

PATHOLOGY & IMMUNOLOGY STAFF MEETING

May 11, 2020 12:00 p.m. – 1:00 p.m. Zoom

Agenda

- Welcome [Jolly]
- COVID-19 Survey Review [10 min, Administrative Team]
- **COVID-19 Updates** [10 min]:
 - Financial Overview [Jolly]
 - Human Resources [Adams]
- **COVID-19 Response** [20 min]:
 - Clinical [10 min, Burnham/Anderson]
 - Research [10 min, Ellebedy]
- Managing change: COVID-19 [10 min, Dull]
- **Q&A** [10 min, Administrative Team]

Please mute and silence phones and computer audio

Use the "chat" function for questions, which will be addressed at the end

COVID-19 Survey Review

P&I Administrative Team

Since the SOM's implementation of COVID-19 policies:

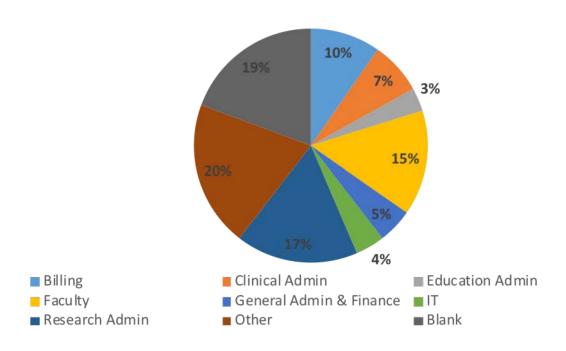
Survey Demographics

- 23% response rate overall, total of 124
- 28% response rate for staff, total of 81

Area	Responses
Billing	12
Clinical Admin	9
Education Admin	4
Faculty	18
General Admin & Finance	6
IT	5
Research Admin	21
Other	25
Blank	24

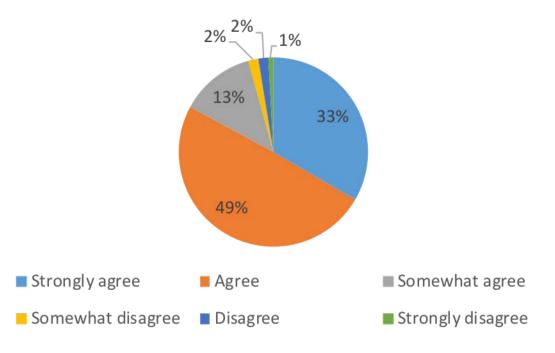
Total surveyed,633. 81, includes half of "other" and "blank"

Current role in the department

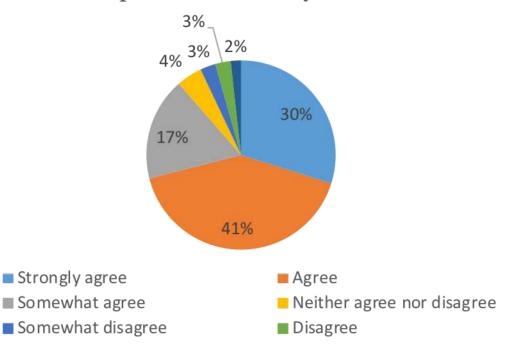


The Department's Communication & Town Halls

The department's communication response has been timely and informative?



Specifically, the department-wide town halls are helpful and address my concerns?



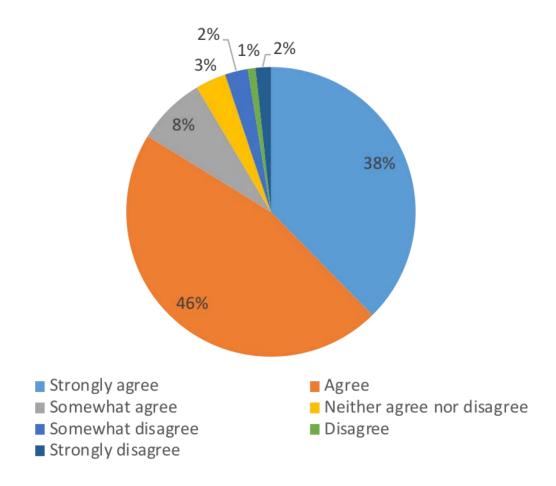
- 95% of responses indicated that current Covid-19 communication has been timely and informative.
- 88% of responses indicated that the Department town halls were helpful.

The Department's Communication & Town Halls

- "I feel the information communicated is good and very much appreciated."
- "I am so impressed with the town hall meetings. Nothing like this has EVER been done in all my years here. I think they are excellent and have no suggestions."
- "I feel they are going great and are very informative and reassuring."

- "It is more focused on faculty and upper management without the equivalent information towards staff."
- "Make slides available sooner after the town hall - the most recent one is still not posted"
- "Address specific staff concerns particularly since they're the only ones facing furloughs and reduced hours."

I have clear guidance about my role and responsibilities.



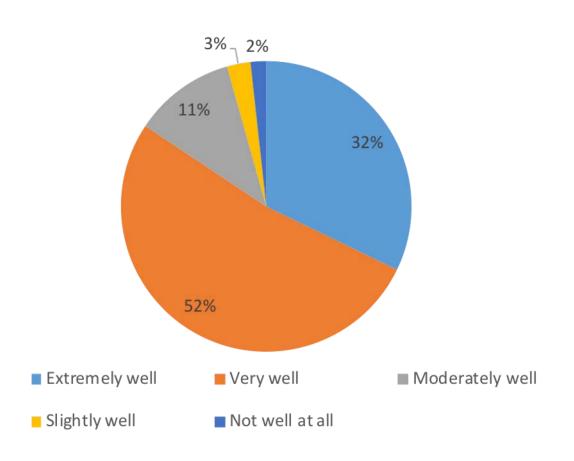
Finding:

• 84% of responses indicated they currently have clear guidance about their role and responsibility

Theme:

• In the midst of numerous pandemic related changes, team members are unsure about their role.

I understand how my role contributes to achieving the goals of my area and the department.



Finding:

• 84% of responses indicated an understanding of how they're contributing to departmental goals

Theme:

• There is a desire to be more involved in solving and/or addressing Covid-19.

What are your top immediate and long-term concerns?

- "Mental health"
- "My health and the health of my family. Financial security if more measures are taken, afraid I'll be affected"
- "Combining childcare and work and keeping my 90 year-old father safe"
- "... I liked life the way it was, not living a virtual, isolated existence."



Recommendations and Resources

- P&I & HR Website Links to Resources
 - https://pathology.wustl.edu/about/staff-resources/
 - https://hr.wustl.edu/covid19-employee-support/
 - HR Contacts
 - Jenny Adams, <u>jadams@wustl.edu</u>
 - Gillian Boscan, gillian.boscan@wustl.edu
- Monthly Staff Town Halls
- Monthly Staff Meetings in Each Area
- Virtual Social Gatherings in Each area
- Kudoboard
 - https://www.kudoboard.com/boards/UfHsFAQ8
- Bi-weekly COVID-19 Newsletter

First, thank you to all who were involved in developing the kudoboard!

More importantly, I want to express appreciation to the entire administrative leadership team for their compassion, dedication, and leadership during these challenging times related to the COVID-19 crisis.

I also want to extend my sincere gratitude to all of our staff members who are the engine, heart, and soul of this department. Each of you play a critical role in enabling our faculty, trainees, and students to fulfill the mission of our school and department.

It's a joy to be welcomed, embraced, and supported by each of

you every day.

One love, Andwele

Financial Overview

Andwele Jolly, DPT

Executive Director andwele.jolly@wustl.edu

FY21 Projections (July 2020 - June 2021)

SOM Outlook

- Clinical volumes reduced ~60%
- ~\$700 million shortfall in clinical revenues projected next fiscal year

P&I Outlook

- Clinical volumes reduced ~60%
- ~\$17 million shortfall in clinical revenues projected next fiscal year
- Net operating deficit of **\$6.6M**

FY21 P&I Budget Adjustments

As mandated by the SOM:

- 10% expense reduction
- No merit increases
- Staff furloughs
- Hiring freeze
- Faculty & administration compensation reduction
- Minimize discretionary spending

When will things return to normal?

"It is not the new normal; it is the next normal" Lynn Dull

- Alternate operations will continue
- 60-mile radius travel ban lifted
- Vacation time still require approval
- As of May 4th, FPP encourages 50% clinic activity with strict social distancing guidelines
- OVCR and Senior Researchers developing re-opening guidelines for labs
- P&I closely monitoring FPP and hospital activity to develop and communicate a ramp-up plan

Alternate operations to continue

Even as stay at home orders in our region are lifted or modified, we will remain on alternate operations for as long as it takes for us to develop and implement plans to return to normal operations safely, in accordance with guidance from our infectious disease experts and local public health departments. We will continue to closely monitor developments in our local jurisdictions, but will make decisions for the university independently, on our own timeline.

Effective immediately, Washington University School of Medicine is lifting the 60 mile radius travel ban for personal travel. Travel restrictions remain in place for personal travel outside of the US based on CDC
Recommendations. Vacation time must still be formally approved by your Chair, Division Chief, Program Director or Supervisor and is subject to limitations based on staffing needs. All university-sponsored and work-related travel is still prohibited including away electives for students, residents and fellows.

Human Resources

Jenny Adams

Senior Manager HR Administration jadams@wustl.edu

Human Resources Updates

- To date, the Department furloughed 45 employees. These employees retain benefits and email during the furlough period.
- Employees with reduced hours may choose to use vacation time to make up the difference from the normal work week, but this is not required.
- Sick time can only be used if it meets the criteria as outlined in the University's sick time policy (https://hr.wustl.edu/items/sick-time/).
- The special HR-Approved time off can no longer be used as of 4/27/20 except in very limited circumstances where directly related to a COVID19 diagnosis and must be department approved. Please contact Jenny Adams (jadams@wustl.edu) with questions.
- The hiring freeze for non-clinical positions instituted by the University remains in effect until further notice.
- Reminder about Self-Care and Wellness. Resources available to employees (https://hr.wustl.edu/covid19-employee-support/).

COVID-19 Response

Carey-Ann Dawn Burnham, PhD, Vice Chair OFD

Neil Anderson, MD, Director, Residency Program

SARS-CoV-2 Diagnostic Testing

- Team effort!!!
- Lab FAQ: https://www.ntps.com/v/CoronavirusCOVID19
- Molecular testing Molecular Testing Go-Live 3.16.20
 - Capacity was 50 tests/day at go live
- Scaling capacity:
 - March 25: 200 tests/day
 - April 2: 250 tests/day
 - April 5: 400 tests/day
 - April 10: 500 tests/day
 - April 15: 600 tests/day
 - April 17: 800 tests/day
 - April 30: 1000 tests/day
 - Current: ~1200 tests/day
- Testing for BJH, BJC, WUSM, Occupational Health, Community

SARS-CoV-2 Diagnostic Testing

- Testing methods/platforms
 - Batch testing
 - Quidel
 - Roche
 - Sample to answer
 - Diasorin
 - Xpert
 - Biofire
 - Aries (pending)
- Specimen types/

Collection methods

• As of May 4, 2020: 10,765 tests resulted



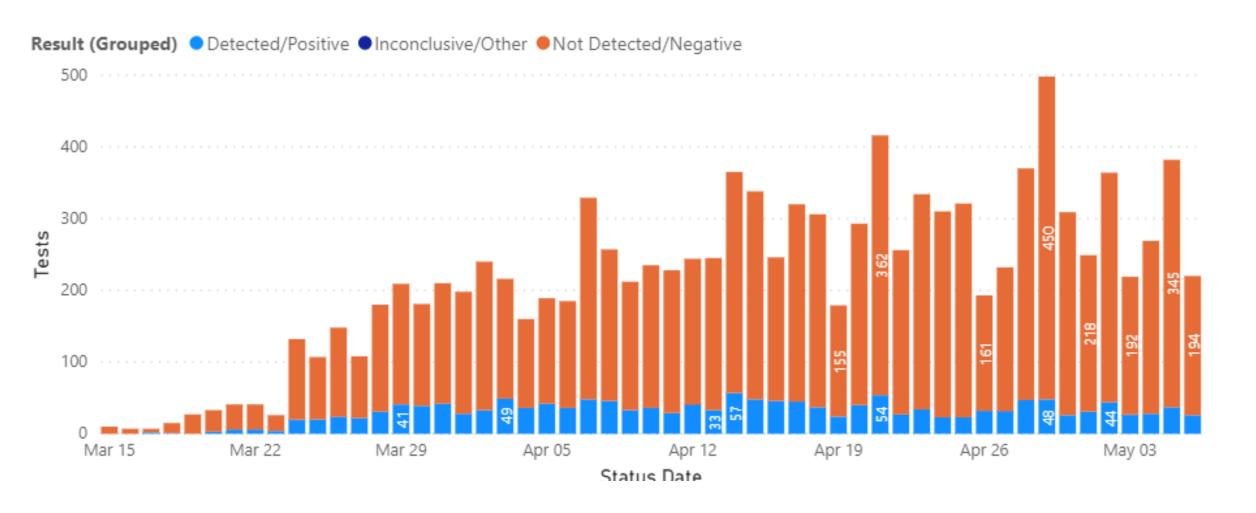
P&I Staff and SARS-CoV-2 Diagnostic Testing



Caitlin Johnson



SARS-CoV-2 Diagnostic Testing

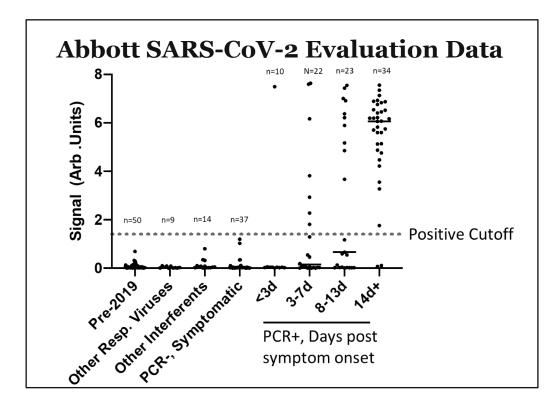


SARS-CoV-2 Serologic Testing Background

- FDA initially lifted the requirement for manufacturers to acquire EUA
 - Many platforms available (>100)
 - Extremely variable performance
- BJH has chosen to evaluate manufacturers based on:
 - Preliminary data from other institutions
 - Manufacturer proven track record for diagnostic testing
 - Instrumentation currently available in BJH laboratory
 - Availability of adequate reagent supply
- Two initial tests evaluated (Abbott SARS-CoV-2 IgG and Euroimmun SARS-CoV-2 IgG)
- Based on our validation data the Abbott SARS-CoV-2 IgG has superior performance and is the best candidate for in house testing

Farnsworth Laboratory

Coordinating collection of serum from SARS-CoV-2
positive patients (valuable resource for assay evaluation and defining serology utility)





SARS-CoV-2 Serologic Testing at BJH

- Went live Monday, 5/4
- Qualitative detection of SARS-CoV-2 IgG
- Performed on Abbott Architect
 - Batched testing once per day
- Estimated capacity: 300/day (depending on allocation of reagents)
 - Potential to ramp if needed
- Current volume:10-15 per day
- Next steps:
 - Evaluation Roche SARS-CoV-2 serologic assay



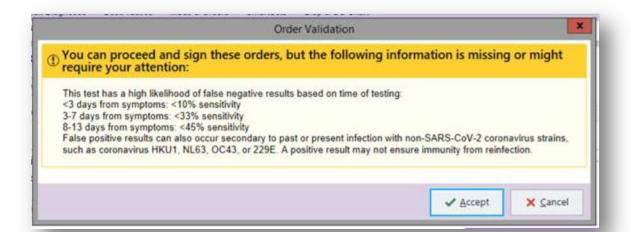
Education Regarding SARS-CoV-2 Serology

Important caveats with serology testing

- Poor sensitivity early in disease course
- False positives possible due to cross reactivity with seasonal coronaviruses
- Unknown if positivity is related to immunity

Multiple efforts implemented to promote proper utilization and result interpretation

- Clinical decision support at point of ordering
- Interpretation data added to summarize test caveats
- Serology specific additions to COVID-19 lab FAQ https://www.com/v/CoronavirusCOVID19



COVID-19 Response

Ali Ellebedy, PhD, Assistant Professor

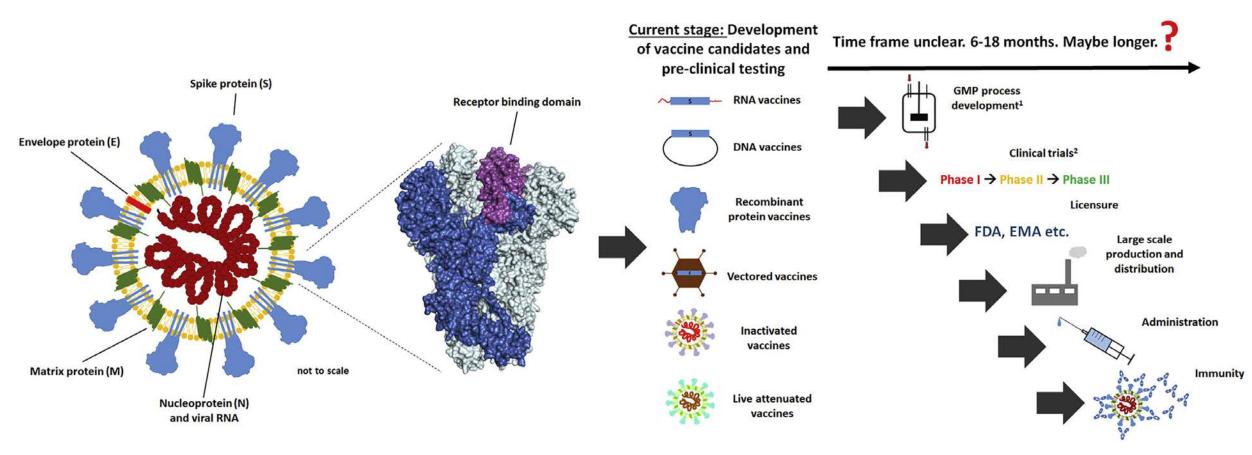
The real heroes

ELLEBEDY LAB

- Jackson Turner
- Philip Mudd
- Aaron Schmitz
- Wafaa Al-Soussi
- Lena Hansen
- Tingting Lei
- Amena Rizk
- Katherine McIntire
- Bassem Mohammed

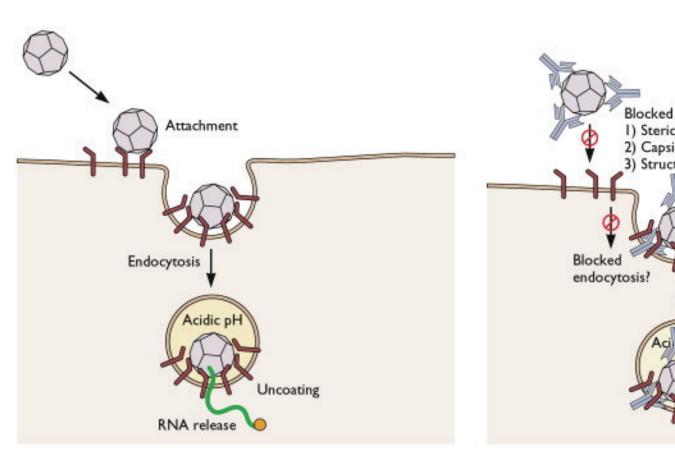


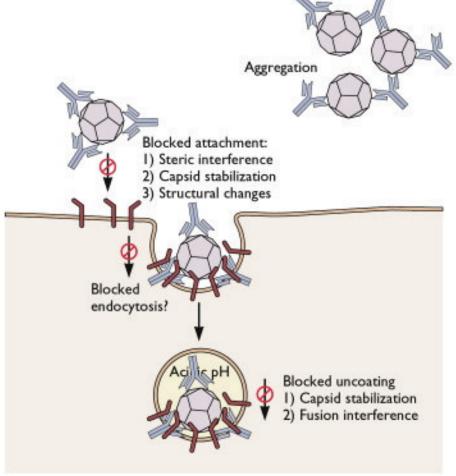
The long road to a vaccine against COVID-19



Immunity 2020 52583-589DOI: (10.1016/j.immuni.2020.03.007)

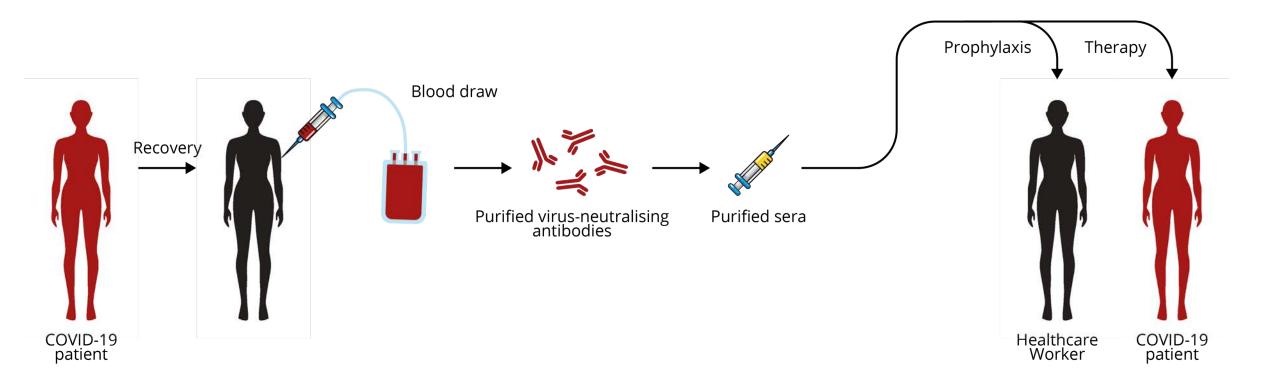
How antibodies protect us against viruses?





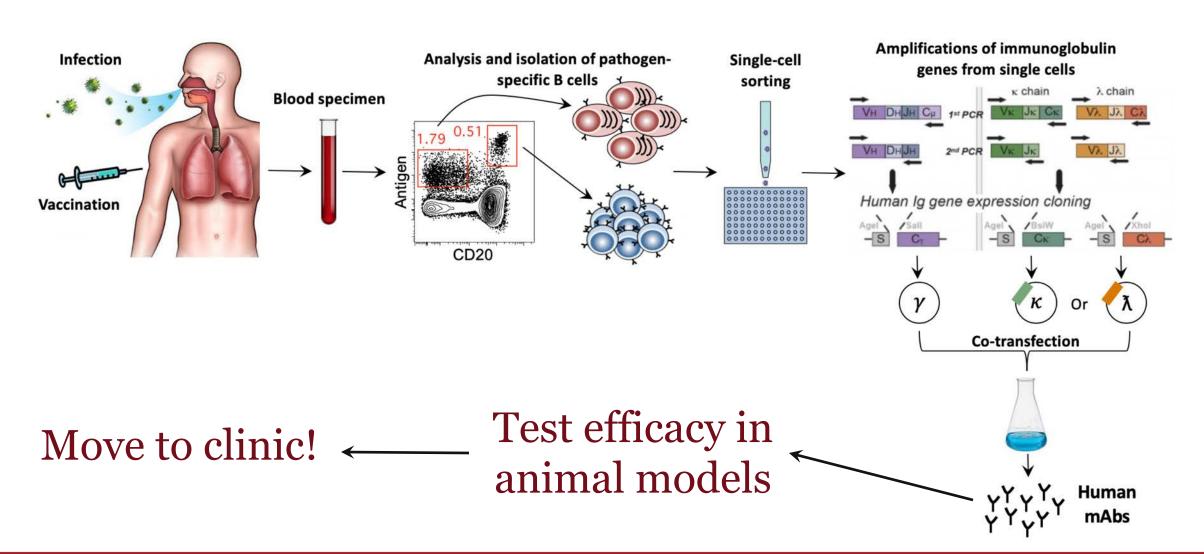
https://www.virology.ws/2009/07/24/virus-neutralization-by-antibodies/

Serum therapy: Fastest way to get therapeutic antibodies



https://thenativeantigencompany.com/why-we-need-antigen-and-antibody-tests-for-covid-19/

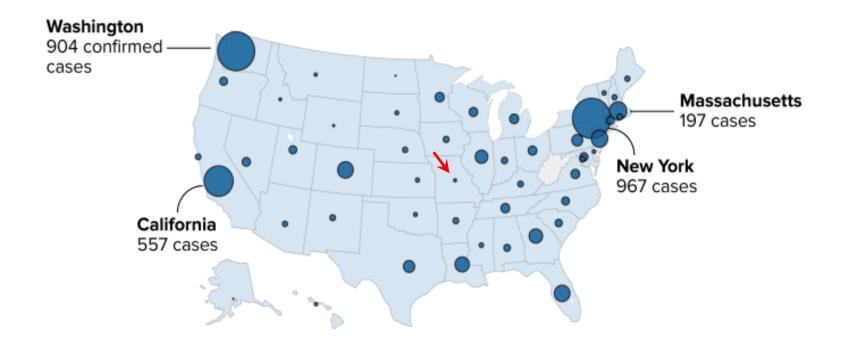
Transforming human B cells into therapeutic antibodies



Missouri was behind the curve

Reported coronavirus cases in the US

As of March 17, 2020

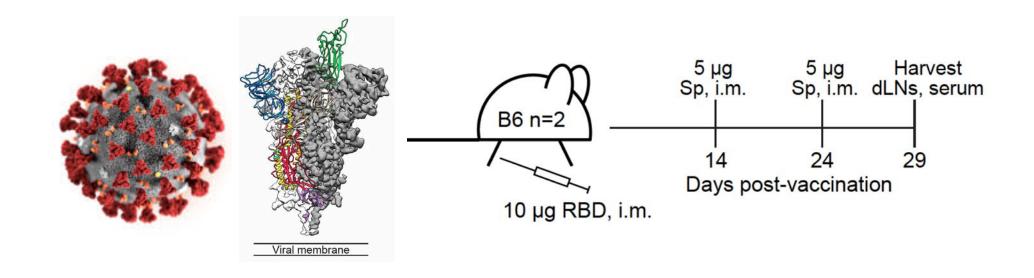


SOURCE: Johns Hopkins University. Data as of March 17, 2020 at 9 a.m. ET

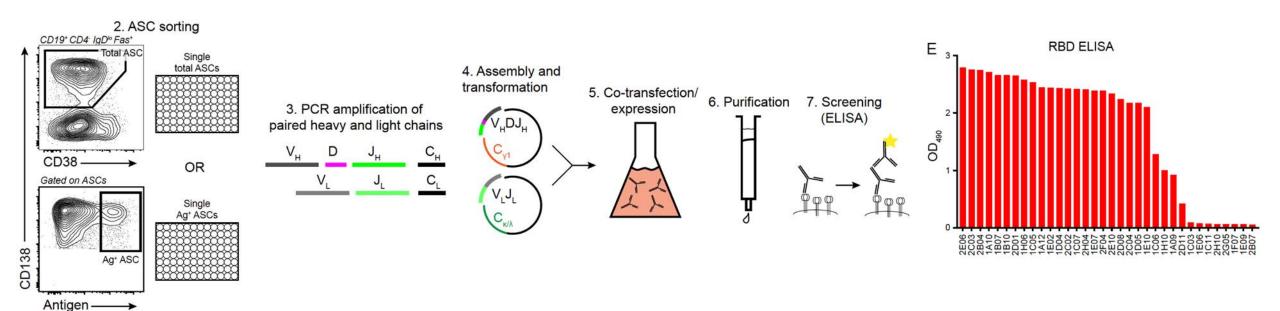
We decided to enlist the help of mice!



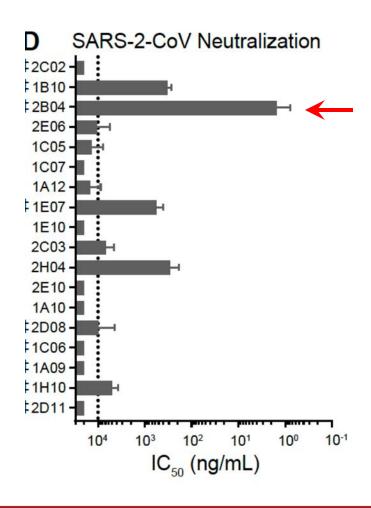
Developing potently neutralizing monoclonal antibodies (mAbs) in mice



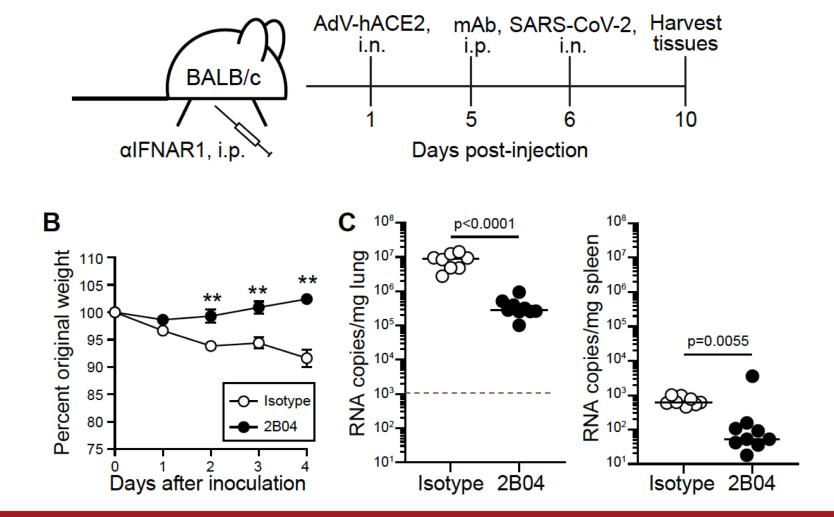
Generation of 26 chimeric mAbs against SARS-CoV-2 RBD



Isolation of a potently neutralizing antibody: 2B04



2Bo4 imparts protection in a mouse model of SARS-CoV-2 infection



Thank you!



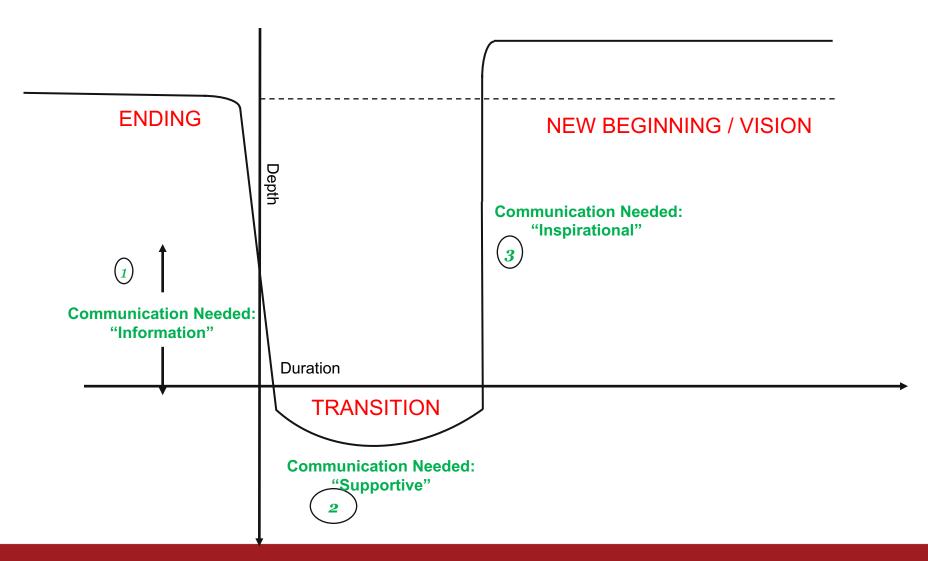
Managing Change

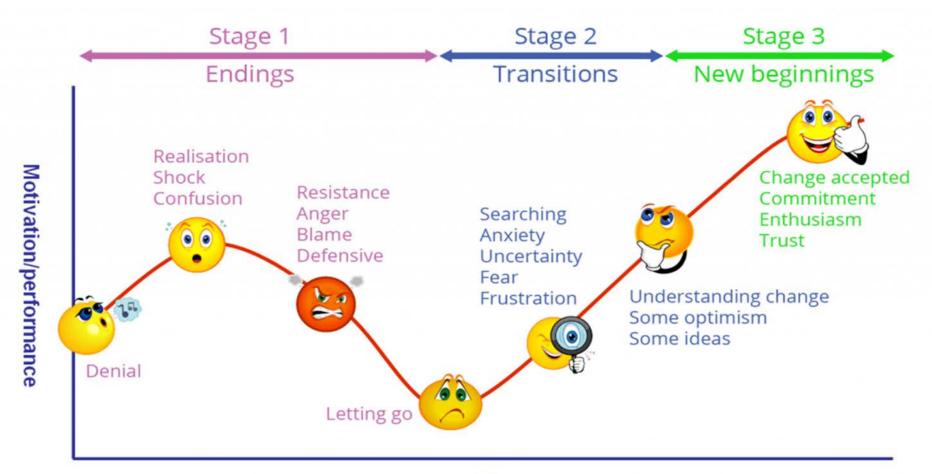
Lynn Nichols Dull

Applied Leadership Consultant <u>Lynndull@wustl.edu</u>

Curve of Change

Pritchard and Associates and William Bridges; Transitions; Making Sense of Life's Changes





Time

Questions?

Please use the Chat Function in the Zoom App



Closing Remarks

Andwele Jolly, DPT

Executive Director

andwele.jolly@wustl.edu

The **Office of Diversity, Equity and Inclusion** is working to do their part to foster a community of support and belonging to navigate these unchartered waters together!

They will continue to offer training and programming via Zoom. Below are a few of the events they have coming up:

• **Special Perspectives: Mindful Connections** - Every Thursday from 11-11:30 am we will continue to host Mindful Connections in partnership with HR's Mindfulness Consultant, Meg Krejci.

Zoom: https://zoom.us/j/482377244?pwd=TUVacGNpSnY3U2dCRVJCTXpjdTQ3UTo9

This week our discussion will focus on Happiness vs. Meaning – We strive to be happy but are we clear about what that means? How does it feel to be happy and is that the goal in these times? Perhaps it is meaning we are looking for. With intention and practice we have the ability to make meaning during these challenging times – growing our compassion to ourselves and others in the process.

• Perspectives: COVID-19 Highlights Systemic Inequities in Communities of Color

Tuesday, May 12th from 12-1 pm

Zoom: https://zoom.us/j/712881592?pwd=aooyTjlLSTJFS2NuQWhzV3ZnNHovQTo9

As the impacts of COVID-19 become clearer, the disparate impacts on communities of color highlight persistent systemic inequities related to social determinants of health, bias and access. This discussion will provide an opportunity to gain a deeper understanding of these inequities and offer space for discussion about strategies for addressing them.

• Perspectives: Mental Health Awareness – What Does Support Look Like?

Monday, May 25th from 12-1 pm

Zoom: https://wustl-hipaa.zoom.us/j/98046423115?pwd=UzNJU3VrdjU4WE94dFllbTFpbGRudz09

May is Mental Health Awareness Month and this discussion will consider the dimensions of diversity within mental health. We will provide space for sharing and discussion about what it means to foster belonging and reduce stigma around mental health in order to develop a more supportive culture.

- Temporary parking for COVID-19 (revised 4.27.20)
 - https://facilities.med.wustl.edu/parking-transportation/

Business Operations

P&I Administrative Team

Clinical Operations

- Operational Updates
 - OR volumes to slowly increase
 - Expanded onsite clinic visits
 - Monitor case volumes weekly to assess staffing needs





- Returning to work onsite
 - Daily screening required:
 - https://coronavirus.med.wustl.edu/items/campus-access-screening-procedures/
 - Universal masking policy
 - https://coronavirus.med.wustl.edu/items/masks-will-be-required-on-the-medical-campus-starting-wednesday-may-6/
 - Applies to all individuals on campus (employees, visitors, contractors, vendors)

Contact: Lisa Taylor, Director of Clinical Operations, ltaylor-reinwald@wustl.edu, 314-362-8750

Revenue Cycle - Billing

- Skeleton crew on site processing correspondence and paper checks
- Transitioned faxing from manual to electronic process

Contact Information

Contact	Position	Email
Rosa Montileone	Billing Team Lead	rmontileone@wustl.edu
Amanda Martsolf	Billing Supervisor	amartsolf@wustl.edu
Julie Lackey	Charge Capture & Coding Manager	jmlackey@wustl.edu
Lauri Thienes	Billing Director	thienesII@wustl.edu

Pathology IT

- Clinical Application Group continue to provide support with 25% of workforce onsite and the others working remotely
- Development and Technology groups continue to work 100% remote
- Continue to meet all SLA's
- Projects continue to move forward
- · Pathology helpdesk phone
- 314-362-9137. The helpdesk is staffed from 7:30am to 5:00 pm, Monday through Friday.
- Pathology helpdesk email
- All support issues can be emailed to <u>helpdesk@pathology.wustl.edu</u>.
- Pathology helpdesk numeric page
- For all critical calls, an analyst will be carrying a pager 24 hours a day/7 days a week. To contact the on-call analyst use pager 314-360-2311.

Research & Finance Operations

- We continue to work remotely
- Main points of contact for reimbursements and other transactional items are Crista Harnetiaux (crista.Harnetiaux@wustl.edu) and Kim Caves (kimberlycaves@wustl.edu)
- Additional questions may be directed to:
- Jo Anne Humphries Director of Business Operations Research
 - jhumphries@wustl.edu
- Eric Schnable Business Director Gen. Department Operations
 - <u>eric_Schnable@wustl.edu</u>