



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER™

Managed Care

Leadership Update

May 22nd, 2020

Heading into the Memorial Day weekend, we want to wish you and your loved ones a happy and safe weekend. We ask that you use your best judgement if faced with the option to attend large gatherings. Holidays can bring people together to celebrate, we ask that you do so in a manner in which CDC guidelines for social distancing and your safety can be remain a priority.

This week, the Data and Analytics and IS departments made some updates to your Chrome browser and also made it easier to access and complete your self-attestations forms. As you know, unit-based staff are required to fill out a self-attestation form daily. The IS team created new bookmarks in your Chrome browser to access the self-attestations forms. You will find the forms under Managed Bookmarks, titled Managed Care CRM. You will also be able to access the Managed Care CRM App and self-attestation form through this [link](#).

We want to thank each of you for following through with ensuring the self-attestation is completed daily. By completing this form, you are helping Managed Care maintain staff and patient health and safety. We would also like to thank those of you who track and report COVID-19 data daily. We appreciate your diligence and attention to detail when tracking such important data. Your input allows Managed Care to report accurate information to TDCJ and to know the current environment of our units.

Currently, 68 percent of the total number of our symptomatic COVID-19 positive patients have recovered. As of this morning, Managed Care has 22 employees who tested positive with 15 recovered. We have 269 symptomatic patients who tested positive with 182 recovered. Additionally, TDCJ Strike Force COVID-19 screenings continued at Clements, Middleton and Sanchez with completion at both Middleton and Sanchez. A TDCJ Strike Force testing team will begin screening at Smith next week. Remember that the COVID-19 screening offered to Managed Care employees is voluntary, free of charge and encouraged.

Managed Care has an important mission to provide high-quality health care to our patients. In order to meet that charge, we continue to improve our culture, our teams and our leadership to live the [Values](#) set forth by TTUHSC. Our culture should reflect the **One Team** spirit and **Beyond Service** mentality daily. This means that we also expect our staff to perform other duties as assigned when asked. For example, every Managed Care staff member should be willing to travel to other units to help if needed or perform duties outside of their normal tasks if necessary. Keeping the mission of Managed Care as a whole in the

forefront of our minds, being flexible to meet the needs of the organization and living the *Values* on a daily basis will help Managed Care continue to grow and thrive.

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.ttuhs.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.ttuhs.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.
- c. [COVID-19 Resources – TTUHSC Counseling Center](#)

For resources to manage stress and anxiety associated with COVID-19, click the hyperlink above.

i. Kids Resources

1. [Big Life Journal](#)
2. [Cosmic Kids Yoga](#)

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.ttuhs.edu/coronavirus/default.aspx>

We have said it before and will continue to say it but thank you for all of your hard work! Each day we are reminded that we work with a great group of people who care for the wellbeing our patients. Enjoy your holiday weekend, take time for self-care and we hope that you and your family are safe and well.

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