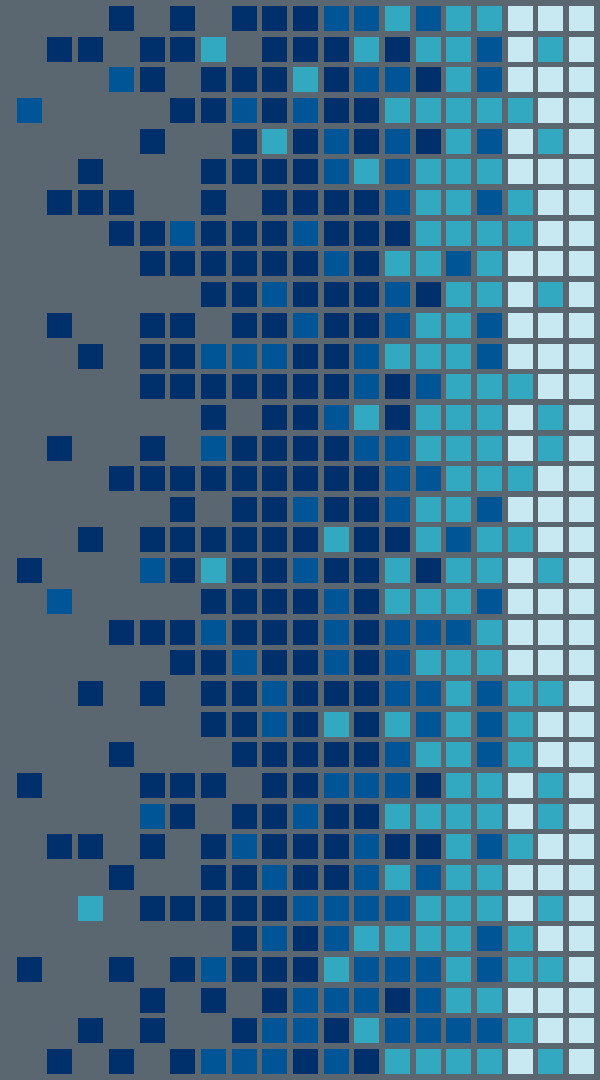


Navigating the Covid-19 Pandemic



Presenters:

Bethany Johnston, Jill Stroot, and Abby Whiston



Blessing Health System

- Blessing Health System is the largest healthcare provider in a 100-mile radius. It consists of three hospitals, two multi-practice provider groups, a charitable foundation, a for-profit medical equipment and services retailer and a college of nursing and health sciences.
 - The three hospitals experienced a total of nearly 15,000 inpatient admissions last year and more than 360,000 outpatient visits. The multi-specialty provider groups experienced more than 362,000 patient visits. Jill has been with Blessing Health System for 12 years and has 22 years of Revenue Cycle experience.



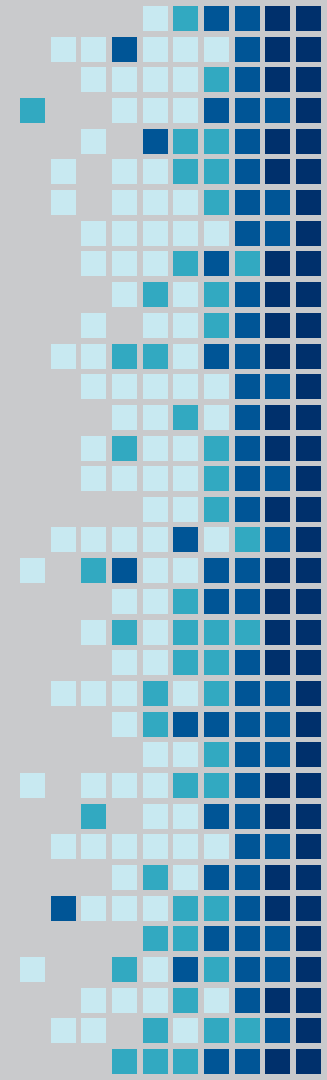
Blessing Health System



- Patient Access includes registration, scheduling, financial clearance and utilization management – 90 staff members



Covid-19 Changes



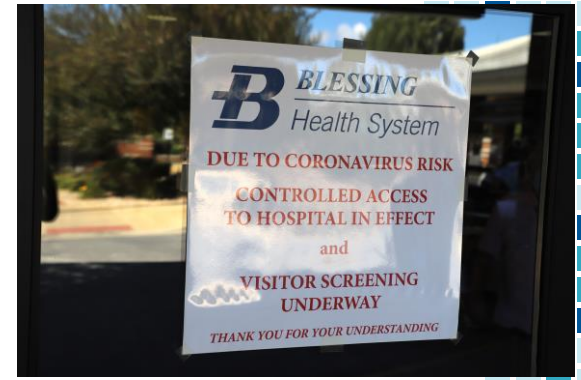
Employees/Staffing

- PPE
- Labor pool
 - No layoffs / furlough
- Negative Pressure
- Floor for COVID positive patients
- IL new vaccine / weekly testing mandate
- Vacancy Rate / workforce issues
 - Bonus shifts
- Microsoft TEAMS
 - Staff meetings
 - Allowing in house staff to attend remote on cell phone
 - Training remote



Controlled Hospital Access

- Visitor Policy Changes
- Door screeners
 - Stationed at all entrances
 - Assist those who need help entering and exiting the buildings, ensure patients/visitors have and are wearing a face mask, and assist with way-finding to suites and services within the buildings



Controlled Hospital Access

- Asked COVID screening questions from March 2020-April 5, 2021
 - Have you been tested for COVID 19 in the last 10 days?
 - If YES: ask if they know the results of that test.
 - If Results were positive or are still pending : Transfer them to the nurse to discuss other options as they CANNOT COME INTO THE CLINIC.
 - If Results are negative -Proceed with below
 - If NO to testing – proceed with the following questions:
 - Do you currently have a fever of 100.5 or higher with a cough, shortness of breath, loss of taste / smell, headache, fatigue, weakness, sneezing, watery eyes, sinus pain/pressure NOT related to seasonal allergies?



Clinics

- Walk in Clinic
 - Registration process in WIC over time
 - Check in ipad / register from car
 - Bamlavinimab Infusions
- Acute PEDS Clinic
 - Registration via phone
- Clinic and Hospital screening questions at time of pre-registration



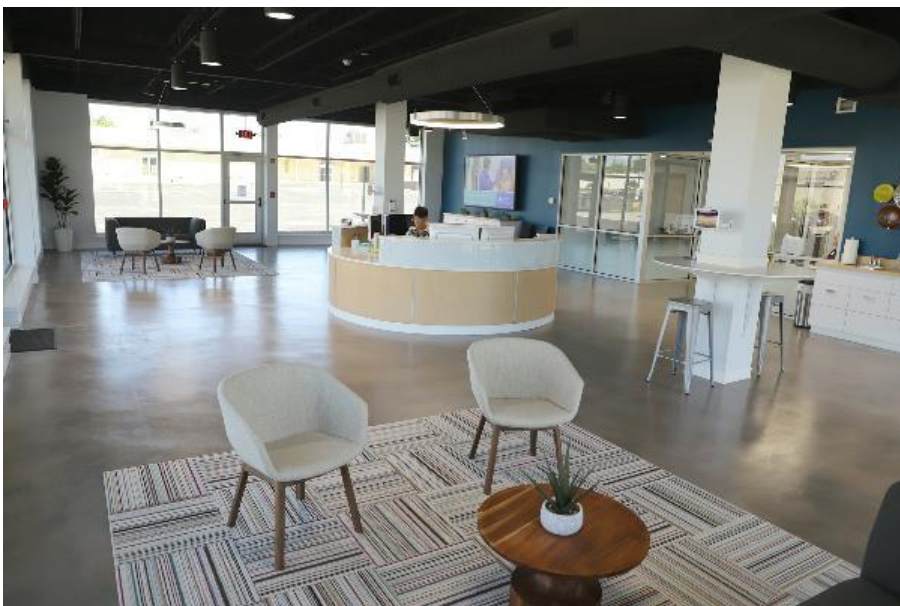
Blessing Express Clinic

- Drive thru acute visit, COVID testing, COVID vaccinations, & phone registration process.



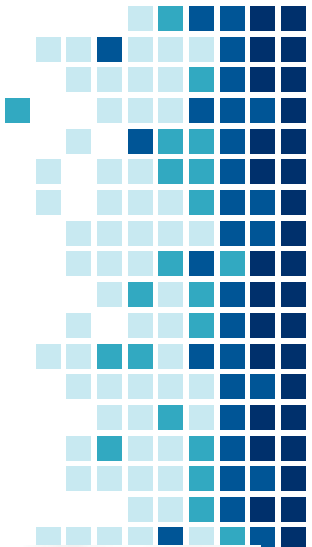
Resource Center

- A personalized service targeted to help consumers navigate their health all in one place or with one phone call.



Emergency Department

- Temporary tent
- Shell
- Ambulance bay construction
- Registration Process and how it changed over time



Team Structure

- Remote work
 - Pre-Arrival, UR, HIM, PFS

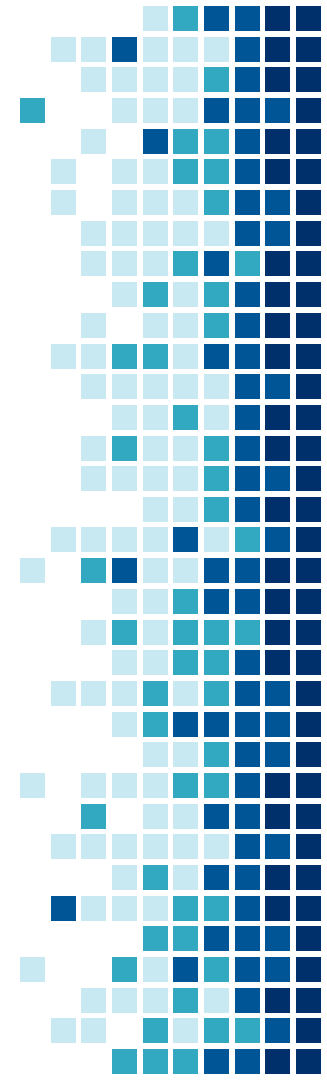


Health Information Management (HIM)

- Developed a process for COVID results from outside facilities to be communicated timely for anesthesia to review
- Developed a process to notify EMS providers of positive results
- Experienced an increase Master Patient Index (MPI) merges
 - Express testing location in a separate system than the hospital
- Ongoing education on COVID diagnosis changes

Patient Financial Services (PFS)

- Majority of PFS team has been remote since 2014.
- Since Covid-19, they have focused on transitioning the majority of those left in house to a remote location with little to no change to workflow.
- Changes:
 - Implemented a process to catch self-pay balances before dropping to the patient for COVID test (manually).
 - Conducting meetings via Microsoft TEAMS



What questions do you
have?

