



COVID-19: Top 10 Lessons Learned & How Healthcare Will Change as a Result

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Going Forward Behavioral Health, Wellness & Lifestyle Medicine Must be a Focus



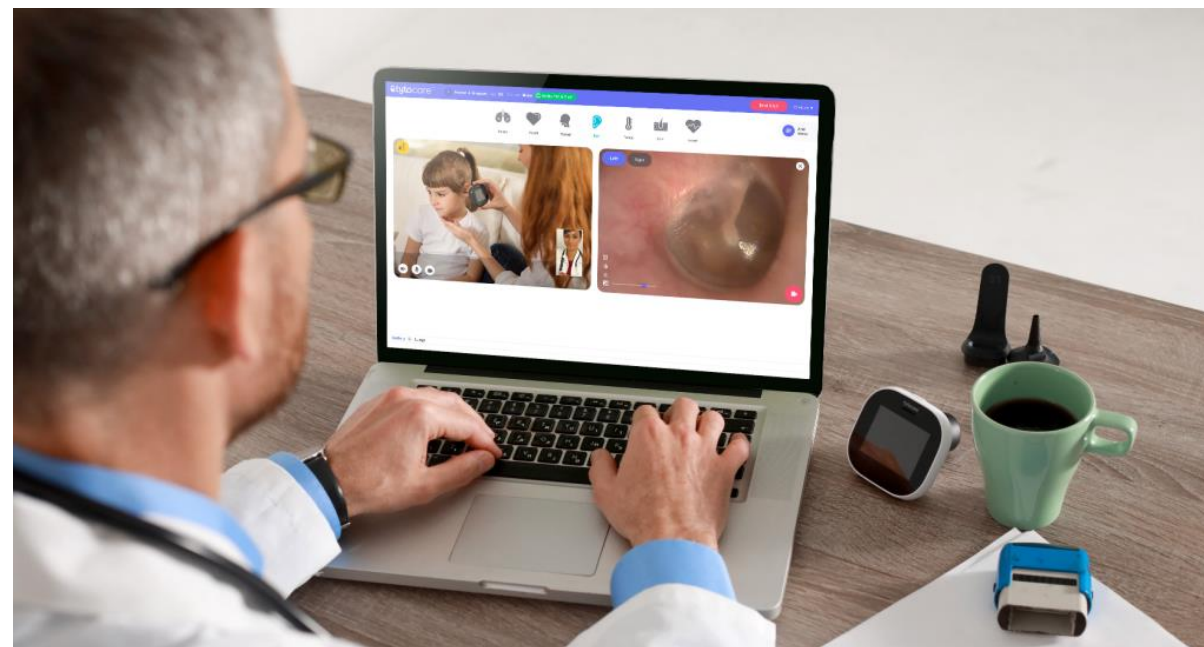
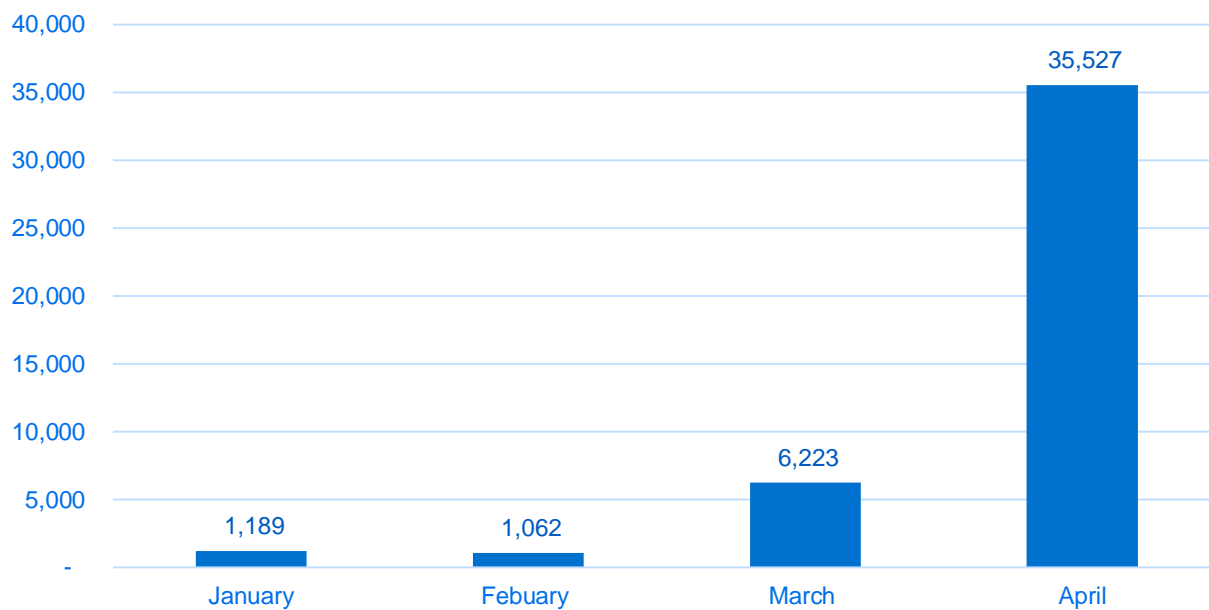
9

Can Never Be Prepared Enough



Virtual is the Future

Virtual Visit Volumes Jan 2020 - Apr 2020

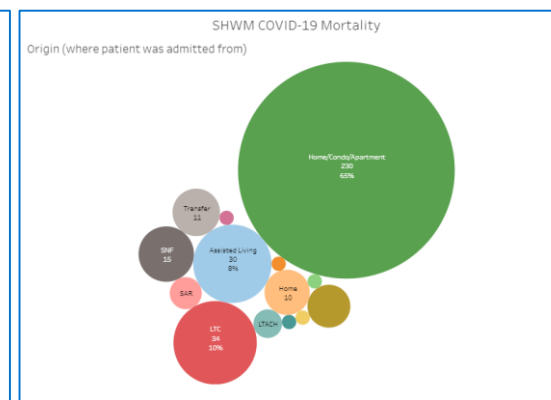
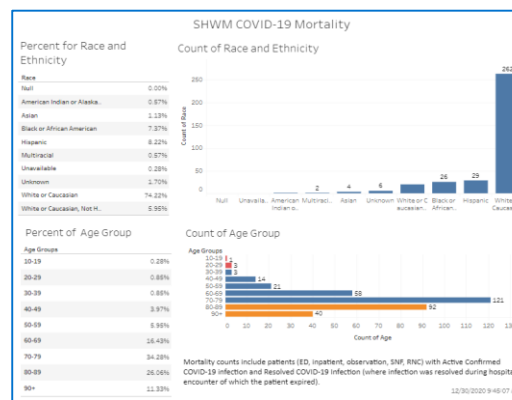
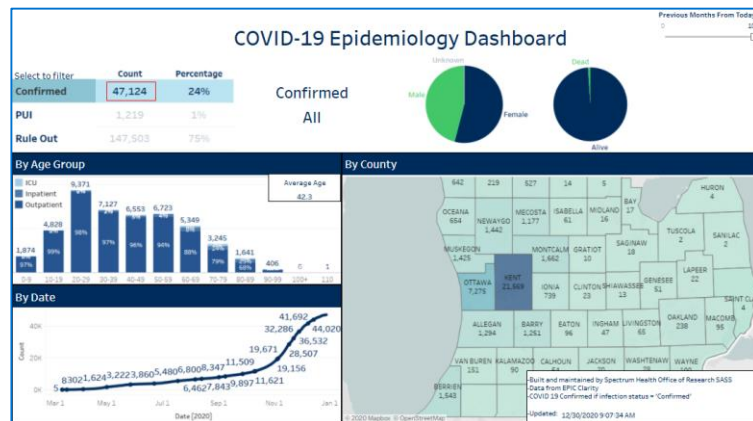
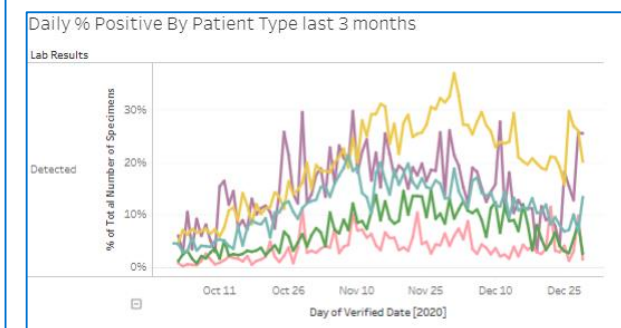
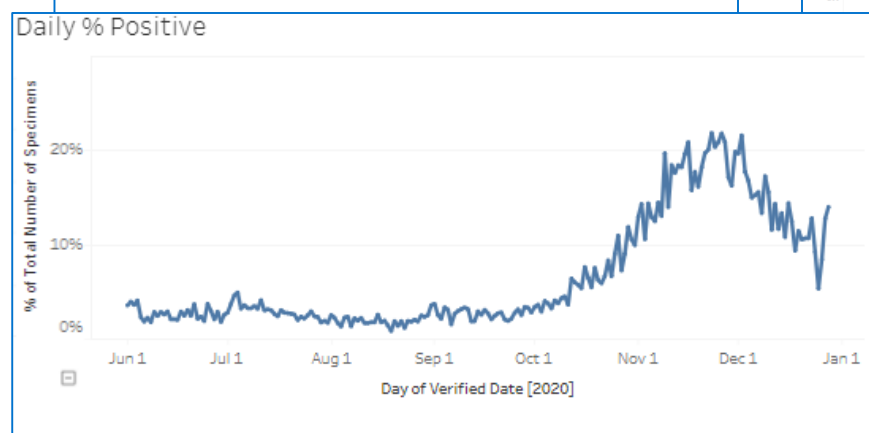
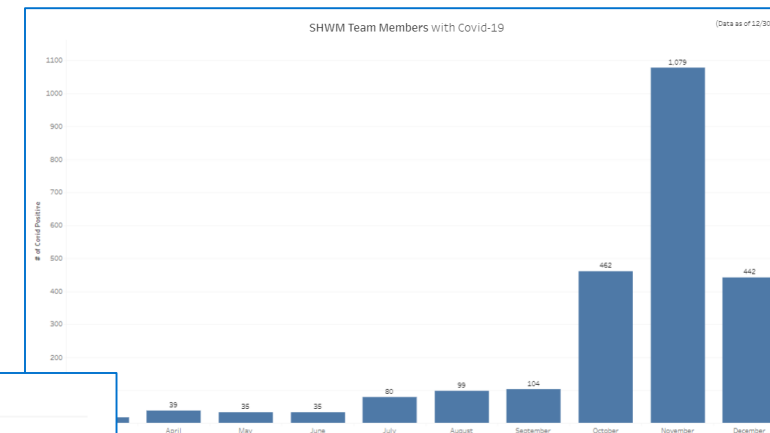


7

Balance Patience and Impatience



Data, Data, Data



5

Collaboration is Key

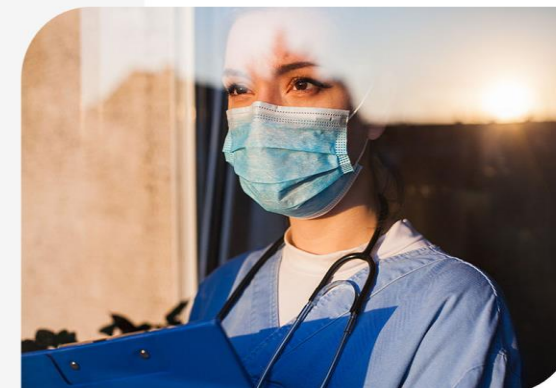


VACCINATE WEST MICHIGAN

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Hope is on the horizon.

After rigorous testing and FDA approval, two COVID-19 vaccines are now approved and available in limited supplies in West Michigan and throughout the U.S. Thank you for your interest in the vaccine. And thanks for all you are doing to help slow the spread of the coronavirus in our community.



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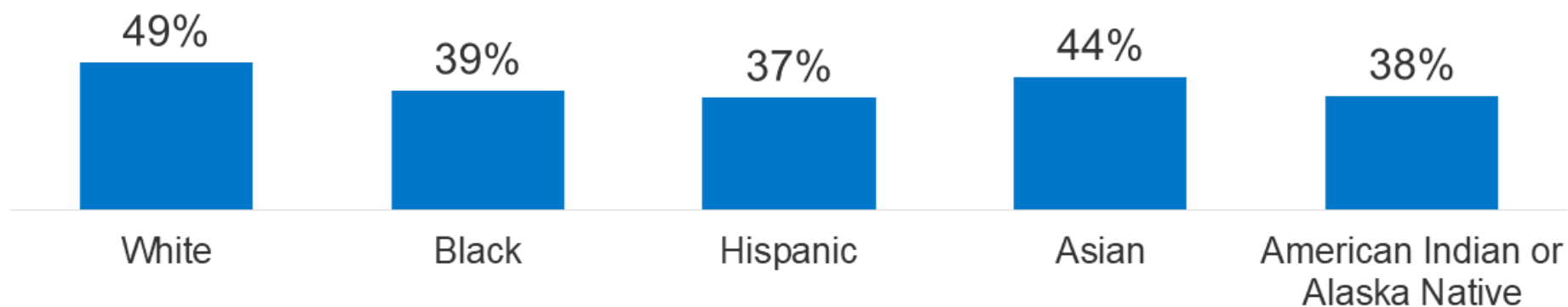
Most Limited Resource



Figure 1

Influenza Vaccination Rates among Adults by Race and Ethnicity, 2018-2019 Season

Influenza Vaccination Rates among Adults by Race and Ethnicity, 2018-2019 Season



NOTE: Adults are age 18 and older. Persons of Hispanic origin may be of any race but are categorized as Hispanic; other groups are non-Hispanic.

SOURCE: Centers for Disease Control and Prevention, Flu Vaccination Coverage, United States 2018-2019 Season, <https://www.cdc.gov/flu/fluview/coverage-1819estimates.htm>

2

Be Consistent with Our Values

Courage



Compassion



Collaboration




Curiosity




Frequent & Transparent Communication is Key


COVID-19 Spectrum Health Dashboard

| Facility Cases (Obs, Inpatient) | | 01/04/21 10:56 | |
|---|----------|----------------|--|
|  | Positive | | |
| | 232 | | |

| Recoveries* (IP& Obs) | |
|-----------------------|-------|
| Prev. Day: | 10 |
| Cumulative: | 3,498 |

| Team Members | | |
|---|---------------|--------------------------|
|  | Surveys Taken | Survey Screened "Not OK" |
| Previous Day: | 4,335 | 43 |
| Cumulative: | 3,383,288 | 11,952 |

| | |
|--|----------------------|
| | Employees Positive** |
| | 19 |
| | 3,089 |

| COVID-19 SHWM Lab Testing | | | | | | 1/4/2021 1:00:00 AM |
|--|---------|----------|------------|----------|------------------------|---------------------|
|  | Total | Positive | % Positive | Negative | % Ave Positivity 7 day | |
| Previous Day: | 1,716 | 195 | 11.4% | 1,521 | | |
| Cumulative: | 614,811 | 46634 | 7.6% | 568,177 | 12.1% | |

| References |
|--|
| * Recoveries are COVID-19 confirmed hospitalized patients who have been discharged |
| **Team members infected with COVID-19 may not be due to patient interactions; Includes Lakeland team members |

Date: 1/4/2021





**Spectrum
Health**