CEO Presentation to the CCRHB

23 July 2021

James K. Gilman, MD
NIH CC CEO

Summer/Fall Leadership Farewells

BERNARD HARPER

NIH CC Chief of Materials Mgt & Environmental Services

Recent Honor: **2020 NIH CC Administrator of the Year**

TARA PALMORE, MD

Chief, NIH CC Hospital Epidemiology Dept

Recent Honor: **2020 HHS Award for Excellence in Management**

GWENYTH WALLEN, PHD, RN

NIH CC Chief Nurse Officer, Deputy Chief Nurse Officer for Research & Practice Development, & Chief, Nursing Research & Translational Science

Recent Success: **BSC Review (June 2021) – Board recommended continuing scientific research position post-retirement**

ROBERT M. LEMBO, MD

Director, Education & Training;
Executive Director, Graduate Medical Education

More Staffing Updates

Active Searches:

- **CMO**
- ***New Position:*** **Designated Institutional Official (DIO) for Graduate Medical Education (GME)**

Pending Appointment: **Chief, Office of Patient Safety & Clinical Quality (OPSCQ)**

2 Recent HHS Departmental Honors:

Susan Nsangou, Chief, CC Purchasing & Contracts Dept.
2020 HHS Secretary's Award for Meritorious Service:
Member, NIH Acquisition Management Committee Team

CDR Todd Campbell, PharmD, CC Pharmacy Department
2020 HHS Secretary's Award for Distinguished Service:
Member, OASH Testing and Diagnostics Working Group

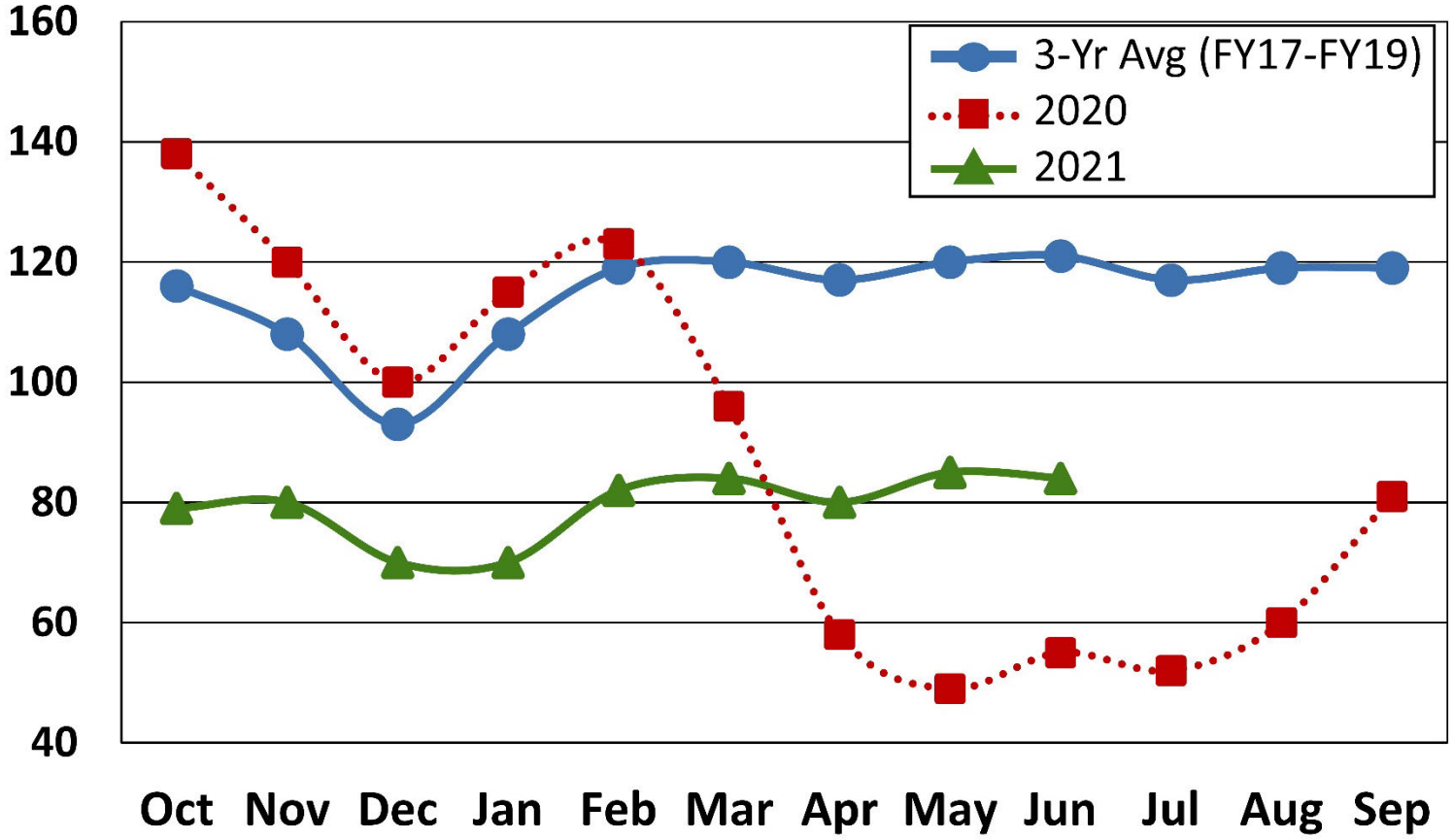
50 Year Reflections

An assortment of CC News covers, from the inaugural launch of the publication to 2020.

- 50 years of Clinical Center News: **1st issue hit the stands June 1971**
- Shout-Out to OCMR: **Many successes in recent years, including**
  - **CCTV 's Electronic Message Boards:**
    - **Introduced last year**
    - **Long considered, but implementation is credited to the late Bea Bowie's advocacy to declutter posters around the CC**
    - **Continues to grow: Now 24 screens; activating 13 more in Magnuson by Sept**
    - **In main public areas + MMESD and Nutrition where staff may not be online**
    - **Also runs 24/7 on CC intranet**
    - **Well-designed content by OCMR visual info specialists; Includes timely messages & video for all CC constituencies**
    - **More info on CCTV : https://intranet.cc.nih.gov/communications/CCTV/index**

Average Daily Census

Through June 30, 2021



ADC Stats

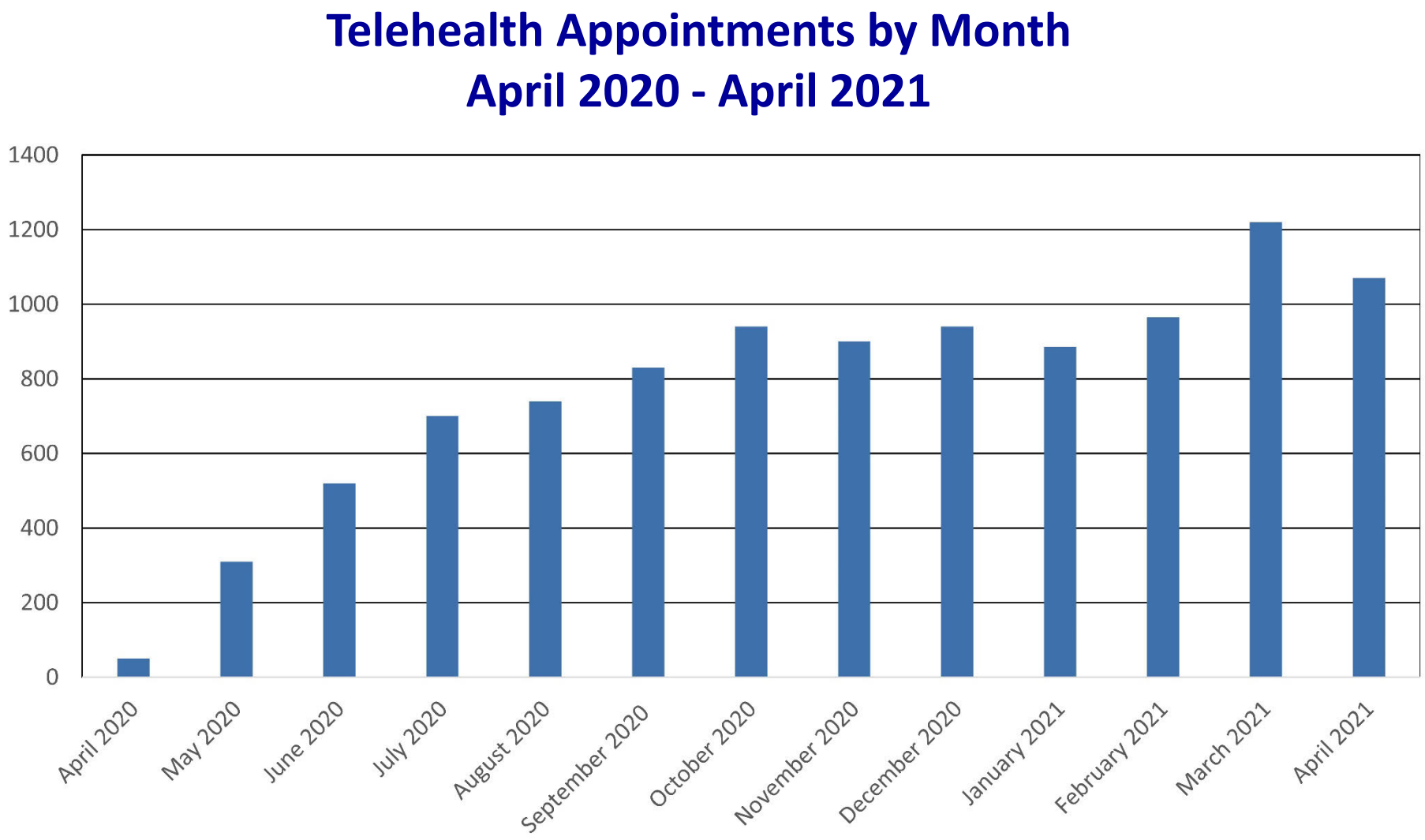
- **3-Year Average (FY 2017-2019) = 118.6**
- **Year End FY 2020: 86.7**
- **Year-to-Date FY 2021 (as of 6/30/2021): 79.0**

YTD FY21 Year-to-Date Patient Activity

as of June 30, 2021

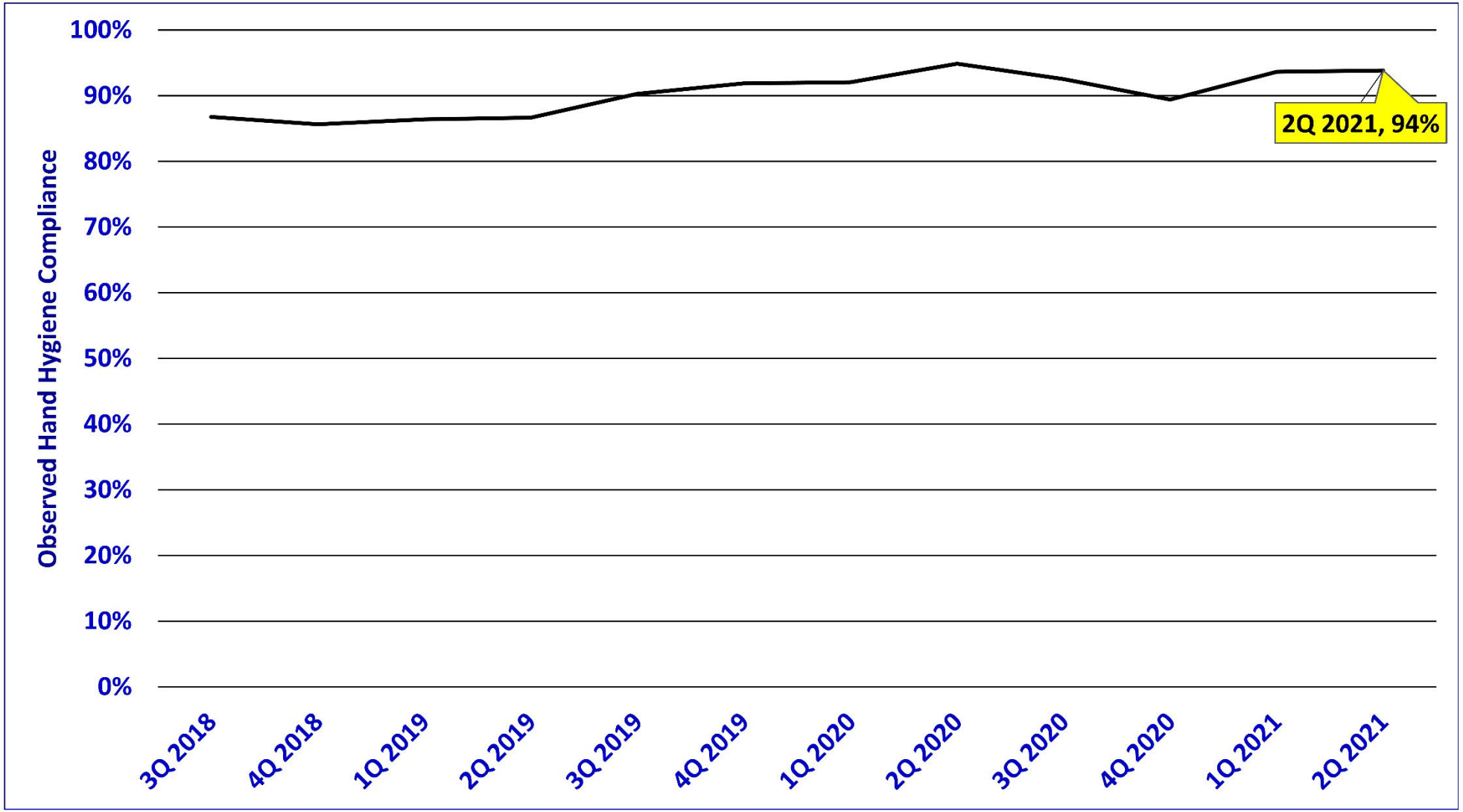
	YTD FY2020	YTD FY2021	% Change YTD FY20-21
Inpatient Admissions	**2,487**	**2,233**	**-10%**
Average Length of Stay	**10.7**	**9.6**	**-11%**
Inpatient Days	**25,797**	**21,555**	**-16%**
Average Daily Census	**94.1**	**79.0**	**-16%**
Outpatient Total Visits	**50,640**	**49,153**	**-3%**
Clinic Visits	***38,711***	***36,395***	***-6%***
Day Hospital Visits	***11,929***	***12,758***	***7%***
New Patients	**4,492**	**3,875**	**-14%**

Telehealth Appointments



Institute	# of Appts
NCI	3,488
NIAID	1,179
NICHD	1,097
NHLBI	953
NIAMS	869
NIDDK	816
NIAAA	500
NHGRI	410
NIMH	380
NINDS	183
NIDCR	115
CC	61
NEI	39
NIEHS	20
NINR	8
NCCIH	1
Total	10,119

Staff Hand Hygiene Compliance by Quarter
April 1, 2018 – June 30, 2021*



*Implemented Power of Clean Hands Campaign and All Hands On Deck Hand Hygiene Monitoring 4/1/2018

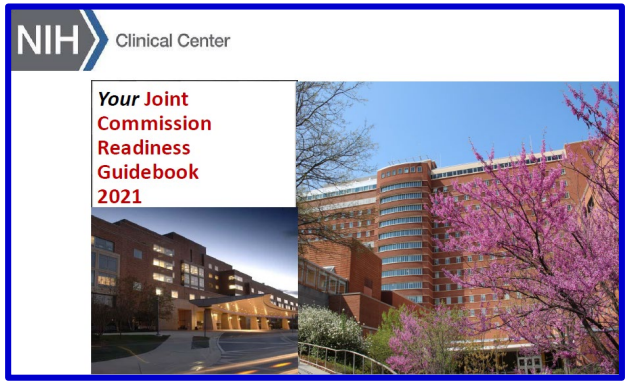
The NIH Blood Bank is experiencing low blood product inventory linked to nationwide shortages

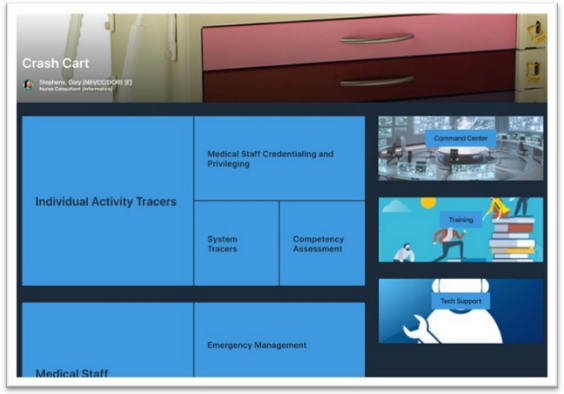
- **Ongoing pandemic negatively impacts blood drives and donor recruitment activities.**
  - **The CC need for blood transfusions remains constant to support patients with cancer, surgeries, and emergencies.**
  - **A significant% of our donations come from CC and NIH staff**
- **For individuals unable to donate blood in the past (e.g., persons who lived in Europe), FDA *blood donor criteria have recently changed* and you *may* now be eligible to donate blood**
- **Please consider helping with a blood or platelet donations in support of our CC patients!**
- **To schedules an appointment:**
  - **Online: https://www.cc.nih.gov/blooddonor**
  - **Phone:**
    - **NIH Blood Bank in Building 10 (301-496-1048) or**
    - **Platelet Center at Fishers Lane (301-496-4321)**
- ***Walk-ins currently not permitted due to social distancing***

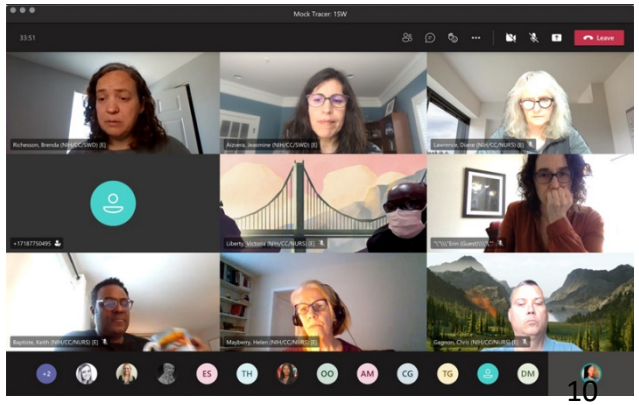
Kamille Aisha West, MD
Department of Transfusion Medicine

Upcoming Joint Commission Accreditation (JC)

- **Expecting full JC survey in 2021 (hybrid in-person and virtual)**
  - **Last survey:** ***July 24 – 27, 2018***
  - **In preparation, Office of Patient Safety & Clinical Quality (OPSCQ):**
    - **Developed a readiness guidebook**
    - **Collaborated with Department of Clinical Research Informatics (DCRI):** to rollout plans for virtual communications w/surveyors and staff via Microsoft Teams
    - **Developed a "Joint Commission Crash Cart":** physical location to store documents needed during survey
    - **Preparing staff** for effective virtual communication and information sharing, including many mock tracers throughout CC



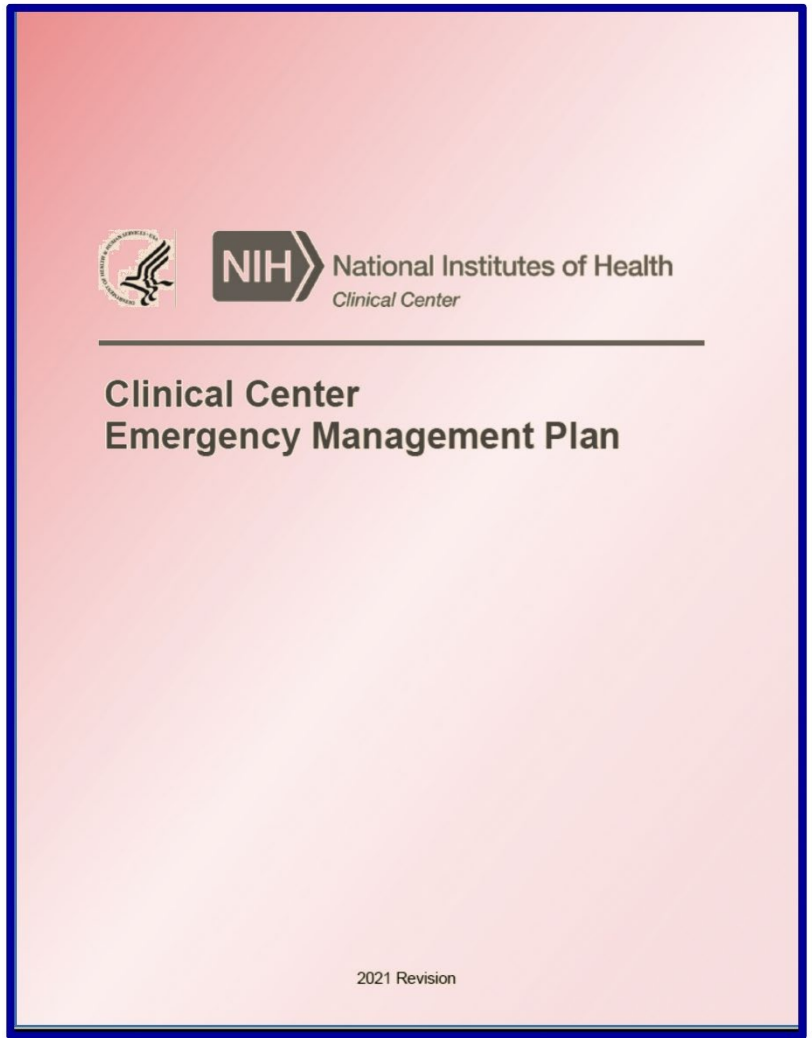




http://intranet.cc.nih.gov/pt_care/pdfs/jc_survey_guide.pdf

CC Emergency Management Spring Exercise 2021
June 10, 2021

- **Goal: test CC capabilities to respond in a crisis focusing on communications and processes**
- **CC-Wide cross collaborative effort utilizing a hybrid (virtual & in person) model to identify strengths and opportunities for improvement**
- **Currently reviewing feedback to further enhance emergency management capabilities, eliminate redundancies, and improve communications**
- **Fall 2021: Planning a larger-scale exercise involving other NIH stakeholders**



ACGME Clinical Learning Environment Review (CLER) Committee Site Visit on July 19, 2021

- **Began in 2012 with commitment to formative assessment and feedback re: Graduate Medical Education (GME) engagement**
- **6 areas of focus:**
  - **Patient Safety**
  - **Health Care Quality (including Health Care Disparities)**
  - **Teaming**
  - **Supervision**
  - **Well-being**
  - **Professionalism**
- **Visit included review of impact of COVID-19 on clinical learning environment**

Patient Perception Surveys: A New Approach

What has changed?

- **CC has new contract with Press Ganey Associates, industry leader supporting healthcare surveys**
- **CCRHB metrics report for this meeting eliminates the 'standing' 2 slides on patient perceptions as benchmarks differ.**
  - **October 2021report will include this category with new graphs and benchmarks**

New surveys will:

- **Be sent to patients by email and can be completed online**
- **Be sent closer to the actual visit date**
- **Be much shorter, more targeted, but still capture key components of the healthcare experience**
- **Be sent to all patients; frequency depends on how often they visit NIH, but generally no more than 4 times/year**
- **Be expanded to cover additional CC care areas in (e.g., OR, apheresis, radiation oncology, behavioral health)**
- **Have additional spaces for comments or concerns**

COVID-19 Screening, Testing, & Vaccinations in Building 10 *(as of 06/27/21)*

Screening

- **1, 560,303 persons screened**
- **Highest day *(6/24/2021)*: 6,070**
- **Average 5,500/week and 1,000/weekends**

Asymptomatic Testing: CC site

115,408 tests done *(May 2020 – June 2021)*

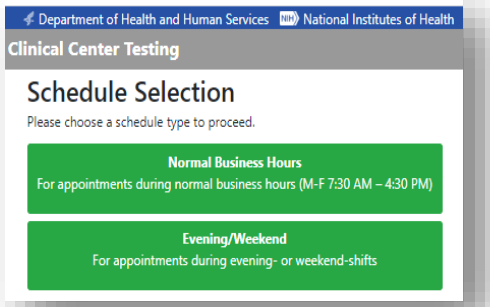
Weekly tests average 900

Total # employees tested = 12,587

12% of tests are Saliva

Testing available on Tuesday & Fridays

Evening/Weekend hours available Tuesday through Wednesday AM and Friday through Monday AM



https://clinweb.cc.nih.gov/cct

Vaccinations: CC site

15,887 persons vaccinated at CC site *(December 20, 2020 – June 20, 2021)*

All staff now eligible for vaccine!

New location:

OMS Clinic, CC 6th floor, (6C306) through August

NOTE: >80.4% of NIH federal employees (& 52.8% contracting staff) received at least 1 vaccine dose, either at NIH or in communities

Pandemic is NOT OVER YET!
(but, we are STILL winning)

Public health measures that are all still in effect:

(1) **Masks on staff and patients at all times when in the presence of another person…includes break rooms!**

(2) **Face shields on staff when in patient rooms.**

(3) **Social distancing.**

(4) **Stay home if you are ill. Call OMS COVID Call Center.**

(5) **Number of staff allowed on rounds increased, but in patient's room, limit remains 2 or 3 staff maximum.**

(6) **Hand hygiene, hand hygiene, hand hygiene.**

We encourage everyone to be vaccinated and we also encourage regular testing, even if you are asymptomatic.

A Light at the End of the Tunnel: Emerging from the Pandemic

Effective 5 July: Restrictions Lessened to CC Visitors Policy for Outpatients:

- **Every CC out-patient can have 1 person accompany them to their appointment(s)**
- **Waiting rooms reconfigured to accommodate increased numbers of attendants or family members**
- **No change in rules for in-patients**
- **Refer questions to CAPT Toni Jones about in-patient or out-patient policies should be referred**

COVID-19 Testing for Foreign Travel:

- **Routine asymptomatic testing can require 48 hours between sample collection and delivery of results**
- **Please *alert 5th floor staff* for testing done in preparation of foreign travel *at the time of testing* to be certain results are back in time**

NIH/CC Plans for Return-to-Physical Workplace of Federal Employees and Contractors:

- **Voluntary Return of Group C (Teleworkers) via application process**
- **Flexible schedules and remote work may continue, depending on organizational needs to continue**
- **Federal agencies no longer have to limit the number of staffers allowed in their offices to 25 percent occupancy; guidance ongoing from OMB /OPM/GSA/OSHA**

Occupational Safety and Health Administration (OSHA) Issues Emergency Temporary Standards to Protect Healthcare Workers from COVID-19

- **Emergency temporary standard (ETS) to protect healthcare workers from contracting COVID-19. The ETS is aimed at healthcare settings and healthcare support services where staff may have contact with patients or materials contaminated with SARS-CoV-2. As part of the standard,**
  - **NIH must notify staff of a contagious COVID-19 positive person present in a healthcare setting subject to these regulations.**
  - **Facilities must conduct hazard assessments and have a written COVID-19 plan to outline strategies to mitigate disease transmission. The NIH Safety Guidance (https://www.ors.od.nih.gov/Return-to-Work-Guidance.pdf) has been updated according to OSHA's requirements.**
- **Employers must comply with most provisions of the OSHA ETS by July 6. Requirements related to installation of physical barriers, ventilation and training must be completed by July 21.**
- **CC Hospital Epidemiology Service is POC for questions from CC staff**

CC Employee Well-Being Remains Our Priority!

"Help Seeking is STILL a Sign of Strength"

May: Mental Health Awareness Month with CC and NIH-wide staff activities

May 31st: After 1 year of service, sunset of the "*Here to Listen Line*"

All other resources continue to be available including:

- **CC Spiritual Care Department – call: 301-496-3407**
- **EAP to support, problem solve, and make referrals as needed**
  - **Call 301-496-3164 for free assistance.**
- **Emergency national services: free and available 24 hours/day, 7 days/week:**
  - **Call National Suicide Prevention Lifeline at 1-800-273-TALK (8255)**
  - **Text the Crisis Text Line (text HELLO to 741741)**
  - **Call SAMHSA's Disaster Distress Helpline at 1-800-985-5990**