

NEWS & NOTES

UPDATE FROM FLAGLER HEALTH+: COVID-19

MAY 5, 2020

The Flagler Health+ team continues to navigate through one of the most unprecedented times in our history. Our dedicated team members are caring for patients, providing testing and supporting the needs of our community in many ways, while ensuring the safest environment possible for patients and staff.

In the early stages of this experience, the Flagler Health+ incident command team established a multi-phase plan to ensure the safe care of patients for every predicted scenario, including a potential surge. A dedicated COVID-19 unit was created and specially equipped with negative air pressure isolation capabilities, and we have plans for expansion if the need arises. Staff members working in the isolation environments wear the appropriate personal protective equipment and have no contact with other patients. Team members have been working around the clock, pulling every lever to ensure that our medical teams have the personal protection equipment they need.

A large tent was set up on the main campus to serve as a triage area for all those in need of emergency medical services. By triaging people quickly outside of the Emergency Care Center, we identify and direct those with COVID-19 symptoms to a dedicated area away from patients who present with other conditions. This is just one more precautionary measure being taken to ensure the safest environment for everyone during this unusual time.

To date, more than 750 people have utilized the Flagler Health+ drive-through test collection site located in parking lot B on the main campus. Team members stationed there quickly and safely collect specimens to be sent for COVID-19 testing.

Recognizing the expanded mental and social health needs of our community during this pandemic, Flagler Health+ Care Connect and its network of 45 local agencies are partnering to ensure residents have a clear and unified place to access resources and support. As part of this effort, community-based organizations in St. Johns County are referring all clients to Flagler Health+ Care Connect first. Clients complete a brief assessment to identify their unmet needs and determine eligibility for existing resources and support. At this first point of contact, clients are provided immediate access to food delivery (in partnership with EPIC Cure) and support with completing unemployment claims. Clients are also provided with access to immediate mental health and well-being resources such as virtual support groups, the Crisis Text Line and virtual counseling and behavioral health support through a partnership with EPIC Behavioral Healthcare.

Flagler Health+ believes that caring for our caregivers is also truly important. Two Well-Being Suites have been established on campus for health system team members, with healthy refreshments,



Flagler Health+ established a drive-through testing system in Parking Lot B on the Flagler Hospital campus.

aromatherapy, sleep masks, virtual reality, meditation and fitness-based videos (see page 3). Care Connect is also managing a Well-Being Hotline for team members to address mental health, spiritual and other needs.

Our community has also stepped up to help! Many companies and individuals are coming forward to express appreciation for healthcare workers, and we are striving to ensure that every team member is at some point touched by this overwhelming generosity. We would like to extend our sincere gratitude to those who continue to support our staff. From the generous donations of food and supplies, to the moments of prayer, Flagler Health+ sincerely thanks you. As we continue to navigate COVID-19 together, the unwavering support you provide does not go unnoticed. This is a time when kindness, compassion and understanding at every level is more important than ever. Thank you for rising to the challenge as we fight this pandemic together.

HEALTHY TIPS

Here are some tips on how to stay healthy during this unprecedented time:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash your hands thoroughly.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds.
- Follow public health advice regarding school closures, avoiding crowds and other social distancing measures.
- Stay informed. The Centers for Disease Control website (www.cdc.gov) is the best source of information.

As always, if you are experiencing a medical emergency, please call 911.

EVENT RECAP: GOLF CLASSIC

The 7th Annual Flagler Health Care Foundation Golf Classic, presented by Hyundai of St. Augustine, was held on Monday, March 2, 2020 at Marsh Creek Country Club. Proceeds benefited the Emergency Care Center at Flagler Hospital, which sees more than 55,000 patient visits each year.

An enthusiastic and dedicated committee coordinated the event, chaired by Michelle Grobman and Sue Lane. Numerous community volunteers also assisted on the day of the event to ensure a smooth tournament.

"The successful outcome of this event can be attributed directly to the sponsors who contributed to be a part of it," said Ray Matuza, committee member and past chairman of the Foundation's Board of Trustees. "All of the sponsors and participants are appreciated, and the support we continue to receive for this tournament each year is outstanding."

Sponsors are celebrated each year at the Golf Classic's preview party the evening before the tournament. The preview party also featured messages from Flagler Health+ administrators regarding the impact that events like this have on our mission to take care of the community.



The first-place team for the 2020 event was Smith Brothers Plastering Co., Inc. Players are pictured from L to R: Joshua Smith, Stephen Jordan, Tim Bradham and Edsel Smith.

Following the tournament, awards were presented at a dinner catered by Carrabba's Italian Grill of St. Augustine. First place was awarded to the Smith Brothers Plastering Co., Inc. team, with PNC Healthcare claiming second place and Volkswagen of St. Augustine taking third place.

Special thanks to the exclusive sponsors for their contributions to the Golf Classic: Hyundai of St. Augustine (Title and Hole-in-One), Audrey Sadler and Smith Brothers Plastering Co., Inc. (Preview Party), Carrabba's Italian Grill of St. Augustine (Awards Dinner), Marsh Creek Country Club (Contributing), Community Hospice of Northeast Florida and Trusted Advisors Flagler, LLC (Cart), Ring Power (Lunch), AutoTrader/KBB (Special Gifts), RS&H (Contest), Volkswagen of St. Augustine

(Practice Range), Dana B. Kenyon Company (Snack), Oxford Dental Associates (Beverage Cart), PNC Healthcare (Golf Bag Tags), Medxcel Facilities Management (Media/Signage), Angelica (Player Bags), BCA Financial Services (Photography) and Auld & White Constructors, LLC (Mulligans).



The Sadler family joined the celebration at the Preview Party the evening before the Golf Classic. Audrey Sadler was one of the Preview Party sponsors for the 2020 event. L to R: Steve, Audrey, Cindy and Mike Sadler.

DONOR SPOTLIGHT: THE JOSHUA TURNAGE CRITICAL CARE FUND

Dr. Sherman and Mrs. Kendra Turnage approached the Flagler Health+ Critical Care Nursing team with their desire to create an educational endowment in their son's name, the Joshua Turnage Critical Care Education Fund. Dr. Turnage, an anesthesiologist with Coastal Anesthesiology Consultants and long-time physician in the St. Augustine community, had seen firsthand the team's work ethic and enthusiasm around learning. The couple appreciated the excellent care that Joshua, a talented multimedia artist, had received at Flagler Health+.

Joshua's artwork can be seen online at <https://jtvvisionsart.com/>.

Through the endowment, Dr. and Mrs. Turnage wanted to provide staff members with the

opportunity to attend the American Association of Critical Care Nurses National Teaching Institute (NTI) conference. Team members were invited to submit an essay sharing how attending the conference would enhance their skill set as a critical care staff member and also benefit the Critical Care Nursing team overall. Upon their return, these nurses would share their learnings through a presentation to their peers, along with Mrs. Turnage and Joshua Turnage. Due to the COVID-19 pandemic, this year's grant recipients will be attending the NTI conference scheduled for May 24 – 27, 2021 in San Diego, California.

If you would like to learn more about how you can help support Flagler Health+, please contact Elena Laguardia with Flagler Health Care Foundation at elena.laguardia@flaglerhospital.org.

It is amazing to see how excited and valued the critical care staff feels upon learning that an educational fund was set up specifically to benefit their team! They are eager to expand their knowledge base and share it with their peers. NTI is a leader in nursing education and considered a gold standard event. This opportunity will enhance their careers for years to come.

- Donna Wagner, BSN, MS, RN and Administrator of Education Services



L to R: Dr. Sherman Turnage, a physician with Coastal Anesthesiology Consultants, and his son, Joshua Turnage, a multimedia artist in St. Johns County.

CARING FOR CAREGIVERS: EMPLOYEE EMERGENCY FUND

A strategic team of Flagler Health+ caregivers continues to report to the hospital and satellite locations to help fight the spread of illness, perform essential surgeries and procedures, and keep our health system running. Our healthcare team members need extra support and resources to navigate both daily patient care and the unprecedented challenges of the coronavirus outbreak.

Flagler Health Care Foundation's Employee Emergency Fund was created to provide immediate financial assistance to Flagler Health+ employees who have experienced an emergency or an unexpected financial hardship. A gift to the Employee Emergency Fund could help a Flagler Health+ employee pay for unexpected costs incurred due to COVID-19.

Flagler Health+ has also dedicated many of its resources toward reducing mental and physical health stressors for employees during their working hours. With funding assistance from Flagler Health Care Foundation and the hard work of the Flagler Health+ Care Steps program coordinators, two Employee Well-Being Suites have been set up at the Flagler Hospital campus. Employee Well-Being Suite A is dedicated to stress relief and mental health resources, providing a quiet meditation/relaxation room and mental health counselors on staff at all times. Employee Well-Being Suite B is dedicated to physical health, offering virtual exercise opportunities and healthy snacks for staff to enjoy.



The bravery and hard work of the Flagler Health+ healthcare workers has not gone unnoticed by the St. Augustine community. Flagler Health+ has seen an outpouring of gratitude from many local businesses and community members, including donations of meals and personal protective equipment for our frontline staff. Sign generously donated by Fast Signs of St. Augustine.

If you are able to make a donation at this time, we hope you will consider directing your gift to the Employee Emergency Fund. Your tax-deductible donation will make a significant impact by supporting immediate caregiver needs related to the pandemic.

We knew how important it was going to be for our healthcare workers to focus on their own mental health and wellness in order to manage their stress and prevent burnout during this critical time. The feedback from staff has been amazing, and it is clear from their daily comments that they are grateful we are taking care of them so that they may continue to take stellar care of others.

- Dr. Renee G. Wyden, EdD, LCSW and Employee Assistance Program Coordinator



The Girl Scouts of Gateway Council generously donated hundreds of boxes of Girl Scout cookies to boost the morale of Flagler Health+ team members.



CUT HERE

YES! I WOULD LIKE TO SUPPORT FLAGLER HEALTH CARE FOUNDATION WITH A GIFT TODAY!

GIFT AMOUNT

☐ \$25 ☐ \$50 ☐ \$100 ☐ \$250 ☐ \$500 ☐ Other: \$ _____

FREQUENCY

☐ One time gift ☐ Monthly

GIFT DESIGNATION

☐ Employee Emergency Fund

☐ Other: _____

PAYMENT OPTIONS

Online visit www.flaglerhealthcarefoundation.org

Check made payable to Flagler Health Care Foundation

Credit Card ☐ Visa ☐ MasterCard ☐ American Express ☐ Discover

Account number: _____

Expiration date: _____

Name on card: _____

Signature: _____

Please return your completed reply card using the enclosed envelope, addressed to Flagler Health Care Foundation, P.O. Box 860216, St. Augustine, FL 32086.



Flagler Health Care Foundation, Inc.
P.O. Box 860216
St. Augustine, FL 32086

tmp2845

Dear Friends and Supporters,

We hope you and your families are safe as we all cope with the Coronavirus pandemic. This is a time of substantial uncertainty, and we are mindful that you are concerned and looking for answers. We want to assure you that the safety and well-being of our community is our top priority. In this newsletter issue you will find an official COVID-19 update from Flagler Health+, stories about our frontline healthcare workers and the support they have received from the community, and ways in which you can continue to support our efforts. Your donation can directly support the emergency needs of our patients and the team members who take care of them each and every day.

On behalf of the Flagler Health Care Foundation Board of Trustees, we thank you for your philanthropic partnership. Your generosity enables Flagler Health+ to continue to serve the community, especially during times of crisis. Please know that we are here for you should you need us. Be safe, stay well, and thank you for your unwavering support.

With gratitude,

A handwritten signature in black ink, appearing to read "Bradley Cooper".

Bradley Cooper
Board Chairman

A handwritten signature in black ink, appearing to read "Heather P. Allen".

Heather P. Allen, CFRE
Vice President of Foundation