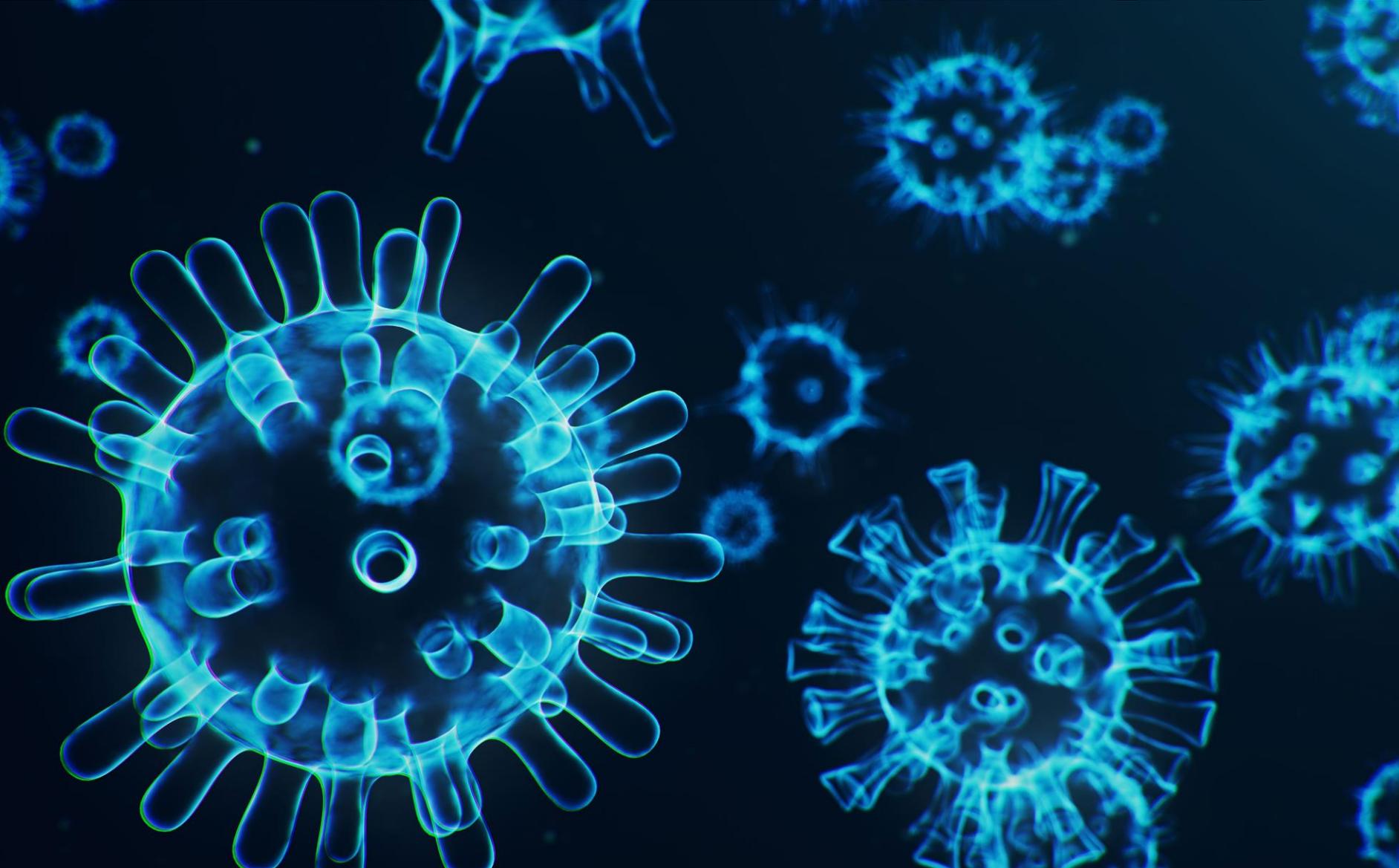


Recovery Lessons from Healthcare



Size & Scale of Enterprise

Reading from the same playbook



Baptist Health
South Florida

Healthcare that Cares

Recovery Task Force



Communicate & Collaborate



Recovery Playbook



Recovery Playbook

The Baptist Health South Florida
Guide to COVID-19 Pandemic
Preparedness and Response



May 04, 2020 | Version 1

Baptist Health South Florida
Healthcare that Cares

Opening Up America Again



President Trump announced a series of federal guidelines for **Opening Up America Again**. The guidelines assist states and local governments in reopening their institutions and economies back up and running, with the approval of governors.

The program recommends an approach of easing restrictions in three phases, based on the advice of public health experts, and "gating criteria," before advancing to each phase.

Regional Gating Criteria

Phased Opening.

	CASES	HOSPITALS
Phase 1-like	Downward trajectory of documented cases within a 14-day period.	Treat all patients without crisis care.
	OR	AND
Phase 2-like	Downward trajectory of positive tests as a percent of total tests within a 14-day period (flat or increasing volume of tests).	Robust testing program in place for at-risk healthcare workers, including emerging antibody testing.

All three phases of the program should be considered standard practice at all times. Restrictions are lifted as progress through the three phases.

Guidelines for Employers

	EMPLOYERS
Phase 1-like	Develop and implement appropriate policies, in accordance with federal, state and local regulations and guidance, and informed by industry best practices.
Phase 2-like	Monitor workforce for indicative symptoms. Do not allow symptomatic people to physically return to work until cleared by a medical provider.
Phase 3-like	Develop and implement policies and procedures for workforce contact tracing following employee COVID+ test.

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Guidelines for All Staff to Stay Safe



Eye Protection/ Face Shield	GOWN	GLOVES	SURGICAL MASK**	N-95 MASK***	HAND HYGIENE

**Eye protection/excitation, bronchoscopy/indoscopy, CPAP/BiPAP, bag mask, ventilation, CPR, nebulizer treatments, endotracheal intubation, bedside swallow evaluation and high-flow nasal cannula.

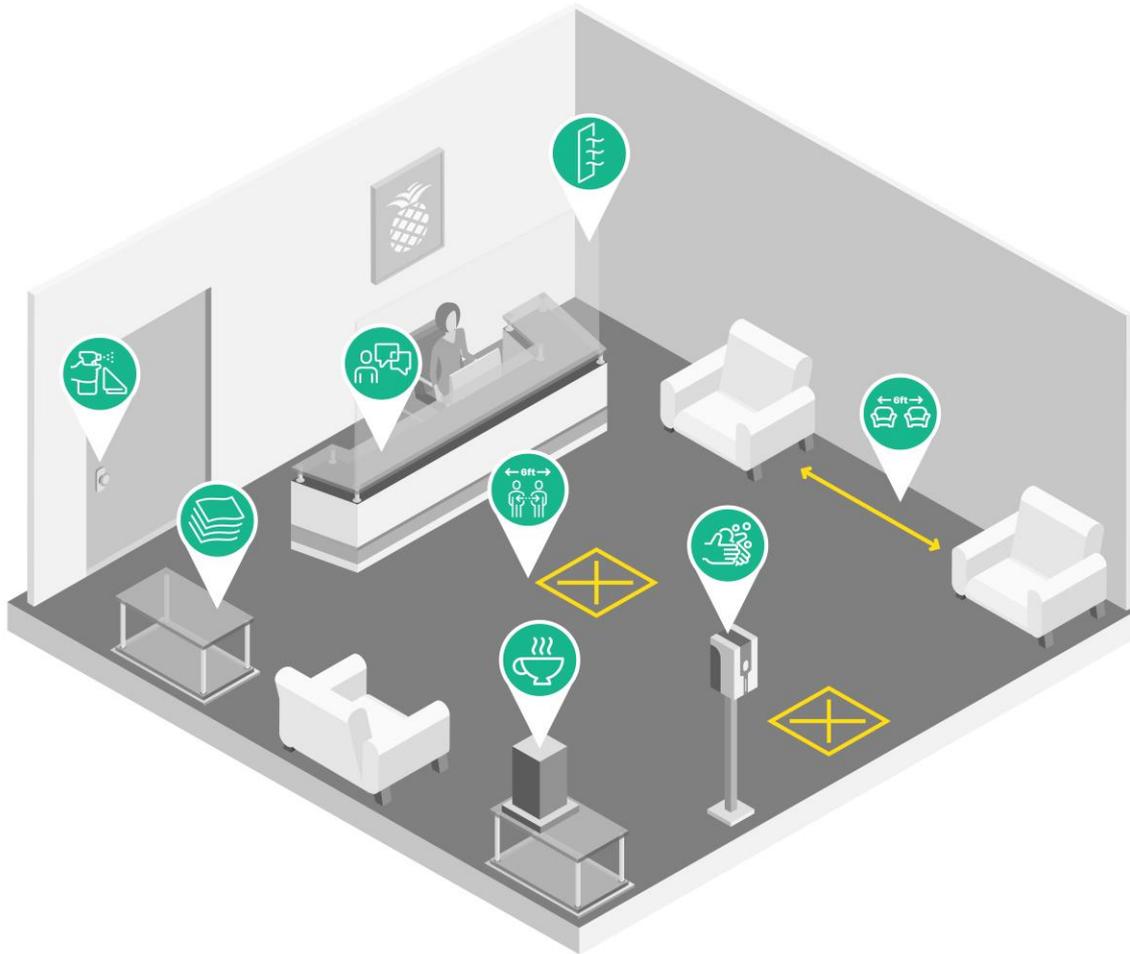
***Do not use (surgical mask).

***Do not use for respiratory protection (i.e., N99 and other industrial type respirators). Please note N99 not to be used in sterile environment.

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Because We Care Putting Safety at the Forefront



-  Front desk Plexiglas shields
-  Contactless registration
-  Social-Distance floor markings
-  Chairs spaced out
-  Magazines removed from tables
-  Coffee & snack service suspended
-  Hand-sanitizing stations
-  Enhanced cleaning of high-touch areas

Because We Care
Putting Safety at the Forefront



The Role of Technology



Keep your family safe from COVID-19.

Stay home and see our doctors from your phone.

FREE visit*
Code **CARE19**

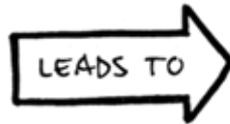
Download the App
and see a doctor today



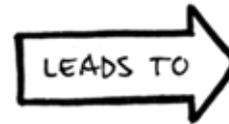
Data-Driven Decision Making



DATA

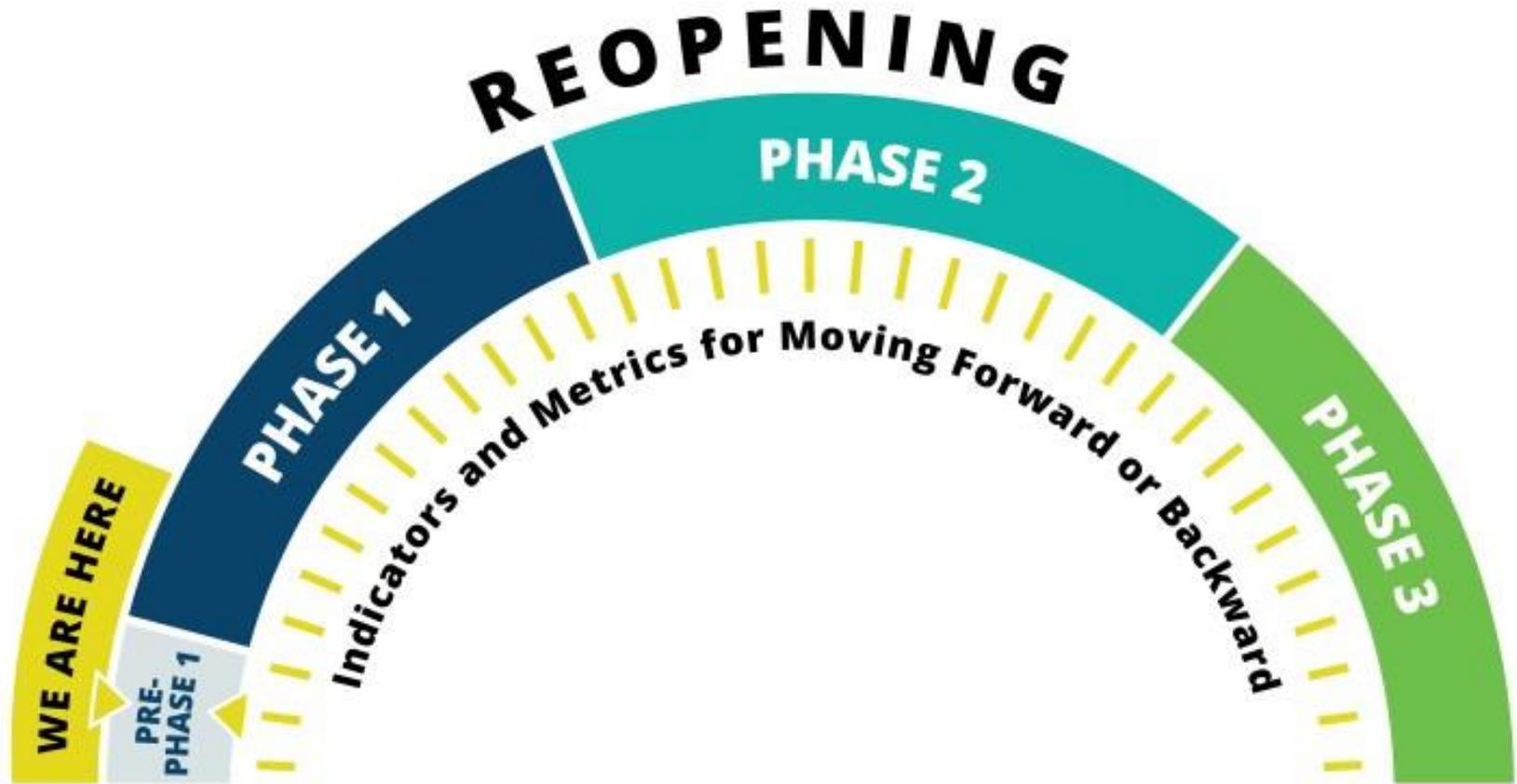


UNDERSTANDING



ACTION

Phased Approach



Key Takeaways



1

Think differently, embrace change.

2

Use this time to forge new relationships.

3

See the world through the eyes of your customer.

Crisis doesn't build character.
It reveals it.



Crisis doesn't build character.
It reveals it.



Thank you.

