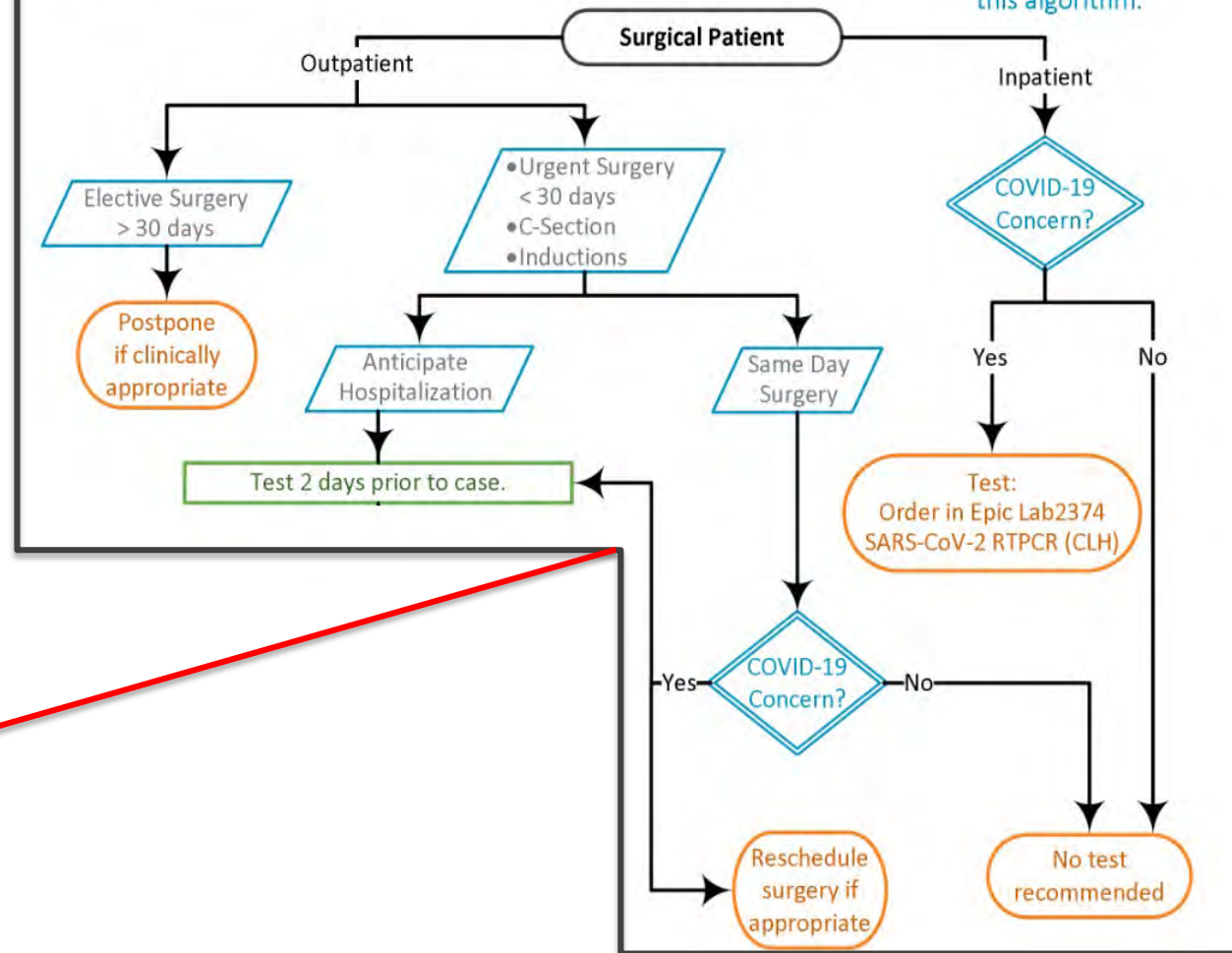
Please send in your questions to:  
[Covid19Bulletin@hawaiihealthpartners.org](mailto:Covid19Bulletin@hawaiihealthpartners.org)



# COVID-19 Surgical Patient Pre-op Testing

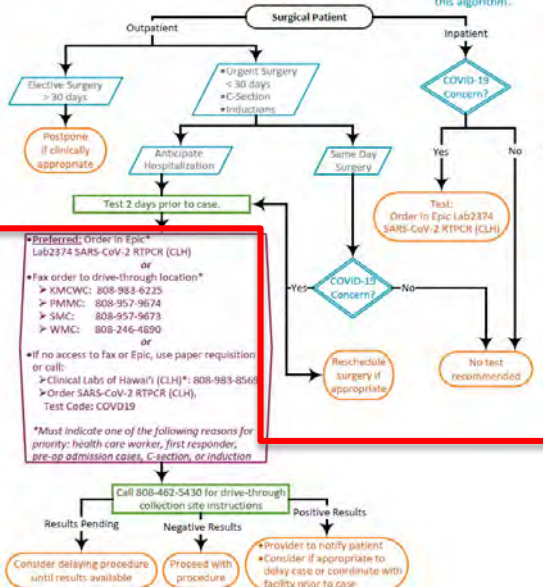
**Updated 04/13/2020**

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[hawaiihealthpartners.org](http://hawaiihealthpartners.org)  
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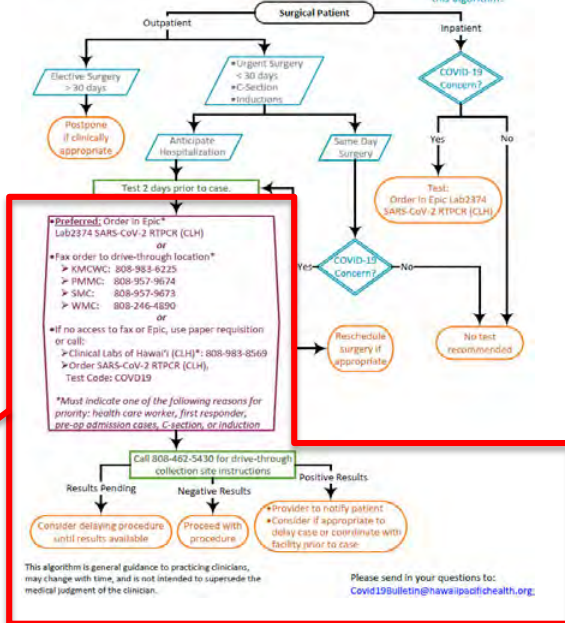
## COVID-19 Surgical Patient Pre-op Testing

**Updated 04/13/2020**  
Please check  
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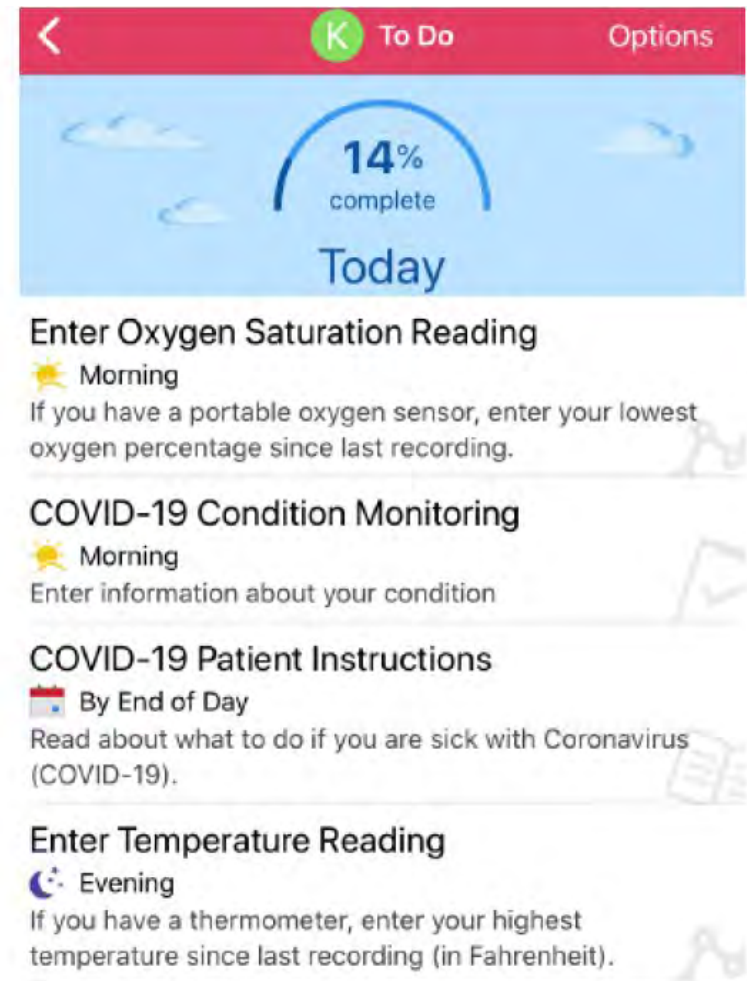
# COVID-19 Monitoring Algorithm

Melanie Nordgran, MBA  
Director – ACO Operations  
Hawai'i Pacific Health



# MyChart Care Companion

- Delivers an interactive, 14-day plan of care to patients through the **MyChart mobile app**.
- Assigns tasks for patient education, home monitoring, and symptom check-in questionnaires.
- Patients receive reminders on their mobile device when it is time to complete a task.
- Delivers an In Basket message to a **centralized** pool if a patient misses tasks or a response to a task indicates a problem.
  - Example, responses to a symptom check-in questionnaire indicate that a patient's condition is worsening.



The screenshot shows the MyChart mobile app interface. At the top, there is a red header bar with a back arrow, a green circle with a white 'K', and the text 'To Do' and 'Options'. Below the header, there is a blue section with a progress bar showing '14% complete' and the word 'Today'. Below this, there are three task cards: 'Enter Oxygen Saturation Reading' with a sun icon and 'Morning' label, 'COVID-19 Condition Monitoring' with a sun icon and 'Morning' label, and 'COVID-19 Patient Instructions' with a flag icon and 'By End of Day' label. Each card has a brief description of the task.

**Enter Oxygen Saturation Reading**  
Morning  
If you have a portable oxygen sensor, enter your lowest oxygen percentage since last recording.

**COVID-19 Condition Monitoring**  
Morning  
Enter information about your condition

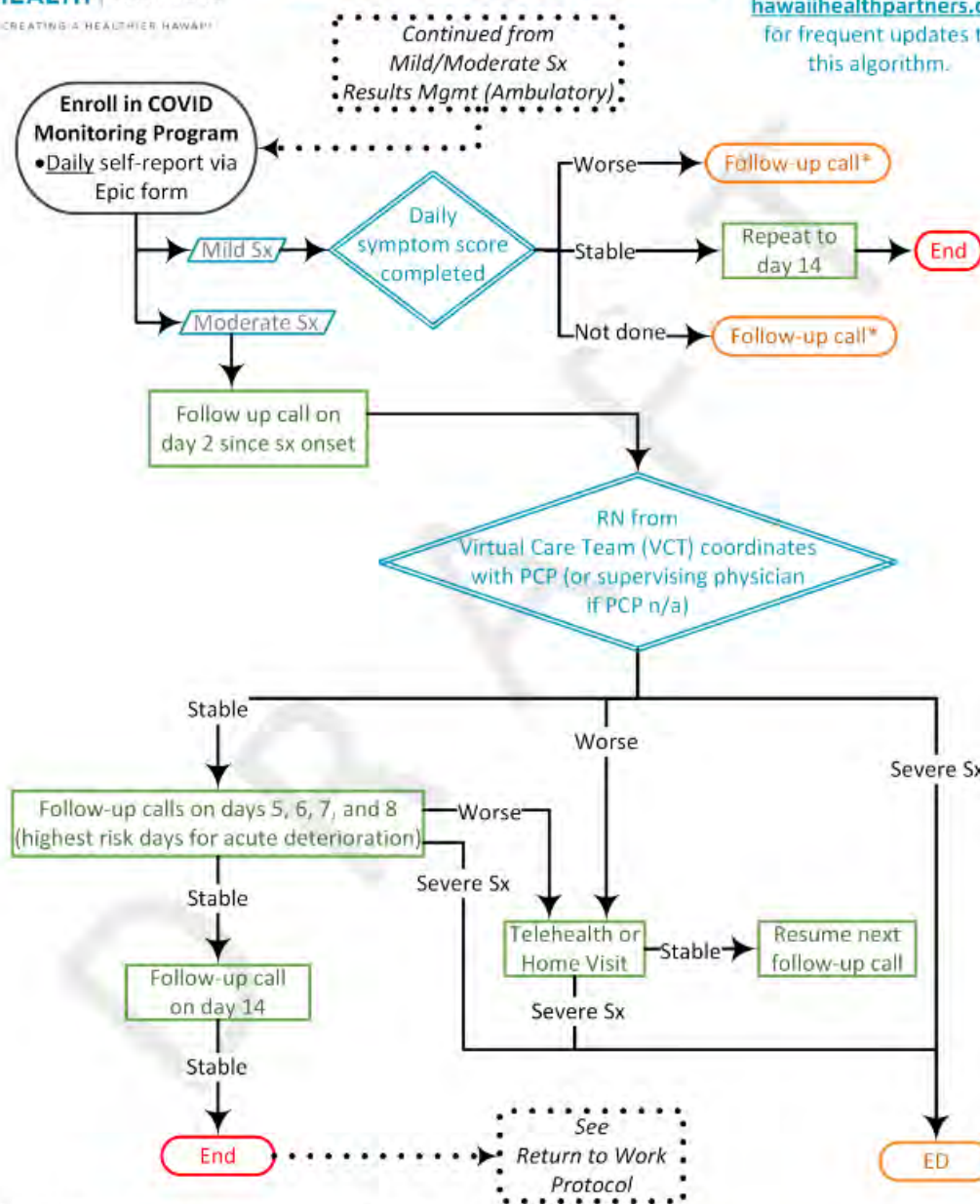
**COVID-19 Patient Instructions**  
By End of Day  
Read about what to do if you are sick with Coronavirus (COVID-19).

**Enter Temperature Reading**  
Evening  
If you have a thermometer, enter your highest temperature since last recording (in Fahrenheit).

## COVID-19 Patient Monitoring

Updated 04/13/2020

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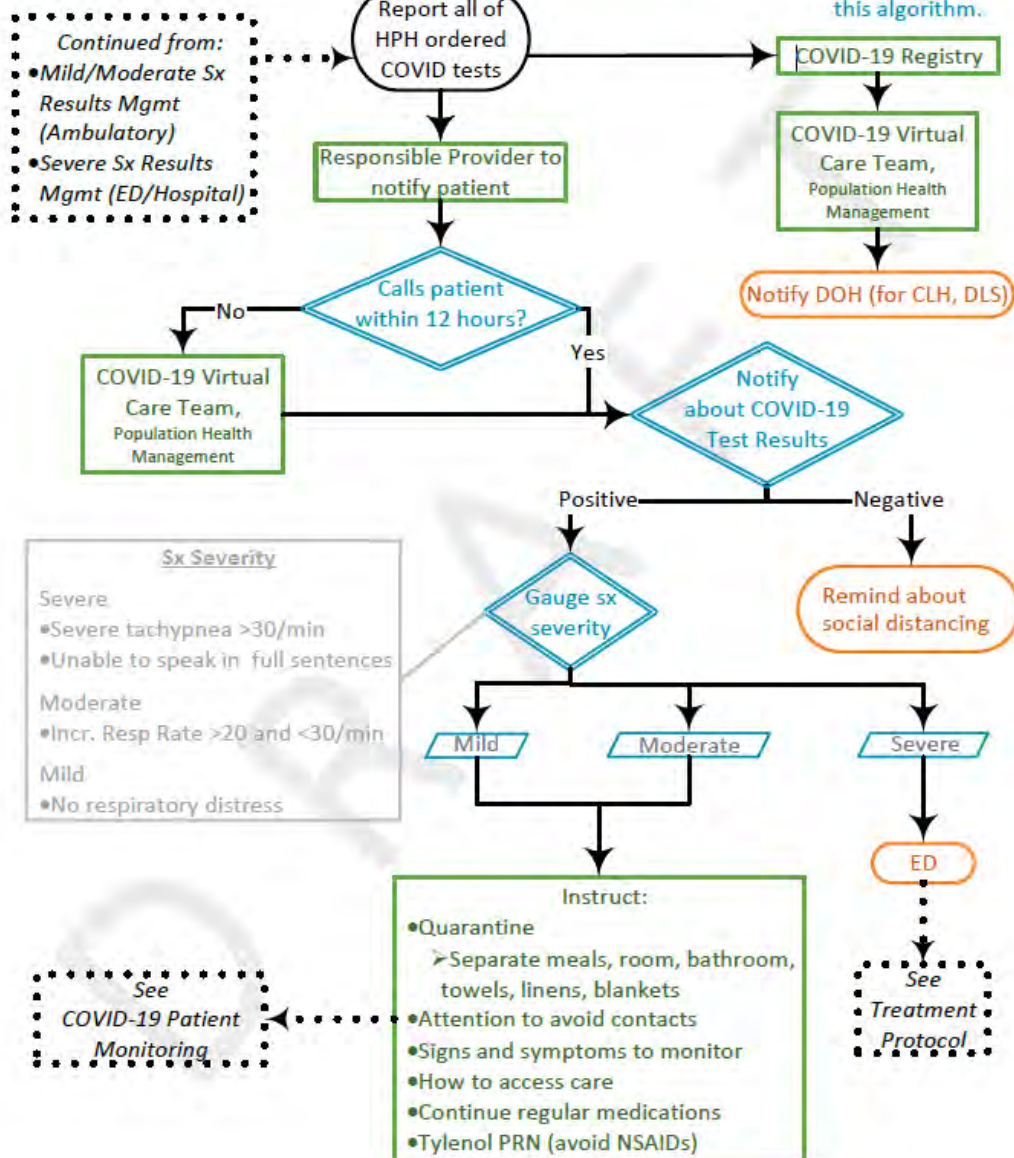
Please send in your questions to:  
[Covid19Bulletin@hawaiihealthpartners.org](mailto:Covid19Bulletin@hawaiihealthpartners.org)

## Surveillance Registry

Updated 04/10/2020

Please check

[hawaiihealthpartners.org](http://hawaiihealthpartners.org)  
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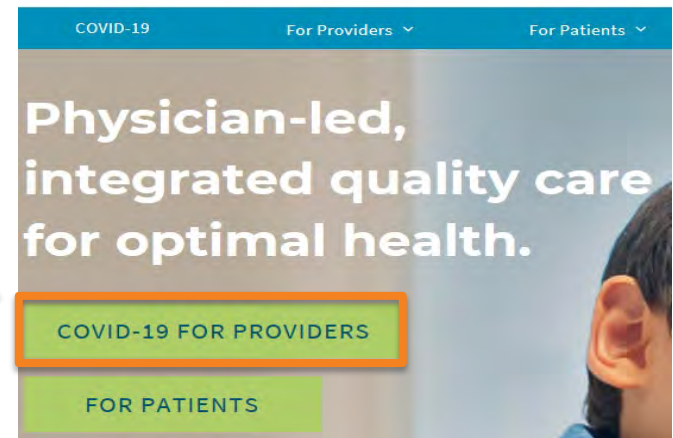
Please send in your questions to:  
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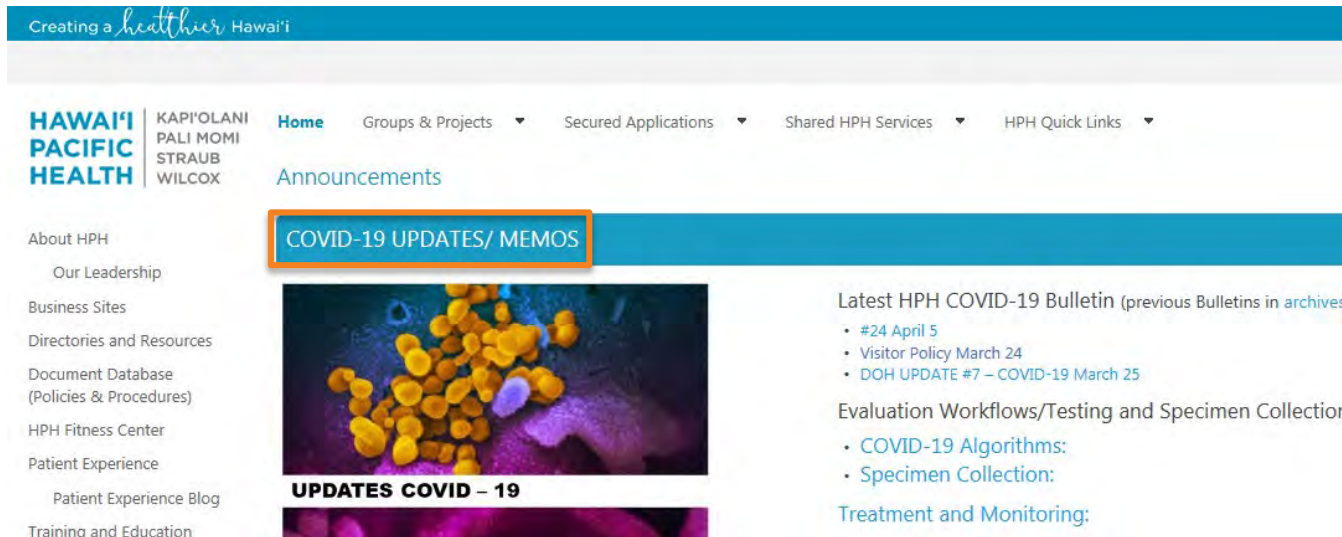
# COVID-19 Resource Pages for Physicians

- HHP Internet
  - [www.hawaiihealthpartners.org/covid-19-clinical-resources](http://www.hawaiihealthpartners.org/covid-19-clinical-resources)

HAWAII  
PACIFIC  
HEALTH | HAWAII  
HEALTH  
PARTNERS  
CREATING A HEALTHIER HAWAII



- HPH Intranet



# HHP Support Center

- (808) 462-5104
  - **For Providers:** Expanded services to include answering provider questions regarding COVID-19.
  - Hours of operation: Monday to Friday, 8:00AM – 4:00PM
- Request via EPIC
  - Submit via EPIC, select “Network Access” as your “Reason for Referral”
    - Type out question(s)

# Q&A

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PACIFIC  
HEALTH**

HAWAI'I  
HEALTH  
PARTNERS

# Thank you!

- A recording of the meeting will be available afterwards.
- Unanswered question?
  - Contact us at [Covid19Bulletin@hawaiipacifichealth.org](mailto:Covid19Bulletin@hawaiipacifichealth.org)