



PHG Update: *May 6, 2021*

Dear Valued Providers

We want to be a resource to our Premier Health Group Independent providers. As the pandemic has begun to slow, we will continue to provide clinical and operational updates as they become available to support the provider community, but not as frequently as we had before.

We want to ensure the brief continues to bring our providers helpful and useful information. To this end, we will release a new provider brief every other month moving forward, unless communication becomes available more frequently that we feel is vital to share with you.

In addition, we have created a resources page on the [PHG website](#).

Please feel free to contact us directly at **(937) 499-7441** if you have any questions

Yours sincerely,

*Matt*

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### Hospital Transfers and Direct Admissions

Premier Health Facilities have been experiencing a surge in NON-COVID related admissions which has stretched capacity on a daily basis. This surge also being experienced by other hospital networks in our region with several hospitals being at full capacity as far away as Columbus and Cincinnati. In order to help maintain safe movement of our patients and assure bed placement, we want to send this reminder that any interhospital transfer or direct admission to our Premier Health facilities is to be coordinated through our Regional Referral Center (RRC). The direct number to the RRC is (937) 208-2340 and may be reached 24 hours a day. All medical emergencies should continue to be directed to the Emergency Departments for care.

#### **Leading the Region in Partnering with Extended Care Facilities for Bed Availability of COVID Patients**

As the pandemic began in March of 2020, it was clear that a plan was needed to ensure our hospital system would not become overwhelmed by the number of COVID patients and would not impact individuals need for care. Elizabeth Morgan, MSW, LISW-S, Manager of Care Transitions Program, wanted to take a proactive approach. She implemented new procedures to ensure our hospitals and ICU beds would be available for patients who required a high level of care.



Elizabeth began reaching out to Extended Care Facilities (ECF) to help implement COVID isolation units within our partnering ECFs. This allowed for hospitalized patients still requiring isolation to transition to an isolation center in an ECF without delay. Patients presenting to our emergency rooms with COVID were also able to transition to an ECF COVID isolation center for a lower level of care. Standing up these COVID units in the ECFs freed up hospital beds for care for COVID patients who required a higher-level of care.

By the end of March 2020, Sycamore Glen was the first facility to accept COVID-19 transfers in our community. By mid-summer, Englewood Health & Rehab, Shiloh Springs Care Center, & Siena Woods also stood up COVID-19 isolation units and remained strong partners throughout the pandemic.

At the peak of the surge, we had more than 650 isolation beds in about 25 nursing facilities in the Premier Health service area. Facilities created units from four to 80 beds based on our need. Dayton facilities led the way, and as a result, Cincinnati saw positive outcomes and additional facilities opened isolation units further south.

With unwavering partnership, Premier Health provided support to these ECFs by providing 24/7 access for questions, crisis management, support with PPE, working through staffing crises (with support from our staffing agency broker partner), FIT testing of N95 masks, and more. In addition, Dr. Burdette and the Infection Control team made themselves available to address questions or problems that arose, held calls that talked through management with ECFs, and participated in a Q&A panel for all our post-acute partners.

An outcome of our partnership resulted in timely and appropriate transitions at the time of hospital discharge, well-managed care for ECF residents, and fewer inappropriate admissions to our hospitals, allowing patients to receive the right level of care, at the right time, in the right care setting. This is an example of Premier Health executing successfully on our mission to build healthier communities.