

8/26/20 Community Town Hall Questions

Topic: Reporting

MMMC Update

- How many people with COVID-19 diagnosis are in Maui Memorial?
- How many people with COVID-19 diagnosis are in ICU?
- Why are you not being honest about the hospital numbers?
- How many of the current COVID patients caught the virus in the hospital, while they were being treated for other ailments?
- Could you please give an update on the cluster at Maui Memorial. How many cases? is it under control?
- What metrics does MMMC use to measure its COVID work?
- What happened with the resident from Lana'i - how did he catch COVID and how did he pass away?

As of today, 9/7/20, there are 20 patients currently admitted to Maui Memorial Medical Center (MMMC) with COVID-19, and 2 of those patients are receiving ICU care. Please keep in mind that this number changes daily. We have been releasing our case numbers frequently, sometimes almost daily. The Emergency Operations Center (EOC) updates their COVID-19 dashboard each morning and those are the numbers we share with employees and the community so that cases are consistently reported. When releasing information to the DOH, we do that on an ongoing basis and as soon as we confirm a positive test. The numbers that the DOH reports are many times not consistent with what we share because their reporting is sometimes delayed. Once we report to the DOH, they then have their own process for verifying cases before including them in their daily updates to the state. More info below.

Currently, we continue to test and contact trace patients and employees. As the only community hospital on Maui, our job is to care for those who are sick and need medical care including COVID positive patients. To this end, as long as there is spread and positive cases in the community, we will continue to see cases in our hospital. Additionally, we are currently the largest employer in Maui County and our employees are a large part of the islands' communities which means there is a higher chance that we will have community-acquired cases within our employee population.

Because of HIPAA and other patient confidentiality laws, we are not able to share specific information about our patients, how they acquired COVID and/or cause of death.

DOH/State Reporting

- Why don't we see the hospital outbreak numbers reflect in the DOH numbers reported daily in the news? We see headlines of 60+ at the hospital but our daily count remains in the single digits.
- Can you share how the positive numbers are calculated and shared. In the past day 20 cases at Roselani and I've never seen that kind of number added to Maui statistics or even the over 50 hospital cases? I would like to know where those numbers are?

As of 9/7/20

- How do we compare with the other hospitals on Oahu when it comes to employees testing positive?
- How does MMMC compare with comparable hospitals elsewhere?
- How many active cases are asymptomatic?
- How about the hospitals on Kaua'i & big island? Are they going through the same thing as we are on Maui? To compare MMH to Kapiolani is like comparing apples to oranges.
- How many ACTIVE COVID-19 cases are presently on Maui?
- How about adding stats? 25% of people don't even have symptoms. 99.6% of people infected live
- What about asymptomatic positives??? What is like 80% of people are asx?

Maui Memorial Medical Center (MMMC) reports COVID cases to the DOH daily. We also report COVID related deaths daily. Once we report to the DOH, they have their own process for verifying the numbers, which includes coordination between the DOH district office here on Maui and the state DOH office in Honolulu. We try and be as transparent as possible and so we've been releasing our case numbers almost as we have them. While that is what the community has been asking for, it does cause confusion. Please be assured that we are working closely with the DOH, and reporting cases immediately.

Regarding other hospitals in the state, we can't speak about their cases but we do know that all the hospitals and health care workers in the state, and nation, are working very hard to ensure all employees, providers, patients and the community are protected. We also know that we are the most transparent hospital in our state as we are the only ones that consistently report out our numbers, and surge plan details, just as we do at our frequent virtual employee town halls and now our virtual community town halls. It is important that people understand that every hospital in the state is dealing with infected employees, but it is not readily reported. And every hospital is watching, learning, and making changes. This is such a highly infectious virus and because it is still so new, we're being provided updated guidance weekly. Guidance around breakrooms, return to work, PPE, etc. We truly sympathize and wish the best for all the hospitals and their team members as we know what they are going through.

As of yesterday (9/7), the DOH update for Maui stated there were 140 *active* cases on Maui. Of that, we can confirm we have 20 patients currently hospitalized with COVID-19. That is 17% of all positive *active* cases. Please know, though, that the majority of these patients are not hospitalized because of their COVID status, but because of their underlying health issues. We do not have the statistic for active asymptomatic cases, but scientists have shown that approximately 30% of all positive cases are asymptomatic.