



# What we have learned from COVID-19: The need for Advanced Practice Nurses in Health Care.

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# Nursing Background

- Registered Nurse –General Medicine, ICU and Oncology
- Primary Care Nurse Practitioner- Academic Family Practice and Internal Medicine-New York City
- Fellowship –Nurse Practitioner –Trained alongside 3 MD Fellows
- Clinical Doctorate of Nursing Practice- DNP
- Palliative Care Service- Serious Illness Patient Population
  - Inpatient and outpatient
  - On-call service 7 days/24 hours
  - Weekend Rounding

Department of Family and Social Medicine  
Palliative Care Service  
Montefiore Medical Center

# Montefiore Health System

## Timeline

- 3/13/20-8 Positive Cases-8
- 3/25/20-Clinic Telehealth, ICU capacity increase
- 4/12/20- Positive Case- 1912
  
- ICU capacity increase 300%

# Inpatient

2 days working with inpatient teams

- Consults-24 Hour Access-In person, E-consult, Remote
- Scope of Practice NYS
- Protocols- Symptom Management, Ventilator Withdrawal, Advanced Care
- Planning, Goals of Care Conversations
- Visitor Restrictions
- Goals of Care- Telephone/Video
- Video conference family/patient
- RN ER- Advanced Care Planning
- Auditory Stimulation
  - Intubations, Rapid Responses

# Outpatient

## Palliative Care Clinic/Oncology Clinic

- Anticipation of surge-Remote Telehealth  
-Telephone or Video
- Management of Acute or Chronic Issues
- Keeping patients out of ER
- Frequent Follow-up
- Challenge- How to manage without seeing patients

# Academic

- Classes- Virtual Platform-2 weeks before surge
- DNP Students
  - Anxiety and fear in students
  - Concern over inability to complete program requirements
  - Discussion- Preparation, Follow the Science- Dr. Fauci MD

# Personal

## FEAR

- News from Italy Terrifying
- Level of Contagion
- PPE supply
- Concern of personal and family exposure
- Exposure and death of colleagues

## DAILY ROUTINE

- Temperature Taking 2x day
- Looking for Symptoms of Exposure
- Support from teams
- Citywide support from colleagues
- Management of Family Life
- Stress Management



# Communication

- Daily Departmental Clinical Updates
- System Wide Updates- Command Center
- Treatment Guidelines and Advisories-Portal

# Leveraging an Existing System

- Academic Leverage-Medicine
- Broad Scope of Practice for Nurse Practitioners
- Role Flexibility-for Providers

# Transformation of Roles

- Deployment
- Primary Care Providers – moving to Hospitalist Teams
- High Risk Workers moved to Telehealth

# Outpatient/Primary Care

- Primary Care- Moved to Telehealth
- Providers with mild covid symptoms- remote work-Telehealth
- Lack of Protocols- focus was on inpatient
- Frequent Telehealth of patients

# Family Medicine Service

- 2 Inpatient Teams---Moved to 6 Teams-Two Week Period
- 70-72 patients /daily
- Multilevel experience on teams with CCM back-up.
- Attendings reporting MD Fellows- Incident Command

**Redeployment of an Academic Family Medicine Department During a Severe COVID-19 Surge in the Bronx, NY. ( IN PRESS) *Journal of the American Board of Family Medicine.***

*Authors:* Anna Flattau, MD MSc MS Jessica Cristallo Mary Duggan Maria Gbur, Marie-Louise Fabienne Daguilh, Peter Selwyn.

# Support

- Caregiver Center
- Inpatient/Outpatient Teams- Peer Support
- Debriefing
- Psych support
  
- Meal support
- Transportation support

# What helped the CHAOS

- Leadership- Calm, Visible and Confident
  - Leadership going with the troops
  - Command Center
  - Organized Messaging
  - PPE at entrance to hospital
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- LEADERSHIP, STRUCTURE, SUPPORT and CLEAR COMMUNICATION

# Lessons Learned

- Learn how to be COMFORTABLE in an UNCOMFORTABLE situation.
- Role Flexibility- Inpatient and Outpatient Coverage
- Broad Scope of Practice for Advanced Practice Nurses
  - Advanced Practice Nurses- work inpatient or outpatient
  - Improve Education for Future- Care Across Settings
- Workforce Planning- Academic Medicine/Deployed-What Worked/What is Needed in Education
  - Incident Command



# Coming together for a common mission for the common good.

HEROES—All-who showed courage, compassion, creativity and resilience.

- The RNs, PCTs, respiratory therapist who spent the most time with patients.
- The Physicians and NPs many who were deployed from other areas.
- Housekeepers, Food Service, Administrative Staff
- The social workers, physical therapists, medical students, residents, and fellows.

# Bravery and Hope: 7 Days on the Frontline

- <https://www.cbsnews.com/video/bravery-and-hope-7-days-on-the-front-line/>
- [https://www.youtube.com/watch?v=\\_KUJTr8Bz58](https://www.youtube.com/watch?v=_KUJTr8Bz58)

Montefiore



Albert Einstein College of Medicine