

Hospital Checklist

- Take care of your people, so they can better care for patients.** This is a difficult time for everyone in healthcare and tensions are running high. It is more critical than ever that leaders establish open lines of communication with the frontline, so that concerns and barriers can be addressed real-time. Hold virtual support groups and engage pastoral care in debriefing with team members daily. Consider providing education/childcare, housing alternatives, and hazard pay.

- [Mind-Body Stress Management for Healthcare Workers](#)
- [AMA: Caring for Our Caregivers During COVID-19](#)
- [U.S. Department of Veteran Affairs: Managing Healthcare Workers' Stress Associated with the COVID Outbreak](#)
- [WHO: Mental Health and Psychosocial Considerations During the COVID-19 Outbreak](#)
- [PSMF's Webinar: A Way Out of Despair Into Hope](#)
- [PSMF Video: Dr. Albert Wu](#)
- [Death, Grief, and Funerals in the COVID Age](#)
- [Rebuilding clinician mental health and well-being after COVID-19](#)
- [Creating Wellness in a Pandemic: A Practical Framework for Health Systems Responding to the COVID-19 Pandemic](#)
- [Tips for Improving Staff Wellbeing during the COVID-19 Pandemic](#)
- [Reducing Burnout in Healthcare: Strategies for Clinicians and Leaders](#)

Not only are hospitals tasked with the immense responsibility to provide care during a global pandemic, with limited resources and ever-changing regulations and protocols, hospitals also must prioritize the well-being of their own team members. It is no secret that the COVID pandemic has compromised the well being of healthcare workers around the world. In the general sense, hospitals should do the following to promote healthcare worker safety and well-being:

- Ensure safe staffing levels.** This is likely going to be difficult to do, as hospitals are all competing for the same labor market. There are no evidence-based guidelines yet outlining a safe way to manage the severe shortages of licensed professionals as we can expect over the coming weeks. Hospitals should both continue to aggressively attract licensed help, but also to repurpose non-licensed staff with Just in Time (JIT) training to assist as appropriate.
 - [CDC: Mitigate Healthcare Personnel Staffing Shortages](#)

- Continue improving vaccination rate.** As the world is still hit by waves of surges due to the Covid-19 virus variants, increasing vaccination coverage would be crucial for all the countries to get back to normal sooner. Strategizing the immunization process for teenager & child patients as well as further improving the vaccination rate among healthcare workers should be prioritized for the next stage.
 - [Information for Pediatric Healthcare Providers](#)
 - [CDC toolkit to promote vaccine confidence among Healthcare Providers](#)
 - [Increasing Access to Vaccination Opportunities: COVID-19 Vaccination upon Discharge from Hospitals, Emergency Departments, and Urgent Care Facilities](#)
 - [COVID-19 Vaccination Clinical and Professional Resources](#)

- Activate incident command systems.** In times of crisis, clear communication and the ability to implement change quickly is crucial. Every country has a different mechanism for managing this. Here are a few resources that can help:
 - [NHS England: Incident Response Plan](#)
 - [U.S.: Hospital Incident Command Systems \(HICS\)](#)

- Ensure there is an adequate supply of PPE, ventilators, and other supplies and equipment.** This is not easy to do these days, as hospitals across the world are competing for the same resources. Develop a plan for rationing supplies in case you run out.
 - [WHO: Rational Use of PPE During Severe Shortages](#)
 - [CDC: Strategies to Optimize the Supply of PPE and Equipment](#)
 - [PSMF Video: Running Out of Ventilators? Adapting Anesthesia Machines for Use in Critical Care](#)
 - [The COVID Help Network](#)
 - [WHO technical consultation on oxygen access scale-up for COVID-19](#)

- Maintain ethical standards when allocating resources.** Especially in times of strain, healthcare systems must be judicious with how they allocate resources. However, the resource allocation decisions should be founded on the utmost ethical standards to ensure equity, quality, and respect for every individual.
 - [Washington State Department of Health: Scarce Resource Management & Crisis Standards of Care](#)
 - [The Hastings Center Ethical Guidelines](#)
 - [The Hastings Center: Ethical Care During a Public Health Emergency](#)

- Have a plan for continued surge.** Calculate your expected daily census over the next 3-6 months. Convert anesthesia areas, such as ambulatory surgery centers and hospital PACUs, into critical care units.
 - [PSMF Video Interview: Running Out of Ventilators? Adapting Anesthesia Machines for Use in Critical Care](#)
 - [ISQua: Patient Safety Recommendations for COVID-19 Pandemic: Lessons from the Italian Experience](#)
 - [PSMF Video Interview with Dr Kelley from the World Health Organization: Minimizing Disruption to the Healthcare System as Much as Possible](#)

- Routinely analyze your facility's risk.** Especially in long term or resident care facilities, it is essential to analyze the current state of COVID-19 prevention and precaution measures with utmost frequency. Ensure that performance improvement processes do not start to slip as the situation changes and, if needed, implement new or change existing processes to optimize care.
 - [Risk Assessment and Testing Considerations for SARS-CoV-2 Transmission in Congregate Care Facilities](#)
 - [COVID-19 Exposure Risk Assessment Template for Patients in Post-acute Care Settings](#)
 - [Pennsylvania Department of Health Risk Assessments](#)

- Embrace continuous improvement and a culture of safety.** The coronavirus pandemic has made this more important than ever, as our systems are becoming stressed beyond capacity. Creative, innovative solutions are necessary, implemented within a strategic approach to continuous improvement. The science of human factors tells us that we need to make workflows easy to get right and hard to get

wrong, and healthcare systems should be doing everything they can to simplify care processes right now. Clinicians should play an active role in leading these improvement teams.

- [Creating a Foundation for Safety and Reliable Care](#)
- [What Are Clinical Human Factors?](#)
- [Key Human Factors Messages When Working Under Pressure](#)
- [Patient Safety Learning: A shared learning platform for emerging patient safety material](#)
- [Antimicrobial Fighter Resistance Coalition](#)
- [The Digital Aid Project: Putting digital solutions in everyone's hands during COVID](#)

- **Establish safe discharge practices.** As always, thorough communication within the healthcare team and with the patient and family members can create a successful discharge and minimize chance of readmission, especially for vulnerable populations, including new COVID positive mothers. In addition to clinically vulnerable populations, hospitals should pay special attention to socioeconomically disadvantaged populations upon discharge, as these populations are less likely to have access to rehabilitative care. Acknowledging and working to mitigate disparities due to social determinants upon discharge is especially relevant during the COVID pandemic to prevent worsening of existing chronic conditions, decrease chances of spreading the disease, and avoid preventable cases.

- [Discharge Practices for COVID-19 Patients: Rapid Review of Published Guidance and Synthesis of Documents and Practices at 22 US Academic Medical Centers](#)
- [Guidelines: Discharge Instructions for Covid-19 Patients](#)
- [Interim Guidance for Discharge to Home or New/Re-Admission to Congregate Living Settings and Discontinuing Transmission-Based Precautions](#)
- [AHA: CDC Updates Guidance on Discharging Patients With COVID-19](#)
- [Michigan Government: COVID-19 Guidance For Healthcare Facilities Discharge of Residents](#)
- [Health Affairs: How Will We Care For COVID Patients After They Leave The Hospital?](#)
- [Kaiser Health News: COVID Patient Caught In Conflict Between Nursing Homes And Hospitals](#)

- **Ensure that proper cleaning protocols are implemented.** Because the COVID-19 virus is easily spread on surfaces and after interaction with an infected person, thorough hospital cleaning protocols are essential to prevent the spread of the virus within the hospital and beyond. While there is still much to learn about the transmission and prevention, hospital cleaning protocols will play a large role.

- [Association for the Healthcare Environment: COVID-19 Resources for EVS Professionals](#)
- [Cleaning and Disinfecting your Facility](#)
- [Radiology Fighting COVID](#)

- **Continuously involve patients, family members, and members of the general public in conversations around improvement.** Especially during times of uncertainty, healthcare organizations must prioritize hearing the needs and concerns of those in their immediate community. Many organizations have Patient and Family Advisory Councils (PFACs) to aid in informing targeted interventions. Ensure thorough representation, especially for seldom heard voices, including those in low income communities of color.

- [St. Bernard's Hospital: Community Town Hall on COVID-19 Vaccines](#)
- [PSMF's Plan of Care Blank Template: Families can print out or type into this form and get the necessary information from the care team. They can update it each day during rounds and bedside handoff.](#)



- PSMF's Plan of Care Example Template: Here is an example of what the completed home-based plan of care can look like.
 - Leveraging Patient and Family Advisory Councils (PFACs) to Improve Patient Safety
- Create a plan to resume normal operations.** Surgeries and elective procedures have been suspended around the world for an undetermined amount of time. However, as we are understanding more about the virus and are working to develop strategies for treatment and prevention, these surgeries will have to resume shortly out of need and demand. Hospitals should develop a strategy to resume these services and ease their organization back into normalcy in small and safe increments.
- ASA: COVID and Elective Surgeries
 - AORN: Roadmap For Resuming Elective Surgery
 - AANA: Resuming Elective, Nonurgent Surgical Procedures