

Important CMH Information



COVID-19 Update

A message to all CMH team members from Steven G. Littleton, DBA, FACHE, President, CMMC

Dear team members,

The unofficial end of summer is upon us with the Labor Day holiday fast approaching. As a reminder, while we all want to enjoy this time, please remember that as healthcare leaders we must be an example for those around us in protecting against COVID-19. Please lead by example with your friends, family and community by wearing a mask, practicing hand hygiene and continue to social distance and avoid large gatherings. By following these guidelines you not only protecting yourself and your loved ones, but you also help to protect your coworkers and our patients.

The new visitor guidelines are working well and patients appreciate the support from friends and family. We did identify an issue with visitors wandering around the facilities and to help stop this we are now asking visitors to check out when they leave the patient they are with. If you see a visitor wandering around one of the hospitals, in the cafeterias or CMMC Coffee Shop, please politely remind them of the policy and assist them with finding either the patient they are visiting or the exit.

The Survyo screening tool has been implemented across the system and we now have 3,400 team members registered. At this time we have paused the online registration form to allow for cleanup of the database. There are a number of duplicate registrations and incorrect information that needs to be manually cleaned up, and we hope to complete this work by next week. While we complete this clean up process, please hold on reporting instances of not receiving the text or e-mail on a specific day as we work to stabilize the database. However please continue to report hardware glitches such as a QR code not working or an issue with a kiosk to the RMO Operations [email](mailto:rmo_operations@cmhc.org). If you are having issues with receiving the Survyo link, please try the following troubleshooting tips:

- If you registered with a personal email addresses please check all folders including spam and junk.
- If you blocked or unsubscribed the phone number you will no longer receive the texts. The phone number is 516-916-7940. Unblock this number to allow the texts to go through.
- If you do not receive a text or email, the survey link does not expire so you can use a past text or email to complete the screening.

If you still need to register for Survyo or need to make changes to your registration, please download this [form](#), enter the your information and email it to rmo_operations@cmhc.org. We will be holding off on entering new/updated registrations until next week while we complete the data clean-up process. Once your registration is entered it can take up to 48 hours for the registration process to be completed so please continue to utilize the manual screening process at the approved facility entrances until your registration goes through.

For those in the practices, after trialing the scanning process it was found that this was not efficient and at this time we ask that you continue to complete the daily screening and show the approved screen to the

designated team member at your practice's approved entrance.

Finally, a couple reminders about safety practices in our organization:

- All conference and meeting rooms have occupancy limits which are posted. Please adhere to these numbers
- While patient facing in any of the three hospitals, team members MUST be wearing eye protection. For those who are patient facing in the practices, team members must wear eye protection if the patient is unreliably masked. These are state guidelines that we need to adhere to and this is a team effort. If you see a team member not wearing eye protection when they should, please politely remind them of the policy.

We all play a role in protecting everyone who enters a Central Maine Healthcare facility. It is vitally important that we come together as one team to ensure that we all follow best practices and we lean on each to help adhere to our CMH Service Standards. We understand that everyone is busy and sometimes we forget, but if we work together as a team and assist each other with following the guidelines, we can ensure that we are protecting our patients, community and each other.

Thank you for everything you are doing to care for and protect our patients, community and each other!

Respectfully,



Steven G. Littleton, DBA, FACHE, President, CMMC

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