

Organizational Planning

HR policies:

- External conferences and meetings
- Community Health workers: home visits
- Outreach events
- Stay home if any signs of illness, right away (highest business risk is staff infecting other staff). Stay home until fever free (<100.4 x 24 hours without the use of fever meds)
- Sick employees will be sent home.
- No return to work until 14 days after return from a level 2 or 3 travel advisory country.
- Telecommute
- Protecting high risk groups?
- Staff mask usage

Operations:

- Cross train for essential positions (CEO, CMO, Purchasing, Facilities, HR?)
- Emergency text tree
- Telemeetings
- Scenario Planning: Pt dx with Covid 19: quarantine of contacts
- Scenario Planning: Staff dx with Covid 19: entire units shut down.
- Scenario Planning: DPH calls for social distancing/ canceling of large events

Telephone visits:

- Message to patients to call instead of walk in for triage
- Triage Options: phone advice, telehealth visit with provider, go to ED, come to clinic (criteria?)
- Monitor with check ins. (80% are mild sx)
- Cameras with talk functions in isolation rooms? Our video interpreter units? Take history, and then go in just for exam?
- Telehealth for chronic pts.

Distancing in waiting room:

- Separate waiting area for pts with respiratory symptoms?

Pt Education:

- Translate home isolation instructions
- Reschedule non urgent apt

Facilities:

- Central inventory management with targets and run rate analysis
- Source multiple vendors
- Confirm AIIR functionality
- Surge planning: ID other rooms for potential pts. HEPA filter units
- External to staff: signage, phone calls, texts, newsletters
- Provide disposable wipes for employees to wipe down.

Communication:

- Internally to all staff: who and frequency
- Internally to direct care staff: who and frequency
- Internally to management, board: who and frequency
- External to patients: signage, phone calls, texts, social media, newsletters
- External to community: media, community partners

Safety:

- PPE training: videos, in person, skills practice, posted PPE instructions
- Spotter for donning and doffing PPE
- Pre-packaged PPE
- Isolation stethoscopes
- Track isolation patients to review care and refine
- Ongoing meetings, FAQ's