

RE: FOX6 information request

Wienke, Nalissa <nalissa.wienke@froedtert.com>

Wed 3/25/2020 2:39 PM

To: Amanda St. Hilaire <Amanda.St.Hilaire@fox6now.com>

Hi Amanda – Thanks for your patience. Here are three statements from us. Thank you for understanding that while we can't answer all of your questions, we're trying to get you what we can as this situation continues to develop.

1. The safety and well-being of our patients, staff and community is always our priority. We have a process in place throughout our health network to screen for, test, isolate, and care for individuals with COVID-19. Along with other health care providers, we are carefully monitoring information and following guidelines from the Centers for Disease Prevention and Control and the World Health Organization. We, in conjunction with our peer health care providers, have experience in managing serious infectious diseases and pandemics and are trained and prepared. We will continue to work and collaborate with national, regional and local health care organizations to help manage the health care needs of our patients, staff and community.
2. Due to the global demand, Froedtert & the Medical College of Wisconsin staff and clinicians are following established conservation guidelines for the use of face masks and gowns to ensure that essential personal protective equipment (PPE) is available when needed to screen or care for persons who are being tested or treated for COVID-19, as well as other illnesses that require similar isolation as defined by the Centers for Disease Control (CDC). We are also following CDC recommendations to postpone non-urgent procedures and supplementing disposable gowns with industry approved reusable gowns. In addition, the Froedtert & MCW academic health network is limiting the number of providers who enter the rooms of patients requiring isolation and are not having our learners enter isolation rooms at this time. We will continue to work and collaborate with national, regional and local health care organizations to help manage the health care needs of our patients, staff and community.

Froedtert & the Medical College of Wisconsin health network is now accepting donations of personal protective equipment and health care supplies for staff, patients and visitors across the Froedtert & MCW health network.

Health care supplies being requested by the health network include:

- **Masks** – As the CDC has revised its acceptable mask guidelines for the prevention of infection, we are accepting both N95 respirator and ear loop surgical masks. These masks can also be sometimes used in the construction industry. We will gladly accept any new and unused masks from construction sites.
- **Eye Protection** – Similarly, any clean eye protection is also being accepted. This includes goggles and safety glasses from other industries that may have slowed due to social distancing.
- **Hand Sanitizer** – Please note that, per CDC guidelines, we can only accept sanitizer with at least **60% alcohol**.
- **Hand Sewn Masks** – We will accept hand sewn masks that follow the instructions (PDF Attached) we provided thanks to our friends at Mount Mary University.
- **Other** – if you know of a manufacturer looking to support health care providers, or you'd like us to consider other donations, please email purchasingassistant@froedtert.com.

Drop offs will be accepted by Froedtert & MCW health network volunteers at two locations, Monday - Friday, 8 a.m.- 4 p.m. beginning Wednesday, March 25.

- Menomonee Falls location
Integrated Service Center
N86 W12999 Nightingale Way

Menomonee Falls, WI 53051

- Wauwatosa location
10000 W. Bluemound Rd.
Wauwatosa, WI 53226

To protect our patients, staff and the donors, no donations can be accepted at any of the Froedtert & MCW hospitals or health centers. Thank you for supporting efforts in local communities to slow the spread of the COVID-19.

3. In the interest of the safety of health care providers, patients and our community Froedtert Health has implemented a number of efforts to support our staff. While many organizations nationwide are advising staff to stay home and practice social distancing, our mission will require us to ask the vast majority of our staff to be in person and literally hands on.

In addition to consistently reinforcing best practices in personal protection, we are working hard to help our staff manage an increase in family obligations - especially with the school closures - and concerns about their personal health and that of their loved ones. Here is a high level recap of efforts related to our staff by Froedtert Health.

- We have developed COVID-19 specific policies covering attendance, illness, quarantine and more. The overarching goal is to have our healthy staff members present to meet patient needs.
- We are identifying contingency plans for staffing, including redeploying staff from non-clinical to clinical settings and leveraging clinical staff to support virtual care.
- We are developing and testing our capabilities to expand the number of staff working at home, including a prioritization of staff based on their personal health risk categories (e.g. immune compromised staff) and areas where the presence onsite is least critical and/or creates a higher risk of exposure.
- In addition to promoting the child care service provider included in our benefit plan, we have created a platform for staff to connect with each other to meet unexpected child care needs. This practice creates a space where staff who have children in need of care can connect with staff who know available caregivers.
- We have again increased the availability and visibility of our Employee Assistance program to address the emotional and mental health needs of our staff.
- As part of our commitment to our employees and their families' whole health, we're working with SilverCloud, a clinically proven online platform, to offer free self-directed access to programs and resources that build resilience, and help provide skills to manage stress and sleep issues. Based on cognitive behavioral therapy (CBT), mindfulness and positive psychology, these action-oriented programs build self-awareness and self-management skills for emotional health.

As a reminder for the safety of our health care providers and patients, we ask that patients who believe they may have COVID-19 to call their health care provider or utilize a virtual care option. We have established a triage system for patients with symptoms to determine if they meet the requirements for COVID-19 testing.

Nalissa Wienke
Media Relations Associate
Froedtert & the Medical College of Wisconsin
nalissa.wienke@froedtert.com
262-224-9575

From: Amanda St. Hilaire <Amanda.St.Hilaire@fox6now.com>
Sent: Wednesday, March 25, 2020 10:34 AM
To: Wienke, Nalissa <nalissa.wienke@froedtert.com>
Subject: FOX6 information request

Good morning,

I've been talking to nurses in SE Wisconsin who work for various health systems; they say they're concerned about the supply shortages that are hitting hospitals and home health workers across the country. They're describing having difficulty accessing gloves, needing to use the same mask for 24 hours, etc. Could you please send me information about Froedtert's policies currently in place regarding how and when supplies are to be distributed and accessed, along with policies designed to protect employees (particularly those working in hospitals and home health)?

I'm sending this request to all of our area's major health systems.

My deadline is 3pm.

Thank you,

Amanda St. Hilaire
FOX6 News
414-587-2963

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