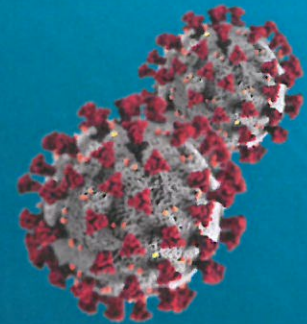




MANAGEMENT POLICY

Covid 19



University of the West Indies
University Health Centre

May 5, 2020

**UNIVERSITY HEALTH CENTRE
COVID-19 MANAGEMENT POLICY:**

BACKGROUND:

COVID-19 is caused by an enveloped single- stranded RNA virus, (SARS COV 2) (American College of Cardiology (ACC), 2020). COVID-19, an infectious disease process caused by this novel Coronavirus was first reported in December 2019 in Wuhan, China during an outbreak of viral pneumonia (ACC, 2020). This then became a regional epidemic that has now exploded into a global pandemic with significant morbidity and mortality.

SARS-COV-2 causes a respiratory infection that ranges from mild to severe, dependent on host defense and organism factors. Symptoms of COVID-19 include: fever, dry cough, myalgia, arthralgia, sore throat and gastrointestinal symptoms of vomiting and diarrhea (Ministry of Health and Wellness, 2020). In severe cases this virus can cause pneumonia, severe acute respiratory syndrome, kidney failure and death. The most susceptible individuals to developing severe and critical disease include the elderly, or individuals with comorbidities such as hypertension, cardiovascular disease and chronic obstructive pulmonary disease (ACC, 2020).

SITUATIONAL ANALYSIS:

The Covid-19 pandemic has changed the space we live, work or play and threatens to erode years of economic and health gains achieved globally and locally. This pandemic will force us to adapt to meet the challenges it poses and is more so in the health and economic sectors.

The World Health Organization (W.H.O) declared the Covid-19 outbreak caused by the SARS-CoV2 virus on 30 January 2020 as a Public Health Emergency of International Concern (PHEIC). The W.H.O then, officially declared the outbreak of COVID-19 a pandemic on March 11, 2020 following widespread human to human transmission (Ministry of Health and Wellness (MOHW), 2020).

As at the date of this publication, Jamaica has reported 529 confirmed cases and 9 deaths. Jamaica reported its first case on March 9, 2020 (Ministry of Health and Wellness, 2020). Transmission now in Jamaica is classified as local with sporadic clusters of outbreaks, but is quickly approaching community spread (MOHW, 2020). Based on this current situation, this Management Policy document is designed to guide preparedness for the functioning of The University Health Centre in this present environment when the University of the West Indies reopens for activities.

UNIVERSITY HEALTH CENTRE

MANAGEMENT PROTOCOL FOR PREPAREDNESS AND RESPONSE TO COVID-19

HEALTH CENTRE MANAGEMENT TEAM

A management team should be designated for COVID-19 management and containment. This team should include these representatives:

- Clinical Director
- Medical Doctor
- Registered Nurse
- Pharmacist
- Administrative
- Medical Records
- Head Counselling Unit
- Dental Clinic

This team is necessary for:

- Health processes management
- Staff Management
- Inventory Management
- Process Evaluation

Health Processes Management:

This team will manage health processes which includes detailing critical health services that will be maintained and health services that will be scaled down or deferred currently. This task force will also need to adjust some health services and procedures to meet the needs of the university population we serve, while protecting patients and staff.

Staff Management:

This task force will need to manage staff, ensuring adequate staffing through rostering, while protecting staff from burnout. Some staff may also need to be trained and repurposed based on the evolving need (World Health Organization, 2020).

Process Evaluation:

This team will regularly evaluate and make any necessary adjustments in keeping with changes related to COVID - 19 infection. This will aid in maintaining and/or improving the efficiency of all health services provided.

Inventory Management:

This team is responsible for procurement and maintenance of Personal Protective Equipment (PPE), supplies for infection prevention and control, pharmaceuticals and medical records.

This team will work closely with The UWI Campus COVID- 19 Task Force Team as the Clinical Director and the Head of The Counselling Unit both sit on that Task Force team.

PROPOSED DAILY WORK FLOW

To reduce the possibility of transmission of COVID-19 among patients and staff, the facility should implement the following interventions:

- Limit access to one (1) entry point
- Mandatory Use of Face masks for all staff and patients.
- Mandatory use of Hand sanitizer
- Infrared thermometers to measure the body temperature of all who enter the facility
- Entry door should be left opened to reduce transmission from frequent use of the door handle
- Security support for implementation
- Patients who present with Upper Respiratory symptoms will be directed to the Respiratory Virus Evaluation Centre, that is, a stocked tent on the compound, complete with a Medical Officer who will evaluate all patients
- Other cleared patients will proceed inside the building for further screening and medical attention

Patients will be encouraged to call prior to presenting at the facility for care. A Medical Officer will be on duty daily to triage via the telephone.

Visitors will be discouraged from entering the Health Centre except in the following circumstances:

- relatives accompanying a patient, needing to provide information to health workers
- relatives accompanying a minor, the elderly or the disabled
- cases where the next of kin may be required for consent for care

The visitors will then be encouraged to leave the facility once the need has expired.

The Respiratory Virus Evaluation Centre:

Patients will be screened and disposed in one of three ways:

1. Seen, treated and sent home
2. Placed in an Isolation Room nearby in preparation for
3. Discharge in the care of University Hospital of the West Indies or the Ministry of Health and Wellness.

WORK SPACE ARRANGEMENT / FUNCTIONAL LAYOUT

Overcrowding in the Health Centre will facilitate transmission of the virus. Seating and queuing should have marked points of 6 feet separation between persons in all waiting areas, reception, registration and the pharmacy.

Hand sanitizer stations are recommended at the following points:

- Main Entry/ Door
- Nurses' station
- All waiting areas
- Outside the Isolation Room

Where necessary doors and windows should be left opened. The use of air conditioning units should be avoided where possible. In smaller areas the air quality should be urgently addressed. The Dental Clinic and The Pharmacy are particularly vulnerable.

TRIAGE SYSTEM

A three point/phase triage system is proposed. This will include:

1. The first triage point will be just outside the main door of the facility **or** self-triage by Signage.

At this point a crude screen for persons suspected of Covid-19 will be done by asking the following screening Questions:

- Do you have any symptoms? Fever, cough, headache, joint/muscle pain, vomiting or shortness of breath.
- Have you been in contact with anyone suspected of **or** confirmed with Covid-19 infection
- Any recent overseas travel in the past 14 days or have you been with anyone who has travelled in the past 14 days.
- The temperature is also to be recorded at this point

ISOLATION AND CONTAINMENT OF SUSPECTED COVID-19 CASES

Persons screened positive will be placed in The Respiratory Virus Evaluation Centre (Tent).

Doctors seeing patients in this area should don PPE's such as gloves, impermeable gowns, masks and face shields.

The Isolation Room nearby should contain Resuscitative Equipment to perform resuscitation if necessary as they wait to be transferred to in-hospital care.

Our primary referral or designated hospital is the University Hospital of the West Indies (UHWI).

CLEANING OF ISOLATION ROOM/AREA

The isolation room should be cleaned at least 3 times daily if used or once daily if not used that day. The surfaces and equipment should be cleaned. Area should be cleaned using disinfectant or at least 62% alcohol based cleaning agent (Ministry of Health and Wellness, 2020). The cleaning personnel should also donned in PPE to do cleaning. (surgical mask, impermeable gown and gloves).

PERSONAL PROTECTIVE EQUIPMENT (PPE) AND SUPPLIES FOR INFECTION PREVENTION AND CONTROL

Stock of Personal Protective Equipment (PPE) will need to be procured and be in adequate supply:

- For General staff of Health Centre:
 - Face masks
 - Gloves as indicated
- Medical Personnel:
 - Surgical face masks
 - Gloves as necessary
- Staff designated to manage suspected case of COVID 19:
 - N95 Mask or surgical face mask
 - Impermeable/fluid resistant gowns
 - Face shields
 - Gloves
 - Hair bonnets

The Infection Prevention and Control Department of the University Hospital of the West Indies or the Ministry of Health and Wellness should be contacted regarding the training for donning and doffing of PPEs.

SUPPLIES FOR INFECTION PREVENTION AND CONTROL:

According to the Ministry of Health and Wellness(2020), the following are necessary supplies for infection prevention and control:

- Hand sanitizing supplies, containing at least 62% alcohol
- Hand washing supplies
- Non touch disposal bins
- Supplies for Medical records
- Prepared registration packs
- Line listing forms
- Class 1 Notification forms

MODIFIED HEALTH SERVICES:

The functioning of the Health Services will need to be adjusted to meet the challenges posed by Covid-19. This will include downsizing operations and staffing with flexi-hours. This will help to decrease overcrowding in the Health Centre and thereby decrease risk of viral transmission.

Medical services will include treatment and management of:

- Emergency cases
- Acute, urgent Cases
- Cases requiring medical attention.
- Close management of follow up cases.

Prescription Rewrite, Refills, Pick up:

There is a system currently in place to rewrite, refill and pick up of prescriptions for elderly patients or patients with comorbidities which should be maintained.

This will be honored once the patient has no emergency or issue needing immediate medical attention. There may be an organized pick up of prescriptions by an authorized relative or next of kin.

COUNSELLING SERVICES

The Counselling Service should have on-duty Psychiatrist to manage any psychiatric emergency during this time. It is also mandatory and important that these patients follow the procedure outlined for screening.

The Counselling Division of the Health Centre will continue in full tele-counselling mode.

DENTAL SERVICES

The Dental Services will be opened on a phased basis. The phases will depend entirely on the institutions capacity for retrofitting of the area with air quality filters and PPE'S for staff

The University Health Centre will not open for the usual extended hours of service until further notice.

PUBLIC RELATIONS

There should be regular and necessary public health updates to the University Community through media such as Mona Messaging Services. These updates should include, adjusted clinic hours, health services now provided and new services in place to serve this community. There should also be public knowledge of necessary access including signs and symptoms and informed of directives once they display these symptoms or has been in contact with persons suspected or confirmed of COVID – 19 infection. The University Community should be informed of Telemedicine services.

1. American College of Cardiology (ACC), (April6, 2020). Corona Virus Disease 2019(COVID-19): Epidemiology, clinical spectrum and implications for the cardiovascular clinician. Retrieved from: <https://www.acc.org/latest-in-cardiology/article/2020/04/06/11/08/covid-19-epidemiology-clinical-spectrum-and-implications-for-the-cv-clinician>.
2. Ministry of Health and Wellness (March24, 2020). COVID-19 Preparedness and Response Plan for Outbreak Control. Instructions for primary care and accident and emergency departments, version3.0.
3. Ministry of Health and Wellness (March24, 2020). Environmental health guidelines for the cleaning and disinfection of public places (covid-19). Version 1.
4. Ministry of Health and Wellness (March25, 2020). Guidelines for the management of pregnancy during the covid-19 pandemic. Maternal health guideline no.14.
5. Ministry of Health and Wellness (April2, 2020). Covid-19 Preparedness and response plan for outbreak control guidelines for home isolation of persons with covid-19.
6. World Health Organization (April 1, 2020). Strengthening the health system response to Covid-19. Recommendations for the WHO European region policy brief.