

Home Care Challenges Under COVID-19

Dignity Health

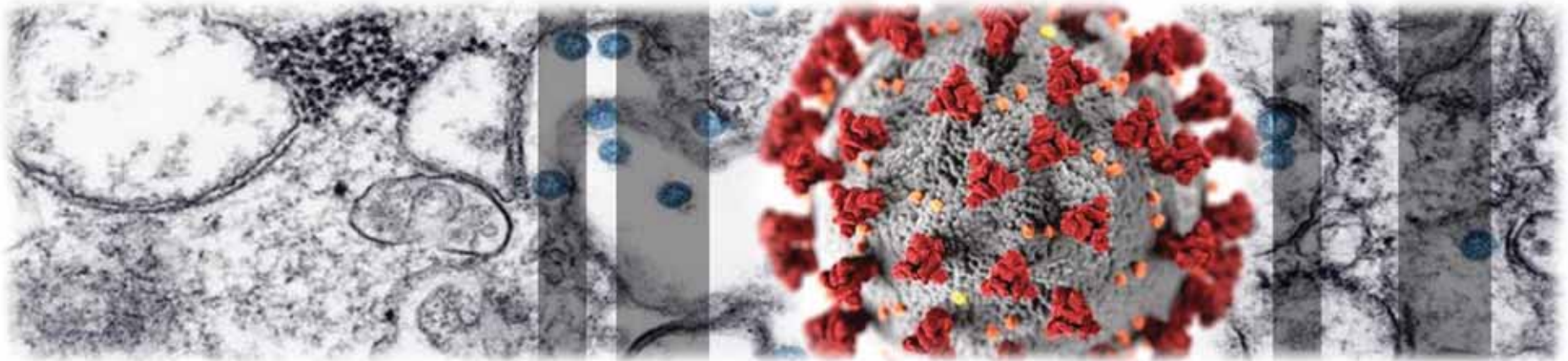
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Home Care Challenges Under COVID-19: A Health System Perspective

- Human Resources
- Managing New Information
- Communication
- Organizational Health
- Personal Protective Equipment



Home Care Challenges Under COVID-19: A Health System Perspective (cont.)

- Human Resources
 - Staffing
 - Governor's "Stay at Home"
 - Retirements/Some Leave
 - Employee Health Policies
 - Engagement



Home Care Challenges Under COVID-19: A Health System Perspective (cont.)

- Managing New Information
 - CDPH, CMS, OSHA, TJC, NAHC, CAHSAH, CommonSpirit
 - Aligning the Variations
 - Aligning Variations to Our Environment
 - Zoom Fatigue and Technology Overload



Home Care Challenges Under COVID-19: A Health System Perspective (cont.)

- Communication

- 360°

- Town Halls
 - Daily Huddles
 - Emergency Response Team
 - The Science
 - Providers
 - Health System
 - Community



Home Care Challenges Under COVID-19: A Health System Perspective (cont.)

- Organizational Health
 - Impact to Strategy
 - Impact to P & L
 - Productivity
 - Supply Cost
 - Care for the Community
- Access to All PPE



Thank you.

