

AMAZING PEOPLE DOING AMAZING THINGS

Highlighting *amazing efforts* by staff during our Covid-19 response, including the exceptional care and support being provided to our patients, community, and each other.

Mobile Covid-19 Testing Site Takes A Strong Team

As part of our organizational readiness efforts during the current pandemic, the Coronavirus Preparedness Team knew it was vital to offer a mobile Covid-19 testing site for our patients, employees, and local first responders. Thanks to a team of employees working *together as one*, the site was set up on the Exeter Hospital campus in less than 24 hours after the request was made.

Lean Leader, **Mary Godfrey**, partnered with **Derek Bumford**, Safety/Emergency Management, to facilitate standing up the site, developing the workflow, devising a training protocol, and establishing a referral and scheduling process. To ensure a coordinated effort, they collaborated with **Melanie Lanier**, DO, Chief Medical Officer, Core Physicians; **Deb Burgess**, Director, Patient Access; **Ellen Simms**, Director, Lab Services; and **Kathleen Lawrence**, RN, Manager, Staff Health. For assistance with logistics, materials, supplies, and disinfection, they worked closely with **Aaron Garganta**, Senior Director, Engineering; **Dwayne Bowen**, Director, Materials Management; and **Rick Belschner**, Supervisor, Environmental Services – all who ensured the site had everything necessary to begin testing the very next day. **Mary Beth Jermyn**, Director of Operational Innovation, and **Alison Casassa**, Vice President of Finance for Exeter Hospital, served as team advisors



Some of the staff of our Covid-19 mobile testing site - outside tent from left: **Gail Bisplinghoff**, Site Lead; **Lori Berzamina**, RN; **Wendy Hume**, RN; **Cal Fowler**, RN. Inside tent: Surgical Techs **Tara Hone** (standing) and **Ashley Murphy**.

Abby Wagner, Director, Outpatient Surgery Center; **Marian Tatarczuk**, Director, Inpatient Surgical Services; and **Mark Peirce**, Director, Security, worked with Mary to provide employees to staff the site, while Derek ensured each individual received appropriate training. **Gail Bisplinghoff**, Clinical Practice Leader, Post Anesthesia Care Unit (PACU), was designated as site lead. Once the site was up and running, the team applied rapid process improvements, using tools from our Framework for Excellence, to adjust workflow as needed. One area of focus in particular was the scheduling procedure, which initially was done over the phone. Shortly after the site was set up, however, Deb Burgess worked diligently to quickly establish a completely automated and streamlined process, making it much easier for all involved.

Mobile testing is now offered on the Hospital campus six to seven days a week, depending on the schedule. Security staff provide logistics support, with clinicians from Inpatient Surgery and Outpatient Surgery/Endoscopy conducting the testing. At the time of this writing, 661 patients had gone through our mobile testing site.

Being tested for Covid-19 is a major life event. Many patients are extremely anxious, even crying, when they arrive. “The employees who staff the site do everything they can to offer reassurance,” Gail says. “Before they received training, they too were anxious, so they completely understand.” She says the site staff use the knowledge they acquired during their training to provide education, clearly explain the testing process, and walk the patients through each step, which helps ease their anxiety. “Our staff have become really good at calming fears,” she says.

It is this type of care and compassion shown to our patients, prior to and during this public health crisis, that our community sees – and why they continue to offer us so much support. Amazing efforts by amazing people working *together as one*.