

COVID 19 Response The Fourth Wave in LA

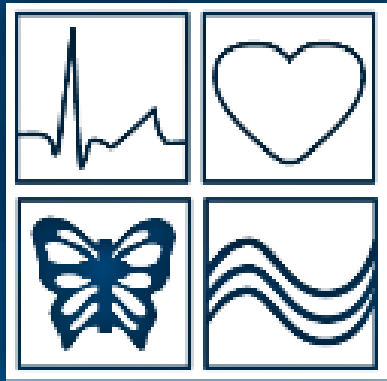
UNMC COLLEGE OF PUBLIC HEALTH'S ECHO PROGRAM FOR
CAHS

NOVEMBER 2021

COVID Response:

What worked/What didn't

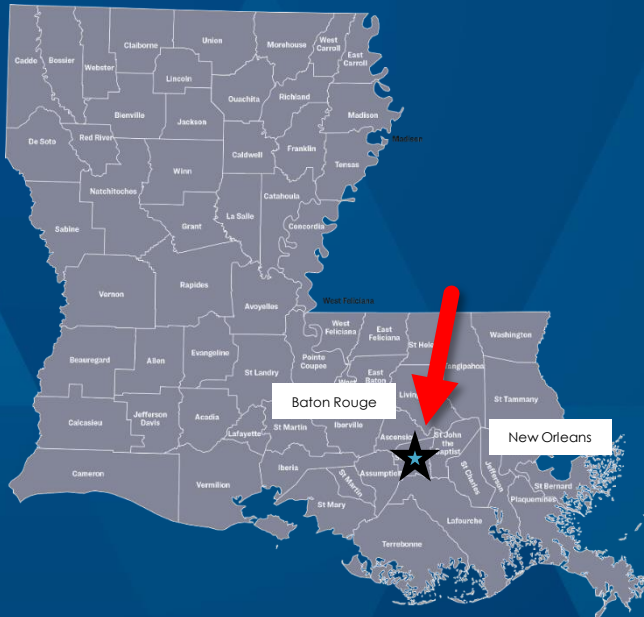
- ▶ Background on St. James Parish Hospital and Louisiana Fourth Wave
- ▶ Successful Strategies
 - ▶ Leveraging Clinical Expertise
 - ▶ Staffing, Recruitment and Retention
- ▶ Lessons Learned for the Future
 - ▶ Staff Resilience
 - ▶ Need for Partnerships



ST JAMES

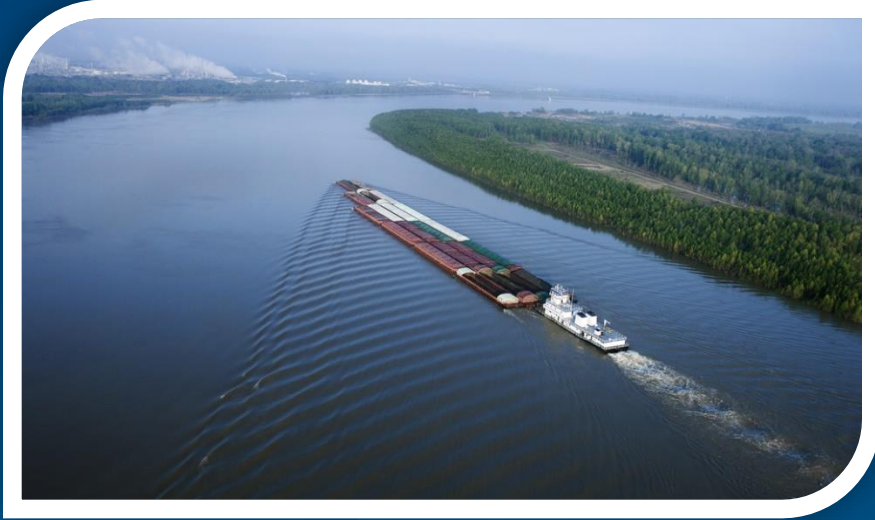
PARISH HOSPITAL

Lutcher, Louisiana



- Between New Orleans & Baton Rouge
- Population 22,000

St. James, Louisiana





ST JAMES

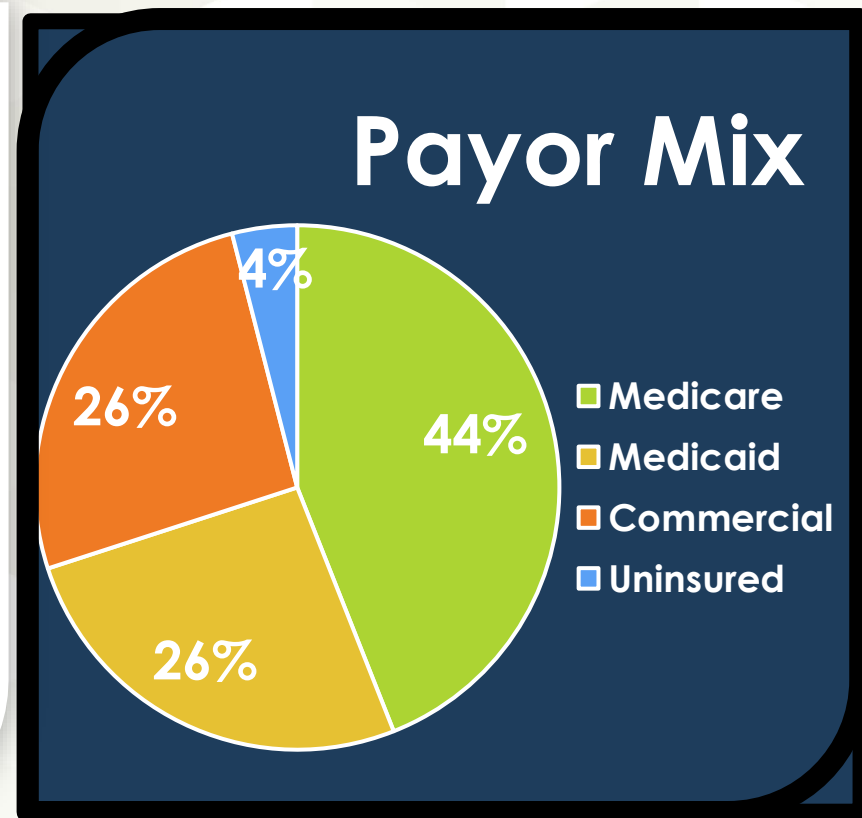
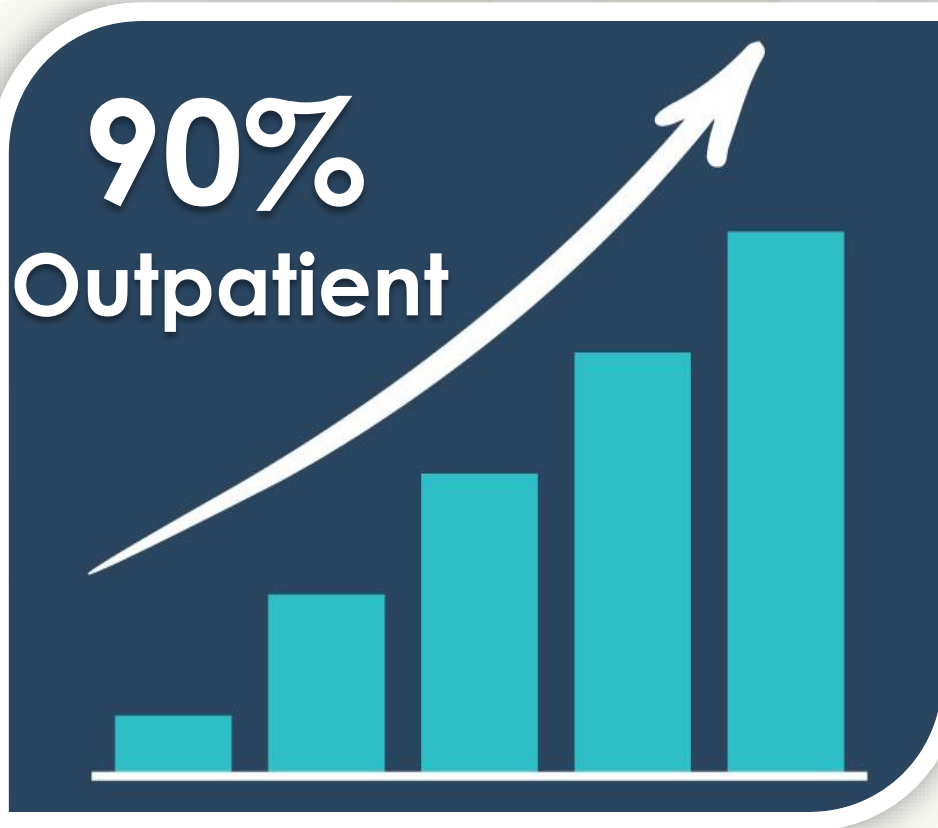
PARISH HOSPITAL



- Established in 1955
- Hospital Service District
- CAH 2001
- Relocated 2008

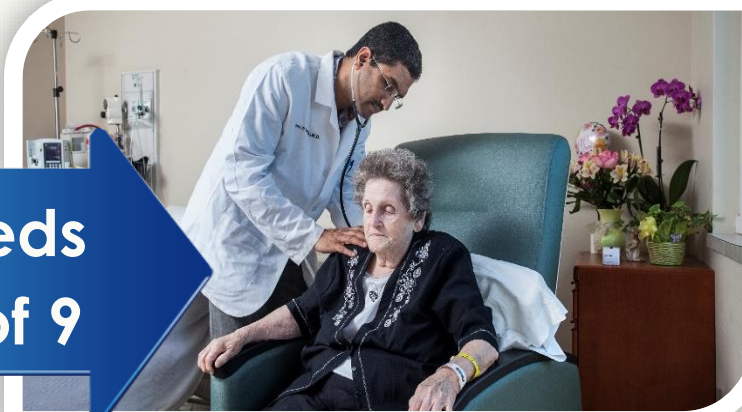
\$55 MILLION

Gross Revenue



SERVICES

25 beds
ADC of 9



10,000 ER
visits



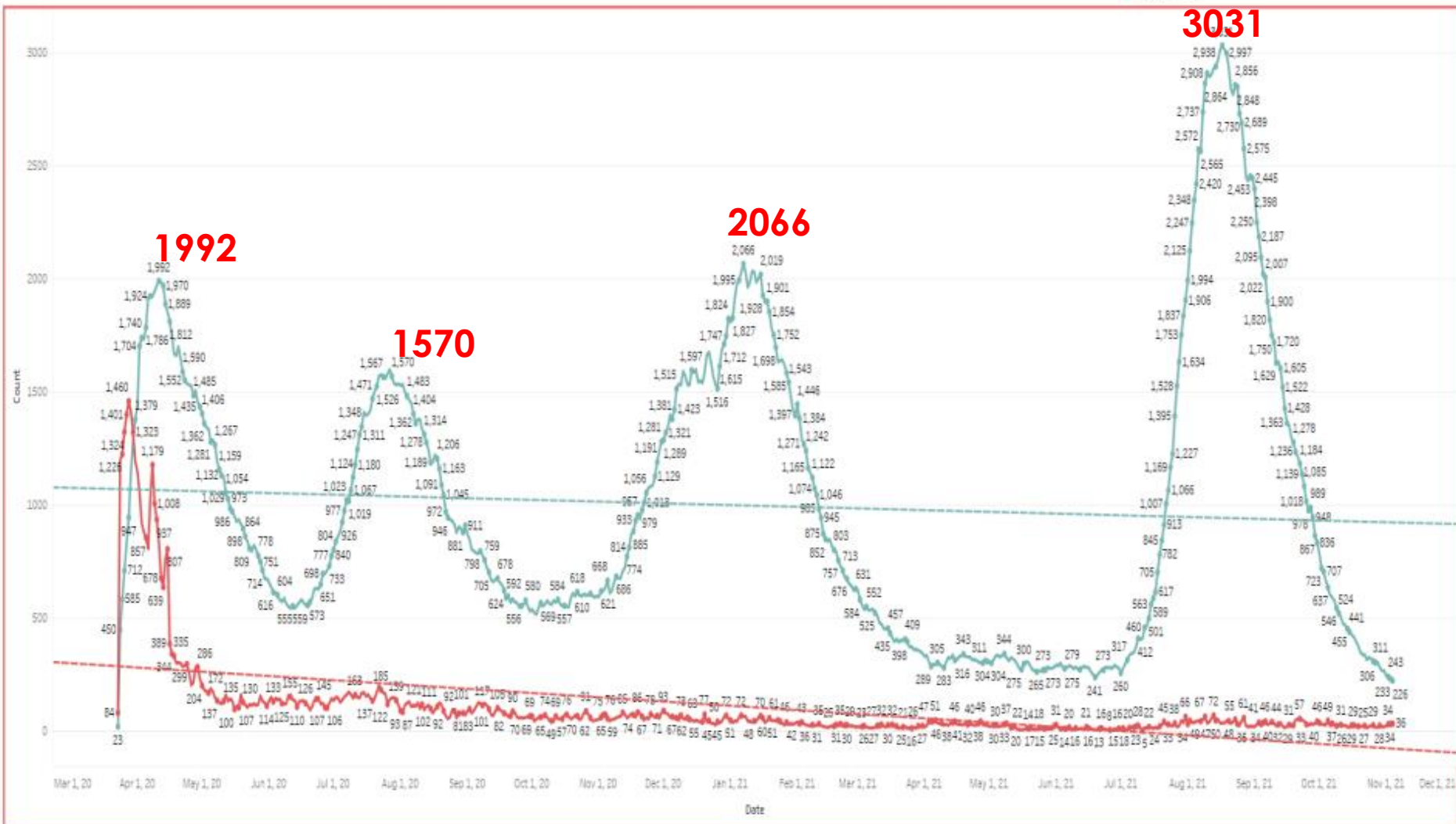
6 clinics
25,00 visits



16,000 O
visits

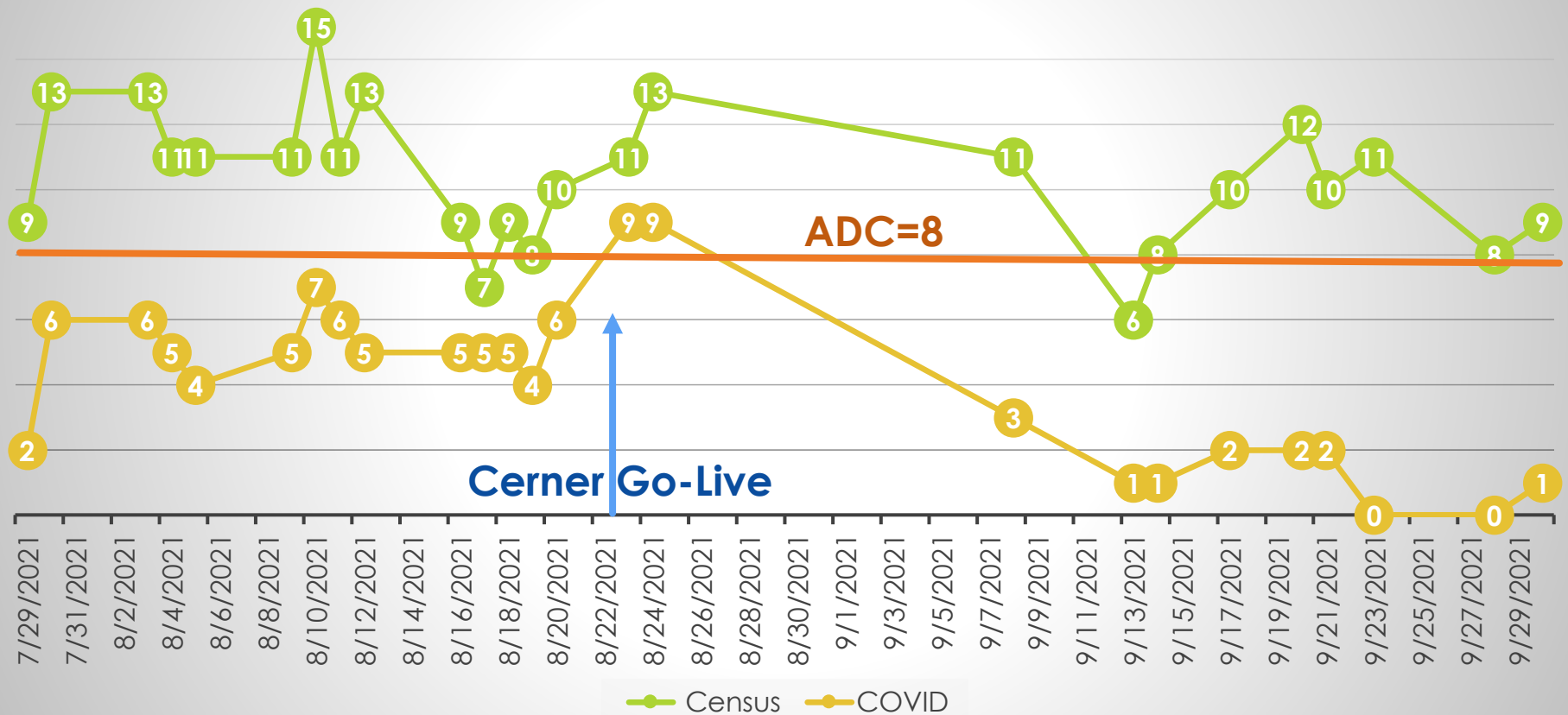


Louisiana COVID Inpatients



SJPH COVID Inpatients

Fourth Wave COVID Census



How this was different

- ▶ Staffing Shortage
 - ▶ 20% below in RN staff (ED and Acute)
- ▶ Rapid Increase
- ▶ No Capacity to Transfer
- ▶ New Computer System
- ▶ Staff Competency
 - ▶ Vent Management (RT)
 - ▶ Critical Care Management (RN)
- ▶ Urgent Care volume quadrupled
- ▶ Monoclonal Infusion Demand
- ▶ Vaccine Demand

Clinical Strategies

- ▶ Leveraged External Expertise
 - ▶ FMOL – “ICU quick Tips for MS Nurse” (Medications, Proning, Oxygenation)
 - ▶ UW Medicine- Critical Care Training for Non-Critical Care Trained professional
 - ▶ Chief Medical Officer Calls
 - ▶ Clinical Protocols from referral hospitals
- ▶ Leverage Internal Expertise
 - ▶ Anesthesia provided Intensivist support
 - ▶ Pulmonologist provide vent management support
 - ▶ Emergency MD supported urgent care
 - ▶ Leaders split shifts to cover 24/7

Staff Strategies

► Retention

- Compensation (Market Raise, Hazard Pay, Additional Shift)
- Flexible Staffing (split shifts, 30 hr FT status, weekend only, split units)
- Support (managers 24/7, extra staff/balance workload, MD availability)
- Mental Health Grant
- De-stress activities
- Celebrate



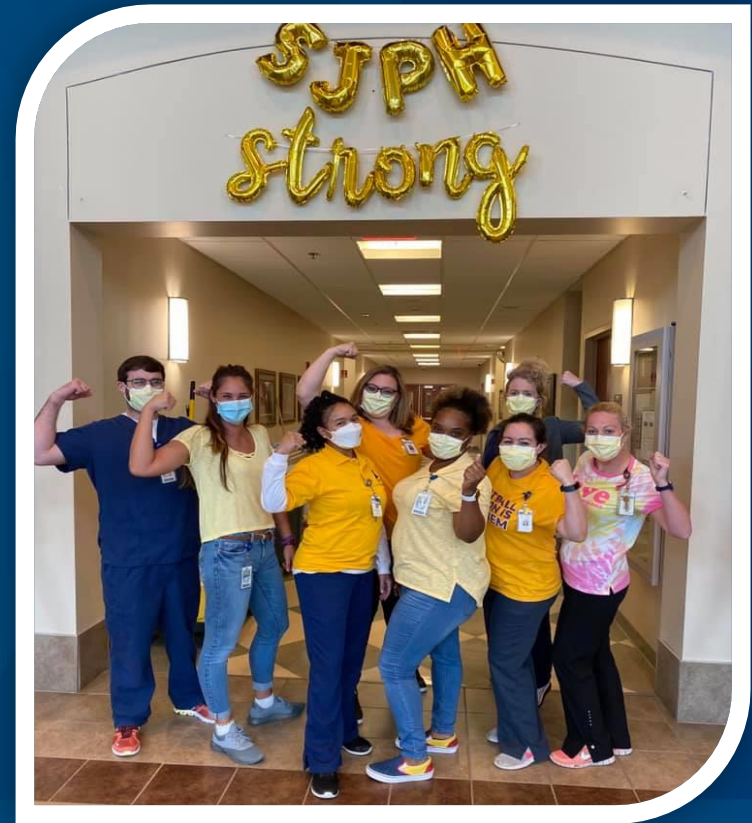
Staff Strategies

- ▶ Recruitment
 - ▶ Short Term Contracts (direct, 6 wks, 18 shifts)
 - ▶ “Chat” with a Leader on social media
 - ▶ Contacted past employees
 - ▶ Culture/Community



Where do we go from here?

- ▶ Focus on Workforce
 - ▶ Resilience
 - ▶ Managers and Staff
 - ▶ Innovative Team Care
 - ▶ EMTs, LPNs, Pharmacy Techs
 - ▶ Ida Support through Grants
 - ▶ Re-Connect
 - ▶ Rounding on Staff, MDs
- ▶ Formalize Affiliations
- ▶ Vaccine Mandate



Questions?

