

Recorded Update to Families – 4/3/2020 @ 1 PM

Good afternoon. It's Bill Bogdanovich from Broad Reach and I must start with apologies for having let too many days pass this week without checking in.

Operationally, there are really few new developments. These remain extremely difficult and dangerous times, and as you have probably seen in media reports, expectations are that the strain on the healthcare system will grow exponentially in the coming week or two.

Our work has continued to focus on preventing spread and outbreaks. We have no positive cases, and there are negative results on all who have been tested. So there is nothing pending in that regard.

Our surveillance, monitoring and follow-up of symptoms remains vigilant. We continue to have a dedicated group of rooms where any new admission stays for their first 14 days, which is another best practice we adopted a few weeks ago. We also shifted the work of a number of administrative positions to be primarily performed from home, with minimal access of those staff members to our buildings.

Our next phases will be to look more closely at how staff interactions can be managed to decrease the number of different staff going into resident rooms, again, with the goal being to prevent these opportunities for spread. To creatively reduce the number of interactions between people to stop the spread is not intuitive, but the evolving body of science says it will make a difference.

A particularly visible element of that will be enhanced use of face masks, not because someone is positive, but because it treats all of us who are coming in from outside as if we might be, and thereby prevents spread in that way. If you hear from your family members that suddenly everyone is wearing a mask, that's what it's about.

And if you didn't see this week's Cape Cod Chronicle, check it out, as there is a nice article where several residents talked about their experiences. Their words were reassuring to me, and I hope you might find them that way as well.