

HOSPITAL ACTIONS IF COVID-19 IN THE COMMUNITY

Facilities	Communications	Human Resources	Business Continuity
Place COVID-19 related signs on all entrances and patient care areas	Develop media holding statement; provide to media with contact for media inquiries; distribute talking points to staff	Implement staff (and contractor) screening protocols, evaluating for respiratory symptoms, fever and exposure risk	Determine critical business functions and how those will continue in an emergency situation such as staff shortages or office closure
Monitor all entrances and implement visitor restrictions; all visitors are screened for symptoms, temperature, exposure risk	Develop open letter to patients/community and put on the website; refer media and inquiries to it. Make sure it tells patients/public how you want them to act.	Make decisions on employee leave related to COVID-19; including how you will handle on-the-job exposure	Review essential and non-essential services; determine what elective and non-essential services can be canceled and what can be provided via telemedicine; ensure sufficient ED/inpatient staffing
Develop COVID-19 testing and patient screening procedure/protocol which poses the least risk to staff and other patients	Develop communication to employees and medical staff	Cross-train staff in non-essential areas on job functions in essential areas	Monitor PPE supplies and availability; consider canceling non-essential and elective services to preserve PPE
Shut down community access to the cafeteria, coffee shop, wellness center, etc.	Be prepared for second communication to employees if COVID-19 is present in your facility	Identify staff who can work remotely and ensure IT provides them with the systems/support necessary to facilitate telecommuting	Determine what non-critical contractors and vendors can remain off-site; notify them
Cease holding any non-essential activities or groups on hospital grounds	Remind employees of social media policy and HIPAA privacy requirements	Cease all non-essential employee work-related travel; consider when you will close non-essential offices and how you will alert employees	Move to electronic board meetings, if public entity-communicate to the community and implement a method for the public to participate
Determine how deliveries will be handled and communicate to vendors	Consider FAQ for patients/community on the website. Update as needed/situation changes	Limit in-person meetings; move to teleconference and videoconferencing	Consider changes in staffing patterns that can preserve critical and essential patient care functions
Make sure hand hygiene products are available at all entrances, outside patient rooms and inpatient care areas	Consider FAQ for employees and place on Intranet. Update as needed/situation changes	Frequently remind patient care staff of infection control protocols/policies	Determine which vendors have to be paid and the timeframe to preserve critical and essential functions; set up a mechanism for payment
Implement more frequent cleaning and infection control protocols	Determine how you will communicate with patient families if the situation worsens and no visitors are allowed	Provide updated PPE guidance/training if it becomes necessary to ration based on inventory	Determine whether a call center will be needed to handle call volume; work to determine communication strategy to community
	Determine who will communicate with public health officials and regulators		Determine assistance you may need and alert community stakeholders