

# COVID-19 and the Ambulatory Incident Command Center



JOHNS HOPKINS  
M E D I C I N E

# Decision-making 101

1. Identify the problem you need to solve
2. Gather data
3. Engage relevant stakeholders
4. Consider resource constraints
5. Align with strategic plan

# Ambulatory initiatives

- Testing tents
- COVID Ambulatory Response Team (CART)
- Go Teams
- Building entrance screening
- COVID clinic
- Telemedicine
- Patient outreach

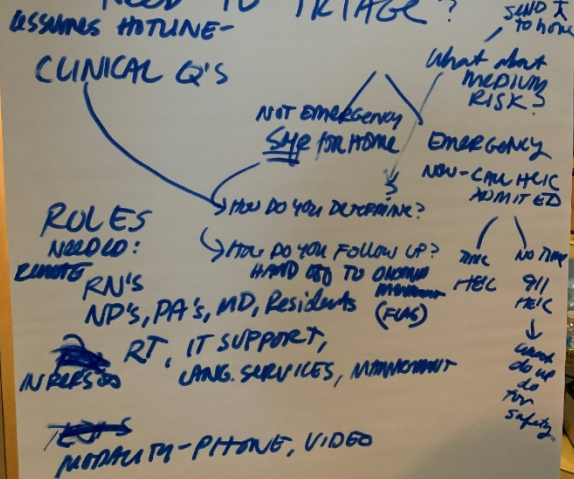
March 6, 2020



# ISSUES

- Screen positive - pt still wants to go
- Plus/staff education
- E check in - standard process + EARLIER
- Result of questionnaire
- TELVOX → Phone outreach
- → TX + messaging (char. lim)
- Overtime for central resource → incentive
- Reaching out to Dpts post TV + Mxpha
- PTO to burn - HR
- Hospital-based clinics / local mgmt
- Radiology
- Keeping staff safe
- Multiple pt + family member present same symptoms
- Use VRI for video capability for central triage
- Lack of stethoscopes across depts
- PPE for all staff assessing
- Legal opinion on RN scope of practice + provider sign-off
- Advice on how long not to come into office
- Clearly define pt risk + symptom severity
- Non-Hopkins ongoing pt mgmt
- Resources primarily to staff central pool

## WHAT WILL CENTRAL GROUP NEED TO TRIAGE?



## TRiage

- In-person
- Remote
- In-home
- Unstable
- PU1
- Acute vs. non-acute (stable, high-risk)
- HELL ID
- Testing / Mask
- Resources → kit + diagnosis guidelines
- Remote
- Resources (RN, NP, MD) + PC adult/peds + protocols/resource
- Phone/video
- Emergency → HELL / 911
- Non-emergency → Mgmt
- Designated person at each site/dept to assess
- Avoid overloading RT (within depts scope)
- Phone triage by RN, if uncertain route to provide

Total Confirmed  
**119,311**

- Confirmed Cases by Country/Region
- 80,958** China
  - 10,149** Italy
  - 8,042** Iran (Islamic Republic of)
  - 7,755** Republic of Korea
  - 1,784** France
  - 1,695** Spain
  - 1,565** Germany
  - 1,037** US
  - 696** Others
  - 581** Japan
  - 491** Switzerland



Cumulative Confirmed Cases | Active Cases

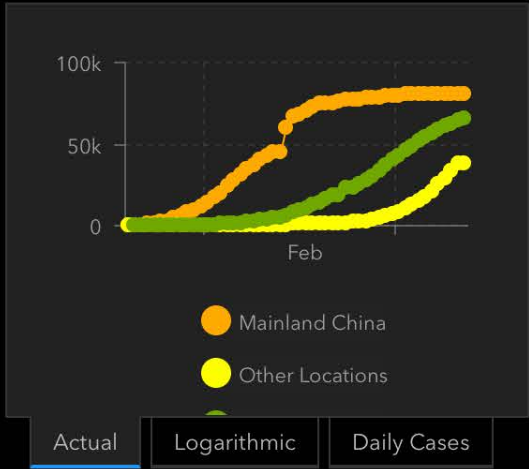
Country/R...  
Last Updated at (M/D/YYYY)  
3/11/2020, 5:13:10 AM

**116**  
countries/regions

Lancet Inf Dis Article: [Here](#). Mobile Version: [Here](#). Visualization: JHU CSSE. Automation Support: [Esri Living Atlas team](#) and [JHU APL](#). Data sources: [WHO](#), [CDC](#), [ECDC](#), [NHC](#) and [DXY](#) and local media reports. Read more in this [blog](#). [Contact US](#)

- 4,287**
- 3,046 deaths **Hubei** China
  - 631 deaths Italy
  - 291 deaths Iran (Islamic Republic of)
  - 54 deaths Republic of Korea
  - 35 deaths Spain
  - 33 deaths France
  - 23 deaths

- Total recovered **65,796**
- 49,062** recovered **Hubei** China
  - 2,731** recovered Iran (Islamic Republic of)
  - 1,282** recovered **Guangdong** China
  - 1,249** recovered **Henan** China
  - 1,195** recovered **Zhejiang** China
  - 995** recovered



AT&T



12:38

Wednesday, March 11



NYTIMES

now

The coronavirus outbreak is a global pandemic, W.H.O. officials said.



3/11/20





Clinician Awards

Compliance

Dancing with the Stars

Dashboards

Disparities Study

Diversity Council

Docplexus 2

EPIC

Fortify



Items: 250

Unread: 157

Reminders: 2



Type here to search



Senior Leadership Briefing: COVID-19  
Primary Line is the Zoom link below: Join Zoom

JHHOperationsChief

Daily JHH Senior Leadership Briefing: COVID-19  
Primary Line is the Zoom link below: Join Zoom

JHHOperationsChief

Daily JHH Senior Leadership Briefing: COVID-19  
ZOOM Primary Call Line Information: Join Zoom

Jennifer Cathro

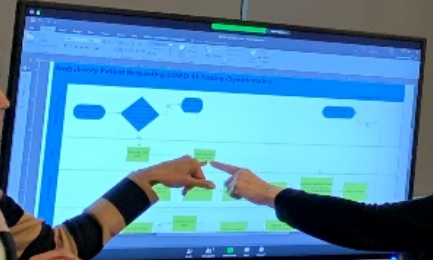
LEAD2020: Zoom info for Alumni + Class Happy H  
External Email - Use Caution Dear Class,

Chip O'Neil

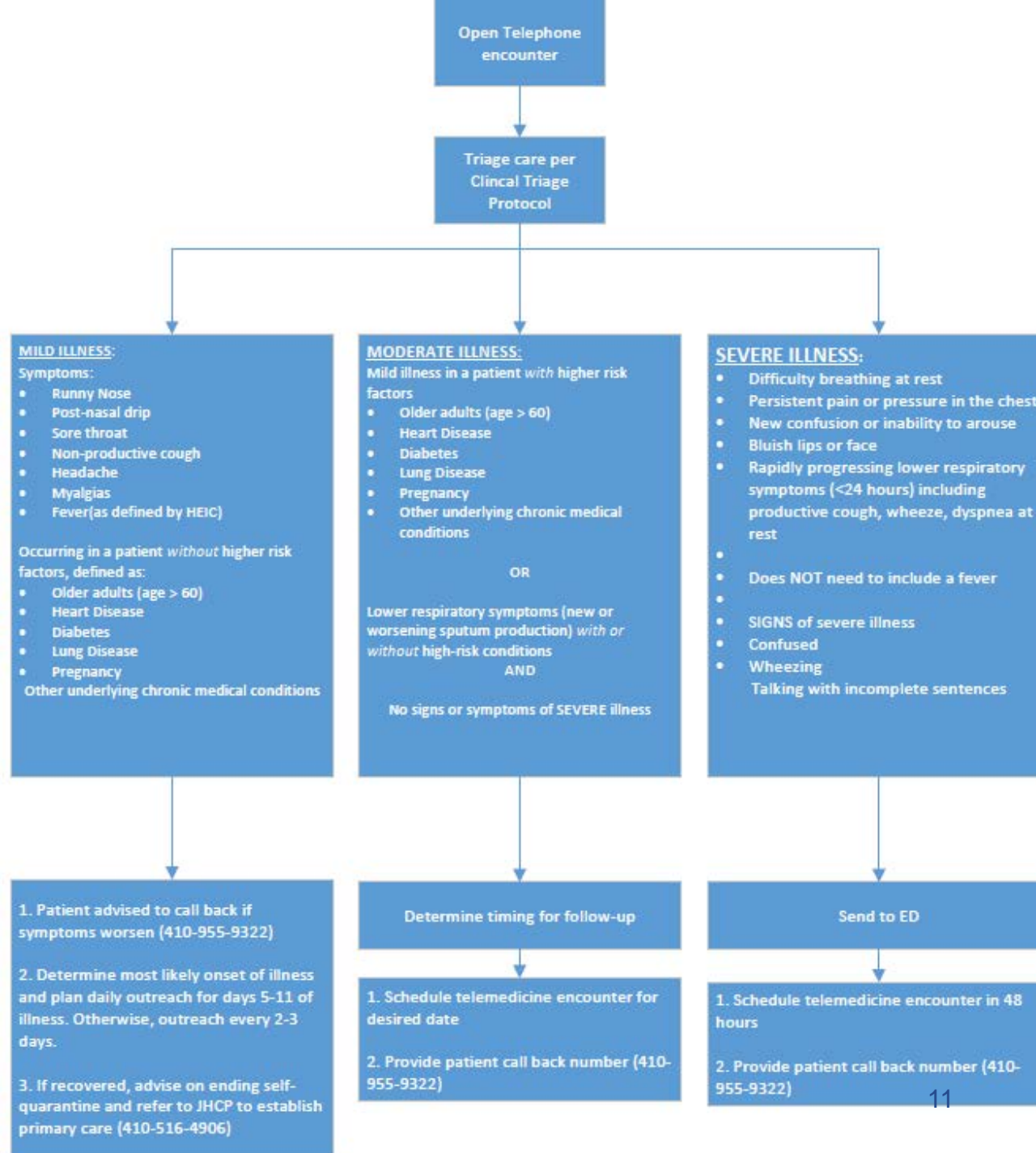
April 2 - MedChi COVID-19 Update

External Email - Use Caution Dear MedChi Men

3/12/20



Marketing & Communications



# THE BALTIMORE SUN

LATEST

CORONAVIRUS

NEWSPAPER

OBITUARIES

OPINION

SPORTS

CORONAVIRUS

## Johns Hopkins Hospital 'provider' has coronavirus, interacted with patients and clinicians

S

By BALTIMORE SUN STAFF

BALTIMORE SUN | MAR 14, 2020 | 2:17 PM





Estimates  
Paper  
Estimates  
Phases  
HHS  
FBI  
FBI

Government Relations

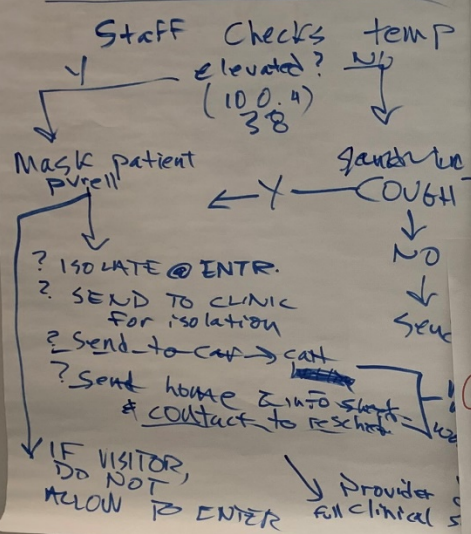
3/13/20





Dr. Bimal Ashar Dr. Stephen Sisson Dr. Kimberly Peairs

Temp screen at ~~door~~ <sup>CLINICAL</sup>



Self-isolation  
No testing  
? Tamiflu

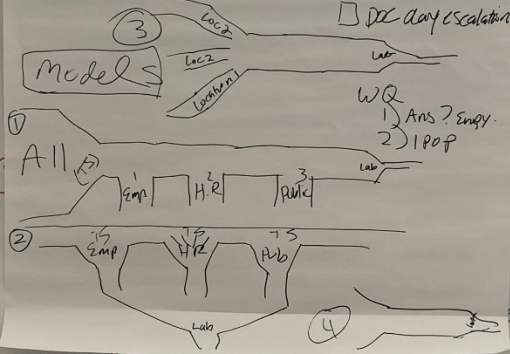
- 3) Co-
- 4) X
- 5) Sec

CCS

Rate Limiting

- Lab capacity
- Supply chain
- Thru put

- Active checks
- IPOP
- WR
- Sch priority
- Dec day escalation



Self Select -> SICK

Screen

Purell

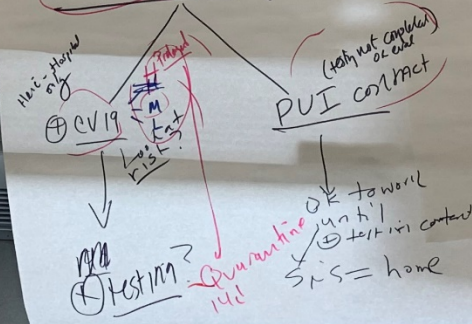
home

- Offer Testing
- Schedule video visit

Self Select

- ↓ resources
- efficient
- Start ASAP
- Less 'big brother'

Employee AS + EXPOSURE (Definition)



- Patient variability
- Language barrier
- not perfect

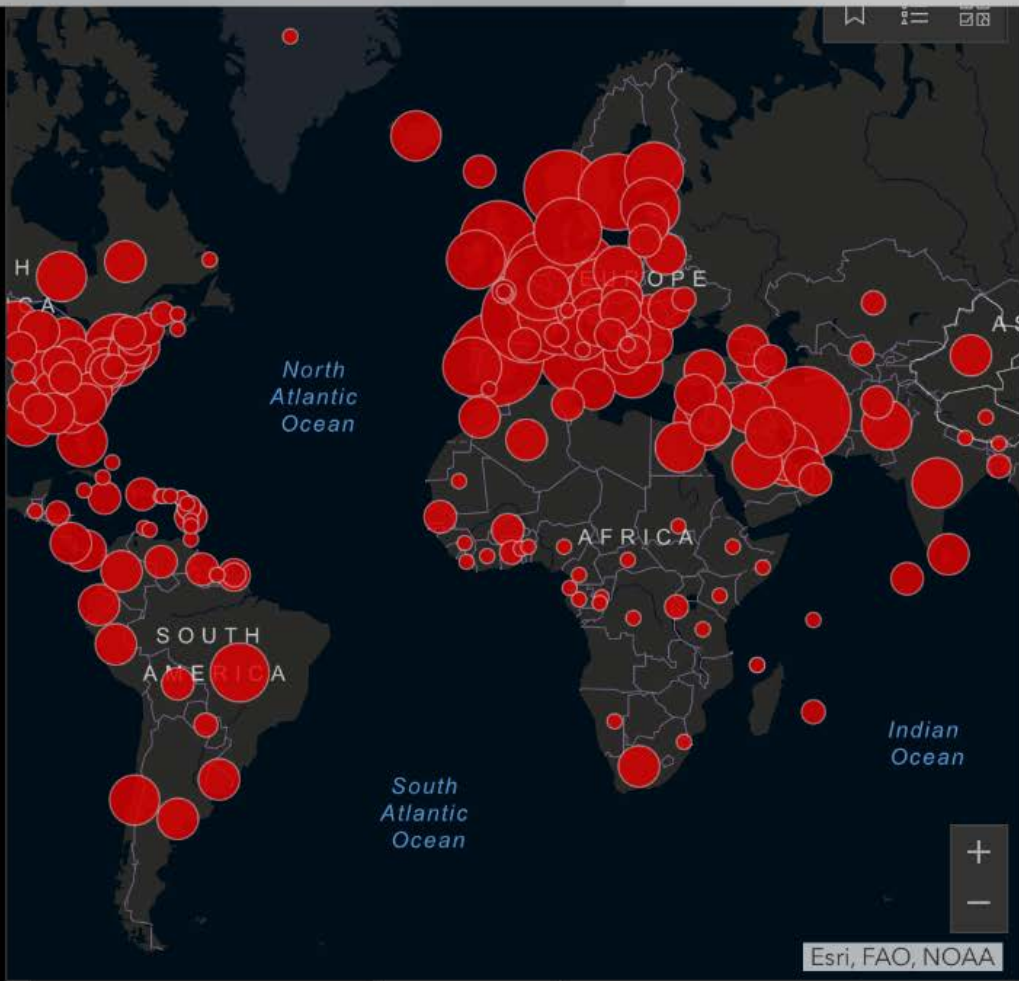


Judge Calls Barr's Handling of Mueller Report 'Distorted' and 'Misleading' - The...

### Coronavirus COVID-19 (2019-nCoV)

Total Confirmed  
**182,424**

- Confirmed Cases by Country/Region/Sovereignty
- 81,053** China
  - 27,980** Italy
  - 14,991** Iran
  - 9,942** Spain
  - 8,320** Korea, South
  - 7,272** Germany
  - 6,655** France
  - 4,661** US
  - 2,330** Switzerland
  - 1,553** United Kingdom



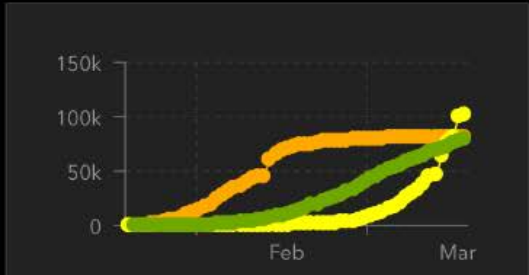
Cumulative Confirmed Cases | Active Cases

**7,155**

- 3,111 deaths **Hubei** China
- 2,158 deaths Italy
- 853 deaths Iran
- 342 deaths Spain
- 148 deaths **France** France
- 75 deaths Korea, South
- 55 deaths **United**

Total recovered  
**79,433**

- 55,987** recovered **Hubei** China
- 4,996** recovered Iran
- 2,749** recovered Italy
- 1,307** recovered **Guangdong** China
- 1,250** recovered **Henan** China
- 1,216** recovered **Zhejiang** China



17  
Actual | Logarithmic | Daily Cases

Last Updated at (M/D/YYYY)  
3/17/2020, 4:33:02 AM

**155**

Lancet Inf Dis Article: [Here](#). Mobile Version: [Here](#). Visualization: [JHU CSSE](#). Automation Support: [Esri Living Atlas team](#) and [JHU APL](#).  
Data sources: [WHO](#), [CDC](#), [ECDC](#), [NHC](#) and [DXY](#) and local media reports. Read more in this [blog](#). [Contact US](#). [FAQ](#)

Total Confirmed  
**244,602**

- Confirmed Cases by Country/Region/Sovereignty
- 81,251** China
  - 41,035** Italy
  - 18,407** Iran
  - 18,077** Spain
  - 15,320** Germany
  - 14,250** US
  - 11,010** France
  - 8,652** Korea, South
  - 4,164** Switzerland
  - 2,716** United Kingdom



Total Deaths

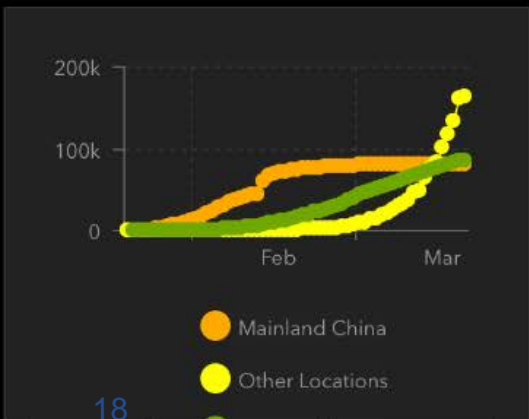
**10,031**

- 3,405 deaths Italy
- 3,133 deaths Hubei China
- 1,284 deaths Iran
- 833 deaths Spain
- 372 deaths France France
- 137 deaths United Kingdom United Kingdom

Total Recovered

**86,033**

- 58,382** recovered Hubei China
- 5,979** recovered Iran
- 4,440** recovered Italy
- 1,540** recovered Korea, South
- 1,323** recovered Guangdong China
- 1,250** recovered Henan China



Last Updated at (M/D/YYYY)  
3/20/2020, 5:13:30 AM

**160**

Lancet Inf Dis Article: [Here](#). Mobile Version: [Here](#). Visualization: [JHU CSSE](#). Automation Support: [Esri Living Atlas team](#) and [JHU APL](#). Contact [US](#). [FAQ](#).

Data sources: [WHO](#) [CDC](#) [ECDC](#) [NHC](#) [DXY](#) [1point3acres](#)

Actual Logarithmic Daily Cases

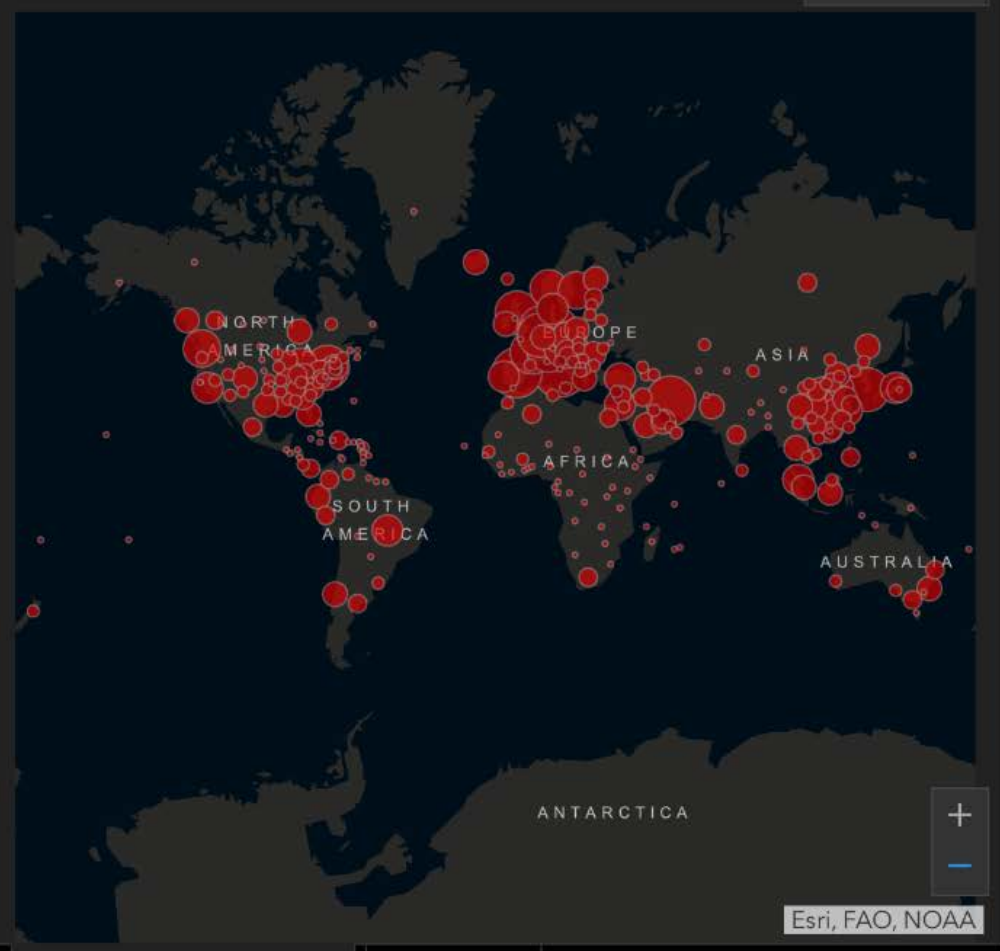
### Coronavirus COVID-19 (2019-nCoV)

### men haircut tips for beginners - Google Search

Total Confirmed  
**318,662**

#### Confirmed Cases by Country/Region/Sovereignty

- 81,397** China
- 53,578** Italy
- 28,603** Spain
- 27,004** US
- 23,974** Germany
- 21,638** Iran
- 14,485** France
- 8,897** Korea, South
- 7,014** Switzerland
- 5,071** United Kingdom



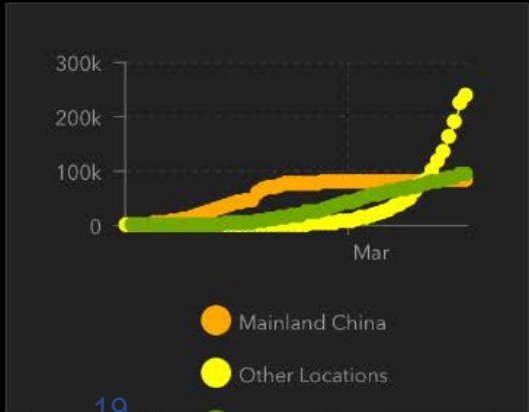
Cumulative Confirmed Cases | Active Cases

Total Deaths  
**13,672**

- 4,825 deaths Italy
- 3,144 deaths Hubei China
- 1,756 deaths Spain
- 1,685 deaths Iran
- 562 deaths France France
- 233 deaths United Kingdom United Kingdom

Total recovered  
**94,704**

- 59,433** recovered Hubei China
- 7,931** recovered Iran
- 6,072** recovered Italy
- 2,909** recovered Korea, South
- 2,575** recovered Spain
- 1,329** recovered Guangdong China



19 Actual | Logarithmic | Daily Cases

169

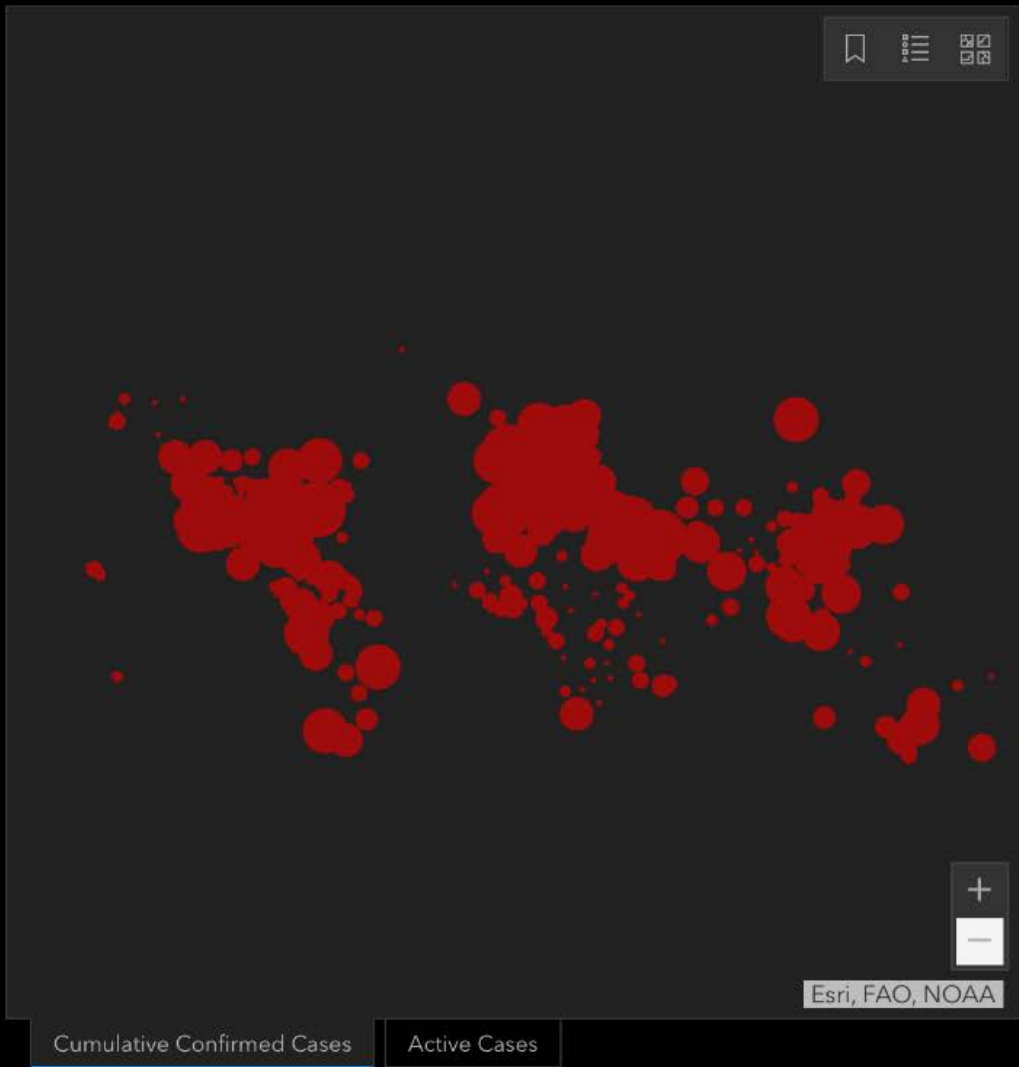
Lancet Inf Dis Article: [Here](#). Mobile Version: [Here](#). Visualization: [JHU CSSE](#). Automation Support: [Esri Living Atlas team](#) and [JHU APL](#). Contact [US](#). [FAQ](#).  
Data sources: [WHO](#), [CDC](#), [ECDC](#), [NHC](#), [DXY](#), [1point3acres](#)

Last Updated at (M/D/YYYY)  
3/22/2020, 12:43:07 PM

# Coronavirus COVID-19 Global Cases by the Center for Systems Science and E...

**Total Confirmed**  
**1,014,673**

- Confirmed Cases by Country/Region/Sovereignty**
- 244,678** US
  - 115,242** Italy
  - 112,065** Spain
  - 84,794** Germany
  - 82,433** China
  - 59,929** France
  - 50,468** Iran
  - 34,173** United Kingdom
  - 18,827** Switzerland
  - 18,135** Turkey



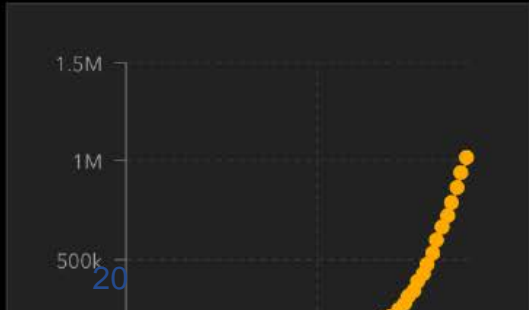
**Total Deaths**  
**52,983**

13,915 deaths	Italy
10,348 deaths	Spain
5,387 deaths	France
3,199 deaths	Hubei China
3,160 deaths	Iran
2,921 deaths	United Kingdom
1,562 deaths	New York

**Total Recovered**  
**210,335**

<b>76,565</b> recovered	China
<b>26,743</b> recovered	Spain
<b>22,440</b> recovered	Germany
<b>18,278</b> recovered	Italy
<b>16,711</b> recovered	Iran

Cumulative Confirmed Cases Active Cases



Esri, FAO, NOAA



World Map

NEW



U.S. Map



Critical Trends

COVID-19 Dashboard by the Center for Systems Science and Engineering (C... ☰

Total Confirmed

2,060,927

Confirmed Cases by Country/Region/Sovereignty

- 637,359 US
- 180,659 Spain
- 165,155 Italy
- 134,753 Germany
- 134,582 France
- 99,489 United Kingdom
- 83,356 China
- 76,389 Iran



Cumulative Confirmed Cases

Total Deaths

134,354

21,645 deaths Italy

18,812 deaths Spain

17,167 deaths France

12,868 deaths United Kingdom

8,455 deaths

◀ Deaths ▶

Total Tested in the US

3,242,755

526,012 tested New York US

216,486 tested California US

213,509 tested Florida US

151,810 tested Texas US

144,021 tested

◀ U.S. Testing ▶



# Testing tents











National Weather Service

weather.gov



## Watches, Warnings & Advisories

Local weather forecast by "City, St" or zip code  

One product issued by NWS for: 2 Miles NNW Elkridge MD



### Hazardous Weather Outlook

Hazardous Weather Outlook  
National Weather Service Baltimore MD/Washington DC  
1058 AM EDT Sun Apr 12 2020

MDZ003>006-501>507-VAZ025>031-036>040-050-051-501>508-WVZ050>053-055-501>506-131000-  
Washington-Frederick MD-Carroll-Northern Baltimore-  
Extreme Western Allegany-Central and Eastern Allegany-  
Northwest Montgomery-Central and Southeast Montgomery-  
Northwest Howard-Central and Southeast Howard-Northwest Harford-  
Augusta-Rockingham-Shenandoah-Frederick VA-Page-Warren-Clarke-  
Nelson-Albemarle-Greene-Madison-Rappahannock-Orange-Culpeper-  
Northern Fauquier-Southern Fauquier-Western Highland-  
Eastern Highland-Western Loudoun-Eastern Loudoun-  
Northern Virginia Blue Ridge-Central Virginia Blue Ridge-  
Hampshire-Morgan-Berkeley-Jefferson-Hardy-Western Grant-  
Eastern Grant-Western Mineral-Eastern Mineral-Western Pendleton-  
Eastern Pendleton-  
1058 AM EDT Sun Apr 12 2020

This Hazardous Weather Outlook is for eastern West Virginia, northern and central Virginia, and central and western Maryland with the exception of Garrett County.

.DAY ONE..Today and Tonight

Showers and isolated thunderstorms are expected tonight. Heavier showers and thunderstorms may contain locally damaging wind gusts after midnight. There is also a threat for localized flooding after midnight.

.DAYS TWO THROUGH SEVEN...Monday through Saturday

Severe thunderstorms are possible Monday, especially during the mid-morning and afternoon hours. Damaging winds, large hail, and an increased threat for tornadoes exists. Localized flooding is also possible on Monday.

Strong winds outside of showers and thunderstorms are possible Monday. A High Wind Watch is in effect for portions of western Maryland, eastern West Virginia, the Potomac Highlands of Virginia, and the Blue Ridge Mountains. Wind gusts around 60 mph are possible across these areas. Elsewhere, wind gusts around 50 to 55 mph are possible. Strong winds may cause numerous fallen trees due to the saturated ground.

Snow is expected along the ridges of the Allegheny and Potomac Highlands as well as the Blue Ridge Mountains Tuesday night into Wednesday morning. Accumulating snow is likely, and this may cause travel disruptions during this time.

.SPOTTER INFORMATION STATEMENT...

Spotter activation may be needed late tonight and Monday.

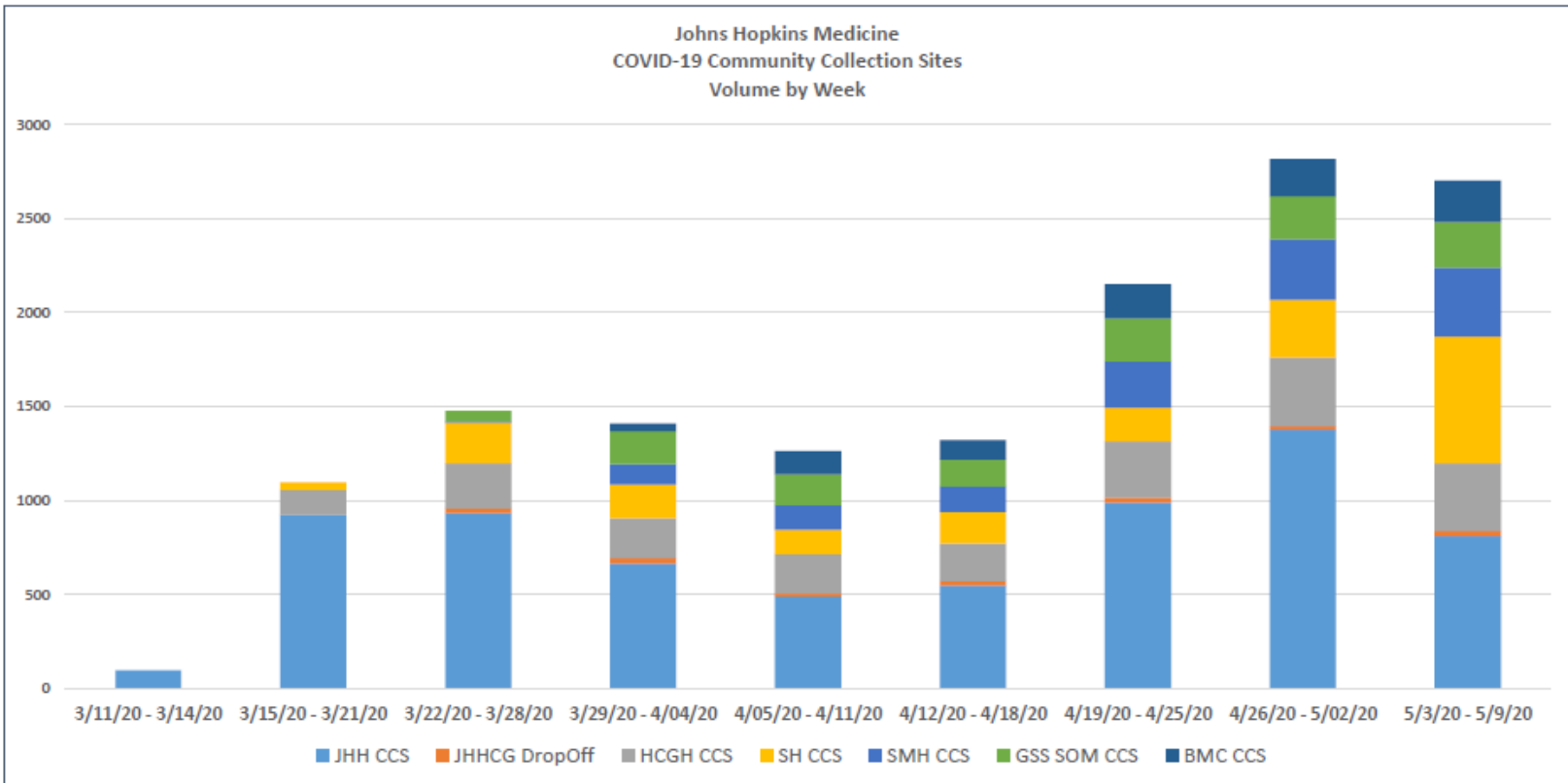
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**JHM COVID-19 Community Collection Sites**  
**Patient Testing Volumes**

Week	Date	JHHCG		HCGH		SMH	GSS	BMC	Weekly Total
		JHH CCS	DropOff	CCS	SH CCS	CCS	SOM	CCS	
1	3/11/20 - 3/14/20	94							94
2	3/15/20 - 3/21/20	923		133	40				1096
3	3/22/20 - 3/28/20	933	24	240	216	9	55		1477
4	3/29/20 - 4/04/20	665	29	211	180	109	175	41	1410
5	4/05/20 - 4/11/20	489	16	210	130	129	165	124	1263
6	4/12/20 - 4/18/20	546	24	201	168	134	146	102	1321
7	4/19/20 - 4/25/20	989	27	298	182	244	229	183	2152
8	4/26/20 - 5/02/20	1378	19	363	309	321	229	198	2817
9	5/3/20 - 5/9/20	810	28	360	676	366	243	220	2703

Site Abbreviation	Full Name of Site
JHH CCS	The Johns Hopkins Hospital Community Collection Site
JHHCG DropOff	Johns Hopkins Home Care Group (Specimen drop off for home testing)
HCGH CCS	Howard County General Hospital Community Collection Site
SH CCS	Suburban Hospital Community Collection Site
SMH CCS	Sibley Memorial Hospital Community Collection Site
GSS SOM CCS	Green Spring Station Community Collection Site
BMC CCS	Johns Hopkins Bayview Medical Center Community Collection Site

SubTotal for Each Site:      6,827    167    2,016    1,901    1,312    1,242    868  
 Grand Total All Sites:      14,333



# Go Teams





May 11, 2020

Dear Dr Sisson:

Your manuscript, Universal Screening for SARS-CoV-2 in Residents of Long-Term Care Facilities with Incident Infection, is being considered for possible publication in JAMA. Meanwhile, please complete the Authorship Form.

Click on the link below to access the electronic authorship form. You will be required to enter your password. If you are unable to locate your password please click the "Unknown/Forgotten password" link.

Please do not share this email with anyone.

<https://manuscripts.jama.com/cgi-bin/main.plex?el=A5e2BQTo1A6Jsr3w1A2E6F4B4A9fdNBYu3H76Ehplht5VOJF47gZ>

This form must be completed online. Each author needs to complete Section 1: Author Responsibility, Criteria, and Contributions; Section 2: Disclosure of Potential Conflicts of Interest, Section 3: Publishing Agreement, and Section 4: Confirmation. The corresponding author also needs to complete Section 1A. Acknowledgement.

After completing the sections online, type your name as it appears on the top of the form and date into Section 4: Confirmation. A digital signature is not required. Click the submit button on the form display screen to save the authorship form in the manuscript submission system.

Instructions for Authors are available online at:

<http://jamanetwork.com/journals/jama/pages/instructions-for-authors>

Sincerely yours,

Lisa Hardin, MBA, MHA

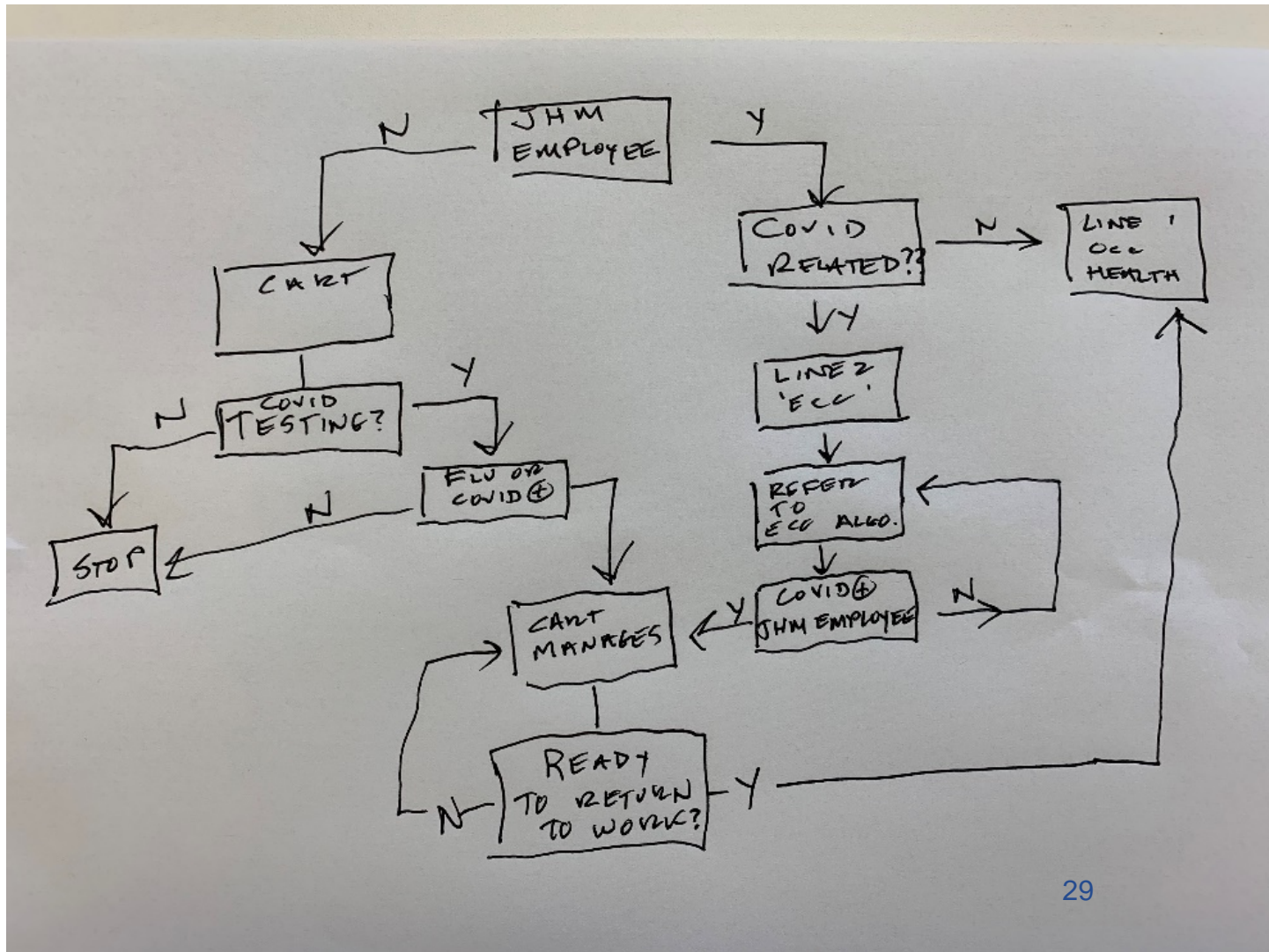
Editorial Assistant II

Email: [Lisa.Hardin@jamanetwork.org](mailto:Lisa.Hardin@jamanetwork.org)

Phone: 312.464.2405

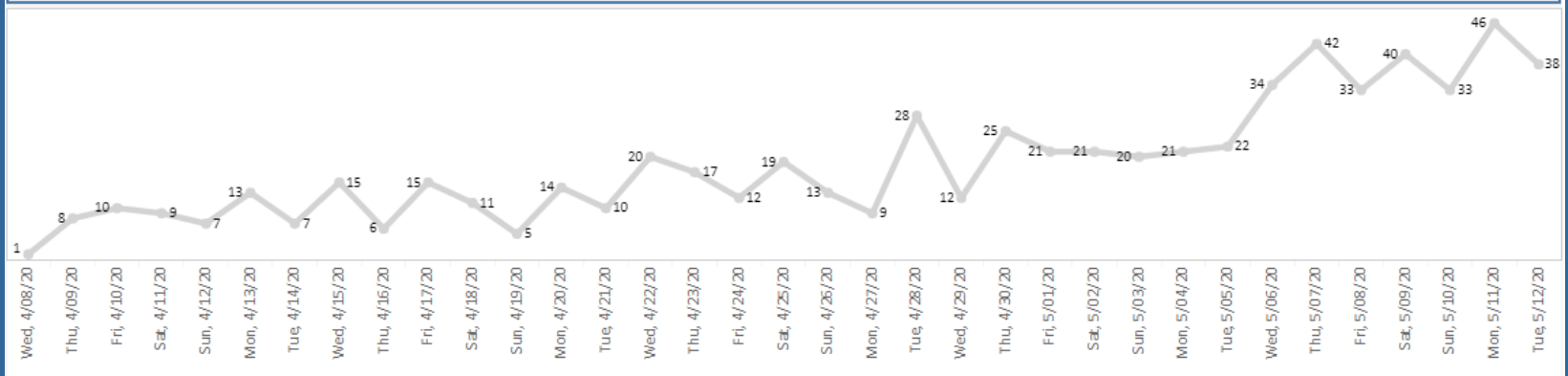
Fax: 312.464.5989

# The CART



In-Person   Video Visit Complete Volumes		
IN PERSON	VIDEO VISIT	TOTAL VISITS
	<b>657.0</b>	<b>657.0</b>
	<b>100%</b>	

Beginning March 1, 2020 by Appointment Date | Complete Volumes

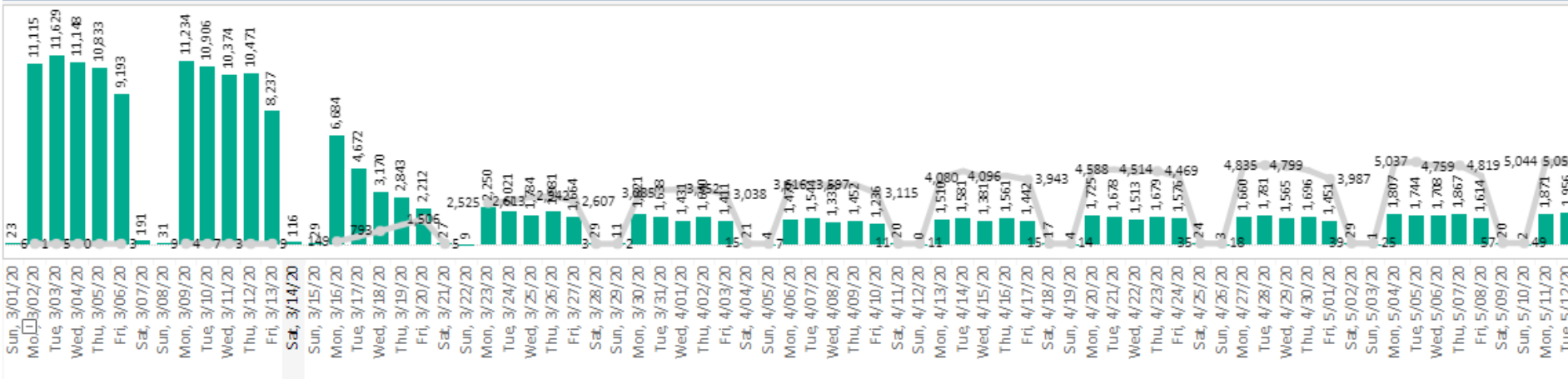


5/2/2020	5/3/2020	5/4/2020	5/5/2020	5/6/2020	5/7/2020	5/8/2020	5/9/2020	5/10/2020	5/11/2020	5/12/2020
Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday
62	104	124	125	118	134	95	95	27	182	125
82.3%	77.9%	98.4%	96.8%	97.5%	97.0%	96.8%	82.1%	92.6%	97.8%	97.6%

# Telemedicine



Beginning March 1, 2020 by Appointment Date | Complete Volumes



# COVID Clinic

## COVID-19 RESPONSE OUTPATIENT CLINIC

(Epic DEP – BVBCP Overflow Clinic)

## PROVIDER TIP SHEET



JOHNS HOPKINS  
M E D I C I N E

JOHNS HOPKINS BAYVIEW MEDICAL CENTER

**Description:** To provide primary and specialty outpatient care to patients with active COVID-19 infection, and who require an **urgent** in-person clinical treatment or visit.

The use of this clinic is to provide for the relief of symptoms, prevent further deterioration in the patient's condition due to new or existing medical conditions, and prevent emergency department or

appointment within the Epic DEP when the agreed upon date/time has been coordinated.

**Hours of Operation:** Tuesday– Thursday, 9:00 am – 4:00 pm

**Location:** John R. Burton Pavilion, Ground Level (02), Yellow Awning. The location has a private entrance, accessed from Mason Lord Drive. A limited number of dedicated parking spaces are



# Next steps: The New Normal

# Degrees of Open



Care Domain	Description	Examples
<b>Emergency Care</b>	Care of illness or injury that must take place immediately	<ul style="list-style-type: none"> <li>• Chest pain</li> <li>• Stroke</li> <li>• Moderate or severe trauma</li> </ul>
<b>Urgent/Acute Care</b>	Care of illness or injury that should be prompt, but is not emergent	<ul style="list-style-type: none"> <li>• New sign or symptom of illness or disease that requires medical or surgical intervention</li> <li>• Unstable or uncontrolled illness or disease that requires medical or surgical intervention</li> <li>• Minor trauma</li> </ul>
<b>Follow Up Care</b>	Care of disease, illness, or injury that takes place over time to assess clinical response and/or effectiveness of an intervention	<ul style="list-style-type: none"> <li>• Follow up of clinical intervention (e.g., new medication; change in medication; procedure follow up)</li> <li>• Follow up of new clinical diagnosis (e.g., new-onset diabetes; malignancy diagnosis)</li> <li>• Complex/unstable disease management</li> <li>• Scheduled immunizations in the pediatric patient</li> </ul>
<b>Routine Care</b>	Ongoing care of established disease	<ul style="list-style-type: none"> <li>• Simple/stable disease monitoring (e.g., blood pressure checks in patient with controlled hypertension; symptom check in patient with knee arthritis)</li> </ul>
<b>Preventive Care</b>	Clinical care to prevent or reduce the risk of disease, illness, or injury	<ul style="list-style-type: none"> <li>• Immunizations in the adult patient</li> <li>• Fall risk screening</li> <li>• Cancer screening</li> </ul>
<b>Elective Care</b>	Clinical care that is planned in advance to achieve a desired clinical outcome	<ul style="list-style-type: none"> <li>• Knee replacement surgery</li> <li>• Cataract surgery</li> <li>• Hernia surgery</li> </ul>

