

Healthcare Ready Responds to COVID-19



Healthcare Ready focuses on healthcare supply chain preparedness and response, serving as a linkage point for the end-to-end supply chain and government partners at the federal, state, and local government level. Our goal is to facilitate the planning and response coordination that improves our ability to respond to threats that disrupt patient access to healthcare during crises.

We are uniquely positioned to serve as a **public-private nonprofit focused on supply chain coordination**. Since January 2020, Healthcare Ready has been activated for the COVID-19 outbreak.

Sharing critical information on COVID-19

Our online COVID-19 resources and tools provide information to diverse audiences on topics ranging from patient resources and tools for community organizations to critical information on supply chain and logistics.

The screenshot displays the Healthcare Ready website interface. At the top, there is a navigation bar with the logo, a 'Donate to Healthcare Ready' link, and social media icons for Twitter, LinkedIn, and Facebook. The main content area is titled 'FEATURED CONTENT' and lists four key resource hubs:

- BIO CORONAVIRUS HUB**: This new hub enables users to post requests for urgently needed items and announce the availability of supplies and capacity. Healthcare Ready is helping to match requests and offers.
- COVID-19 RESOURCES FOR COMMUNITY AND PATIENT ORGANIZATIONS**: Download this COVID-19 patient and community toolkit to learn more about support, information, supplies and resources available from Healthcare Ready and partners to assist patients and community organizations dealing with the effects of COVID-19.
- COVID-19 RESOURCES FOR HEALTHCARE SUPPLY CHAIN PARTNERS**: Download this COVID-19 healthcare supplychain partner toolkit to learn more about how your company can work with Healthcare Ready and its partners in providing supplies and resources to healthcare groups, community organizations and patients as they cope with the effects of COVID-19 in their communities.
- COVID-19 RESOURCES FOR GOVERNMENT OFFICIALS**: Download this COVID-19 toolkit to help you assist community organizations, healthcare providers, and constituents in staying safe and healthy during this pandemic. The toolkit outlines how you can work with Healthcare Ready to procure personal protective equipment and medical supplies, provide assistance to your constituents on medication health care needs, and receive comprehensive support.

Additional content includes 'COVID-19 Frequently Asked Questions' and 'Related Posts' such as 'Is the COVID-19 pandemic disproportionately harming...'. Three resource guide covers are highlighted in callouts:

- COVID-19 Resource Guide: Community & Patient Organization**
- COVID-19 Resource Guide: Healthcare Supply Chain Partner**
- COVID-19 Resource Guide: Government Official**

Logos for Healthcare Ready and PARMA are visible throughout the interface.

Rx Open: Tracking open pharmacies and healthcare facilities during crisis

Rx Open is an interactive map that **tracks the “open” status of pharmacies and healthcare facilities** (including dialysis centers) in areas affected by disasters and emergencies in near real-time. While the tool is normally activated for specific locations suffering from disasters, during COVID-19, Rx Open (for the first time ever) is now **activated for the entire U.S. and all U.S. territories.**

Donation coordination: Leveraging partnerships across sectors

Our **trusted partnerships** with organizations and groups across sectors is evidence of our unique position at the intersection of healthcare, supply chain, and government partners. We've leveraged these relationships to:

- Partner with **BIO** to manage supply offers and donations through the BIO Coronavirus Hub.
- Work with **PhRMA** to assist with member coordination of donations and government engagement on COVID-19 response engagement.
- Establish a partnership with **Business Roundtable** and **Project Hope** to facilitate the coordination of donated protective equipment to states and ancillary care facilities in **hot spot regions**, in coordination with **FEMA**.
- Coordinate donations across the U.S., including delivering surgical masks to NYC, gowns to community hospitals and other supplies to partners in areas with high case counts. As of April 20, 2020 we have:
 - Facilitated the donation of **15,000 gowns and 5,000 masks** to a community hospital
 - Facilitated the donation of **500,000 surgical masks** to NYC Emergency Management
 - Assisted with the delivery of a donation of almost **2 million medical supplies**
- Connected dozens of organizations with needs, both in the healthcare sector and adjacent sectors, such as grocery, with vetted offers of PPE and other needed supplies.



HEALTHCARE READY BY THE NUMBERS

Requests for Information and Assistance: **675+**

CATEGORIES:

- Pharmacy
- Healthcare Infrastructure
- Dialysis
- Transportation
- Patient Movement

Number of **pharmacies** mapped on Rx Open: **64,777**

Number of **dialysis centers** mapped on Rx Open: **7,772**

DONATION COORDINATION:

- **385+** supply requests
- **605+** donation offers
- **180+** connections
- **28+** donation matches

WEBSITE HITS: 49,000+ users

25+ major **media** hits

521,800+ **Twitter** impressions

Note: Numbers current as of 5/2/20. Website hits exclude Rx Open. Donation matches do not include procurement matches.

Connecting with patients and communities: Helping the helpers at the local level

- **Supporting community leaders** – nationally and regionally – in their outreach to high-risk medically fragile populations is one of our areas of leadership. We use funding from a grant from the Center for Disaster Philanthropy to build resources, toolkits, and offer technical assistance to groups on health preparedness and response for their target populations.
- COVID-19 requires that we focus on **communicating through a range of avenues, because face-to-face and grassroots approaches are limited**. We have been coordinating with groups such as: Feeding America, NAACP, American Society for Hospital System Pharmacists, National Baptist Convention, AME Church, state/local governments, state legislators, and many others. We've focused on sharing core information and resources, and consolidating resources for patients on our emergency page.
- We also work hard to **amplify existing guidance and create new guidance for patients** and groups that have direct contact with patients (caregivers, pharmacists, providers, etc.) This is ongoing, as the pandemic is continuing to create a high demand for this work.
- Our team regularly responds to patient requests for COVID-19 information and assistance. **We anticipate this work to grow as we enter disaster season and are faced with the dual threat of natural disasters and COVID-19 response.**

Coordination with supply chain partners: Solving real-time challenges

Manufacturers

- Healthcare Ready shares critical information for situational awareness and resolving real-time challenges to business continuity and/or emergency response. We encourage the sharing of best practices across the sector by creating a space conducive to collaboration and information-sharing.
- We also engage with trade associations and the FDA to build a plan for outreach to manufacturers on pharma supply chain focus of the FEMA Supply Chain Task Force.

TRUDY'S STORY

Trudy reached out because her parents had run out of their meds and were not able to get back to their home state, and their prescriptions were running out. Our team shared telehealth information and local urgent care centers accepting new patients. She was able to get emergency refills of all of her parents' medications that day.*

HELPING A LOCAL PHARMACY

A local health department reached out for technical assistance to develop an initial plan for a local pharmacy (medications, equipment, staffing/operation needs, etc.). Healthcare Ready shared informational resources aimed to enhance pharmacy preparedness and connected them to other experts to assist with technical questions.

TROY'S STORY

Troy needed assistance accessing his diabetes control medications. Our team provided resources to refill his prescription, as well as information on free medicine delivery from local pharmacies.*

**names changed to protect patient privacy*

Healthcare distributors

- We work closely with the **three major pharmaceutical distributors** and have a solid understanding of the practices they're putting in place to be able to continue service to healthcare facilities. We provide recommendations, technical assistance, and best practices from across the supply chain.

Providers and provider groups

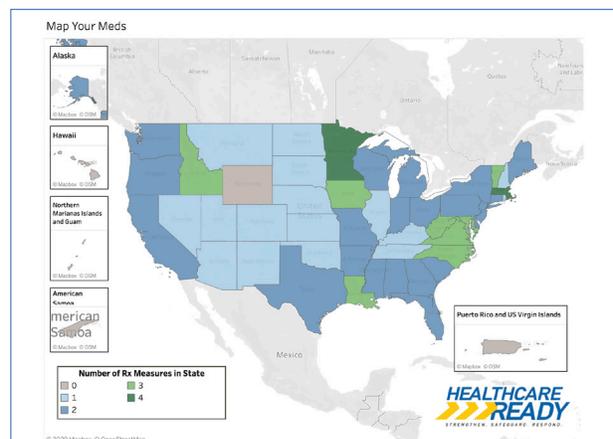
- We work with provider groups to **create resources and guidance** that can help providers, especially in ancillary care facilities.
- Consolidating resources and support for patients and disseminating through a range of audiences is a core part of our work. We particularly focus on **disseminating information about free programs, waivers, and resources for medicine and healthcare access** (including mail-order delivery of prescription medicines).

A DISTRIBUTOR'S STORY

A distributor submitted a request for information on a state policy that was unclear for distributors. The distributor needed to know if the policy was a mandate or guidance, and if it would be possible to use existing processes in place to comply. Our team received clarification from the state and confirmed that existing practices would be sufficient to comply with the new mandate being established.

Coordination with federal partners: Strengthening healthcare supply chain operations

- Our team is in regular coordination with HHS/ASPR and CDC; DHS/CISA; FEMA National Business Emergency Operations Center.
- We focus on resolving immediate and anticipated supply chain impacts, and providing **recommendations for government action that can better facilitate (or not hinder) supply chain operations**, especially to health systems. These include tracking:
 - Access and re-entry
 - Workforce disruptions (including curfews, childcare)
 - Maritime and other logistical disruptions (impact of trade and transportation disruptions)
 - Supply chain specific guidance needed from CDC to maintain operations (cleaning of facilities, etc.)



Map Your Meds is an interactive state-by-state guide that tracks changes to prescription medication rules and laws to help patients refill prescriptions during COVID-19.