

COVID-19: Clinical Service Delivery Re-Opening Triggers/Checklist

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Across the nation, hospitals are planning for rapid resumption of elective and other non-emergent care. State regulatory approval to do so is the critical initial hurdle/"trigger". If you are a COO, service line administrative/medical director, or ambulatory care center leader the chart below is Veralon's guide in preparing for and assessing your readiness to proceed on the basis of nine triggers specific to safety, operational and communication characteristics. Attaining "achieved" status on all nine is a prerequisite for action.

Item	Accountable Lead	Completion Date	Status
Regulatory			
State authorities have approved non-emergent care delivery (this avoids specific plateau or hospitalization trigger)			
Safety			
Policies and procedures in place to assure appropriate disinfecting of all clinical and non-clinical spaces			
Assure required PPE is in each location and available for staff and patients			
Assure sufficient inpatient capacity as required for the patient population			
Operational			
High priority patients have been identified and can be targeted for service at the time of re-opening			
Assure enough physician, clinical and administrative staff available to support clinical and diagnostic operations			
Policies and procedures developed for appropriate social distancing and PPE			
Policies and procedures to direct all non-emergent care to ambulatory settings for diagnostics and required therapeutics			
Telehealth resources are in place (or can be easily adopted) to support pre and post patient visit communication			
Communications			
Outreach plan in place to communicate with specific patients when it is appropriate to reschedule procedure or visit			