

Risk Management Advisory: COVID-19

As all healthcare facilities are faced with the challenge of managing Covid-19, patient and staff safety remain key. Allied World can advise on the following risk domains.

<p>CYBER SECURITY</p> <p>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.</p> 	<p>CONTINUE THE CARE OF MENTAL HEALTH CONDITIONS DURING THE PERIOD OF ISOLATION.</p> <p>Consider regular remote contact with patients and implement home exercises and activities. Monitor the TechForce19 programme for useful tools, backed by NHS X.</p> 	<p>PRIORITISATION OF SERVICES</p> <p>GP → Hospital → Tests → Results</p> <p>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.</p>	<p>PERSONAL PROTECTIVE EQUIPMENT</p> <p>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.</p> 	<p>PUBLIC RELATIONS & SOCIAL MEDIA</p> <p>There will be confusion and fear amongst the general public during this pandemic. Some media channels are also reporting deaths due to Covid-19 in specific healthcare facilities. Careful and factual communication from the facility, including using social media channels, can be useful to inform and provide confidence to the local community.</p> 			
<p>STAFF</p> <p>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:</p> <ol style="list-style-type: none"> 1. lack of personal protective equipment 2. staff shortages 3. lack of staff testing for Covid-19 	<p>INFECTION PREVENTION MEASURES</p> <p>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.</p> 	<p>DISCHARGE PLANNING</p> <p>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 to care homes.</p> 	<p>Contacts</p> <table border="0"> <tr> <td> <p>Peter Ford Senior Vice President Head of Healthcare Division T. +44 207 220 0689 E. peter.ford@awac.com</p> </td> <td> <p>Hwan Kim Vice President Head of Asia Pacific Healthcare T. +852 2968 3208 E. hwan.kim@awac.com</p> </td> </tr> <tr> <td> <p>Emma Lisi Vice President T. +44 207 220 0629 E. emma.lisi@awac.com</p> </td> <td> <p>Dr Ajay Aggarwal BMedSc MB ChB Senior Underwriter & Risk Analyst T. +44 207 220 0696 E. ajay.aggarwal@awac.com</p> </td> </tr> </table> <p style="text-align: right;">alliedworldinsurance.com</p>	<p>Peter Ford Senior Vice President Head of Healthcare Division T. +44 207 220 0689 E. peter.ford@awac.com</p>	<p>Hwan Kim Vice President Head of Asia Pacific Healthcare T. +852 2968 3208 E. hwan.kim@awac.com</p>	<p>Emma Lisi Vice President T. +44 207 220 0629 E. emma.lisi@awac.com</p>	<p>Dr Ajay Aggarwal BMedSc MB ChB Senior Underwriter & Risk Analyst T. +44 207 220 0696 E. ajay.aggarwal@awac.com</p>
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