# THE PATH FORWARD IN HEALTHCARE

#### Pandemic Response and Infection Control Decision-Making Framework

#### FACILITY

Areas

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Facility

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Operational

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- Clear wayfinding and distancing signage
- Staff and patient entries
- Physical barriers/screens as needed
- Reducing points of touch
- Automated room cleansing
- PPE disinfecting space/equipment

- Additional safe staff respite spaces
- More handwashing sinks and sanitizer stations
- Supply chain resilience
- Additional security cameras
- Visible cleaning protocols
- Warehousing of PPE and options for storage & deployment
- Increase ventilation, HEPA filtration and humidification

#### OPERATIONAL

- Communicate new procedures before arrival
- Use of mobile devices/apps for patient communication and wayfinding
- Pre-arrival remote registration, screening and payment
- Public and visitor handwashing and PPE
- In-car treatment for routine issues

CARE ENVIRONMENT

- Strategy for why, how and where people engage healthcare sites
- Dedicated facility/unit for infectious diseases
- On-stage/Off-stage circulation
- Durability of change due to Covid fatigue
- Choice for connection and communication
- Maximize telehealth visits only essential in-person visits

# PATIENT JOURNEY

### 2.0 ARRIVAL

- Parking
- Walk-in
- Shuttle/Bus
- Screening
- Transit

- 3.0 PUBLIC SPACES
- Food Service
- Waiting Room
- Gift Shop
- Meditation Space

### 4.0 OP CLINIC / D&T

- Check-in
- Imaging • ED ■ Lab
- Surgery
  - Exam Rooms

#### 5.0 INPATIENT

- Nurse Stations Patient Lounge
- IP Rooms
- Multipurpose
- Family Rooms

#### 6.0 DEPARTURE

- Check out
- Parking Transit
- Discharge Waiting

Specific parking locations

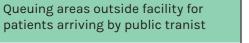
Communicate entry and exit designations

Screening and triage space at entry

Mobile tech dock for cars/treatment

Available and visible PPE at all entry points

Wheelchair parking/storage and wipe down



# • Registration

Clear wayfinding and distancing

Occupancy limits in pubic spaces and amenity areas

Clear indications of cleaning protocol

Plexiglass barriers/screens

Number of chairs in lobbies and waiting spaces

Food service - reduced points of touch and access; pre-packed food for pickup

Increased importance of green/open space - leverage all transition spaces

Prevention of cross infection between sick and well patients

Socially-distant seating in waiting

Hand sanitation in waiting spaces

Barriers/space between workstations Separation of open treatment spaces (Lab, Prep/Recovery, Infusion)

Cleanable finishes

Staff respite spaces

Surge capacity infrastructure

Space in existing clinics to support telehealth-equity in care

Unit or department convertible to negative pressure

## Simplified room design for ease of cleaning

Barriers/space between workstations

Private rooms and private toilets/showers

Surge Capacity room planning

Space for donning & doffing

Staff respite spaces Designated family visitation space

Rooms and units convertible to negative pressure

Operable windows



Assistance for those taking public

Valet service protocols

Space for celebration of discharge

Waiting area for transport

Discharge areas

Designated exits

Additional staging areas and covered outdoor space for exit



Separate paths for well and sick

Protocols for PPE, entry points and queuing

Notification and screening strategy for patients waiting in car

Cleaning protocols for cars at valet drop-off points

Patient assist strategy for self-parked immune-compromised Online or phone registration

Elevator and stair protocols

Audible speaker instructions for visually impaired

Flowers, gifts & food ordered online for pickup

New food service models leveraging open spaces

Check in by phone, patients notified when to enter



Cleaning and decontamination protocols

Develop ongoing strategy for waiting

Surge capacity planning

Consider a digital concierge



Enhanced in-room communication technologies to connect to family

Flow and restrictions for family

Control of flow of items from outside

Number of people entering patient rooms

Expand patient advocacy role to offset isolation and facilitate care



Check out supported by virtual platforms



Cleaning protocols – car pickup

Check out and scheduling done remotely



Discharge protocols

Patient assist strategy for self-parked immune-compromised



