

HEALTHCARE Playbook Summary

Concerns/Issues | Connecting to Solutions

Playbooks: Lancaster County, Adams Clay Nuckolls Webster County, Buffalo County, Cherry Brown County, Community and Family Partnership (Platte Colfax), Dawson County, Freemont Family Coalition, Dakota County, Hall County, Keith Perkins County, McCook, Norfolk Family Coalition, Otoe County, Panhandle Partnership, Sandhills, Tribal Communities (Native American Metro Area, Omaha Tribe, Winnebago, Santee), York County

Themes and priorities common across communities:

- PPE is needed across communities (masks, gloves, gowns, eye protection) for frontline healthcare workers and essential workers interacting with public, an issue made more complicated by competition across the state/country
- Increase in testing and testing equipment (swabs)
- Education/training for first responders
- Elective surgeries are being delayed which will lead to a backlog of cases once Covid cases recede
- Locations for community members/front line health workers who are infected to quarantine away from families
- Equipped overflow locations (clinics, temporary structures, etc.) once hospitals reach capacity as well, as tents for triage and for health care workers to decontaminate after shifts
- Access to health insurance for those chronically uninsured and newly uninsured as a result of loss of employment

Unique needs and disparities:

- PSAs and spokesperson to communicate public on prevention steps and need for social distancing measures (Buffalo County)
- Lodging for health care workers living separate from families (Buffalo County)
- Not enough ventilators or one way directed rooms (Cherry Brown)
- Swabs for testing (Dawson County)
- Marketing and communication about telehealth and when to see primary care physician for Covid symptoms (North Platte)
- Resources needed (gas money, taxi services, etc.) for medical transportation of the sick to ER in (North Platte, Buffalo County)
- UV equipment to expand usage of masks (Freemont)
- Hospital gowns for staff (Freemont)

- Three Rivers Clinic needs cots, pillows, hand sanitizer, and PPE (Freemont)
- Hotel accommodations for Covid positive patients to quarantine (Hall County)
- Clinics, front line workers, and EMT/first responders need additional PPE (Hall County)
- First responders lack necessary PPE and training, worried about their safety (Keith Perkins)
- Transportation of sick people to hospital without them having to call 911 (McCook)
- Supplies, protective equipment and training for frontline workers (Norfolk)
- Training for first responders on how to test and safely interact with patients (Norfolk)
- Additional testing supplies (Norfolk)
- Funding to support crises response team (Otoe County)
- EMTs with advanced life support training (Panhandle Partnership)
- Clinics short on PPE and cleaning supplies (Panhandle Partnership)
- Additional testing capacity (Sandhills)
- PPE for frontline workers and rural EMT's (Sandhills)
- Additional ambulance and transportation services for rural areas (Sandhills)
- Community members without insurance to pay for Covid testing and treatment (Native American Metro Omaha)
- Little to no healthcare infrastructure available – hospitals or clinic (Omaha Tribe)
- No clinic capacity and needed PPE and training for frontline workers (Winnebago)
- Limited supply of PPE and no negative pressure rooms despite being Henderson hospital being designated a Covid hospital (York County)
- PPE for York General (masks, gloves, eyewear, coveralls and foot covering (York County)
- Urgently needed swabs for testing (York County)
- EMT and first responders need PPE and training on how to safely take equipment on and off (York County)

Barriers that exist for people to access necessary services:

- For people in rural areas, transportation options to hospitals are a challenge and as a result people are using the limited ambulance services in non-emergencies
- Communication to public about how to keep themselves safe and to encourage and reinforce the importance of social distancing
- Limited access to testing

Workforce capacity related barriers to serve people impacted by COVID-19:

- The primary limitation for providing adequate services to the public are lack of PPE for frontline healthcare workers and lack of protective gear and training for first responders
- List of trusted sites to purchase PPE
- Resources to support healthcare workers suffering from compassion fatigue

■ **Barriers around serving specific populations (historically segregated neighborhoods, immigrant populations, LGBT youth):**

- Deaf population lack interpreters in the healthcare space, masks prevent the option of reading lips, older population with limited hearing (Panhandle Partnership)
- Serving rural populations living far from clinics and hospitals made more complicated by lack of personal transportation and in some cases public transportation

■ **Currently implemented and proposed solutions:**

- A local 800 number for front line workers to call and support each other
- Funds for promotion and spokesperson who are not in direct care and trusted in the community.
- Testing done by national guard
- Relax rules on Medicaid for initial appointments
- Nurses still in school moving toward licensure allowed to work
- Alternate forms of communication like whiteboards for nurses communicating with deaf or hard of hearing patients