



ADVANCING INTEGRATED HEALTHCARE

COVID 19: Best Practice Sharing and Resources

Caring for Self and Others During Times of Prolonged Stress

Care Transformation Collaborative of R.I.

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NCM/CC Best Practice Sharing COVID 19 Agenda

Best Practice Sharing:

Safe Care for Patients and Staff

Screening Patients

Screening Staff

Preparing Waiting Room

Adding Barriers

Ordering Supplies and Equipment

COVID 19: Best Practice Sharing: Safe Care for Patients and Staff

Best Practice Sharing: Adult Primary Care

- **Charter Care:** Liz Soares-Sampaio Director of Operations
Patient Check in and Check out
- **A to Z Primary Care:** Janel Snowden
 - A to Z COVID-19 Control Plan with Daily Screening Log
- **East Bay Community Action:** Candice Facchiano
 - Practice Outline

Resources:

- RI DOH COVID-19 Control Plan
- Phone Script for Staff to Use with Patients

COVID 19: Best Practice Sharing:

Safe Care Safe Patients /Immunization Schedule

Best Practice Sharing: PCMH Kids Practices

- Hasbro Pediatrics: Gail Davis
- Ocean State Pediatrics: Jennifer Gilman*
- NRI Pediatrics: Serena Guibeau*
- Aquidneck Pediatrics-Becky Chase DeConto*

Resources:

[CDC Immunization Schedule and Catch up](#)

KIDS NET School Ready and Immunization Reports

Telemedicine and Outpatient Visits

- *How are you deciding which services you are able to perform safely in the outpatient setting and which will be handled via telehealth?*
- *How will you integrate telehealth in conjunction with outpatient visits?*

Resources:

[RI Guidance for Ambulatory Settings](#)

[RI Employer Guidance](#)

Staff and Patient Scheduling

With Re-opening

- *How are you anticipating volume ramp up and staffing needs?*
- *How will you determine which staff work from home vs in office?*
- *Are you staggering shifts/adding week-end/evening hours?*

Resources:

[COVID-19 Medical Practice Reopening Checklist](#)

Quality Behavioral Health Resources

- [Staff Scheduling](#)
- [Patient Screening](#)
- [Social Distancing](#)
- [COVID-19 Signage](#)

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Digging Deep: Lessons from the Field to
Care for Yourself and Others During
Times of Prolonged Stress

FACE COVID

F = Focus on what's in your control

A = Acknowledge your thoughts & feelings

C = Come back into your body

E = Engage in what you're doing

C = Committed action

O = Opening up

V = Values

I = Identify resources

D=Disinfect and distance