Case Study
Immediate COVID-19 Solution for District Hospital

September 2020

Context

On January 26, 2020, the Center for Disease Control and Prevention (CDC) confirmed the first California case of the novel coronavirus (SARS-CoV-2)–the disease now commonly known as COVID-19. On March 4, California issued a state of emergency, with confirmed cases in over ten Northern California Counties, including Sonoma County. California issued a statewide mandate for "shelter in place" on March 19, 2020.

Location

Sonoma Valley Hospital (SVH) is located in Sonoma County, California and serves nearly 42,000 residents in the community. SVH is a 24-bed, full-service acute care district hospital with an operating revenue of $58.3M. In 2018, SVH announced an affiliation with UCSF Health, which combines the specialized expertise and resources of UCSF to improve healthcare for Sonoma residents.

Problem

COVID-19 symptoms and treatment were constantly evolving, so healthcare systems and administration leadership had to adapt quickly to new processes and workflows. Hospitals faced a shortage of Personal Protective Equipment (PPE) and a limited number of beds and equipment to treat infected patients in their region. A challenge emerged with the daily updates to the data and treatment of COVID-19–how do you keep the frontline healthcare staff informed of current COVID-19 policies, procedures and state and federal regulations? Health department orders at state and county level changed rapidly. Sonoma Valley Hospital, seeing an emergence of COVID-19 cases in their county, needed strategies to train their medical staff and cope with a potential surge.

Solution

[Elemeno Health](#) is a cloud-based medical information platform that provides team communication and point-of-care training to doctors, nurses, and ancillary staff. With Elemeno, frontline staff can use their mobile or desktop device to access current practices and medical resources in order to deliver the best care possible to patients.

UCSF Department of Emergency Medicine had already been using Elemeno Health, which allowed SVH to quickly incorporate UCSF COVID-19 content for their own response and readiness. By February 2020, UCSF and Elemeno had successfully integrated COVID content features to support its frontline medical staff. Sharing UCSF's curated content within its affiliate hospitals would be an invaluable opportunity during a global pandemic.

Leveraging UCSF's content as a starting point, Elemeno immediately set up Sonoma Valley Hospital's online site and resources. **Within one day, SVH could support their hospital staff with the most up-to-date materials and training, customized for their institution, to fight COVID-19.**

Elemeno Health provided:

- **Point-of-Care Training:** Up-to-date COVID-19 procedures and information, presented in an easily searchable, bite-sized and visual format.
- **Team Communication:** Accessible on demand 24/7 on any mobile or desktop device. Quick and simple to update.
- **Shared Best Practices:** Review, select or modify shared content from peers.

Results

With Elemeno Health, Sonoma Valley Hospital has access to the most current COVID-19 resources and evidenced-based practices, customized for their specific needs.

- **Just-in-Time Learning:** Within two weeks of launching Elemeno Health, these COVID-19 materials were accessed by SVH staff over 1080 times, with over 2000+ content views in 2 months. Over 190 SVH staff viewed and used the resources.
- **Consistent and Fast Communication:** SVH leadership can quickly update and communicate workflow changes, equipment training, PPE preservation techniques, and COVID-19 best practices.
- **Asynchronous & Safe:** In-person meetings and group trainings are no longer an option in this "new normal." SVH can quickly and safely communicate with staff at a distance— whether on-shift, in transit, or at home.

References:

*Wheeler, Ian (February 4, 2020). "Orange County coronavirus patient released, in good condition, health officials say". Orange County Register. Archived from the original on February 5, 2020. Retrieved February 21, 2020.

*Coronavirus Disease 2019 (COVID-19) Archived March 5, 2020, at the Wayback Machine. California Department of Public Health

*https://www.sonomavalleyhospital.org/wp-content/uploads/2019/12/SVH-AnnualReport-2019-final-11.27.19.pdf