

Leader Update: Know, Share, Do

You play an important role in keeping Ballad Health team members informed. Thank you for sharing information that impacts you and your teams every day at Ballad Health.

Leader Update

March 11, 2020



KNOW

- On Tuesday, March 10, the Sullivan County Regional Health Department announced the first positive case in the Appalachian Highlands of the novel coronavirus, COVID-19.
- Ballad Health has opened the call center for those with mild symptoms.
- Regionwide access points for testing.
- Hospital entrance restrictions and screenings.



SHARE

- Ballad Health has activated its Corporate Emergency Operations Center (CEOC) to coordinate response efforts across the system and around the region.
- Frequently asked questions for front line team members and switchboards have been developed.



DO

- To protect our team members, patients and community, Ballad Health has decided to implement travel guidelines in response to the potential spread of COVID-19.

Your role in communications

Serve as a source of truth
with your team members

Listen and gauge how
information is being received

Provide feedback on what
you hear from team members

Huddle talking points:

Sullivan County reports first positive case of COVID-19

- On Tuesday, March 10, the Sullivan County Regional Health Department announced the first positive case in the Appalachian Highlands of the novel coronavirus, COVID-19.
- That patient was never admitted into any Ballad Health facility and is currently isolated at home with contact tracing being handled by the Tennessee Department of Health.

Call center for those with mild symptoms

- Ballad Health has established a call center for individuals to contact if they are experiencing mild symptoms and wish to speak with a health care professional.
- If you believe you are experiencing mild symptoms, please stay at home and self-isolate, and call Ballad Health's Nurse Connect at [1-833-822-5523](tel:1-833-822-5523).
- A Ballad Health team member will provide a screening over the telephone. The phone line is active 24 hours per day, and the service is free.
- Importantly, if you are not symptomatic, but have general questions, the best source of information is [here on balladhealth.org](#), the [Tennessee Department of Health](#), the [Virginia Department of Health](#) or cdc.gov. Telephone hotline information for the Tennessee and Virginia Departments of Health can be found on these websites.
- If you choose not to utilize this service, and instead prefer to go to your doctor or to an urgent care, Ballad Health is urging consumers to call ahead to ensure the physician or urgent care office is prepared. If you have fever, respiratory issues, a cough or other symptoms which may be related to the Coronavirus, you can expect to be immediately asked to wear a mask upon entry, and to be tested for other respiratory issues, such as the flu or other more common viruses, before being tested for the Coronavirus. As of now, it is likely the condition relates to something other than the Coronavirus.

Regionwide access points for testing

- Anticipating the need for more COVID-19 testing in the region, Ballad Health is in the process of establishing multiple access points for testing if indicated. More details will be announced in the coming days.

Hospital entrance restrictions and screenings

- Ballad Health will be implementing restricted entrances to its hospitals, with screenings for those who enter the facilities. These measures are intended to ensure the protection and sustainability of the health care workforce. The restrictions will go into effect in the coming days.
- The Corporate Emergency Operations Center
- The CEOC is composed of key leaders overseeing essential functions of the health system.
- The Board of Directors has acted to delegate its full authority to Chairman and CEO Alan Levine to ensure rapid response to the rapidly changing situation.
- Chief Operating Officer Eric Deaton was appointed by Alan Levine to serve as the incident commander of the CEOC.

Frequently asked questions

- Please refer to front line switchboard script document dated March 11, 2020, attached.

Update to Ballad Health travel guidelines

- For those planning business travel, it should be discussed with the appropriate senior leader to determine if the travel is mission critical to the organization.
- For those planning personal travel outside the United States or to states with active COVID-19 transmission, team members are asked to complete an online form. That form can be found on the intranet under the quick links tab, labeled "[Team Member Travel Request](#)."
- Team members who elect to travel must follow the Centers for Disease Control and Prevention's requirements, which may require self-quarantine and not returning to work. If a team member is required to self-quarantine and cannot be at work, use of paid time off (PTO) will be used for this period, unless the team member gains approval to work remotely.