AAOE Roadmap to Recovery Series: Employee Guidance and Operational Safety in the COVID-19 Era

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Module 1

Reboot Your Practice
Post-Covid-19 Recovery Roadmap for the Ophthalmic Practice

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Questions for the Panel?

• Questions may be submitted through the Q&A button.
  o Please do not submit via chat or click on the raised hand.

• Attendees can “promote” a posted question to move to the top of the queue.

• A recording of this presentation will be posted following this live session to https://www.aao.org/coronavirus/webinars-and-podcasts

• Questions following the session may be emailed to aaoe@aao.org
Employees

- Core Staff that has worked throughout the quarantine period in the office, often at different locations
- Staff that worked from home
- Furloughed staff that did not report at all during the crisis
Communication
Check in with furloughed staff

- Training opportunities
- Engagement with the practice
- Target dates for return to work
- Fun activities
Staff working during the pandemic

• Exposure concerns
• New protocols
  • Input on changes
• Communication with staff working from home
  • Productivity
• Furloughed staff concerns
A lot has changed!

• Communication is critical

• As changes occur, develop a protocol outlining new policies
  o This will keep working staff up to date and will allow easy reference when retraining furloughed staff
Engaging Returning Staff

• What was good about the last 2 months?
• What was challenging about the last 2 months?
• What surprised you about the past 2 months?
New Office Protocols

- COVID screening of patients
- Scheduling
- Phone Scripts
- Patient Triage
- Optical Department
- Surgery schedules
- Pre-op testing

- Waiting Rooms
- PPE use by staff
- COVID screening of staff
- Required PPE by patients
- Disinfection of exam lanes and equipment
- Lunch breaks
- Telemedicine
Train furloughed staff on new policies

- Bring furloughed staff to the office to train prior to first clinic day if possible
- Utilize time to convey how valued working staff has been through this period
- Utilize working staff to help with training
  - Especially helpful for techs to train furloughed techs
- Convey the value of returning staff and how they will play a pivotal role in caring for patients
- Build the team
Challenges

- Unknown future
- Protocols will need to be adjusted
- Staff have varying abilities to adapt to change
- Everyone is under stress
- Staff may choose to terminate their employment
Strategies

• Be flexible
• Solve problems as a team
• Overshare – no one can afford to miss communications
• Be positive
• Your skills as a practice leader are more important now than ever before
Resources

Employee Guidance for Operational Safety protocol
Develop Employee Teams to Limit Exposure to Coronavirus
COVID-19 Reopening Strategies from the Front Line
CDC Resources – Staff Protection

CDC provides a wide variety of important practice information

a) Ensure that staff understand **proper use of PPE**

b) Teach staff how to recognize the **symptoms of COVID-19**

c) Train staff on **triage and screening techniques**

d) Stress the importance of **hand washing and cough etiquette**

e) Ensure that **sick staff stay at home** or are sent home when identified
# PPE Basics

<table>
<thead>
<tr>
<th>Personal Protective Equipment</th>
<th>COVID-19 Control</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloth Masks</td>
<td>Source Control</td>
</tr>
<tr>
<td>Face Masks (Surgical Masks)</td>
<td>Source Control and Protection</td>
</tr>
<tr>
<td>N95 Respirators</td>
<td>Source Control* and Protection</td>
</tr>
<tr>
<td>Goggles or Face Shield</td>
<td>Protection</td>
</tr>
</tbody>
</table>

*Source Control* means preventing the spread of infectious agents from a source of infection. Protection refers to preventing direct contact with infectious agents.
Minimize Chance for Exposures

• Universal Source Control
  − Fever and symptom screening of both patients and staff

• Patient and Visitors
  − Prescreen for symptoms in advance
  − Minimize number of family members in office
  − Require everyone entering facility to wear a cloth face covering regardless of symptoms
    Exceptions: children under the age of 2 and others with difficulty breathing

• Healthcare Personnel
  − Face masks for all staff involved in patient encounters
  − Emphasize hand hygiene
  − Install physical barriers
Asymptomatic Staff Member Exposed to Confirmed COVID-19 Individuals

<table>
<thead>
<tr>
<th>Exposure</th>
<th>Personal Protective Equipment Used</th>
<th>Work Restrictions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Exposure</strong></td>
<td><strong>Exposed Team Member</strong></td>
<td><strong>COVID-19 Positive Individual</strong></td>
</tr>
</tbody>
</table>
| COVID-19 Positive + 15 minutes + Less than 6 feet away | ![Exposure](image1) | ![Exposure](image2) | • No work for 14 days after last exposure  
• Monitor for fever or symptoms consistent with COVID-19  
• If symptom develop, immediately contact established point of contact (e.g., occupational health program) to arrange for medical evaluation and testing |
| Aerosol-generating procedure (any duration) | ![Exposure](image3) | ![Exposure](image4) | |
Contact Tracing… when a worker tests positive

Staff member gets COVID-19 testing performed

Test comes back positive

2 days before obtaining specimen that tested positive for COVID-19

~ CDC (5/29/2020 update)
~ World Health Organization
~ European CDC
~ Public Health Canada
## Return to Work Criteria for Staff Member with Suspected or Confirmed COVID-19

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Exclude from work until:</th>
</tr>
</thead>
</table>
| **Symptom Based** | Symptomatic: 72 hours (3 days) passed since “recovery”  
(resolution of fever + improvement in respiratory symptoms)  
+  
10 days passed since symptoms first appeared |
|                 | Asymptomatic:                                                |
| **Time Based**  | 10 days passed since first positive test  
+  
No development of symptoms |
| **Test Based**  | Symptomatic: Resolution of fever  
+  
Improvement in respiratory symptoms  
+  
2 Negative SARS-CoV-2 RNA Tests  
(separated by 24 hours) |
|                 | Asymptomatic: 2 Negative SARS-CoV-2 RNA Tests  
(separated by 24 hours) |
After COVID-19 Recovery: Return to Work Practices and Work Restrictions

• Until all symptoms resolve:
  – Wear a facemask at all times
  – Not a cloth face covering

• Staff should self-monitor for reoccurrence or worsening of symptoms

• If questions, consider consulting with local infectious disease experts when making return to work decisions
Resumption of Elective Procedures
Resumption of Elective Procedures

- Most states want facility to have sufficient protective equipment, without affecting local government resources
- Ensure appropriate hygiene/cleaning, signage and social distancing, where possible
- Some states recommend or require a negative COVID-19 test result or lack of contact with an infected person prior to surgery
- Highly variable – check local and state requirements
CDC developed the Clinician On-Call Center as a resource available to healthcare personnel working to prevent, detect, and respond to COVID-19. The Clinician On-Call Center is a 24-hour hotline with CDC clinicians standing by to answer questions about COVID-19.

Who is it for?
The Clinician On-Call Center is available to provide support to healthcare personnel in a variety of settings, including:
- Clinics, hospitals, and other healthcare facilities
- Health departments
- Community organizations
- Long-term care facilities
- Laboratories
- Correctional facilities
- Occupational health clinics

What support is available?
Clinicians are available 24 hours a day to discuss a wide range of COVID-19 topics, including:
- Clinical diagnosis, testing, and management
- Worker safety
- Infection prevention and control
- Home isolation and return-to-work
- Personal Protective Equipment (PPE)
- Pregnancy and breastfeeding
- Vulnerable populations
- Contact tracing and epidemiology
- Postmortem care

To access the Clinician On-Call Center
Call the main CDC information line at 800-CDC-INFO (800-232-4636) and ask for the Clinician On-Call Center. An agent will then route you to this service.

800-CDC-INFO
The Academy and AAOE are here to help!

Module 4.2 Employee Guidance on Operational Safety and Protocols

Resources:
- Employee Guidance for Operational Safety protocol
- Employee COVID-19 Screening & Testing Protocol

Tips:
- Use CDC Guidelines to Evaluate Staff with COVID-19 Exposure Risk
- Provide Employee Guidance for COVID-19 Operational Safety
- Develop Employee Teams to Limit Exposure to Coronavirus
- COVID-19 Reopening Strategies from the Front Line