

Healthcare Operations during the COVID-19 Pandemic

ASPR TRACIE Speaker Series

August 2022

The U.S. Department of Health and Human Services' (HHS) Administration for Strategic Preparedness and Response (ASPR) Technical Resources, Assistance Center, and Information Exchange (TRACIE) presents a speaker series focused on how the COVID-19 pandemic brought healthcare and public health, emergency medical services, and emergency management together to adjust healthcare operations. Topics in this series include the role of pharmacists in the pandemic, adjusting operations to manage patient surge, creating a COVID-19 task force, and meeting supply chain challenges.

Related Resources

[ASPR TRACIE Novel Coronavirus Resources Page](#)

[COVID-19: Healthcare System Operations Strategies and Experiences](#) (Webinar)

[COVID-19 Healthcare System Operations Resources Page](#)

[Welcome and Introduction to the Speaker Series](#)

This short introduction features **Dr. John Hick**, Hennepin Healthcare, highlighting how the many fields and specialties affected by the COVID-19 pandemic came together to meet challenges associated with critical care, crisis standards of care, pharmacy, supply chain, and patient surge.

[Community Pharmacists' Role in COVID-19](#)

Dr. Alfred L'Altrelli, PharmD, Administrative Director of Pharmacy, UPMC Presbyterian discusses how the role of pharmacists in has evolved in general—beyond product dispensing to patient-centered care—and how this has manifested during the pandemic.

[Lessons Learned from a COVID-19-Designated Hospital](#)

Dr. Bonnie Arquilla, Dr. Pia Daniel, and Patricia Roblin, Emergency Preparedness Leadership Team from SUNY Downstate Health Sciences University, and University Hospital of Brooklyn share the operational adjustment made when the University Hospital of Brooklyn (the primary teaching hospital for the State University of New York Downstate Health Sciences University) became the only COVID-19 designated hospital in Brooklyn.

[Incorporating Emergency Preparedness into the COVID-19 Response](#)

Eric Alberts, CEM, CHEP, CHPP, Corporate Director, Emergency Preparedness, Orlando Health, Inc. explains lessons learned by Orlando Health during the pandemic, including the role of safety officers, internal communications, adding negative air flow rooms, and redeploying staff.

[Essential Information for Use of Point-of-Care Tests for COVID-19 Diagnosis](#)

Jill Taylor, Ph.D., Senior Advisor for Scientific Affairs, Association of Public Health Laboratories shares essential information regarding the use of point-of-care tests (including molecular and antigen) for COVID-19 diagnosis in this short video.

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COVID-19 and the Law

James G. Hodge Jr., JD, LL.M., Peter Kiewit Foundation Professor of Law; Director, Center for Public Health Law and Policy; Director, Western Region Office - Network for Public Health Law, and Sandra Day O'Connor College of Law highlights legal information specific to COVID-19 and emergency declarations, emergency powers and limitations, crisis standards of care, and liability protections.

Using Electronic Health Records to Track Patients at an Alternate Care Site

Diane Constantine, MSN, RN-BC, Director of Clinical Informatics, University of Maryland Medical System and **Tiffany Kuebler**, PA-C, MMS, Co-Medical Director of Clinical Informatics, University of Maryland Medical Center discuss how multiple stakeholders collaborated to create a surge facility at the Baltimore (MD) Convention Center.

Methods for Monoclonal Antibody (mAb) Therapy

Dr. William Fales, MD, FACEP, FAEMS, Medical Director, Michigan Department of Health & Human Services, Division of EMS and Trauma and Professor and Chief, Division of EMS and Disaster Medicine, Western Michigan University describes the statewide approach and support of monoclonal antibody therapy in various healthcare settings.

Infection Prevention and Control (IPC) and Environmental Health and Safety for COVID-19 Isolation and Quarantine Hotels

Janet Wang, MPA (in progress), Director of Regulatory Affairs; **Priya Dhagat**, MS, MLS(ASCP), CIC, Associate Director, System-wide Special Pathogens Program; and **Syra Madad**, D.H.Sc, MCP, Senior Director, System-wide Special Pathogens Program (all from NYC Health + Hospitals; Dr. Madad is also a Fellow, Belfer Center for Science and International Affairs, Harvard Kennedy School at Harvard University) highlight how they prepared for, selected, and maintained operations and safety at a hotel set aside to treat clients in COVID-19 quarantine and isolation.

The Role of the Physical Therapist in Pandemic Response

Lindsay Harmon-Matthews, PT, DPT, MPH, **J.J. Kuczynski**, PT, DPT, OCS, **Anthony Ganim**, PT, MPT, MBA, and **Michael Martin**, PT, MPT (The Ohio State University Wexner Medical Center and other affiliations) discuss providing physical therapy to COVID-19 patients during and after hospitalization.

Special Projects for Equitable and Efficient Distribution of COVID-19 Outpatient Therapeutics (SPEED)

LCDR Tiffany Pfundt, PharmD, PMP (ASPR) provides a summary of COVID-19 therapeutics and an overview of HHS ASPR's SPEED program, including its use in various types of settings.

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[Denver Health Virtual Hospital at Home](#)

Patrick Ryan, MD, MPH, **Rebecca Hanratty**, MD, and **Connie Price**, MD (Denver Health and University of Colorado School of Medicine) discuss the goals, workflows, outcomes, and lessons learned from implementing a novel “Virtual Hospital at Home” model to treat COVID-19 patients.

[Creating a COVID-19 Specialty Hospital](#)

Erica Kuhlmann, DO, COVID ICU Medical Director, M Health Fairview (MN) shares how her facility made history when it became one of the nation’s first, and only, hospitals dedicated solely to treating people with severe, confirmed cases of COVID-19.

[COVID-19 and the Changing Healthcare Delivery Landscape](#)

Paul Biddinger, MD, FACEP, Medical Director, Emergency Preparedness, Mass General Brigham; **Mark Jarrett**, MD, MBA, MS, Chief Quality Officer, SVP & Deputy Chief Medical Officer, Northwell Health; and **Meghan Treber**, MS, ICF TRACIE Program Director, HHS ASPR highlight the impact of COVID-19 on healthcare delivery (e.g., supply chain, patients delaying emergency care, the delay of elective procedures, and financial impacts to the healthcare system).

[2020 in Review: Medical Supply Chain Responses to the COVID-19 Pandemic](#)

Nicolette Louissaint, PhD, the Executive Director of Healthcare Ready, shares how they leveraged unique relationships with government, nonprofit, and medical supply chains to build and enhance the resilience of communities before and during the COVID-19 pandemic.

[The Role of Respiratory Therapists during COVID-19](#)

Douglas S. Laher, MBA, CAE, RRT, FAARC, Chief Operating Officer American Association for Respiratory Care, provided an overview of the AARC and their role during the pandemic. **J. Brady Scott**, PhD, RRT, RRT-ACCS, AE-C, FAARC, FCCP, Director of Clinical Education, Associate Professor, Department of Cardiopulmonary Sciences, Division of Respiratory Care, College of Health Sciences, and **David L. Vines**, PhD, MHS, RRT, FAARC, FCCP, Chairperson, Academic Program Director, Associate Professor, Department of Cardiopulmonary Sciences, Division of Respiratory Care, College of Health Sciences (both of Rush University) highlighted the critical role played by respiratory therapists during the pandemic and discussed the rapid training they developed on prone positioning for acute respiratory distress syndrome.

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Poison Center Roles during the Pandemic

Julie Weber, RPh, CSPI, President, American Association of Poison Control Centers, and Director of the Missouri Poison Center in SSM Health Cardinal Glennon Children’s Hospital highlighted the role of poison centers in public health and response, how staff are integrated into disaster response, and data related to calls received during the COVID-19 pandemic.

The Work-Life Pandemic Puzzle: Putting the Pieces Back Together, but Better

Dr. Lois Lee (Senior Associate in Pediatrics), **Dr. Rebekah Mannix** (Senior Associate in Pediatrics), and **Dr. Kelsey Miller** (Attending Physician) (all from the Division of Emergency Medicine at Boston Children’s Hospital) shared how the COVID-19 pandemic has altered the emotional and professional landscapes for healthcare professionals—particularly women in healthcare.

Managing the Nation’s Blood Supply During the COVID-19 Pandemic

David Green (President & Chief Executive Officer, Vitalant, and President, AABB), **Leo DeBiandi** (Vice President, Analytics, Production and Inventory Planning, American Red Cross, and Vice Chair, AABB Interorganizational Task Force on Domestic Disasters and Acts of Terrorism), **Brian Gannon** (President & Chief Executive Officer, Gulf Coast Regional Blood Center, and Chair, AABB Interorganizational Task Force on Domestic Disasters and Acts of Terrorism), and **Dr. Claudia Cohn** (Chief Medical Officer, AABB Professor of Laboratory Medicine and Pathology, and Director, Blood Bank Laboratory, Associate Director, Clinical Laboratories, University of Minnesota) discussed the role of blood centers during disasters in general and specifically the COVID-19 pandemic.

Excess Mortality and COVID-19 Surges-Defining the Problem and Solutions

Dr. Sameer S. Kadri (Head, Clinical Epidemiology Section, Tenure Track Investigator, Critical Care Medicine Dept., NIH Clinical Center) and **Dr. John Hick** (Hennepin Healthcare) discuss the role patient surge plays in mortality, share a surge index formula, and explain how Medical Operations Coordinating Cells can help with patient loading.

Medical Education during COVID-19: Lessons Learned

Dr. Alison Whelan, Chief Academic Officer of the Association of American Medical Colleges, shares key takeaways in medicine education from the COVID-19 pandemic.

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Kentucky State Penitentiary COVID-19 Strike Team Response

Jim Duke, Paramedic/RN, Owner/Operator, Com-Care EMS, and WKYHCC Chair and **BJ Newbury**, MS, CHES, WKYHCC Coordinator share how the West Kentucky (KY) Healthcare Coalition, KY Department of Corrections, KY State Penitentiary, and local emergency medical services collaborated to identify and treat COVID-19 positive inmates.

Impact of COVID-19 on Solid Organ Donation and Transplantation

David Klassen, MD (Medical Director, OPTN Chief Medical Officer, UNOS), **Christopher C. Curran**, CPTC, CTBS, CTOP (Senior Vice President, Organ Utilization, New England Donor Services), and **Sumit Mohan**, MD, MPH (Associate Professor of Medicine & Epidemiology Columbia University Irving Medical Center) highlight the impact of the pandemic on solid organ donation and transplantation in this recording.

The Impact of the Pandemic on Oral Health

Timothy Ricks, DMD, MPH, FICD, FACD, FPFA (USPHS Chief Dental Officer); **Folasayo Adunola**, DDS, MPH (Dental Officer, Health Resources & Services Administration); **Ray Cohlma**, DDS (Executive Director, American Dental Association); and **Ann Lynch**, Director of Advocacy, American Dental Hygienists' Association discuss the effect of the COVID-19 pandemic on oral health in general and oral healthcare providers in this brief recording.

The Role of the Kentucky National Guard in the COVID-19 Response

Lieutenant Colonel Curtis Persinger, Director of Military Support, describes how The National Guard was activated to provide non-clinical medical support throughout the State of Kentucky.

The Pandemic's Impact on Radiology Practices

William T. Thorwarth, Jr., MD, FACR (Chief Executive Officer, American College of Radiology) and **Dana H. Smetherman**, MD, MPH, MBA, FACR (Chair, Department of Radiology, and Associate Medical Director, Ochsner Medical Center-New Orleans) discuss the impact of the COVID-19 pandemic on hospital radiology practices.

For more information:



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