



# COVID-19 UPDATE

 KAISER PERMANENTE | SOUTHERN CALIFORNIA

March 16, 2020

The COVID-19 Update is Kaiser Permanente Southern California's single, designated channel and summary of new operational, clinical, and communications tools, actions, and resources that support KP's response to the COVID-19. ***If you are receiving this communication, it is critical that you read this information and share it with appropriate members of your operations and/or care management teams as you round.***

## WORKFLOW AND INFORMATION RESOURCES

### **IMPORTANT: We are Transitioning from Airborne to Droplet Precautions**

In alignment with guidance from the CDC and other health care providers, Kaiser Permanente is moving fully from **airborne precautions to droplet precautions** for the routine care of individuals who meet the criteria for or have tested positive for COVID-19. This means that when caring for a patient that meets the criteria for or has tested positive for COVID-19, our care teams will be protected by the use of a surgical or "isolation" mask rather than an N-95 respirator. It also means that, consistent with CDC guidelines, we will move from only using isolation or negative pressure rooms to using any single room to assess and care for patients who meet the criteria for or have tested positive for COVID-19.

Full details on what this change means to how we provide care during this time can be found in the **COVID-19: Moving to Droplet Precautions Messaging for Nurse Leaders & Managers**

### **Postponement of Elective Surgeries**

Due to the increasing community transmission rate of COVID-19, we are asking surgeons and proceduralists, to review their schedules and postpone elective procedures across Southern California in the Main OR, Ambulatory Surgery Unit, Procedure Rooms and Medical Office Building. This work and decision making should be under the clinical direction of a physician and is for the surgeries and procedures currently scheduled for the week of Monday, March 16 through Sunday March 22. Guidance for surgeries and procedures scheduled for dates after March 22 will be provided early next week and will be provided on a week-by-week basis thereafter. Additionally, elective colonoscopies scheduled between March 18 and April 1 are also being rescheduled. We will keep you updated of any further changes.

## Implementation of Temporary Work from Home Policy

The region has implemented new Temporary Remote Work (TRW) policy due to COVID-19. Additional details on these guidelines will be provided in the next Update.

## KP School Closure Leave Policy and Childcare Referral Services

With school closures increasing across the region, **read about how managers need to handle requests** for time off due to unexpected unavailability of schools and licensed daycare due to COVID-19. Our Employee Assistance Program (EAP) also offers child care referrals to help staff and physicians locate child care. Please reach out to your local EAP consultant for further information:

Location	EAP Consultant	Inside phone	Outside phone	Cell phone
Anaheim	Edy Gerety, PsyD, CEAP	8-215-2041	714-644-2041	949-304-3999
Antelope Valley	Jill S Pomerantz, LCSW	8-350-3647	818-375-3647	323-490-9949
Bakersfield	Stacey R Dieling, LCSW	8-353-2077	661-334-2077	559-593-8566
Baldwin Park	Multiple Consultants	8-370-5609	626-851-5609	
Corona	Jennifer K Heim, LCSW	8-258-4544	951-353-4544	951-675-0532
Downey	Ed D Waiskopf, LMFT	8-325-4385	562-461-4385	626-423-3026
Fontana	Cheryl A Sutton, LMFT	8-332-4878	909-302-4878	909-265-6633
Irvine	Edy Gerety, PsyD, CEAP	8-238-5528	949-932-5528	949-304-3999
Los Angeles	Kristin Koperski, PsyD	8-363-3953	323-783-3953	818-438-1024
Moreno Valley	Jennifer K Heim, LCSW	8-258-4544	951-353-4544	951-675-0532
Ontario	Cheryl A Sutton, LMFT	8-264-2835	909-724-2835	909-265-6633
Panorama City	Jill S Pomerantz, LCSW	8-350-3647	818-375-3647	323-490-9949
Regional Offices, Pasadena	Steven P Degelsmith, Ph.D., MFT	8-335-4629	626-405-4629	626-361-0703
Riverside	Jennifer K Heim, LCSW	8-258-4544	951-353-4544	951-675-0532
San Diego	Randy Kasper, LCSW, BCD Renee Carroll, LCSW, RN	8-277-4160	619-641-4160	619-616-9644 619-876-8111
South Bay	Laura Insley, LMFT	8-340-2081	310-517-2081	951-318-6086
West LA	Ed D Waiskopf, LMFT	8-390-4475	323-857-4475	626-423-3026
Woodland Hills	Mandi A Beimel, LMFT, LPC	8-348-3083	818-719-3083	818-427-5665

Please also use the following materials, produced by EAP, to support your staff members during this time of concern:

## **Manager Guidelines for Supporting Staff Who Are Concerned About the Coronavirus**

### **KPSC COVID-19 READINESS**

#### **Medical Center Command Centers go to Full Activation**

Due to the evolving challenges resulting from the coronavirus, beginning Monday, March 16, all Medical Center Command Centers and the Regional Command Center will go to full activation during the hours of 7 a.m. until 5 p.m. while operating virtually from 5 p.m. until 7 a.m. the following morning. This transition to a Full Activation format will help us more quickly and easily respond to the clinical, operational, and logistical needs of our medical centers as well as the overall region. This operating model will also help with efficiently implementing new processes and tactics to meet the increasing challenges that we expect to arise with this rapidly evolving situation.

#### **Visitor Guidelines Changed**

The March 15 directive from California Governor Gavin Newsom eliminates all visits to California hospitals with the exception of end of life situations. More details on this issue are expected to follow.

#### **Pre-Licensure Student Clinical Rotations Temporarily Discontinued**

Following consultation with KP clinical experts and a review of current best practices, we are taking proactive steps to temporarily discontinue clinical training programs and hours for pre-licensure students. Further information can be found in the following document:

#### **Temporary Cancellation of Group Classes, Therapy, and Workshops**

All in-person group classes, therapy, and workshops will be cancelled beginning Monday, March 16. As community spread of COVID-19 continues, along with CDC and state recommendations to reduce group gatherings to reduce potential exposure and spread of infection, face-to-face group meetings within KP Southern California will be discontinued through the month of March.

Members who were scheduled will be contacted and offered a variety of alternative options for education. The Regional SCPMG team is actively working to launch virtual group environments starting in April. System infrastructure (i.e. KPHC) and workflow processes are quickly being designed, and staff are being trained to effectively deliver workshops in the virtual environment. In the interim, workflow processes for member referral should continue as normal and impacted departments offering group classes, therapy or workshops will work with the members to direct them to the necessary resources and support.

Local leadership or any of the following regional leaders should be contacted with questions on this matter:

Center for Healthy Living: Jimmy Wannares – [James.C.Wannares@kp.org](mailto:James.C.Wannares@kp.org)

Behavioral Health: Elizabeth Hamilton – [Elizabeth.X.Hamilton@kp.org](mailto:Elizabeth.X.Hamilton@kp.org)  
Specialty Departments: Aileen Oh – [Aileen.D.Oh@kp.org](mailto:Aileen.D.Oh@kp.org)

### **Mandatory KP Learn COVID-19 Training Continues**

Mandatory COVID-19 training has been released through KP Learn for managers and must be completed by **March 27**. If you haven't already received notification by email, you can access it [here](#). Please encourage your staff to take the training. Managers are asked to provide their teams with the same computer access to this training as they have for the People Pulse Survey. Any questions about the COVID-19 training by employees and physicians should be addressed by their supervisor.

### **Cleaning and Disinfecting the Kiosks**

Vigilant disinfection of environmental surfaces, including kiosks, reduces the risk of disease-causing bacteria and viruses such as COVID-19 within our facilities. **Read these guidelines** on how to keep our kiosks disinfected.

### **Multiple Testing Restrictions in Place to Conserve Swabs**

Effective Immediately, at the recommendation of Regional Infectious Disease and the COVID-19 Regional Command Center, Influenza and Respiratory Virus PCR and Culture laboratory will be restricted to Infectious Disease and Pulmonary Medicine departments. This is due to a critical swab and medium supply shortage during the COVID-19 pandemic. If there are clinical situations where you determine testing is warranted, please contact your local Infectious Disease chief or Pulmonary Medicine specialist.

### **Conservation of Blood Supply in Anticipation of Shortage**

At this point we are not facing a critical shortage, however, one may occur in the near future. Please read the **blood conservation guidelines** recommended by KPSC Clinical Laboratory and Laboratory Services.

### **Prioritize Personal Protective Equipment (PPE) Conservation**

We all have a shared responsibility to prioritize conserving all PPE, especially masks, gowns, face shields, and swabs. Please communicate the importance of this issue with your teams.

### **Patient Privacy and the Coronavirus**

It is vitally important to remember that in the case of any public health issue—including COVID-19—we cannot share any details regarding confirmed or suspected cases with all of our staff, the media, or the public in general. **Read more** in a message from Dr. Ed Ellison and Julie Miller-Phipps.

## **INFORMATION RESOURCES**

### **KPSC Town Hall Tuesday, March 17 – Save The Date**

A KPSC Town Hall will be held on Tuesday, March 17, noon to 1 p.m. It will provide an update on KP's response to the coronavirus, its steps to ensure the safety of members and health care staff and physicians, and the opportunity for participants to have their questions answered.

### **You have two ways to join the program:**

- OPTION 1 – via TELEPHONE Dial **1-888-204-4368** (Conference ID **3648372**) five to ten minutes prior to the start of the Town Hall.
- OPTION 2 – via INTERNET (Audio Streaming with Q & A): At the time of the call, cut and paste this link into your browser's address line:[https://centurylink.webcasts.com/starthere.jsp?ei=1291911&tp\\_key=075be31897](https://centurylink.webcasts.com/starthere.jsp?ei=1291911&tp_key=075be31897)

**Please note:** because of expected high participation, attendees should try to attend online and dial in or log on early.

A recording of the meeting using a toll-free phone number will be available after the event. Dial **1-888-203-1112**, followed by the passcode: **3648372**. This call-in service will be available from **Tuesday, March 17, 2020 at 3 p.m. to Friday, March 27, 2020 at 3 p.m.**

### **COVID-19 Information Line for Members Now Live**

KPSC has launched a new information line for members to call with general questions about the coronavirus. Members can call 1-877-813-7297 any time of day or night to get their questions addressed in real time. For clinical concerns and general appointment needs, members should call 1-833-KP4-CARE or complete a COVID-19 E-visit on [kp.org](http://kp.org).

### **Changes to COVID-19 Resource Page**

Please note the following changes to the [COVID-19 Resource page](#):

- Content on the page has been reorganized to make it easier to find materials and information.
- The newest documents are highlighted in red, for ease of finding what's new.
- For downloadable PDF documents, the URL is exactly the same as the file name.

**Important: users must clear their cache on their browsers to see the most recent changes and newest documents.**

### **Join KP4U for the Latest Information about COVID-19**

KP4U can help you stay informed all through the convenience of a mobile app. [View this flyer](#) for details on how to join. Managers should share this with their staff members to ensure they are getting the latest information about this rapidly evolving situation. Use of KP4U is completely voluntary and can be accessed from any mobile device.

## **PUBLIC AWARENESS ACTIVITIES**

### **Having a better understanding of the coronavirus (March 11)**

*KTLA-TV*

Kaiser Permanente Medical Director of Quality and Clinical Analysis Dr. Nancy Gin, along with Missing Piece Center for Anxiety founder Laura Rhodes Levin, discuss the uncertainty surrounding the coronavirus.

[View Link](#)

**Putting the coronavirus in perspective (March 11)**

*KMEX-TV (Univision Primetime News, Spanish)*

Dr. Daisy Dodd, Pediatrics/Infectious Disease, Orange County, stresses the importance of taking precautions against the coronavirus without creating panic.

[View Link](#)

**Kaiser Permanente contributes \$1 million to 10 leading public health organizations, and is collaborating with the CDC Foundation to support COVID-19 response (March 12)**

*KUSI-TV San Diego*

Kaiser Permanente is contributing \$1 million to 10 leading public health organizations and is collaborating with the CDC Foundation to strengthen the United States' public health infrastructure and response systems to stop the spread of COVID-19.

[View Link](#)

Also ran on:

[KERO-TV Bakersfield](#)

[Pasadena Now](#)

[Los Cerritos News](#)

[Fontana Herald News](#)

Go to the [COVID-19 Update](#) web page to access necessary resources and check this site regularly for the latest information and documents. If your area needs to communicate, please use this Update and the COVID-19 website. For questions or to include information in future editions of this update, please email: [KPSC.Strategy@kp.org](mailto:KPSC.Strategy@kp.org).