



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER™

Managed Care

Leadership Update May 15th, 2020

We close another week praising our Managed Care staff and look forward to another week with an amazing team. Our teams welcomed the Texas Department of Criminal Justice (TDCJ) strike force testing teams onto their units, managed to navigate the pandemic on the units and continued to provide great care for our patients. Each of you are a valued team member and play a vital role in our continued success.

This week TDCJ made some revisions to the CMHC Infection Control Manual Coronavirus Policy B-14.52. Effective May 13, 2020, the time offenders and new intakes with confirmed or suspected COVID-19 must remain in medical isolation was increased from 7 to 10 days, and criteria for clearing staff to return to work was updated to include both symptom-based and test-based strategies. The updated policy will be uploaded on the [TTUHSC Managed Care COVID-19](#) page under Texas Department of Criminal Justice titled CMHC Infection Control Manual Coronavirus Policy.

The data suggests we may have hit a plateau in symptomatic patients who tested COVID-19 positive. Currently, 52 percent of the total number of our symptomatic COVID-19 positive patients have recovered. As of this morning, Managed Care has 19 employees who tested positive with nine recovered. We have 250 symptomatic patients who tested positive with 129 recovered. We are proud of your COVID-19 management and your cognizance for your fellow staff members and our patients' safety. Your diligence shows through the number of symptomatic COVID-19 positive cases and those that are recovered.

In addition, the strike force testing began this week at Clements, Sanchez and Middleton. We expect that the number of asymptomatic COVID-19 positive cases will rise as a result of global testing at the aforementioned units. Remember that the COVID-19 testing offered to Managed Care employees is voluntary and encouraged.

Resources

1. *Managed Care COVID-19 Page*

The Managed Care COVID-19 page includes a resource section for of the communications and information we have shared with you via email.

- a. If you are using the *intranet*, you can access the Managed Care COVID-19 page through your homepage. The Coronavirus link is highlighted in yellow.
- b. If you are using the *internet*, you can access the page using the link below.

<https://www.ttuhscc.edu/coronavirus/managed-care.aspx>

2. *Texas Health and Human Services COVID-19 Mental Health Support Line*

If you or someone you know is feeling overwhelmed by the COVID-19 pandemic, **help is available**. Speak with a mental health professional for help dealing with anxiety, depression, stress, grief or worry 24/7.

- a. Call the toll-free COVID-19 Mental Health Support Line at (833) 986-1919.
- b. If you are using the **intranet**, you can access the Mental Health Support Line information through the Managed Care COVID-19 Resources. The Coronavirus link is highlighted in yellow on your Managed Care homepage.
- c. If you are using the **internet**, you can access the page using the link below.
https://www.ttuhscc.edu/coronavirus/documents/20D0427HHSCCOVID_BHSupportLineFlyerENG.pdf

3. The TTUHSC Counseling Center

- a. A message from the TTUHSC Counseling Center website:
During this time of unprecedented unknowns and uncertainty the one thing we are sure of is that managing your mental and physical health is critical to your well-being. It is our hope that you will utilize some of these resources to enhance your own well-being and the well-being of those around you.
- b. Contact the [TTUHSC Counseling Center](#) at (806) 743-1327 or (800) 327-0328. They provided telehealth counseling services via a HIPAA-compliant Zoom platform.
- c. [COVID-19 Resources – TTUHSC Counseling Center](#)
For resources to manage stress and anxiety associated with COVID-19, click the hyperlink above.
 - i. Kids Resources
 1. [Big Life Journal](#)
 2. [Cosmic Kids Yoga](#)

4. TTUHSC COVID-19 Site

The TTUHSC COVID-19 site provides access to COVID-19 resources including communications from Interim President Dr. Lori Rice-Spearman, previous Townhall meetings, and HR resources.

- a. If you are using the **intranet**, you can access the Managed Care COVID-19 page through your homepage. The Coronavirus link is highlighted in yellow.
- b. If you are using the **internet**, you can access the page using the link below.
<https://www.ttuhscc.edu/coronavirus/default.aspx>

As we have said before, we work with the best team in Texas. We would like to recognize all of our employees for your continued dedication, perseverance and commitment during these challenging times. We have a tremendous team who consistently exhibits our *Values* of **One Team** and **Beyond Service** and you should be commended.

We hope that you and your loved ones are safe and well during this time. Remember to model social distancing and follow CDC guidelines while on the unit and off. Continue the good work, we are proud that you represent Managed Care and Texas Tech University Health Sciences Center.

We are all in this together.

Cynthia Jumper, MD, VP Health Policy and Special Health Initiatives

Denise DeShields, MD, Executive Medical Director

Will Rodriguez, MSOLE, Executive Director