



Nursing

Westchester Medical Center Health Network

COVID - 19

ED Nursing: Patient Care and Clinical Operations

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COVID – 19 ED Nursing

Our Successes

- Intake: Pre-entry screening/call ahead, mask everyone, limit visitors, triage tent, Telehealth expanded.
- Infection Control: PUIs need quick results, don and doff coaches, create complete COVID + floors
- Team Nursing / Cross-trained: nursing leadership, educators, Peri-op, PACU, IR, Cath Lab, advanced practice, out-patient and Peds RNs for adult Med-Surg & ICU
- Throughput: Admit – keep ED decompressed, limit in-patient boarding; ED discharge – follow-up wellness calls to all



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Our Challenges

- Uncertainty and Fears
 - ✓ Illness
 - ✓ Negative pressure rooms / Hepa filters / lots of room transfers
 - ✓ PPE – distribution was closely monitored, full nursing access
 - ✓ Floating – required to provide support
 - ✓ How many more patients can we take?
 - ✓ The wind down to the new normal is almost as challenging as the wind up...
- Disconnected Families / Social Isolation
 - ✓ No Patient families/visitors with few exceptions – added video calls
 - ✓ Healthcare Hero isolation – barriers to normal support



COVID – 19 ED Nursing Lessons Learned

- Leadership
 - ✓ Be present – you can't lead from home
 - ✓ Acknowledge fear and build trust
 - ✓ Listen, share stories
 - ✓ Celebrate victories – patient and staff
- Planning
 - ✓ Get to where you want to be
 - ✓ Limit the stress of multiple changes
 - ✓ Cross-train and maintain competencies for potential next wave



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Thank you

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Paula Fessler is the Chief Nurse Executive for Westchester Medical Center and MidHudson Regional Hospital. The Westchester Medical Center Health Network (WMCHealth) is a 1,700-bed healthcare system headquartered in Valhalla, New York and located at the epicenter of the COVID-19 pandemic in NY state. She also is a board member and the Secretary/Treasurer for the American Academy of Emergency Nurse Practitioners. Paula brings more than 25 years of clinical practice as a nurse and family nurse practitioner having worked in Pediatric ICUs, Emergency Departments and in administration at such world-renowned institutions as Duke University Medical Center, St. Louis Children's Hospital and the Mayo Clinic.



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