

A Message from Senior Leadership: Thank You

Last week, you should have received a letter to your home from Senior Leadership Team. For those who have not yet received the letter, here is an overview:



Chris Peek
President and CEO

**Bonus: The bonus applied only to full-time and part-time employees. Vice Presidents, Providers with a contract or letter of agreement, management employees, and PRN and relief employees are not eligible for this bonus.*

***Pay adjustment: Eligible employees do not include those who are currently PRN with a "flat rate" or employees who have received a Suspension or Final Written Warning for performance or behavior in the 2020 Fiscal Year. Additionally, any employee who is at the max of their respective pay range will receive a lump sum increase as opposed to a rate change. Vice Presidents and Providers with a contract or letter of agreement are not eligible for this increase.*

The last six months have been some of the most challenging we have faced as a health system. Not only has COVID-19 changed the way we live and interact with others, it has drastically altered the way we work and care for our patients. The Senior Leadership team understands this has been a time of great stress for many, both personally and professionally, and we extend our most sincere appreciation for the unwavering compassion, accountability, reliability, excellence and commitment to safety you have shown.

In January, we announced a bonus program aimed at improving the patient experience in all areas of the health system. The bonus offered \$500 for full-time employees and \$250 for part-time employees if your department showed improvement on patient experience indicators. While patient experience remains a priority for the health system, the Senior Leadership team believes it is important to acknowledge your incredible resilience and hard work over the last six months. As such, we have made the decision to award the bonus to all eligible* employees, which was included as a separate direct deposit on August 20, 2020.

Additionally, all eligible** employees hired before April 1, 2020, will receive a 2.5% adjustment to base pay. The pay rate changes will be effective September 13, 2020 for the paycheck received on October 1, 2020.

Every day, you choose to put care first – not because it is easy, but because it is right. While these measures can never truly capture the gratitude we have for the more than 4,000 people who make up the CaroMont Health team, we hope it helps show our appreciation for your service to the organization and the thousands of patients who depend on us.



COVID-19: Contact Tracing at CaroMont Health Facilities

For the last several months, Risk Management, in collaboration with Patient Safety, Infection Prevention and Employee Health has developed and implemented a system-wide contact tracing process to monitor, mitigate, identify, contain, manage and prevent employee and patient exposures to COVID-19.

Contact tracing is the systematic identification and monitoring of all persons who might have been exposed to a person diagnosed with COVID-19 to understand their risk of infection and take steps to eliminate the risk to others.

Contact tracing is conducted seven days a week, because quick action allows contact tracers to contain and prevent additional exposures for employees and patients. Fortunately, through effective contact tracing and appropriate use of personal protective equipment (PPE), the number of work-related exposures of COVID-19 continues to be low.

Please continue to view the [Standard Work Protocols on CHIP](#) for the most up-to-date information on COVID-19 resources.

CONTACT TRACING SLOWS THE SPREAD OF COVID-19 BY:



Identifying and alerting individuals who may have been exposed to a person with COVID-19 and determining if the exposure carries a low or high risk of infection.

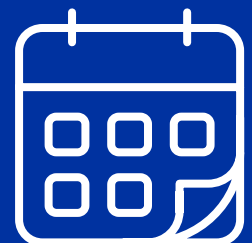


Helping exposed individuals monitor their health to determine if they should be tested for COVID-19.

REMINDER: Mid-Year Health Benefit Changes Due By August 31

Employees have until August 31 to add or drop coverage for medical, dental and vision plans without a qualifying life event, as well as make changes to contribution amounts to a medical and/or dependent care Flexible Spending Account (FSA). Additionally, most over-the-counter drugs are now reimbursable with your medical FSA without a prescription required.

If you are interested in making changes, please visit the [Human Resources page on CHIP](#). For questions, please email Human-Resources@CaroMontHealth.org or you may call 704.834.2141.



Courtland Terrace Keeps Spirits High

Since implementing visitor restrictions to protect vulnerable residents from COVID-19, the team at Courtland Terrace has been working to provide exceptional care and create opportunities to keep residents' spirits high. Here are some of the recent activities the care team organized for residents and their families.



From left to right: the Courtland Terrace visitor parade, where loved ones visited from a safe distance; a wedding for a resident's granddaughter; residents enjoying a horse show.

Good Catch Award: Donna Boyce, CNA, Kelly Carroll and Brandee Wilson, RN



DONNA BOYCE, CERTIFIED NURSING ASSISTANT I: PROGRESSIVE CORONARY CARE UNIT

While prepping a patient for surgery, Donna heard a noise from the patient next door and immediately notified the nurse. The patient was actively having a seizure, and Donna's quick assessment of the situation and call for assistance helped get the patient the care they needed within seconds.



KELLY CARROLL, VASCULAR ULTRASOUND TECH: CAROMONT HEART & VASCULAR

Kelly was performing a carotid ultrasound when she noticed the patient's waveforms (ultrasound readings) were off. After notifying a nurse, an electrocardiogram (EKG) was performed and the patient was discovered to be in atrial fibrillation (AFib) with rapid ventricular rate (RVR) – a serious irregular heartbeat. Kelly's identification of the issue helped get the patient the emergency care needed.



BRANDEE WILSON, REGISTERED NURSE: HEART FAILURE THERAPY UNIT

When Brandee noticed a significant change her patient's ability to move, she initiated a rapid response. Upon assessment by the physician and consultation by the intensivist, it was determined that the patient was potentially having a stroke and was a candidate for tissue plasminogen activator (tPA), a medication to help clear blood clots. Brandee's critical thinking and attention to detail helped the patient get the early intervention needed for a stroke.

The Good Catch Award recognizes employees for their contributions to the Patient Safety Program. For more information about the Good Catch Award or to nominate someone who has made a Good Catch, please visit the [Patient Safety](#) page on CHIP.