

Recorded update to families – 3/18/2020

Hi! It's Bill Bogdanovich, President and CEO at Broad Reach with just a quick check-in and update.

First and foremost, our patients and residents are demonstrating an incredible resilience. Many tell us they miss visits, and like anyone would, changes to routines are never easy. We are making concentrated efforts to connect with them. Our physical therapists who would have been working in the outpatient clinic are instead spending individual time visiting. Members of our community-based services team, also sidelined, are spending time with Victorian residents. It's amazing what a social bunch they are!

On the more medical side of our operations planning, know that with a testing center on the Cape, there will surely be more COVID-19 cases confirmed. Cape Cod Healthcare's site in Hyannis will serve staff, and residents of the Victorian, while Liberty Commons' residents fall into another category whose tests will go through the Department of Public Health. We have no COVID-19 tests pending, but we want to be sure all the processes are in place to navigate the system before there is a need. Using our nurse practitioners and physician staff, we are trying to put something together that would enable employees to be tested without getting caught up in red tape, too.

Meanwhile, we are following federal guidelines in diligently monitoring symptoms of patients, residents and staff alike. I think we're taking about 500 temperatures a day!

I hope we are doing OK with being accessible for your calls to check on how someone is doing. If you're looking to reach a short term rehab patient with a house phone, you can dial directly at 508.945.1611 and then the 3 digit extension. If you call in to speak with a nurse, we are sometimes now asking for callback info and will have the nurse return your call so you don't have to wait.

I fear this is already longer than our automated phone system allows, so will conclude with continued thanks for your understanding. I hope you are all doing well.