

8/26/20 Community Town Hall Questions

Topic: Staffing

New/More/Short Staff

- How many replacement staff have been requested - specific number of both RNs and doctors?
- Where are the backup staff coming from? How many are here already? What's the timeline for arrival? Has Maui Memorial requested help from the government for a field hospital for negative patients?
- Rn is asking: Can the National Guard should be used for temperature checks instead of staff?
- Do you intend to replace Currently Employed local nurse staff with off island nurses?
- A worker states “The hospital is so short staffed with so many workers being positive or quarantined, that patient care is suffering. The other night the staffing department said they were short 8 nurses hospital wide for the shift—when that happens each nurse must take more patients, charge nurses take patients etc. it is unsafe.” What is the criteria for calling in the National Guard to assist with field hospital/staff?
- How soon are the nurses that have been brought from the mainland ready to work.
- Is there currently enough staff to provide safest care for the amount of patients that have been occupying the beds?
- How many nurses are currently out? How many doctors?
- Is there enough staff CURRENTLY to operate the 32 vents?
- Do you have enough staff?
- Does OHCS (office of health care assurance) know about that hospital and staffing status? JCAHO?
- What is the plan for increasing staff?
- We are not asking about number of beds available, we are not asking about vents available, we are asking about your staffing capacity- how full is the hospital? How can you say you are bringing in staff from outside and have stopped elective practice because of staffing limitations and still say there is plenty of capacity?
- Have you reached outside of Kaiser for help with this outbreak?

As of today, we have sufficient nursing staff to provide appropriate patient care. On a typical day we have 206 nurses on duty between the day and overnight shifts. This number may vary based on census and patient care requirements. We have additional RNs available to fill in for various shifts and that is how we are able to adequately staff the hospital to meet or exceed staffing requirements. We are also able to hire additional contract staff if needed, which we have done through this second surge. While the demand is high for nurses, we have brought in seven nurses who are already working at MMMC and are in the process of confirming additional staff. Additionally, the Hawaii Hospital Association has arranged additional staff for most Hawaii hospitals and Maui will be provided a total of 20 nurses. Some of these nurses will start on September 21, 2020, with the second start date in November. These are all 8-week contracts and are funded with Care Act funding. All travel nurses are tested for COVID as soon as they arrive on Maui and then again on day 6. They also must submit a temperature log to our employee

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health department, where they take their temperature two times a day for two weeks. And of course, if any of them report any symptoms or exposures, they are not allowed to work.

We currently have enough respiratory therapists and critical care physicians to manage our 32 ventilators. We also have many other bridge devices that can be converted to respiratory support devices. At this time, we have at least 60 total devices for respiratory support. We are exploring options for additional physician support for our hospitalists in the event of a severe surge, which include bringing in physicians from the mainland to help.

Our surge plan includes expanding our bed availability from 219 beds to 300 beds with the current resources and space we have now. We can make that happen in a few hours if needed. If we exhaust the 300 beds, we have a large medical tent that can be assembled in a matter of hours that can add even more beds. And lastly, if needed, we would work with the local and national government, including the National Guard, to help provide more beds and resources. We have sourced a significant supply of ventilators and other equipment as well. Of course, when we expand bed capacity, we need staff to care for all of these additional patients. Staffing is a big part of the surge plan. We, along with hospitals across our state and the nation, are focused on making sure we can bring nurses and other support staff in to help support and supplement our Maui Health team. With our surge plan in place, we are confident that we are prepared. Please know we always remain vigilant, and ready to activate the necessary tactics in our surge plan to ensure we have ample PPE, beds, equipment, and staffing.

One surge plan tactic was to decrease or stop elective procedures. This was initiated several times over the past few months in order to decrease non-emergency patients and help preserve PPE supply, as well as free up space in the hospital in anticipation of additional COVID patients, if needed. The nurses and other support staff that would usually work in the same-day surgery unit were redeployed to assist other units. The cancellation of elective surgeries was not because of a staffing issue, but in preparation for space and PPE, but the tactic has helped to free up some nurses to assist in other areas. At this time, we are still doing elective procedures, at about 75% normal capacity.

Staff Benefits /HR

- Every other Kaiser has allowed office personnel to work remotely but at Maui Memorial, union office-employees are not allowed to work remotely. Are there any plans to allow office employees (union and non) to work remotely to minimize spread at the hospital and also cut down on use of masks and cleaning supplies used-up by this personnel?
- What happened to assistance with childcare for hospital staff now that school is virtual?
- What about the hotel rooms for staff again? We are "Heroes" but not "Super Heroes".
- When are the healthcare workers are going to get hazard pay?
- Bring back childcare supplemental pay and hotel rooms for staff.
- Hazardous pay for hospital staff?
- I saw a Maui Now article stating they are recruiting even new graduates that don't have active license yet. So how come my friend applied for 2 positions in last week and got declined? She has an active license and experience.

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- Why the 70% employee layoffs when you really NEED staff right now???

At this time, temporary remote work requests are handled on a case-by-case basis at the manager level based on whether the department can support remote work. There are many factors that go into the manager's ability to grant remote work including scheduling and need for in-office staff and availability of laptops and network access. There are Maui Health employees who are working from home at this time or have been utilizing remote work over the course of this pandemic.

We have several COVID-related HR benefits available to Maui Health employees including childcare grants to help with costs of child care, Hotels for Heroes for employees who would like to isolate away from home, and positive leave pay benefits so there is no loss of income for employees who are kept out of work awaiting a test result or have tested positive for COVID-19.

We have not instituted any layoffs during the COVID-19 pandemic. In fact, we are hiring for many clinical and non-clinical positions at Maui Health. Please view employment opportunities at mauihealth.org/careers. If you applied for a position and have questions about qualifications, please call the Maui Health Human Resources Office at 808-242-2251.