



ChristianaCare

COVID-19 Response Update

April 29, 2020

Overview

As elected officials and leaders in your community, we know you are often faced with tough questions and concerns from Delawareans about COVID-19 and the impact it is having on families up and down the state. Since the beginning of the pandemic, ChristianaCare has worked tirelessly to prepare and adapt to be able to serve our neighbors in need and to partner with other healthcare systems and providers. From addressing critical testing needs to identifying health disparities in high-needs areas, we continue to serve our community, guided by our values of excellence and love. We want to share with you some of the important work our caregivers are doing during the pandemic and provide resources for you to share with your constituents. We hope this update will serve as a resource to you and your community as we all navigate through these uncertain times together.

Community Outreach & Addressing Disparities

Since our first drive-through testing site at the Riverfront which tested over 500 people in March, we have worked diligently to ramp up testing both in our facilities and in the community. As Covid-19 continues to spread, it is imperative that we provide access to treatment and testing, especially in areas with known hotspots and health disparities. While testing capacity and coordination grows statewide, ChristianaCare has played a key role in providing care for hundreds of Delawareans who have tested positive for COVID-19, whether treated in the hospital or cared for in our virtual and primary care practices. Despite a continued increase in hospital admissions, we continue to see [positive outcomes for many patients](#), including elderly patients. We continue to collaborate with health systems and providers statewide to share best practices as we [serve together around the clock](#) to provide exceptional care to our community during this pandemic.

Targeting Health Disparities and Hotspots

We know that COVID-19 disproportionately impacts minorities, and those in our underserved communities. As a result, Christiana Care is working hard to bring testing and resources to the areas that need it most.

Just last week, we joined a coalition of health systems and state officials to support testing in Sussex County. On Wednesday, our mobile unit [tested nearly 500 people](#)

[in Georgetown](#), an area that has seen a dramatic spike in cases. Our mobile unit also [tested 150 people at P.S. DuPont School in Wilmington](#), as part of a grass roots effort to connect the surrounding community with screening and testing. We've also developed flyers and communications to the Longshoreman's Association to encourage those with symptoms to get screened and tested.

In order to expand services in high needs communities, ChristianaCare's Community Health team, in partnership with our Medical Group has organized community kiosks at the Latin American Community Center (LACC) and Kingswood Community Center in Wilmington. These kiosks are available to screen community members, and if recommended by a provider, ChristianaCare providers can test on site. Hours vary by site and appointments are strongly encouraged.

Expanding Access to Telehealth

COVID-19 has emphasized the [importance of expanding telemedicine services](#) to our most vulnerable Delawareans. As a result, we applied for, and [received a federal grant](#) that will (1) increase broadband access to telehealth services for underserved residents and (2) provide on-site telehealth services to communities with a higher disease prevalence and challenges accessing virtual health services. Far too often, these communities have significant financial and technological barriers that prevent them from receiving the care they deserve and need. This grant will allow us to better fight COVID-19 in Delaware, expand access to care, and address the racial and socio-economic disparities that exist in our most underserved communities.

COVID-19 Resources for the Community

- [How to Protect Yourself](#)
- [What to do if you are sick](#)
- [Self-Care During COVID-19](#)
- [Talking to your kids about COVID-19](#)
- [Community Provider Guide](#)
- [Redesigned ChristianaCare Home Page](#)
- [Frequently Asked Questions](#)

ChristianaCare News

- [Testing in Georgetown](#)
- [Testing at P.S. Dupont](#)
- [Life on the Front Lines](#)
- [Virtual Monitoring](#)
- [Telemedicine Grant Award](#)
- [Science of Saving Lives](#)
- [Convalescent Plasma Expanded Access Program](#)

Continued Challenges

Like many health systems, COVID-19 has caused significant financial strain for ChristianaCare. The Delaware Healthcare Association (DHA) recently reported that health systems in Delaware are losing about \$5 million per day since the pandemic

began. ChristianaCare's individual lost revenue is about \$2 million per day. As financial pressures continue to mount, ChristianaCare is pursuing several funding streams through the CARES Act, the Centers for Medicaid and Medicare Services (CMS), and the Federal Emergency Management Agency (FEMA) to help counter lost income and extraordinary expenses and to maintain full operational bandwidth. While the funding does not make up for lost revenue flow, we greatly appreciate the work of our congressional leaders to advocate for the legislation that helped make these streams possible for us to continue our fight against COVID-19.

The Path Forward

As the fight against COVID-19 in Delaware continues to evolve, so do we. We are working hard to increase testing through collaboration with our statewide partners, especially in our most underserved communities and [provide innovate treatments](#). We also recognize the need to continue to prioritize care for those who need it most. That is why we have continued to halt elective procedures throughout the pandemic, while supporting care for time sensitive and medically necessary surgeries. And although COVID-19 related admissions have steadily risen, we continue to maintain the staffing, equipment and the space to accommodate possible surges. Additionally, our ongoing collaboration with other Delaware health systems and state officials ensures that we remain in daily contact and stay coordinated on all issues and needs.

It will be a long road ahead, but we feel confident that we can and will get through this together. We thank you for your leadership during this difficult time and look forward to continuing to update you on our efforts. As always, please don't hesitate to reach out with any thoughts, questions or concerns.

