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Empowering hospitalists.
Transforming patient care.

COVID-19 Pandemic and the Hospitalist: SHM's Response

Chris Frost, MD, SFHM

Immediate Past President SHM

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- **Preparing for a Pandemic vs. Responding to a Pandemic**
- **SHM's Response via different lenses:**
  - Clinical
  - Practice Management
  - Policy
  - Publications

Preparing vs. Responding: no one had this on their 2020 To Do list

The Challenges:

- Lots of work to facilitate a seamless CEO transition…even in regular times
- HM20 San Diego-*Cancelled*
- PHM20 Orlando-*Cancelled*
- SHM Leadership-*Moved*
- 71 Chapters-*Meetings Postponed*
- 17 Committees-*Many postponed*
- 25 Special Interest Groups (SIGs)-*Most postponed*

How We Adapted:

- Dr. Eric Howell's long tenure with SHM and bedrock relationship with prior CEO allowed for seamless transition
- HM20 *Virtual*
- PHM *Virtual*
- SHM Leadership *Virtual and…*
- Chapters & SIGs-*innovate, innovate, innovate*
- Committees-*multiple called into action*
- Dr. Danielle Scheurer's appointment of a Diversity, Equity and Inclusion Task Force
  (i.e., accelerator/additional 'hands on deck' for DEI work that was already underway)

How did we do it?

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Amazing Staff
Membership loyalty:
delivering on expectations
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Leadership Excellence

The distillation of these ‘three things’…

Taking care of our own so they can take care of others

P.S. No one spoke these words…it is not a tag line. It is what *good* people do when confronted by a crisis.

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Clinical Response

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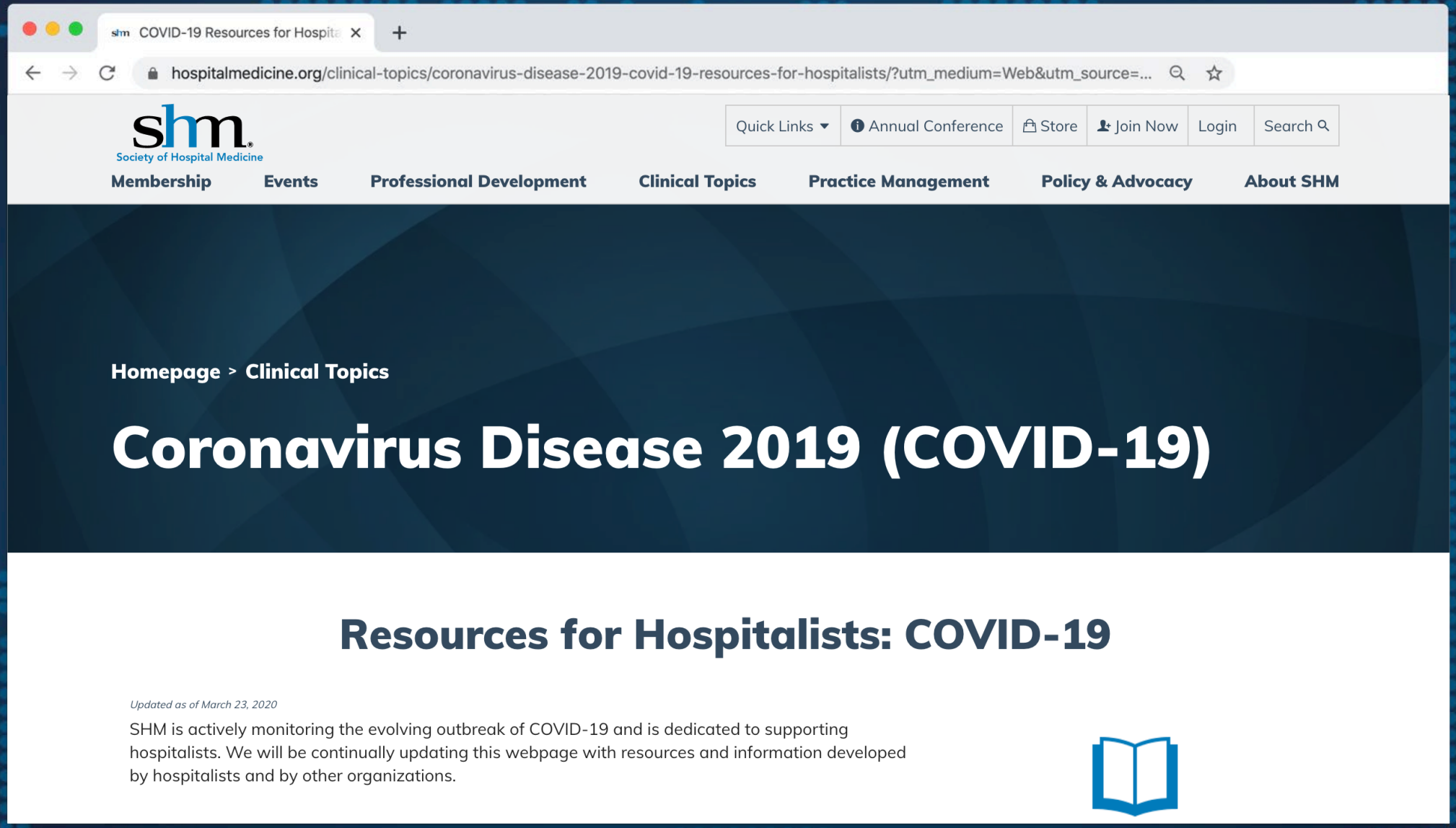

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Clinical Response: provide for the public good

- **POCUS Webinar: Useful COVID-19 Applications from Hospitalists in NYC**
- **How to Build an Inpatient Clinical Pathway for Standardized COVID-19 Management**
- **Rapid Clinical Update Series**
  - COVID-19: Non-Critical Care Management (inaugural update: September 28, 2020)
- **Ungated critical care modules (as well as a lot of other 'stuff')**
  - Mechanical Ventilation I,II,III
  - Fluid Resuscitation in the Critically Ill
  - Tracheostomy Management for the Hospitalist
  - Shock
  - …and more!!!

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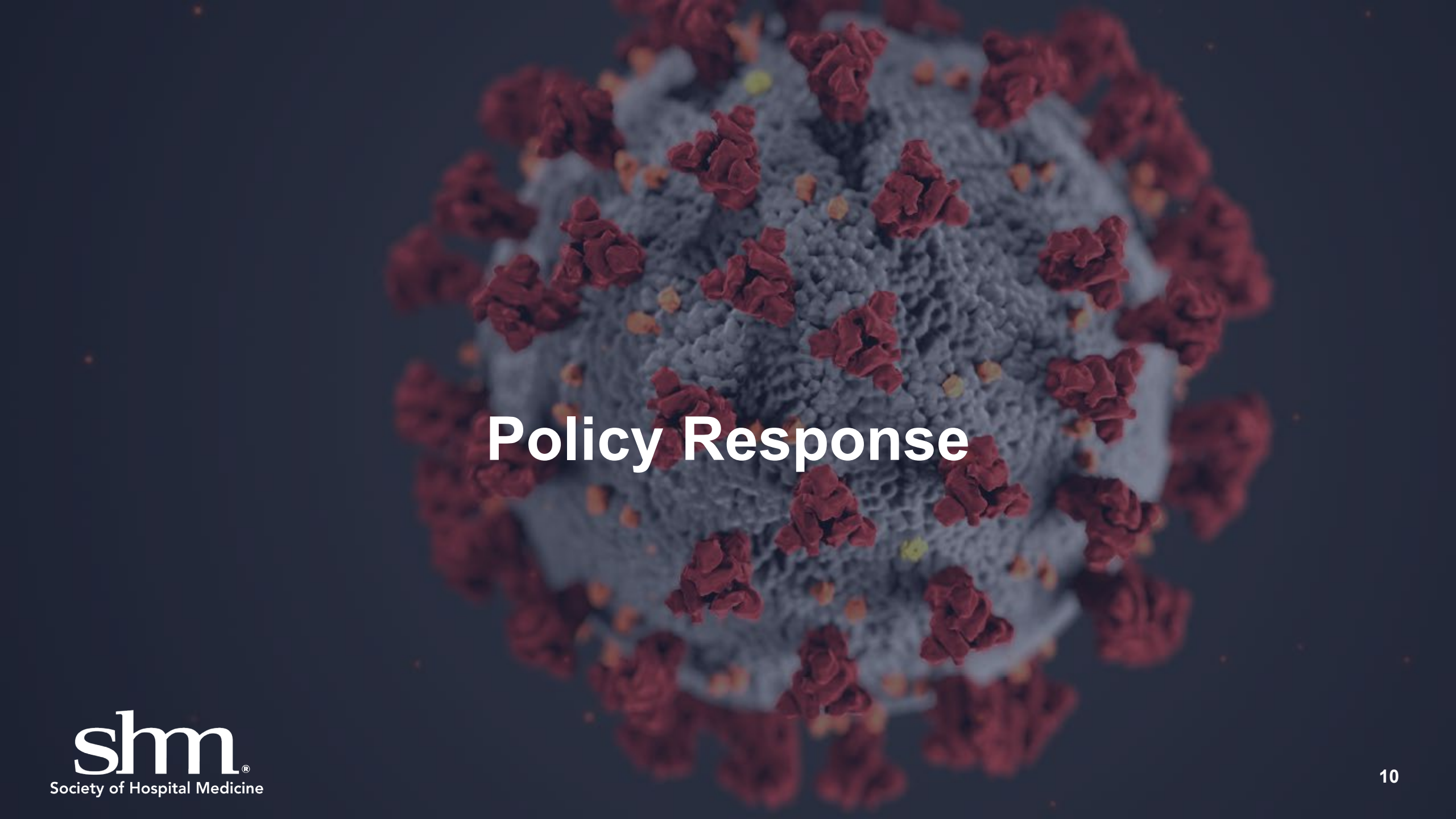

Policy Response

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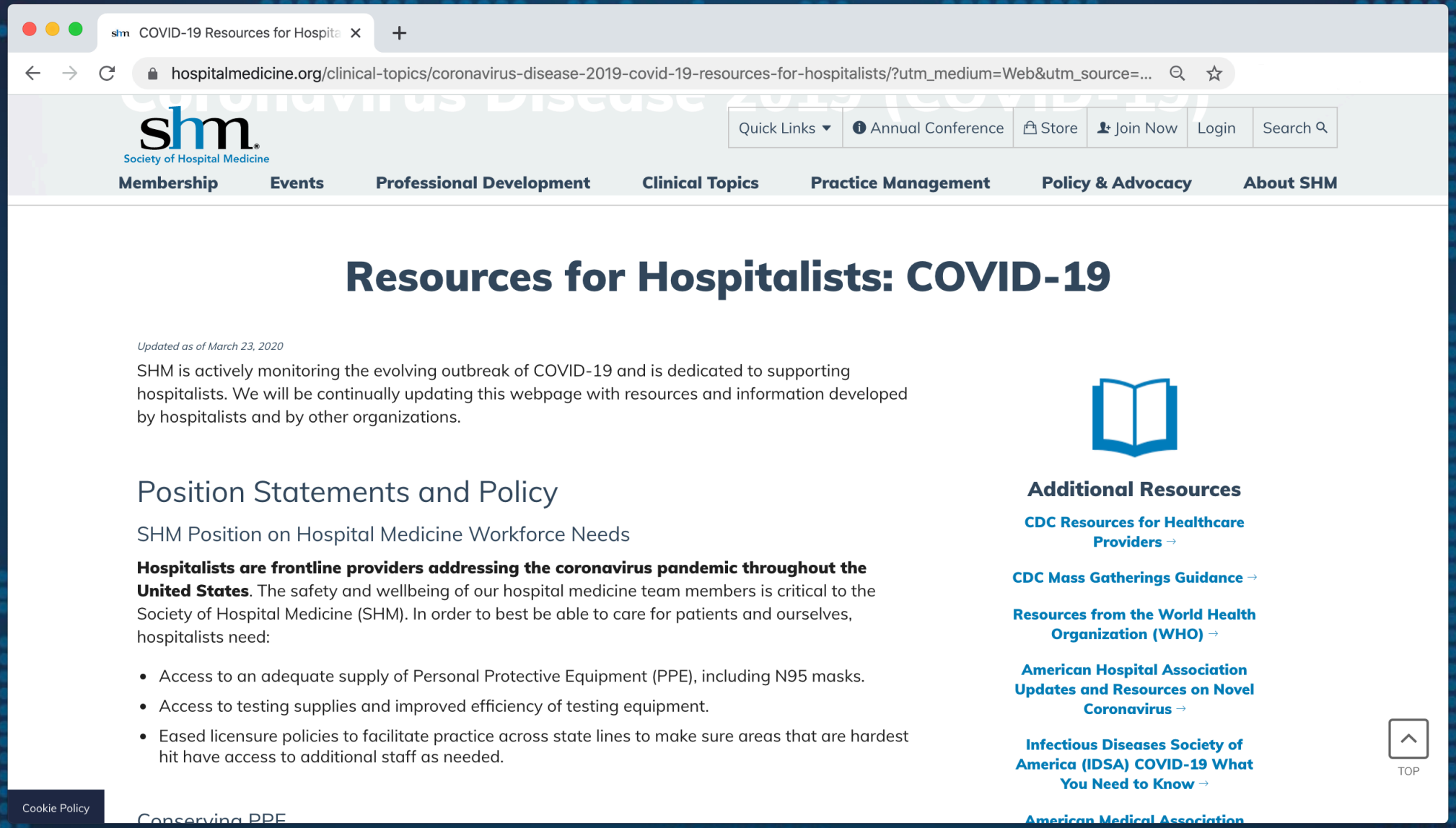

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Policy Response

- **Weekly rapid policy updates to make membership aware of waivers and other policy adaptations**
- **Dr. Eric Howell, SHM CEO, met with POTUS and administration on March 18, 2020**
- **Wellbeing and Safety**
  - Supported Coronavirus Healthcare Worker Wellness Act creating grants to support mental health and wellbeing of frontline healthcare workers
- **PPE Access and Supply**
  - Evolving position statements on PPE (e.g., alignment with CMSS' April 2, 2020 PPE statement)
  - Grassroots outreach around Defense Authorization Act (e.g., over 2,300 messages sent to Congress and administration)
- **Financial Considerations**
  - Advocacy for burden reduction in CMS programs and billing requirements during public health emergency (PHE)
  - Advocated against significant reduction in hospitalist Medicare reimbursement (i.e., October 5, 2020)
- **Immigration and Workforce Considerations**
  - Visa reforms to ease restrictions on immigrant healthcare workers
  - Support for Healthcare Workforce Resilience Act (HWRA)
- **Telehealth**
  - Expansion of telehealth services during PHE enabling hospitalists to use telehealth for any of our typically billed services
  - Commented on CY2021 Physician Fee Schedule to make these permanent (i.e., October 5, 2020)

Practice Management

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Practice Management

- **Webinars…and lots of them:**
  - A Hospital Medicine Playbook for COVID-19
  - A Discussion on Staffing during the COVID-19 Pandemic (multiple webinars on this topic)
  - Strategies for using Telehealth during COVID-19 Pandemic
  - Leadership Strategies for Managing Hospitalists During a Crisis
  - Academic and Community Hospitals: Comparing the COVID-19 Experience
  - Hospital Operations During the COVID-19 Pandemic (multiple webinars on this topic)
- **Strategies for Hospitalist Wellbeing Initiatives during COVID-19 (published May, 2020)**
- **Forthcoming COVID-19 addendum to the State of Hospital Medicine Report**
- **Communication Tips for 5 Common Conundrums in the COVID-19 Pandemic (Patient Experience Special Interest Group)**
- **SHM FAQs on Medicare Telehealth Waivers and Policy Changes during COVID-19 Pandemic**
- **Non-Hospitalist Onboarding Resources (Education and Digital Learning Committee)**
  - Rapidly on-board non-hospitalists during community surges of COVID-19

Publications: bringing crucial information and important discussions forward

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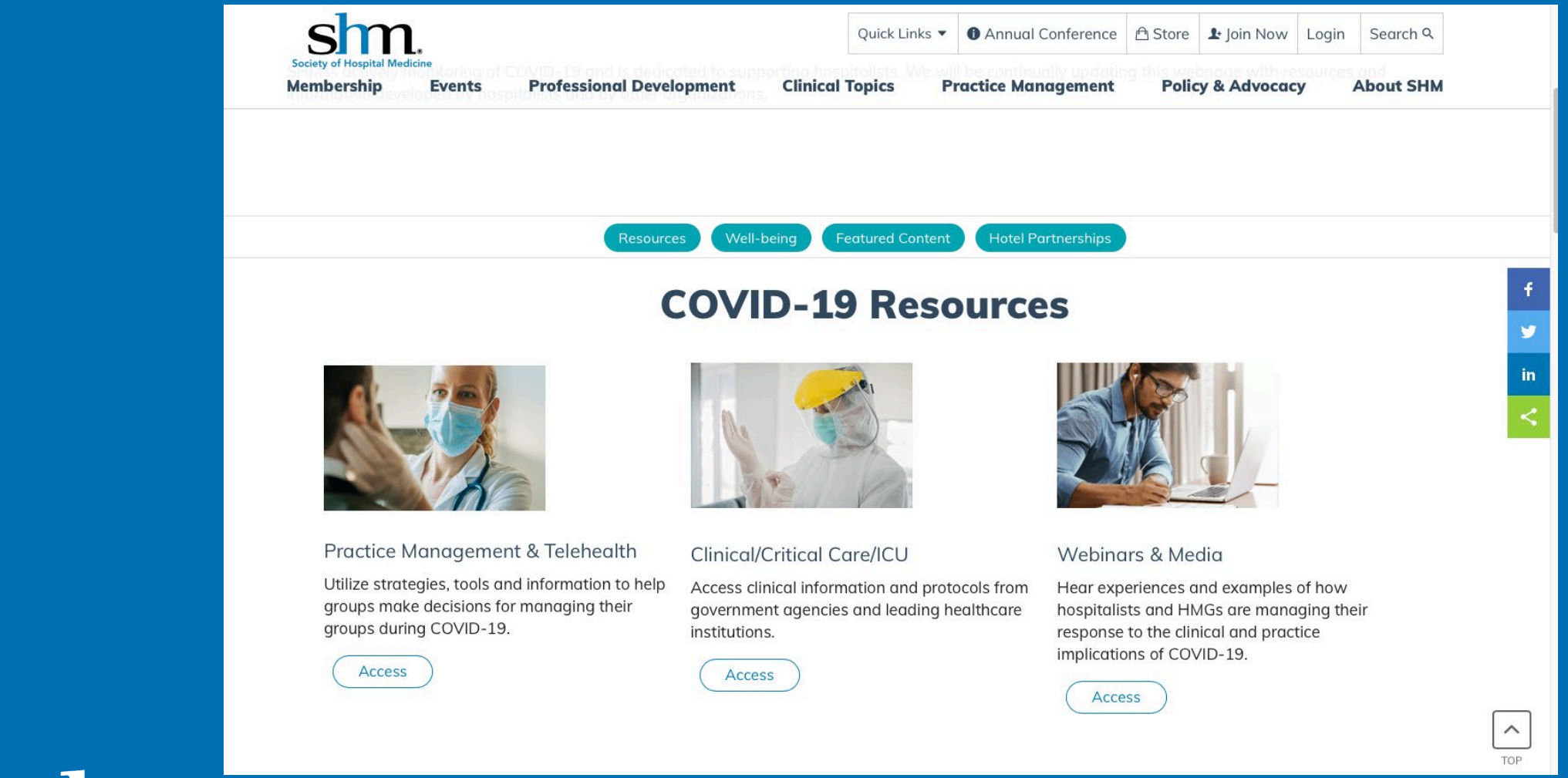
Journal of Hospital Medicine & The Hospitalist

- **Journal of Hospital Medicine (Editor: Dr. Samir Shah)**
  - All JHM COVID articles during the surge are open access
  - Expanding outreach through social media (6-10 million impressions each on #JHMChats)
  - There are issues, beyond COVID, that demand a voice:
    - Racial Disparities
    - Immigrant Physicians
    - Our Moral Compass
- **The Hospitalist (Editor: Dr. Weijen Chang)**
  - The Evolution of “COVIDists”
  - At U.S. Ground Zero for Coronavirus: A Hospital is Transformed
  - Expanding the role of APPs in a Crisis
  - Virtual Care on Hospital Medicine Teaching Services
  - The Other Pandemic: Anti-Racism

www.hospitalmedicine.org/coronavirus



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Thank you

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