

From: UCSF-GME <UCSF-GME@ucsf.edu>
Date: Tuesday, March 24, 2020 at 3:13 PM
Cc: UCSF-GME <UCSF-GME@ucsf.edu>
Subject: GME Update COVID-19 #3 - March 24, 2020

Dear Chairs, Residents, Fellows, Program Directors, and Program Administrators -

The Office of GME, GME COVID-19 Task Force, and many others have continued to work hard to advocate on behalf of the GME community, find answers to questions, and consolidate all of the information from various sources. Care of our patients and the safety and well-being of our learners have continued to be our priority.

Please read the following carefully. This email as well as the prior two GME update emails are available at <https://ucsf.box.com/s/8xdaqsdz6tw9ggy5y9315crdr1rizgaw>

Clinical Coverage

Programs should collaborate with their primary Departments/Services in developing backup plans to ensure clinical coverage while minimizing unnecessary workforce exposures. There is no one-size-fits-all approach, nor is there evidence to support one specific approach. Some approaches which are currently being applied include: keeping care teams together for longer periods of time, keeping trainees at sites for longer rotations, decreasing to minimum (“weekend”) staffing. All of these approaches have potential benefits and limitations, so we encourage collaborative discussion between the education and clinical leadership teams.

The GME Office and COVID-19 Task Force offers the following recommendations

- Existing jeopardy coverage systems should be the primary approach for unexpected absences.
- If jeopardy coverage is not available, clinical needs should be filled from within departments whenever possible.
- Residents/fellows from other programs may be “borrowed” if available and with the approval of the “loaning” Program Director or their delegate. Faculty must continue to supervise at the appropriate level.
- Residents/fellows should not be pulled from services or sites without the approval of both the Medical Director from the unit/site that will lose coverage, and the residents’/fellows’ Program Director or their delegate.
- Whenever possible residents/fellows should be reassigned at the site of their current rotations. This is to help minimize spread across sites, ensure staffing at each site, and simplify payroll reconciliation.
- During this COVID-19 surge, Medical Directors at UCSF Health have access to an online tool to request additional MD/APP staffing. Requests are vetted through the COVID-19 Workforce Task Force which will assist with filling coverage gaps. We are working to develop a tool which can host resident-level staffing requests from the SFVA and ZSFG as well.

Shared Workspaces

We encourage all users of shared workrooms to practice good infection prevention practices. Examples which may be helpful include: claiming a computer for the shift (assuming there are enough for other users), hand hygiene when coming in and out of workrooms, minimizing food in the workroom, etc. Programs and Departments should continue attempt to identify additional spaces and computers to ensure social distancing.

UC COVID-19 Administrative Leave for Residents and Fellows

Last week, UC President Napolitano announced all UC employees will receive 128 hours each of administrative leave to cover COVID-19 related absences. Residents and fellows are eligible for this leave before using their own leave and may use it as follows:

- Unable to work due to ***own or family member's COVID-19 illness***
- Unable to work or telecommute and has been ***told not to come to work*** due to COVID-19 (includes self-isolation)
- Unable to work or telecommute due to ***school or dependent care closures***
- Residents with URI symptoms who work in high-risk units where working with a face mask is not permitted.

More information will be sent to the program administrators in the upcoming week regarding how this should be operationalized. All hours must be used by the end of December 2020.

Moonlighting

Program Directors must approve any moonlighting, consistent with existing UCSF moonlighting policies. We strongly discourage external moonlighting in the setting of the COVID-19 pandemic.

Redeployment within programs is not to be counted as internal moonlighting. In special circumstances, assignment to other work in addition to the residents' usual work or beyond the programs' scope of coverage, may be considered internal moonlighting for a given Program consistent with prior Program-specific internal moonlighting practice. Some Programs have existing internal moonlighting experiences that are necessary for patient care and if deemed essential may continue. Residents should maintain pre-existing shift commitments as directed by Program Directors.

Vacation

We recommend that vacation not be deferred because it may lead to potential staffing shortages later in the academic year. In addition, vacations may not be carried over year-to-year.

UCSF Parking

The Office of Transportation sent an email on Friday extending free parking at UCSF sites through April 7th.

Blumberg Loan

Residents and fellows may need extra money during this time. The Office of GME Blumberg Loan is available, interest free, in the amount of either \$1200 or \$2400. The loan will be repaid through automatic monthly deductions from their UCSF paychecks. The steps to obtain a Blumberg Loan are below:

1. The Blumberg Loan application may be found by [clicking here](#), or on the GME website at <http://meded.ucsf.edu/gme>, by selecting Residents & Clinical Fellows Resources link, then Trainee Financial Resources, then click Blumberg Loans for Residents and Clinical Fellows. Hit Blumberg Loan Application button at the bottom of the page.

2. The resident or fellow must complete and sign the Promissory Note, Blumberg Loan Applicant Payment Schedule Agreement, and Payroll Deduction Authorization (all 3 forms are required).
3. The completed forms and a copy of valid photo ID (UCSF ID, driver's license or passport) should be emailed to Sharon.Freeman@ucsf.edu

For additional information, contact Sharon.Freeman@ucsf.edu

ACGME Guidance

The ACGME has provided guidance to programs and sponsoring institutions during this difficult time. For more information, please go to <https://www.acgme.org/Newsroom/Newsroom-Details/ArticleID/10068/ACGME-Guidance-Statement-on-Coronavirus-COVID-19-and-Resident-Fellow-Education-and-Training-Considerations> and <https://acgme.org/Newsroom/Newsroom-Details/ArticleID/10085/ACGME-Resident-Fellow-Education-and-Training-Considerations-related-to-Coronavirus-COVID-19>

UCSF COVID-19 Website and Text Alert Service

All program leadership, residents, and fellows should sign up for UCSF text alerts in order to stay informed and visit the new UCSF website:

- Visit the newly designed [UCSF COVID-19 Website](#) to stay up to date on important updates and resources.
- Sign up for text alerts when updated UCSF guidance and information is available:
 - o Text 333 111 and enter "UCSF"

Well-being and Mental Health Resources

This is a time of unprecedented uncertainty, anxiety, and fear for all. We all are balancing our desire to help with our fatigue, our fear of infection for ourselves and our loved ones, our gratitude for having jobs during the time of economic turmoil with the unknown of what will happen next.

We know this can result in significant distress, burnout and mental illness. Physical isolation only adds to this. We are working to further enhance and expand GME support systems and resources. We are working across UCSF, with FSAP, Caring for the Caregiver, the Department of Psychiatry, Social Work, Chaplaincy, Palliative Care, and Wellbeing, as well as with community therapists and resources.

- **Peer support:** The Caring for the Caregiver Program is dedicated to providing support to faculty, staff and trainees experiencing emotional distress related to the clinical care of patients. In the midst of UCSF's response to COVID-19, we recognize that everyone is under increased stress to provide the best care to patients and families. This may take a personal toll. Please contactcaringforthecaregiver@ucsf.edu anytime to request support for yourself or a peer. We can also coordinate group debriefings. You can also email Kiran Gupta directly (kiran.gupta@ucsf.edu).

- **Urgent (not emergent) psychiatric care needed after hours:** UCSF GME has contracted with ProtoCall Services for 24/7 mental health support. Trained professionals are available to take and triage calls from residents and fellows who need urgent help. Additional follow-up if needed is provided by UCSF FSAP. Call (855) 221-0598
- **Emotional or psychiatric support** The UCSF Faculty and Staff Assistance Program (FSAP) provides confidential employee assistance services at no cost to residents and fellow. These services include assessment, counseling, and referral services for a broad range of personal work-related issues. Call (415) 476-8279
- **In the case of an emergency:**
 - **Police or medical emergency:** Call the UCSF Police Department at 911 or (415) 476-6911
 - **Person of concern is unreachable:** Call the UCSF Police Department for a welfare check at (415) 476-HEAL(4235)
 - **Emergent mental health support:** Call the San Francisco Crisis Line at (415) 781-0500

Also attached is an outstanding chart of **Life Continuity Resources for Individuals and Families** developed by Aaron Tabacco, PhD, RN, Staff Experience Specialist in the Department of Medicine.

Thank you all for the work that you are doing, the immense professionalism, compassion, and dedication that you exhibit. Stay safe and healthy!

Bobby Baron, Glenn Rosenbluth, and Amy Day Rossa and the COVID-19 Taskforce