Ambulatory Reopening with Safety First

The GW Medical Faculty Associates

June 2020
“Continuation of Re-Start” On-Site Ambulatory Strategy

- Guiding Principles and Considerations
- Operating Statuses & Measures
- Pre-Visit Testing Standards
- PPE Requirements
- Patient Communication
- Safety & Cleaning Plan Summary
- PPE Plan
- Department/Division Plans
- Staffing Training
“Continuation of Re-Start” Guiding Principles

**Goal:**
To provide appropriate healthcare access for patients’ chronic, acute, diagnostic, preventive and elective ambulatory care needs while protecting the health and safety of our patients and healthcare workers.

- Safety
- Access
- Patient Experience
- Innovation & Continuous Improvement
## GW MFA COVID-19 Ambulatory Clinic Operating Statuses

### PLANNED DATES

<table>
<thead>
<tr>
<th>PLANNED DATES</th>
<th>Ending 5/18</th>
<th>5/18/20 – 5/29/20</th>
<th>5/29/20 -</th>
<th>TBD</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPERATING STATUS</td>
<td>RED</td>
<td>ORANGE</td>
<td>YELLOW</td>
<td>GREEN</td>
</tr>
</tbody>
</table>

### OPERATIONS

#### Facility Screening
- 100% screening

#### Pre-visit testing
- Before invasive procedures or aerosol-generating procedures

#### Patient Policies
- Visitor restrictions
- 100% face-covering policy

#### PPE
- Stock centrally controlled
- Worn as appropriate

#### Cleaning
- Extensive cleaning of common areas, including most-touched surfaces
- Cleaning of exam rooms between each patient
- Increased emphasis on proper hand hygiene

#### Distancing
- Floor Markings & Furniture Re-Arrangement
- Reduced in-person appointment volume, spread over all operating hours

### CLINICAL SERVICES

#### Acute medical conditions
- **Virtual:** Whenever possible
- **In-person:** Only if essential & urgent

#### Chronic care management
- **Virtual:** Whenever possible
- **In-person:** Only for essential exacerbations

#### Diagnostic testing
- **Virtual:** n/a
- **In-person:** Only if essential & urgent

#### Preventive Care
- **Virtual:** Whenever possible
- **In-person:** Not offered

#### Elective Care
- **Virtual:** Whenever possible
- **In-person:** Not offered

### Notes

- We are here
Safety Measures Work Together!
Use all 4 measures for all of our safety

<table>
<thead>
<tr>
<th>Safety Measures</th>
<th>Actions</th>
<th>Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hygiene</td>
<td>Frequent hand sanitizing and/or washing</td>
<td>• Reduces viral spread by 45%&lt;sup&gt;1,2&lt;/sup&gt;</td>
</tr>
<tr>
<td></td>
<td>Effective cleaning</td>
<td>• Reduces viral spread by 59%&lt;sup&gt;1&lt;/sup&gt;</td>
</tr>
</tbody>
</table>
| Distancing      | Maintain 6 feet of distancing | • Less than 10% of droplets travel more than 5.5 feet<sup>3</sup>  
|                 |                  | • Physical distance of more than 3.3 feet reduces chance of infection by 82%<sup>4</sup>  
|                 |                  | • Even further is better with every additional 3.3 feet providing 2-fold more protection<sup>4</sup> |
| Screening       | Symptom assessment with patient communications, at scheduling and combined with temperature screening at lobby entrance | • While asymptomatic COVID-19 infected people can spread the virus, the highest viral load is at the time of symptom onset<sup>5</sup> |
| Masking         | Person wears surgical mask to protect others | • Surgical mask reduces Coronavirus aerosol transmission to zero (p=0.04), and a trend toward droplet transmission to zero (p=0.09)<sup>6</sup> |
|                 | Person wears surgical mask to protect self | • Surgical masks reduce chance of infection by 67%.<sup>4</sup> |
|                 | Person wears N95 mask to protect self when indicated by PPE guidance | • N95 masks prevent inhalation of 95% of 0.3μm particles<sup>7</sup> |

<sup>1</sup>https://www.bmj.com/content/336/7635/77  
<sup>2</sup>https://www.sciencedirect.com/science/article/pii/S0749379701003233?via%3Dihub  
<sup>4</sup>https://www.thelancet.com/journals/lancet/article/PIIS0140-6736(20)31142-9/fulltext  
<sup>5</sup>https://www.nature.com/articles/s41591-020-0869-5  
<sup>6</sup>https://www.nature.com/articles/s41591-020-0843-2  
<sup>7</sup>https://gh.bmj.com/content/bmjgh/5/5/e002553.full.pdf  
Updated: June 18, 2020
Patient Communication Channels

- Main Website [www.gwdocs.com](http://www.gwdocs.com)
- Mass Patient Email
- Social Media Campaign (Instagram, Facebook, Twitter)
- Follow My Health, Patient Portal
- Phreesia
- Televox
- Zocdoc

- Mailer
- Advertising
- Earned Media
- Clinic Signage
- Video Strategy
  - Welcome back video
  - Proper PPE video
  - Clinic safety video
Staff Communication Channels

• Daily GW Communications
• Intranet MFA website - Ready for your return - Clinical reopening message
• Huddles and Staff Meetings
• Social Media Campaign (Instagram, Facebook, Twitter)
• Staggered Schedules
• Required Safety Curricula

• Safety Tour of the Facility
• Proper Masking and Glove Use
• Hand Washing and Sanitizing Hands in the workplace
• Why Social Distancing Matters
• Proper Use of PPE

• Human Resources Process for Staff On-site Exceptions
• MFA clinical departments continue to schedule appointment according to Yellow guidelines
• MFA to monitor local regulations and guidelines as well as national organization guidance to ensure compliance and consistency with best practices to safely continue increasing services
• Staff and providers who have been working from home should receive adequate notification to report to work as needed in office
# Pre-Visit Testing

<table>
<thead>
<tr>
<th>Ambulatory Visit</th>
<th>Patient</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>COVID-19 Negative&lt;sup&gt;1&lt;/sup&gt;</td>
</tr>
<tr>
<td>Clinic visit</td>
<td>No pre-visit testing</td>
</tr>
<tr>
<td>Head/neck exam (Ophtho, OHNS) without AGPs&lt;sup&gt;2&lt;/sup&gt;</td>
<td>No pre-visit testing</td>
</tr>
<tr>
<td>Diagnostic testing&lt;sup&gt;3&lt;/sup&gt;</td>
<td>No pre-visit testing</td>
</tr>
<tr>
<td>Infusion center</td>
<td>No pre-visit testing</td>
</tr>
<tr>
<td>Invasive procedures</td>
<td>No pre-visit testing</td>
</tr>
<tr>
<td>AGPs&lt;sup&gt;2&lt;/sup&gt;</td>
<td>No pre-visit testing</td>
</tr>
</tbody>
</table>

<sup>1</sup>COVID-19 Negative: COVID-19 negative test within 5 days. Patients who are previously COVID-19 positive who are undergoing procedures with anesthesia will need to follow the anesthesia hybrid-based approach to clearance.

<sup>2</sup>AGPs - Aerosol generating procedures (e.g., office bronchoscopy, office esophagoscopy, laser laryngoscopy, PFT, dental work, etc)

<sup>3</sup>Diagnostic Testing (e.g., ultrasound, screening/diagnostic mammogram, echo, stress test, imaging, lab tests, etc)

<sup>4</sup>Invasive procedures (e.g., proctoscopy, cystoscopy, myringotomy, sinus debridement, hysteroscopy, etc)

***NOTE: COVID-19 testing requires ordering provider to coordinate and follow up on testing***
## PPE Requirements

<table>
<thead>
<tr>
<th>Ambulatory Visit</th>
<th>Patient</th>
<th>Provider and Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard patient encounter</td>
<td>Face covering or surgical face mask</td>
<td>Surgical face mask</td>
</tr>
<tr>
<td>Examination, diagnostic test, procedure where <strong>close proximity to head/neck region for &gt;5 minutes expected</strong></td>
<td>Face covering or surgical face mask (except if need to lower mask for medical reasons)</td>
<td>Surgical face mask and eye shield or N95, eye shield, gown and gloves based on the exam, test or procedure specifics, and if patient will need to lower face covering</td>
</tr>
<tr>
<td>Examination, diagnostic test, procedure where <strong>exposure to secretions expected OR aerosolization expected</strong></td>
<td>Face covering or surgical face mask (except if need to lower mask for medical reasons)</td>
<td>N95, eye shield, gown and gloves</td>
</tr>
<tr>
<td>Examination, diagnostic test, procedure with a patient who is COVID-19+ or under investigation (including performing COVID-19 testing)</td>
<td>Face covering or surgical face mask (except if need to lower mask for medical reasons)</td>
<td>N95, eye shield, gown and gloves</td>
</tr>
</tbody>
</table>
Safety & Cleaning Plan Summary

- **Enhanced Cleaning Resources & Protocols**
- **Re-structuring the screening & testing team**
- **Safety office role creation**
- **Centralized delivery**
- **Handwashing and mask use reinforcement**
- **100% mask/face coverings for staff, patients, and visitors**

- **Working through opportunities to enhance distancing and safety**
  - Visitor limits
  - Elevator monitoring
  - Plexiglass shields
  - Self-scanning of cards
  - Floor markings for distancing
  - Waiting room re-organization
  - Oral thermometer substitutes
PPE Plan Summary

- Maintain and publish PPE burn rates
- Ensure 10 days supply on hand at all times
- Ensure PPE is properly stored and secured
- Purchase scrubs for all clinical areas
- Purchase isolation gown (to reduce cost rate)
- Ensure all clinical staff are trained on proper use of PPE (when applicable to utilize)
- Ensure all clinical staff have been properly fitted for N95 and are clear on how to replace
- Establish cleaning protocols on N95, Googles and Facemask for re-use
- Ensure staff clearly understand don and doffing (video training)
- Proper use of mask training
- How to obtain Surgical Mask
- Provide use of PAPR for all applicable providers and staff
- Handwashing Policy