



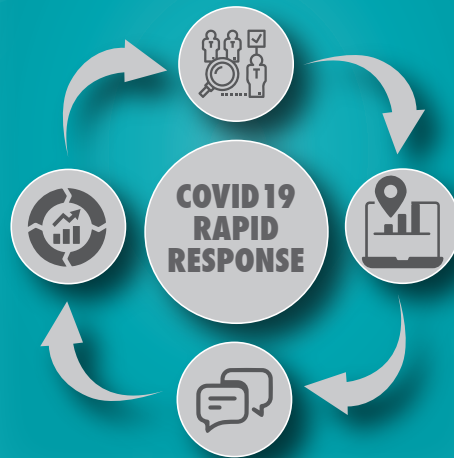
Enhancing Patient and Staff Safety

Improving Management of the COVID-19 Threat with a Rapid Response Approach

As of this writing, the COVID-19 pandemic is highlighting how ill-prepared health systems across the United States are to adequately combat the virus from the shortage of Personal Protective Equipment (PPE) to ineffective processes to manage the onslaught of sick patients requiring special handling. The unfolding crisis in dense metropolitan infection zones compels other healthcare system leaders to prepare now or otherwise face a similar magnitude patient and healthcare workforce disaster. Complicating this picture is the fact that non-COVID patients will also be at-risk without access to COVID-free facilities, creating a cascading threat to our most vulnerable. With absenteeism rising among the healthcare professional workforce, facility leaders have no room for error in their response to COVID-19 requiring an urgent, coordinated response to reduce unnecessary deaths due to a shortage of staff, equipment, supplies, and other critical resources.

Our rapid response strategy and execution is organized in four distinct yet interconnected operational activities at the system, facility, and unit level of healthcare response using a multi-team system response including:

SCREENING & TESTING TRACKING COMMUNICATION RAPID CYCLE IMPROVEMENT



As a result of this approach, our teams are achieving better COVID patient outcomes, lower infection rates among non-COVID patients and the healthcare workforce, better sourcing and optimization of precious PPE and other critical supplies and equipment, and more informed and empowered patients, families, staff, and community by developing a sustainable battle rhythm that prevents system chaos and promotes continuous process improvement even under system duress.

SCREENING & TESTING



Our response is designed to enhance screening procedures and ensure that testing is warranted, available, and properly managed to guarantee early and rapid

identification of COVID-positive patients and staff and minimize the spread of the virus. Our team is leveraging tele-health and mobile health platforms to screen patients and staff at-home and outside the hospital setting. Hot, warm, and cold zones have been created to safely manage patients who need to be seen by a provider to avoid the spread of the virus and better manage the use of PPE across zones. Partnerships have also been developed with multiple agencies, first responders, and home health agencies to improve at-home health assessment rates. Self-quarantine and self-management must be the first line of defense whenever possible. We are preparing systems for self-screening using existing Apps such as the Apple® CDC screening and self-testing once available.

TRACKING



Our tracking response starts with deciding what information must be tracked in real-time to enable better decision-making across the operation, how that information will be tracked, and who is responsible for collecting and reporting the critical response information. To this end our team has developed:

- Mobile data collection capabilities
- Dashboards
- Critical data analytics/trends/

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- comparisons to monitor the daily virus response
- Current state of the patient population
 - Cleaning and disinfecting
 - Workforce readiness and resilience
 - Supply chain management
 - Latest lessons learned from the national, state, regional, and local response efforts

COMMUNICATION



Our communication approach ensures the response team has a shared mental model and that they are “on the same page.” The team uses the dashboard to guide frequent team huddles to address identified hotspots, make decisions, manage bottlenecks, share new policies, assign responsibilities, adjust timelines, disseminate urgent changes, and provide emerging updates. An effective and efficient communication response system accelerates action, enhances coordination, and reduces redundancy where practical.


RAPID CYCLE IMPROVEMENT

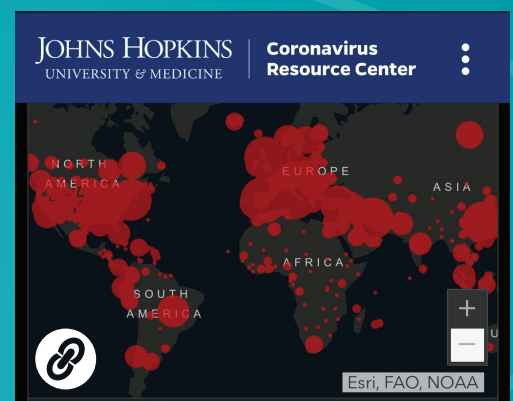


Based on a continuous performance improvement model from within and outside the organization, process audits or tracers are conducted regularly to evaluate the efficacy of policies, proce-

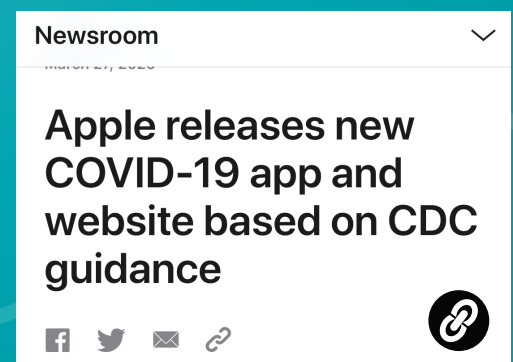
dures, and new protocols. The audits produce real-time feedback needed to improve and make urgent changes due to unforeseen and unintended consequences. Teams learn on-the-job using simple-to-access learning systems, “All Hands” text messages, audio/video recordings, and Zoom/skype tele-sessions. In-person and online team debriefs using simple, post-event questions are conducted to gauge frontline effectiveness of new practices, identify emerging challenges, and highlight innovative solutions to be shared across departments and facilities. As a result, leaders are able to spread best practices more effectively across the system to meet the most urgent frontline challenges. Additionally, the improvement response provides real-time, agile education to staff, patients, and communities.

The Synensys team has been working across civilian, military, and global health systems since the beginning of the COVID-19 outbreak, applying our years of experience in the patient safety field and developing a set of actions, lessons learned, tools, and technical responses with healthcare leaders, managers, and practitioners based on the best practices from the World Health Organization (WHO), CDC (U.S. and Canada), the

Military, and civilian health facilities. We are applying these best practices with leadership teams at the frontline of the fast-moving COVID-19 threat to manage and mitigate the severity of the virus, and avoid unnecessary deaths and serious illness among patients and the healthcare workforce. 



Coronavirus (COVID-19)



The Synensys safety management team consists of a highly experienced professional staff that have an average of 20+ years working in healthcare facilities across civilian, military, Federal, and international health organizations representing medicine, nursing, quality, patient safety, information systems, administration, supply chain, HR, finance, data management, policy management, procurement, engineering, infection control, human factors, and disaster management. We have deployed our teams across health systems to support COVID-19 response efforts.

Contact us at info@synensysglobal.com or visit our website at www.synensysglobal.com to learn more about our team and experience.