

UNMC College of Public Health ECHO for Critical Access Hospitals

Staffing Challenges

March 9, 2020



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Agenda

12:00 – 12:05	Welcome and Introductions	Matt Beacom, MD
12:05 – 12:15	COVID-19 Staffing Challenges	Kristin Harris, RN-BC
12:15 – 12:25	Perspective from Previous Challenges	Brad Pfeifer, MBA and Jacque Borer
12:25 – 13:00	Groups Successes and Challenges	All Teach, All Learn



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Learning Objectives

- Gain an appreciation for current staffing issues in critical access facilities
- Identify key reasons for the staffing crisis
- Recognize signs of burnout and predict possible crisis
- Learn tools for combatting future staffing issues



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COVID-19 Staffing Challenges

Kristin Harris, RN-BC

Vice President of Operations
Nye Health Services



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Vulnerabilities: Supply vs. Demand The Scales Tipped Even Further

- Retaining & recruiting team members during a pandemic
 - Initial focus on heroes responding to the call
 - Fear of Covid-19
 - Refusal to complete Covid-19 testing
- Risk of leadership burnout
 - New guidelines & policy changes every day
 - Additional responsibilities- frequency of testing
 - Covering resident care shifts
- Decreased resident contact & connection
 - Serving with purpose and compassion



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Pandemic Staffing Risks Managing Absences

- Travel
 - Managing and minimizing risk of exposure related to team member travel
- Symptomatic team member
 - Differentiating Covid-19 symptoms from non Covid-19 symptoms
- Positive Covid-19 screening test
 - Contact tracing
 - Yellow/Red Zone implementation
- External Covid-19 exposure
- The expectations of your competition!



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Combatting Staffing Challenges during COVID-19

- CDC Return to Work Criteria
 - Team Member Covid-19 Return to Work Flowcharts
- Alternative Screening Tools
 - Utilizing kiosk systems
- Staffing Contingency Plans
 - Internal Float Pools
 - Universal Worker/Cross Training
 - Temporary Positions- NA
- Dedicated Covid-19 Units- Red Zone Areas
 - Consolidate red zones between multiple locations or identify community partnerships for resident transfers
 - Covid Response Teams
 - Covid Float Nurse/Covid Float NA
 - Financial Incentives- "Hero Pay"
- Recruitment & Retention Plans



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Perspective from Previous Challenges

Brad Pfeifer, MBA

Assistant Dean of Operations
College of Public Health

Jacque Borer

Director of Human Resources
West Holt Medical Services



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Group Successes and Challenges

Lessons Learned for the Next Challenge

“All Teach, All Learn” Discussion



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Resources

Latest information from CDC

When you've been fully vaccinated
<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fully-vaccinated.html>

Counterfeit Respirators / Misrepresentation of NIOSH-Approval
<https://www.cdc.gov/niosh/npptl/usernotices/counterfeitResp.html>

Genomic Surveillance for SARS-CoV-2 Variants
<https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/variant-surveillance.html>

National Genomic Surveillance Dashboard
<https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/variant-surveillance/genomic-surveillance-dashboard.html>



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