



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER™

Managed Care

Leadership Update

May 1st, 2020

The month of May will bring new and possibly different challenges as many communities open their doors after Governor Abbott lifted state-wide restrictions this week. In the last few weeks, many people have experienced financial, mental, emotional and/or health-related stress and heartache. If you or a family member need information or mental health resources to get through the pandemic, see the **Resources** section of this communication.

As we navigate employees returning to the unit, we have to remain cognizant of the unit climate and the COVID-19 status on each unit. As the number of COVID-19 positive cases rises on the units, we want to mitigate risk as much as possible. We will follow TDCJ guidelines on offender movement/transport and continue telehealth when possible. Managed Care employees will continue to wear a mask while on the unit and we will move employees back in waves. Continue to communicate with your supervisor as they will update you as new information is available. We will be thoughtful about the health of our employees and patients as we make decisions about returning to the units.

The last week of April brought a rise in COVID-19 cases within Managed Care. As of this morning, Managed Care has 10 employees who tested positive with four recovered. We have 169 patients who tested positive with one recovered. Our numbers change daily, please continue open communication with your teams to ensure you have the most recent information.

Resources

1. *Managed Care COVID-19 Page*

The Managed Care COVID-19 page includes a resource section for of the communications and information we have shared with you via email.

- a. If you are using the *intranet*, you can access the Managed Care COVID-19 page through your homepage. The Coronavirus link is highlighted in yellow.
- b. If you are using the *internet*, you can access the page using the link below.

<https://www.ttuhscc.edu/coronavirus/managed-care.aspx>

2. *Texas Health and Human Services COVID-19 Mental Health Support Line*

If you or someone you know is feeling overwhelmed by the COVID-19 pandemic, **help is available**. Speak with a mental health professional for help dealing with anxiety, depression, stress, grief or worry 24/7.

- a. Call the toll-free COVID-19 Mental Health Support Line at (833) 986-1919.
- b. If you are using the *intranet*, you can access the Mental Health Support Line information through the Managed Care COVID-19 Resources. The Coronavirus link is highlighted in yellow on your Managed Care homepage.
- c. If you are using the *internet*, you can access the page using the link below.

https://www.ttuhscc.edu/coronavirus/documents/20D0427HHSCCOVID_BHSupportLineFlyerENG.pdf

3. *The TTUHSC Counseling Center*

- a. A message from the TTUHSC Counseling Center website:
During this time of unprecedented unknowns and uncertainty the one thing we are sure of is that managing your mental and physical health is critical to your well-being. It is our hope that you will utilize some of these resources to enhance your own well-being and the well-being of those around you.
- b. Contact the TTUHSC Counseling Center at (806) 743-1327 or (800) 327-0328. They provided telehealth counseling services via a HIPAA-compliant Zoom platform.
<https://www.ttuhscc.edu/centers-institutes/counseling/>
- c. COVID-19 Resources – TTUHSC Counseling Center
For resources to manage stress and anxiety associated with COVID-19, click the link below.
<https://www.ttuhscc.edu/centers-institutes/counseling/resouces.aspx>
 - i. Kids Resources
 1. Big Life Journal
https://biglifejournal.com/collections/all?gclid=Cj0KCQjwmdzzBRC7ARIsANdqRRkCslkt8Hg2z_CngzVXj5aMoQPRW8M6cOkhtKaWtrZ86tFjn9IyqYcaAnbmEALw_wcB
 2. Cosmic Kids Yoga
<https://www.youtube.com/user/CosmicKidsYoga>

4. *TTUHSC COVID-19 Site*

The TTUHSC COVID-19 site provides access to COVID-19 resources including communications from Interim President Dr. Lori Rice-Spearman, previous Townhall meetings, and HR resources.

- a. If you are using the **intranet**, you can access the Managed Care COVID-19 page through your homepage. The Coronavirus link is highlighted in yellow.
- b. If you are using the **internet**, you can access the page using the link below.
<https://www.ttuhscc.edu/coronavirus/default.aspx>

This week we want to acknowledge ALL of our Managed Care employees. The last six weeks brought unprecedented situations for our lifetime. Our Managed Care team has risen to overcome adversity while ensuring staff and patient safety is a priority. You have shown **Kindhearted** attitudes towards our patients and your team members. You have honored your commitments to your unit showing **Integrity** while many of your actions have been a great example of **Beyond Service**. We are **One Team** and we are grateful to serve our patients alongside you.

Remember, *self-care* is a crucial piece in overall wellness and vital for you to remain present for yourself, your family and your patients. Remain cognizant of those around you and model social distancing. Thank you for all that you do for Managed Care, we truly have one of the best teams in Texas.

We are all in this together.

Cynthia Jumper, MD, VP Health Policy and Special Health Initiatives

Denise DeShields, MD, Executive Medical Director

Will Rodriguez, MSOLE, Executive Director