

# Questions and Answers



## Operations Leaders Webinar

Last update: 4/23/20

Questions Asked April 22, 2020

**Topic: "COVID Hot Topics: Business Continuity and Applying Utah Leads Together 2.0 Framework"**  
**Discussion facilitated by Seth Andrews from Intermountain Children's Health Team**

### Discussion Topic: Intermountain PPE Donation to Practices

**Q: Include providers in head count to Castell?**

- Yes, anyone in your practice who is patient-facing.

### Discussion Topic: Examples of Problem-Solving Success

**Comments:**

- Proactively making calls for well-child and immunization visits, scheduling for the summer.
- Not seeing huge decrease in well-child, and was able to get Telehealth up quickly.
- Pulled list of no-shows and called proactively to reschedule appointments.
- Got approval of PPP loan!

### Discussion Topic: Challenges Experienced

**Comments:**

- How to understand forgiveness on PPP loans – awaiting guidance. They also have a plan for how to ramp up the business, including allocating staff and coordinating well-child visits.
- How to determine staffing, workflow processes and address appropriately.
- Did not get approval of PPP loan. Planning to submit again.
- Some parents don't want to schedule appts until COVID is over. Worry that this is not a good strategy as we will have COVID in the community for some time to come.
- Using huddles to notify people.
- Same strategies, proactively inviting families to come in during afternoon well-child times.

### Discussion Topic: Stimulus Approval; State Plan

**Q: Anyone applied for Economic Injury Disaster Loan?**

- Toby: Yes, they applied, but haven't yet heard back, likely slower process.
- Matt: Also applied for first \$10,000 and now waiting, have not received this.

**Q: In CARES Act for COVID-19 there are provisions for Telehealth Program - \$200 mil to provide connected services. We looked into this, but difficult due to FCC requirements. Anyone applied for this?**  
**Here is a link to the [FCC telehealth funding program](#)**

- No comments

**Q: CMS had received money they were supposed to start distributing. Anyone know what's going on with this or timing of it?**

- We have only received Medicare funds nothing for Medicaid yet.

- American Academy of Pediatrics has been urging CMS to get funds down to pediatric practices, but no new information on this.
- Children’s Hospital Association has also been advocating for federal support for up-front payments from Medicaid to support pediatric work.
- *Update after call:* In [April 22<sup>nd</sup> Press Release from HHS about CARES funding](#), it included the following statement: “ ADDITIONAL ALLOCATIONS: There are some providers who will receive further, separate funding, including skilled nursing facilities, dentists, and providers that solely take Medicaid.”

#### **Discussion Topic: Utah Leads Together 2.0 “Seal of Approval”**

##### **Q: How are you helping patients feel safe?**

- Not seeing sick patients in building. Introduced hand-washing policy, use of hand sanitizer, and when to use gloves which helps explain recommendations sent to entire staff. Families see us wash our hands.

##### **Q: How are you communicating with parents in preparation for visits?**

- Taking time before appointment to walk through steps taken to keep practice safe.
- Calling parents day before to answer questions, confirm process when they arrive (temperature check), and asking if they have been exposed to anyone with COVID – helps with no-show rate and makes them feel comfortable when they come in. Also post information on social media.
- We ask one parent to come with patient and leave siblings at home, if possible.
- Not a lot of change this week specifically other than more continued communication with our patient population.
- Through all communications methods, sharing any practice changes and safety precautions.
- Designated newborn rooms do not allow any sick children in these rooms.

#### **Discussion Topic: Telehealth Guidance from AAP for well visits**

##### **Comments:**

- Seems hard to do – we have sick and well areas so most patients feel comfortable coming in. Seems like TH would require more time (maybe double), not great solution to the problem.
- Agree and did get suggestion related to working with media to let people know practices are available to help families with well-child checks. Team at PCH is trying to support this.