

As we deal with the beginning of the impact of COVID-19, hospitals and health systems should be creating and implementing emergency disaster plans to support patients and communities while strengthening their workforce. Throughout the country, COPE Health Solutions has partnered with agencies to support hospitals and health systems' response in mitigating risks to patients, staff and communities by training and deploying individuals in various areas to help support the current and expected increase in workforce needs.

Our firm has deep experience and demonstrated success in training non-licensed staff to help support patient care and address workforce needs within hospitals and health systems. For more than 20 years, COPE Health Solutions, through its COPE Health Scholars program, has trained and deployed over 34,000 non-licensed individuals across 21 partnered health systems throughout the country.

COPE Health Solutions offers customized training to help support workforce needs in the time of crises or disasters. These training programs can repurpose staff (e.g., accountants, unit assistants, etc.), volunteers and other individuals to provide in-person and remote support and decrease the workload on registered nurses (RNs) and other licensed professionals, enabling them to have more time to do tasks requiring the RN license.

Hospitals and health care systems can utilize non-licensed, repurposed or newly trained staff to address workforce challenges. Upon completing training, the staff can assist in the following ways outside and inside the health system.

## OUTSIDE THE HOSPITAL SYSTEM

### TELEHEALTH



Health Scholars inform patients of available telehealth services to help decrease unnecessary emergency department visits. Scholars call patients post-discharge to confirm they understand their next steps and to identify and address any barriers to care. Scholars can reach out to patients proactively to discuss their next appointment or procedure and to identify and escalate patients' care needs as appropriate.

### IN-HOME



Enter the homes of patients who may be isolated due to increased risks for complications with COVID-19. Individuals can check on patients to make sure have adequate food supply, water supply, essential toiletries, etc. They can also check to see if there are any medications or clinical questions to escalate to their primary clinician or on-call nurse service.

## INSIDE THE HOSPITAL SYSTEM

### SUPPLY CHAIN



Support the increasing supply chain demands across hospitals. Individuals can support central supply teams receive and process new supplies upon arrival. They can also assist with transporting needed supplies to nursing units, laboratory and pharmacy.

### NUTRITION SERVICES



Support food services department to deliver food trays to patients.

### PATIENT SUPPORT



Support care teams on units and departments due to the increasing numbers of higher workforce needs due to shortages with staff. They can stock supplies in rooms, provide blankets, assist ambulating to restroom, comfort anxious patients and decrease the workload on the registered nurses (RNs) and other licensed professionals, enabling them to have more time to do tasks requiring the RN license.

### NAVIGATION



Help patients and visitors navigate to appropriate places, helping avoid certain areas while keeping patients and visitors calm. In addition to navigation, Scholars are being utilized in cafeterias and gift shops to ensure someone is present to provide food options or additional items to those in need at hospital.

COPE Health Solutions' customized training programs feature a range of modalities of training including:



Modules (including but not limited to topics such as HIPAA, HCAHPS and patient service excellence, infection control, ambulating patients, nutrition services, telehealth and social determinants)



Online competency exam



Corresponding training documents and reading material



In-person training for patient care skills (if needed for in-person patient care) as well as virtual training for more remote patient care



Additional resources to ensure knowledge of material and verify competence

With more than 34,000 alumni and 5,000 annual active participants in the Health Scholar program, COPE Health Solutions' expertise can be leveraged by health care systems, performing provider systems (PPS) and hospitals to alleviate the surge of demand in workforce in times of disasters.

For more information on how COPE Health Solutions provide quick, prepared, and valuable services during a critical time of need, please contact Elizabeth DuBois, DNP, MSN, FNP-BC, AAHIVS at [edubois@copehealthsolutions.com](mailto:edubois@copehealthsolutions.com) or 213-369-0571.

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