

Access other videos in this series here:

<https://files.asprtracie.hhs.gov/documents/maintaining-healthcare-safety-during-covid-19-speaker-series-.pdf>

Access the recording here: <https://attendee.gotowebinar.com/recording/8221552426720363778>



TRACIE
HEALTHCARE EMERGENCY PREPAREDNESS
INFORMATION GATEWAY

Maintaining Healthcare Safety During the COVID-19 Pandemic- Speaker Series

September 2020

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Access Dr. Murphy's bio here: <https://www.geisinger.org/about-geisinger/leadership/leadership-team/karen-murphy>



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INFORMATION GATEWAY

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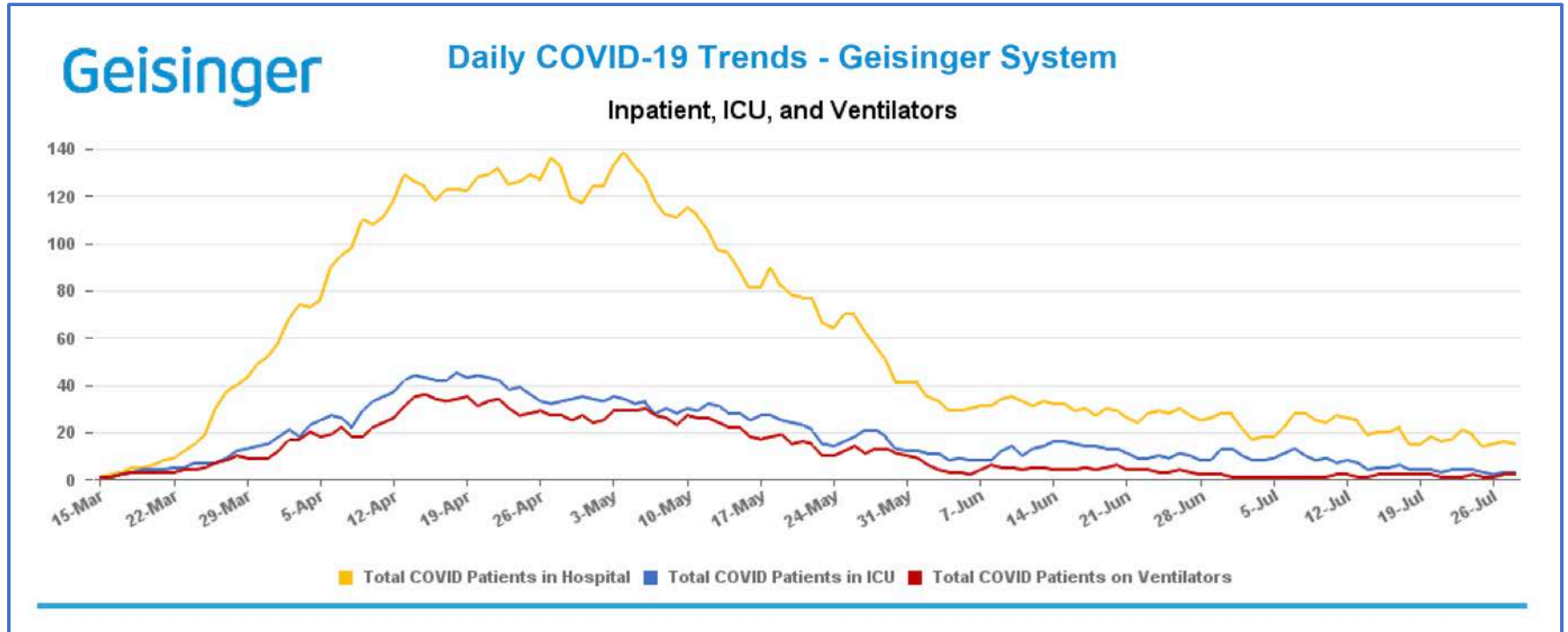
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About Geisinger



- **\$8 billion in combined revenues**
 - 33,000 employees
- **We care for patients:**
 - 11 hospital campuses
 - 261 clinic sites
 - 3,200 employed providers
- **We provide quality, affordable health insurance:**
 - 552,000 members
 - 56,000 contracted providers/facilities
- **We teach, research, and innovate:**
 - 526 MD and MBS students at Geisinger Commonwealth School of Medicine
 - 2,300 nursing students
 - 635 physician residents and fellows
 - 1,000+ active research projects

Geisinger's Experience



Geisinger's Response

- Postponed all elective clinic visits, diagnostics, inpatient and outpatient surgeries
- Transitioned 7,000 employees to “work from home”
- Redeployed 1,500+ employees to COVID-related work
- Expanded virtual visits from 40 to 4,500 per day
- Launched in-house testing sites across footprint
- Leveraged digital technology
- Immediately began post-crisis planning

Post-Crisis Planning Committee

- CEO vision: “Stronger organization on the other side”
- 25 executives representing all areas across enterprise
- Met weekly
- Encouraged to approach post-crisis through an innovation lens
- Developed recommendations for transformation post-crisis

Vision for Post-Crisis Recovery & Transformation Plan

COVID-19 forced us to work differently – We took the opportunity to:



Capture positive transformations



Plan a healthy recovery



Create the “new normal” using scenario planning

Returning to the “New Normal”

Stop

- Complex decision matrix
- Non-productive standing meetings
- Reevaluate OR block schedule
- Communication clutter

Start

- Streamline organizational processes (limit “red tape”)
- Leverage virtual meetings
- Health Hubs
- Redesign workforce “super support person”

Continue/Expand

- Digital engagement
- Work from home
- Virtual visits
- Communication strategy
- Value-based payment models
- Community engagement
- Remote patient monitoring
- Mail-order pharmacy

Second Wave Playbook

- Predictive analytics to moderate non-urgent services
- Testing expansion
- Working with nursing homes, businesses and schools
- Deploy Stanson Health Early Warning Surveillance System

Contact Us



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