

MedStaff Update

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MEDSTAFF SPOTLIGHT

Dr. Shashank Ravi

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As Stanford Health Care prepared for COVID-19 the Emergency Department team recognized how their efforts to safely screen, test, and treat patients could help provide protection for the entire hospital – and med staff team members like Dr. Shashank Ravi rose to meet the challenge. With innovative new intake processes, thoughtful technology integration, and collaboration across Stanford Medicine they transformed their operations in a matter of days to increase safety and conserve PPE.

Q: How has the Emergency Department changed operations during the COVID-19 pandemic?

In the Emergency Department we recognized our critical role on the front lines of the hospital's interactions with COVID-19 patients. We were not only responsible for screening and patient care but also strived to be stewards of safety for patients and staff throughout the hospital while conserving PPE whenever possible. Setting up outdoor testing sites and integrating telemedicine

were central to our plans. We moved our intake and testing operations to the 500P garage and outdoor surge tents. We leveraged telemedicine carts in these intake areas to enable our physicians to remain indoors while communicating with patients. We also used ipads within the Emergency Department to communicate with COVID-19 PUI once they were assigned to rooms – helping to maintain human interaction with the care team while mitigating safety risks and conserving PPE.

Q: What are you most proud of when you reflect on Stanford's COVID-19 response?

I'm very proud of the teamwork across all areas of Stanford Health Care. Representatives from each functional group and department came together to prioritize the needs of all team members and patients. Working together, we were able to get the new garage testing site up in a matter of days.

Q: What lessons have you learned from this project?

Communication is central. One of my roles has been updating our protocols which were evolving multiple times a day based on new information coming from the CDC, lab, hospital operations center, and multiple other sources. I quickly recognized the need to balance continuously changing information and protocols with the need to have some degree of stability for our staff and designed our communications appropriately.

Q: Why do you work at Stanford Health Care?

I was drawn to Stanford because of our position as a leader in emergency medicine and leading-edge care, and I've found our team to be outstanding. Our ability to quickly adapt and innovate to address changing healthcare needs is exemplary. I joined the Stanford team a year ago – just before our move to 500P. My whole time here has been filled with change, and it's been inspiring to see how the Stanford Health Care team comes together to meet each moment. I am excited to continue to work with this great team to achieve our shared patient care goals.