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

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Associate Professor of Nursing at CUIMC
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

• 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