

# COVID-19 Health Systems Update

April 28, 2020 Tuesday

Yesterday marked the beginning of Patient Experience Week—a nationally recognized annual event to celebrate health care workers who impact the patient experience every day. While this is an important week for us every year, it is especially important this year as we reflect on your herculean efforts in these incredibly trying times.

Expressing sympathy from behind an N-95 mask and face shield. Using iPads and other devices to connect family members who aren't allowed to visit patients in person. Helping patients find comfort when they are struggling with every breath. And doing all of this while thinking about your own health and the health of your loved ones.

If ever there was a time when our ability to positively impact the patient experience was challenged, it is in the midst of this pandemic.

Yet, through your compassion, and patience, and kindness, and love, you find a way again and again. In the words of our patients:

*“At a difficult moment in our city's history, I was very impressed, even inspired, by the sincere commitment and human decency of everyone I dealt with.”*

*“Excellent care, from the security guard to the receptionist to nurses and doctors. Everyone was very helpful, and even though it was crowded and chaotic at the ER, I still got personal care and was never made to feel rushed to leave.”*

*“I would like to thank the staff, the doctors, the nurses...They're one of the reasons why I was able to come out of your hospital facility alive...They're the reason why I'm here, and they will never be forgotten.”*

As of yesterday afternoon, we had 1,155 COVID-19-positive patients in our hospitals. That included 304 patients in our ICUs. ICU patients peaked at 455 back on April 11. We had another 149 inpatients under investigation (PUIs).

## **A Flyover to Honor You**

Today, as a tribute to the outstanding work, selflessness, and bravery of all those on the front lines of the COVID-19 pandemic, a formation of US Navy Blue Angels and US Air Force Thunderbirds will fly over New York, New Jersey, and Connecticut. Their New York City area flight path will cross many of our hospitals between noon and 12:40 pm today.



## Your Questions and Concerns

As a reminder, our COVID-19 Employee Resources website is [here](#). And you can always email [CovidQuestions@mountsinai.org](mailto:CovidQuestions@mountsinai.org) if you have any other questions or suggestions for us.

## Final Thought

This weekend, our colleague Albert Siu shared with me the work of Peter Turnley, a photojournalist who has been capturing New York City during this unprecedented time. His work beautifully features many of you.

His daily visual diary can be found [here](#) and you can find his video, "The Human Face of COVID-19," [here](#).

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