

Access the recording here: <https://attendee.gotowebinar.com/recording/1795755786429514497>

Access the transcript here: <https://files.asprtracie.hhs.gov/documents/healthcare-operations-series-alberts-transcript.pdf>

Access the entire webinar series here: <https://files.asprtracie.hhs.gov/documents/aspr-tracie-healthcare-operations-during-covid-19-pandemic-webinar-series.pdf>



T R A C I E

HEALTHCARE EMERGENCY PREPAREDNESS
INFORMATION GATEWAY

Healthcare Operations during the COVID-19 Pandemic- Speaker Series

October 2020

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ASPR
ASSISTANT SECRETARY FOR
PREPAREDNESS AND RESPONSE

Access Mr. Alberts' bio here:

<https://files.asprtracie.hhs.gov/documents/aspr-tracie-healthcare-operations-speaker-series-alberts-bio.pdf>



T R A C I E
HEALTHCARE EMERGENCY PREPAREDNESS
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Eric Alberts, CEM, CHEP, CHPP
Corporate Director, Emergency Preparedness
Orlando Health, Inc.

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ORLANDO HEALTH®

- Healthcare system in southeastern U.S.
- \$6.5 billion of assets under management
- 22,000 team members
- More than 1,200 volunteers
- Nearly 4,200 physicians
- 3,200-bed system
- 15 wholly-owned hospitals and EDs
 - 3 are trauma centers

Orlando Health's Experience

- First wave
- Second wave
- Slow creep into 3rd wave

What Worked Well & Innovation

- Supply Chain Command Center
 - PPE concerns
 - Reduce fears
 - PPE acquisitions
 - Subject Matter Experts
 - PPE selection
 - 3D printed & handmade PPE



What Worked Well & Innovation

- Safety Officers
 - Protect team members & patients
 - PPE protocol adherence
 - Correct PPE utilization
- Internal Communications
 - Daily updates during peak; otherwise during work week
 - Provided a daily snapshot
- Negative Air Flow Rooms
 - Added 167 negative airflow units to rooms (maintained)



What Worked Well & Innovation

- Staffing
 - Volunteers & students
 - Redeployment Center activated
 - 3,100 team members redeployed
 - Every redeployed team member offered a position in Orlando Health
 - Early retirement offered



Lessons Learned

- Integrating new facilities through a pandemic
 - Emergency codes, P&Ps, standardization & integration of HICS, supplies, etc.
- PPE stockpile for future pandemics/waves of patients
- Mass training on appropriate PPE and how to utilize it
- Keeping track of what you've done & continual updates on processes
- After Action Report/Improvement Plan (90 pages of notes)

Contact Us



asprtracie.hhs.gov



1-844-5-TRACIE



askasprtracie@hhs.gov