

Subject: GME Update COVID-19 #4 - April 2, 2020
Date: Thursday, April 2, 2020 at 3:09:08 PM Pacific Daylight Time
From: UCSF-GME
CC: UCSF-GME
Priority: High
Attachments: ACGME COVID-19 FAQs[1][1].pdf, UCSF GME resources for xenophobia and bia during COVID 19 pandemic[1].docx, UCSF GME Responding to Zoom Bombing.docx, Life Continuity Resources for Individuals and Families_COVID_3_2020[1][1][1][1][1].docx, image003.png

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

Thank you all for your continued efforts to care for our patients and address the concerns of the GME community. The purpose of this email is both provide relevant new information and help consolidate relevant information from other sources. Care of our patients and the safety and well-being of our learners continues to be our priority.

This email as well as the three prior GME COVID update emails are available at

<https://ucsf.box.com/s/8xdaqsdz6tw9gjy5y9315crdr1rizgaw>

ACGME COVID Guidance

The ACGME has provided a new conceptual framework for programs and sponsoring institutions during the COVID pandemic. This most important information begins at <https://acgme.org/covid-19> UCSF is currently at Stage 2. The framework provides specific requirements on multiple aspects of our ongoing work. Of particular note are new requirements for reassignment of residents and fellows, and for allowing some fellows to work as attendings in their core specialties. The Office of GME and the GME COVID Workforce is working closely with Program Directors (who, along with the UCSF Designated Institutional Official, must approve each change) and multiple other stakeholders to make any changes needed now and plan for additional changes in the future. Attached are some helpful FAQs that the ACGME has also posted.

UCSF GME and the UCSF GME COVID Workforce Committee continue to work with the following UCSF and ACGME-based guiding principles related to resident and fellow assignments:

- Existing coverage systems should be the primary coverage for unexpected trainee absences and surging clinical coverage needs.
- If existing coverage systems are not adequate to meet surging clinical needs, those clinical needs should be filled from within Departments by faculty at their primary clinical site, whenever possible. As is already the case on many services, faculty may serve as front-line providers in inpatient and outpatient settings.
- If reassignments are planned, Program Directors should confer with Medical Directors/Service Chiefs and Site Directors to ensure that they do not create new coverage gaps.
- All residents/fellows must be trained in, and be provided with, appropriate infection protection for the clinical setting and situation.
- Any resident/fellow who provides care to patients will do so under appropriate supervision for the clinical circumstance and for the level of education and experience of the resident/fellow.

- The ACGME Common Program Requirements in Section VI.F. addressing work hours are unchanged.

UCSF Parking and Lyft/Uber

UCSF continues to provide parking free of charge.

With the approval of department chairs, departments and programs may also chose to reimburse residents and fellows for the use of Lyft/Uber when it is essential. For more information and specific criteria, please go to <https://coronavirus.ucsf.edu/facilities-and-services>

Since many UCSF permit holders are not parking in UCSF facilities during San Francisco's "Shelter-in-Place," and free parking has been made available to essential on-site workers, all monthly parking permit holders will receive a full refund for parking fees paid March 16 - 31, 2020. You will receive a refund even if you have been parking on-site during this time.

Resources for Addressing Xenophobia, Hate Speech, Bias, and Zoom Bombing related to COVID-19

Nationally, and at UCSF, residents, fellows, and other health care providers are experiencing xenophobia, hate speech, and bias during the COVID pandemic. This is unacceptable. Please report any such behavior using the UCSF SAFE system: https://ucsf.co1.qualtrics.com/jfe/form/SV_0VwcaXHEvY4mXRP Specific additional resources to help address this are attached. Also attached are resources and suggestions for addressing the new issue of Zoom bombing.

Accommodations for Health Care Workers

To support faculty, staff, residents and trainees, UCSF Health has arrangements with the JW Marriott San Francisco Union Square for accommodations. Individuals who meet the criteria below will have the opportunity to stay at the hotel for up to three nights (requests to stay in excess of three nights will be reviewed on a case-by-case basis):

- On-call
- Out of region
- Working back-to-back shifts
- Prefer to self-isolate
- Symptomatic and need to self-isolate (*Individuals who need to self-isolate will require a minimum 14-night booking*)

For more information or to book accommodations, visit the [COVID-19 Housing Website](#) and submit an online request form. You will be required to provide the name of an approver. For residents and fellows Amy Day Rossa, the Director of GME must be provided. In accordance with social distancing. They will not accommodate guests.

No Early Intern Starts

Several medical schools around the country are implementing early graduation. This has initiated a discussion about early start of internship. At the present time, UCSF GME is not considering early intern start dates.

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.

Blood Drives

As people shelter at home, there has been a critical nationwide blood shortage which will impact UCSF Health and our ability to care for patients. The nation's two largest blood providers, American Red Cross and Vitalant, have put out calls for emergency donations. UCSF is partnering with Vitalant, the largest blood provider in San Francisco, to address this growing crisis with a series of blood drives.

- **Parnassus Heights** – Millberry Union Gymnasium, April 1-3. [Learn more and sign up »](#)
- **Mission Bay Conference Center**, April 7-9. [Learn more and sign up »](#)

Please join us at a resident and fellow town hall tonight at 5-6 pm and a Campus Town Hall tomorrow at 4-5 pm.

Please let us know if you have any questions or concerns... Thanks again for absolutely everything that you are doing and please stay well!

Bobby Baron, Glenn Rosenbluth, and Amy Day Rossa
UCSF GME

Medical Education and
Graduate Medical
Education COVID-
19 Website