

Sent: Wednesday, April 29, 2020 11:16 AM

Subject: Pennsylvania Department of Health and Department of Human Services - Educational Support and Clinical Coaching Program (ESCCP)

Importance: High

April 28, 2020

Dear Providers:

On behalf of the PA Department of Health (DOH), we appreciate all the support you and your staff have been providing to your residents in long-term care facilities. We want to share a new initiative in partnership with the PA Department of Human Services who has partnered with a number of health care systems as part of the Educational Support and Clinical Coaching Program (ESCCP) to help providers during the COVID-19 public health crisis.

The ESCCP program is comprised of seven health systems - **Temple University, University of Pennsylvania, Penn State Hershey Medical Center, the Wright Center, University of Pittsburgh Medical Center, Geisinger Health System, and Allegheny Health System** - to provide Clinical Coaching to providers, using clinical staff to provide additional information and support to assist providers in dealing with the COVID-19 crisis. This will include, but is not limited to, explaining the latest guidance from DOH and the Centers for Disease Control and Prevention on infection control, the use of personal protective equipment (PPE), or a new outbreak of COVID-19 in their facility. These seven health systems may have already been contacting your facility, and we are encouraging you to take advantage of their expertise and outreach. They also have scheduled office hours for providers that would like to schedule a call to discuss their concerns. Please note that, during these calls, there are certain triggers for health systems to notify DOH about identified urgent needs, such as an urgent need for PPE or a new outbreak in a long-term care facility. This would allow DOH to provide their guidance in managing outbreaks in these vulnerable settings through their infection control experts.

Earlier this month, Governor Tom Wolf announced that Pennsylvania has secured the assistance of ECRI, an independent, nonprofit health services research organization based in suburban Philadelphia, to help with the COVID-19 response across the state, particularly in long-term care facilities. This organization will continue to provide individualized infection control and prevention assistance to long-term care facilities statewide. ECRI has personnel available over the phone for 12 hours a day on weekdays and will coordinate with the Department Operations Center, currently providing support to those working in coronavirus response.

We appreciate your commitment to your residents during this difficult time. Collectively, we believe that with the additional clinical coaching that the health systems are providing, long-term care residences can be better prepared to address their emerging needs.

If you have any questions or would like to schedule a consult, we encourage you to contact us via the complaint email address at c-ncomplai@pa.gov or give us a call at 1-800-254-5164. Thank you.

Sincerely,

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Department of Health | Bureau of Epidemiology