

HEALTHCARE

Risk Management Bulletin

March 2021 Issue



COVID-19 Advisory

As all healthcare facilities are faced with the challenge of managing COVID-19, patient and staff safety remain key. Below are the risk domains we can advise on:

Cyber Security

Healthcare facilities are delivering more care via telehealth methods during this crisis. In order to prevent opportunistic cyber attacks, consider robust IT security systems in combination with regular staff training.



Staff

Staff safety is as equally important as patient safety. Consider allaying three main staff fears, as found by a recent survey in the United Kingdom:

1. Lack of personal protective equipment
2. Staff shortages
3. Lack of staff testing for COVID-19

Infection Prevention Measures

Infection control measures are very important to prevent the spread of infection into the facility, within the facility and between facilities. Ensure that strict procedures are adhered to for the cleaning and maintenance of capital equipment and consider hand hygiene compliance monitoring tools.

Personal Protective Equipment

Sourcing adequate personal protective equipment to ensure staff and patient safety is important when treating patients with suspected or confirmed COVID-19. Use key performance indicators such as fluid resistance levels for surgical masks and exhalation valves for respirators to ensure that the equipment is appropriate for the exposure.

Prioritisation of Services

As the number of patients that require treatment as a result of the new Coronavirus increases, the finite resources of a healthcare facility may need to be reallocated. Therefore, some referral categories, such as cancer pathways, may be downgraded. Deploy appropriate safety nets to ensure that patient safety is maintained.

Public Relations & Social Media

There will be confusion and fear amongst the general public during this pandemic. Careful and factual communication from the facility, including using social media channels, can be useful to inform and provide confidence to the local community.

Discharge Planning

Some healthcare institutions may consider facilitating discharging patients in order to increase capacity to treat patients with COVID-19. Ensure that appropriate safety netting is put in place and consider testing all patients for COVID-19 prior to discharge.

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