

# Intermountain Trustee

## AN EMAIL BRIEFING FOR INTERMOUNTAIN HEALTHCARE TRUSTEES



JULY 2020

### INTERMOUNTAIN INITIATIVES



#### Utah's hospital systems encourage use of face masks during pandemic

**#MaskUpUtah is an effort to help reduce community transmission of the COVID-19 virus**

Intermountain Healthcare joined the [Utah Hospital Association](#) and the other healthcare systems in Utah in a collaborative effort to encourage the use of face masks in public and work settings throughout the state during the COVID-19 pandemic.

The initiative, #MaskUpUtah, kicked off Tuesday, June 23, and will continue throughout the summer months in an effort to help reduce community transmission of the virus.

Clinical leaders for Intermountain Healthcare, MountainStar Healthcare, Steward Healthcare, and University of Utah Health are concerned about the [rising number of COVID-19 cases](#) occurring throughout Utah. They have come together with one voice to remind Utahns that wearing a mask can make a significant difference in helping to reduce transmission of the virus.

While accurate information about COVID-19 continues to be clinically reviewed and verified, there are several facts clinicians agree on:

- Many people who are actively spreading COVID-19 may have very mild or no symptoms. Because they feel well, they continue to engage with their communities and family and do not realize that they need to self-isolate. Wearing a mask while at work and in public settings will help curb community spread from individuals with minimal or no symptoms.
- A lot of misinformation has been spreading recently about facial masking. But clinicians agree that face coverings, when worn appropriately, block most infectious droplets originating from the individual wearing the face covering, thus blocking transmission into the community. To what level a face covering protects the individual from infectious droplets depends on the type of face covering the material is made from (e.g., surgical mask, cloth face covering). N95 masks used in medical and industrial settings provide the highest level of protection and are reserved for the healthcare setting.
- Frequently washing hands, keeping a distance of six feet from others, and wearing a mask are basic hygiene steps that should continue to be done to stop the spread of COVID-19. While not trendy, these steps continue to be effective.

"As healthcare leaders, we earnestly request the public's help in curbing the significant increase in COVID cases in Utah," said Greg Bell, president and CEO of the Utah Hospital Association. "Masking up is an important way everyone can help. Think of someone you love or care for; wear a mask for them. If we all wear our mask regularly when out in public or at work, we can bend the curve, protect our vulnerable loved ones, and keep Utah's healthcare resources readily available for all."

More information is available [here](#).

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## Intermountain participating in Patient ID Now

### Coalition is committed to advancing nationwide patient identification strategy

Six leading healthcare organizations have announced the formation of a national coalition called Patient ID Now, which is committed to addressing the issue of patient identification by advocating for legislation and regulations.

The founding members of Patient ID Now are the American College of Surgeons, the American Health Information Management Association (AHIMA), the College of Healthcare Information Management Executives (CHIME), Healthcare Information and Management Systems Society, Inc. (HIMSS), Intermountain Healthcare, and Premier Healthcare Alliance.

The coalition recently launched a website, [PatientIDNow.org](https://PatientIDNow.org), which highlights the group's principles. Noting that failure to accurately identify patients to their data raises patient safety and quality of care concerns, Patient ID Now believes it's critical for Congress to repeal a section of law that prevents the U.S. Department of Health and Human Services from working with the private sector to develop a nationwide patient identification strategy.

"It's inspiring to see six healthcare organizations work together to create positive change for patients and healthcare systems," said AHIMA CEO Wylecia Wiggs Harris, PhD, CAE. "I am optimistic Patient ID Now will achieve its goals of helping healthcare systems better match patients with their data."

Properly matching patients and their data not only improves care but saves resources. The Ponemon Institute indicates that on average, 35 percent of all denied claims result directly from inaccurate patient identification or inaccurate and incomplete patient information, costing the average U.S. healthcare system \$1.2 million per year.

Read more about the coalition [here](#).

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## Neonatal intensive care unit cameras help families stay connected

### Live-streaming video available through AngelEye camera system

Families with children receiving treatment in the Primary Children's Hospital neonatal intensive care unit now have a new way of checking in on their baby during the COVID-19 pandemic, thanks to a new camera system installed by the hospital to help families.

The AngelEye camera system has been installed over every child's bed in the NICU that allows families to see live-streaming video of their child from any smartphone or tablet.

Although the process of obtaining these cameras began last year, families and caregivers say they have proven invaluable during the COVID-19 pandemic. Because of the rising cases of coronavirus in Utah, Primary Children's implemented visitor restrictions for the safety of patients and caregivers. The NICU has the strictest visitor policies because of the fragile health of the infants there.

The AngelEye system includes a password-protected website where parents can invite up to 24 people to have access to the camera so others can see the child without having to come to the hospital. Doctors and nurses do shut the camera off when a child is receiving treatment, but it's turned back on once they're finished. The system is free for patient to use.

Since the system launched, Primary Children's has enrolled 90 babies in the program with more than 400 participating family members. This has included nearly 22,000 virtual views from 30 different states, and four different countries. Read more [here](#).



## Goldenwest and Intermountain announce caregiver scholarship fund

### Funds can be applied to tuition, dues, other fees

Goldenwest Credit Union (GWCU) has partnered with Intermountain to establish a scholarship fund to benefit Intermountain caregivers. The goal of the scholarship fund is to help create educational opportunities that may not have been available to underserved caregivers who qualify.

"The leadership of Intermountain Healthcare in Utah during the COVID-19 health crisis has been remarkable," said Kerry Wahlen, President/CEO of Goldenwest Credit Union. "We are grateful for your determinedness, and we're proud to give back to Intermountain caregivers who have educational goals to advance their careers."

These scholarships will provide up to \$5,250 per year to pay for education that leads to a trade certification, technical degree, or two- or four-year degree from a regionally accredited college or university in any field of study. Funds can be applied to anything invoiced directly by the school, including tuition, dues, and other fees.

"Intermountain Healthcare and Goldenwest Credit Union are dedicated to strengthening the communities we serve," said Dave Adams, AVP of Total Rewards at Intermountain. "We're grateful for Goldenwest's partnership and for making this possible."

## UPDATES AND FEATURES



## Intermountain takes additional steps to prepare for potential COVID-19 patient surge

### Intermountain has been planning, preparing for potential increase in COVID-19 patients

Since the beginning of the COVID-19 pandemic, Intermountain has been planning and preparing for a potential increase in the number of COVID-19 patients over the coming weeks and months. So far, Intermountain has been able to meet the needs of all its patients, and surge steps have not been necessary at any hospitals. But if hospitalizations for COVID-19 patients continue to rise,

Intermountain is ready to implement the steps in its surge plan to provide care patients need.

Intermountain joins with other health systems, as well as local and state officials, in urging our communities to do their part to slow the spread of COVID-19. This includes social distancing, wearing masks in public, avoiding large gatherings, and washing hands frequently.

Here are some of the key elements of Intermountain's surge plan that can be implemented if needed:

- **Ability to add more beds.** Intermountain has identified ways to add more intensive care beds and more medical/surgical beds in its hospitals.
- **Continued separation of patients.** All hospitals will continue to safely care for all patient needs by keeping beds for non-COVID-19 patients in separate areas or by directing patients to another facility for care.
- **Inpatient pediatric care.** If necessary, inpatient pediatric care can be moved to Primary Children's Hospital in Salt Lake City. Pediatric units at Riverton Hospital, McKay-Dee Hospital, and Utah Valley Hospital are prepared to redirect pediatric patients to Primary Children's. Pediatric units in these hospitals can be temporarily converted to provide adult patient care. Primary Children's is also prepared to accept admissions or transfers of patients up to age 30.
- **Clinics.** Intermountain clinics will continue to provide urgent care and necessary primary care services.

"To combat the COVID-19 pandemic, we're dedicating Intermountain's resources to supporting our communities in every way we can," said Rob Allen, Intermountain Healthcare chief operating officer and senior vice president. "Our remarkable caregivers are courageously rising to the challenge. We're united with other health systems, local and state government, and our communities to coordinate services and share resources so patients can continue to get the vital care they need."



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## Intermountain to rename Dixie Regional Medical Center

### Change to St. George Regional Hospital is effective January 1, 2021

Dixie Regional Medical Center will be renamed Intermountain St. George Regional Hospital, effective January 1, 2021. The new name better follows the naming pattern used for most other Intermountain hospitals and better positions the hospital to serve the national and international community into the future, hospital officials say.

Market studies conducted by Intermountain Healthcare indicate hospitals should use the city and hospital name pattern whenever possible for clear, safe, and effective communications. "That is the way individuals search online for medical care," said Kevan Mabbutt, senior vice president at Intermountain. "Our St. George hospital serves a multi-state area, including several international tourist destinations, so it is important for the hospital to be easily identified."

"The word 'Dixie' still has a beautiful meaning for many who live here, including many of our caregivers," said Mitch Cloward, current hospital administrator. "We've benefited and continue to benefit from the collaborative spirit of this community and are grateful for its support. However, the meaning isn't clear for everyone. For some, it only requires explanation. For others who aren't from this area, it has offensive connotations. Our name should be strong, clear, and help everyone we serve feel safe and welcome."

"Our strategy is to provide clarification, simplification, and position us for the future," said Brian Chadaz, chair of the hospital's board of trustees. "The hospital's board of trustees strongly supports the change."

In 1913 St. George's first hospital opened with the name Washington County Hospital. It was renamed McGregor Hospital a few years later. Then in 1952 a new hospital was built on the west side of the 400 East block and was named Dixie Pioneer Memorial Hospital. The advent of air conditioning brought growth and in 1975 a larger hospital was built and named Dixie Medical Center. In 1990 the word "Regional" was added to define the hospital's service area expansion beyond Washington County as the region continued to grow.

"We are a vibrant, rapidly growing community," said Dr. Patrick Carroll, the hospital's medical director. "More than five million tourists pass through our area annually. Our heart, newborn intensive care, neurosciences, trauma and other programs are earning national recognition. Our Intermountain Precision Genomics program serves patients across the country and the world. This new name will provide greater strength and clarity as we serve those who are not from this area and recruit physicians, research scientists and caregivers from across the nation."

The city of St. George also has a strong, recognizable brand as a popular retirement and vacation community, and the new name builds on that strength.

"Throughout the hospital's history, our caregivers have provided the best possible care to everyone regardless of their background and heritage," said Cloward. "This will not change. We love and appreciate our community, and as St. George Regional Hospital we will continue to advance our mission to help people live the healthiest lives possible."



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## Intermountain closes inpatient hydroxychloroquine trial

### Clinical trial stopped Friday, June 19

Intermountain Healthcare researchers stopped the Hydroxychloroquine vs. Azithromycin for Hospitalized Patients with Suspected or Confirmed COVID-19 (HAHPS) clinical trial Friday, June 19, when clear answers about hydroxychloroquine were received from the [national ORCHID trial](#) showing the drug doesn't benefit hospitalized patients with COVID-19.

The HAHPS trial, a collaboration between Intermountain and University of Utah Health, enrolled 85 patients at 13 Utah hospitals in 11 weeks from April 3 through June 19. Clinical trial staff are continuing to monitor patients already enrolled and will release formal findings as soon as information has been gathered from all enrolled patients following the 28-day monitoring period for the 85th patient.

Intermountain's inpatient hydroxychloroquine trial closed since the question has been answered definitively and independently by the national ORCHID trial.

After ORCHID's safety monitoring board recommended the stopping of its trial, Intermountain followed the national trial's safety experts who "determined that while there was no harm, the study drug was very unlikely to be beneficial to hospitalized patients with COVID-19."

Intermountain's trial, HAHPS, was explicitly designed to run as a complementary trial to ORCHID, which was coordinated through the Prevention and Early Treatment of Acute Lung Injury (PETAL) Network. Intermountain is one of several trial centers in the PETAL Network.

Intermountain is committed to supporting options for our patients and their families to participate in state-of-the-art research studies that provide access to the most promising treatments for COVID-19. Patients admitted to Intermountain facilities continue to have access to world-class medical care independent of clinical trials.

More information about what researchers learned from the trial, why it's important, and what's next is available [here](#).

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## Follow-up appointments for children hospitalized for bronchiolitis may not be needed, says new study

### New study findings could guide treatment during COVID-19 pandemic

A new study at Primary Children's Hospital has found that follow-up appointments for hospitalized children treated for childhood bronchiolitis are often not necessary, and that switching from mandatory to "as-needed" follow-up care can save families from unnecessary medical care and expense—and may help guide treatment during the pandemic. The study was published in [JAMA Pediatrics](#).

Typically, when children leave the hospital after treatment for bronchiolitis (including from RSV), parents are advised to follow up with their pediatrician or family physician within a few days. Researchers asked a simple question: why—especially when most children make a full and quick recovery.

More information is available [here](#).

## EVENTS AND RECOGNITION



## SCO, Central Laundry recognized for talent diversity

### SCO, Central Laundry receive Gartner Power of Profession Award for talent diversity

Our Supply Chain Organization (SCO) and Central Laundry have been recognized by Gartner and the Supply Chain community for Talent Diversity and overall Talent Breakthrough of the Year for Gartner's 2020 Power of the Profession Awards. You can view the video announcing the recognition [here](#). This award is particularly meaningful given that it was received because of the great talent and dedication of our SCO and Central Laundry caregivers.

"We strive each day to create an inclusive workforce and environment where every caregiver feels valued, understands their contribution to our mission, and celebrates the diversity of ideas fostered by our leadership team," said John Wright, supply chain and support services vice president.



## Six Intermountain hospitals recognized for quality care, patient satisfaction

### Facilities named on 2020 IBM Watson Top 100 Hospitals List

Six Intermountain Healthcare hospitals have been named to IBM Watson Health's Top 100 hospitals list for 2020, which is based on an annual study of the nation's top performing hospitals for quality care and patient satisfaction.

The Intermountain hospitals are:

- Alta View Hospital; Sandy
- McKay Dee Hospital; Ogden
- Logan Regional Hospital
- Cedar City Hospital
- Utah Valley Hospital
- American Fork Hospital

The IBM Watson study is based on publicly available data and is meant to serve as a blueprint for hospitals around the country to aspire to in the future. The annual study has been examining healthcare data for 27 years to demonstrate that quality care and operational efficiency can be achieved simultaneously to improve patient care.

More than 2,600 hospitals were a part of this year's study. Hospitals that made the Top 100 list had better survival rates, lower inpatient expenses, and shorter lengths of stay.

"It's an honor to see both larger and smaller Intermountain hospitals on the list. This recognition highlights our effort to provide consistent high-quality care, great outcomes, and positive experiences whenever and wherever patients come to us for their health care," said Rob Allen, Intermountain Healthcare's chief operating officer. "Data is key to how our teams align across the system to track and measure continuous improvement in healthcare outcomes, value, and affordability for our patients and communities. We seek opportunities to both learn from and share our insights and successes with other health systems."

Based on the results of this year's study, IBM Watson Health estimates that if all Medicare inpatients received the same level of care as those treated in the Top 100 hospitals:

- 106,000 additional lives could be saved
- 49,000 additional patients could be treated with no complications
- More than \$8.3 billion could be saved on inpatient care
- A typical patient could be released from the hospital a half day earlier

2020 marks the first time six Intermountain hospitals have made the list at once.



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## Two Intermountain facilities named Best Maternity Hospitals

### Logan Regional, McKay-Dee the only Utah hospitals recognized

*Newsweek* recognized Logan Regional and McKay-Dee hospitals in its 2020 roundup of Best Maternity Hospitals. The list includes 231 hospitals from around the nation and is based on maternity-specific Leapfrog safety grade results. Logan Regional and McKay-Dee are the only hospitals recognized from Utah and are among only 27 hospitals from the "Southwest" region of Arizona, Colorado, New Mexico, Oklahoma, Texas, and Utah.