

Novant Health Utilizes CRF for Staffing Needs to Provide Top Inpatient and Online Service

Novant Health applied \$2,668,223 in Coronavirus Relief Funds across eight of their medical centers to 71,181 hours of staff. The 1,684 unique individuals represent some combination of registered nurses, CNAs, respiratory therapists, physical therapists, guest services representatives, case managers, clinical coordinators, cardiovascular invasive specialists, medical unit receptionists and surgical technicians. The team members provided direct patient care, screening and testing, PPE fitting, and training and monitoring.

In the spring, Novant Health made the careful decision to postpone elective surgeries and non-emergent appointments and procedures to provide teams the time and space to ramp up capacity to manage COVID-19. This included increasing bed capacity by 60 percent and reinforcing the supply chain, including PPE. Simultaneously, Novant Health communities were hard at work helping to slow community spread and flatten the curve. With progress made on all fronts, Novant Health resumed all services, which is vital to the health of communities.

In response to community need, following stay-at-home orders and the postponement of all non-emergent appointments and elective procedures, Novant Health rapidly transitioned to the virtual care model. In a few short weeks, Novant Health trained 2,000 providers on how to conduct on-demand and scheduled virtual visits. In 2019, Novant Health providers conducted less than 1,000 digital health visits. Since March, Novant Health has completed more than 500,000 such visits. Novant Health is focused on diversity, inclusion, and equity now more than ever because isolated people on the margins are disproportionately affected by COVID-19. Novant Health strives to reach all in its communities with the right information, care, and treatment so they can remain healthy and safe during the pandemic.

Some examples of this work include:

- Implemented a universal masking policy and committed to masking communities through distribution of nearly 400,000 masks for vulnerable communities, patients, and team members
- Offered the MyCommunity online tool (novanthealth.org/mycommunity) to help people search for free or reduced-cost services like medical care, food, job training and more
- Novant Health community health workers continue to collaborate via phone with a variety of community partners across the system to connect patients to important health and social resources
- Launched a “Back to Life” educational series to help people make safe decisions as they returned to salons, restaurants, religious services, and other activities
- Developed pre-screening protocols to ensure the safety of all patients, visitors, and team members
- Opened respiratory and screening assessment centers in several market counties
- Ensured no team member layoffs or furloughs by shifting team members to departments most in need

