

Location, Location, Location! Inpatient Care: ICU/Med-Surg

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Learning Objectives

- ▶ Recognize the role that each team member plays in responses to a public health emergency
- ▶ Formulate effective strategies to protect healthcare providers and staff



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Disclosures

- ▶ No financial COI
- ▶ Bellevue PI of the National Ebola Training and Education Center (NETEC)



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You Have Identified a PUI—Now What?

- ▶ Where will ongoing clinical care be provided?
- ▶ Who will provide clinical care?
- ▶ How will we keep patients and staff safe?



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Where Will Clinical Care Be Provided?

- ▶ Biocontainment unit?
- ▶ Emergency department?
- ▶ Intensive care unit?
- ▶ Med/Surg unit?



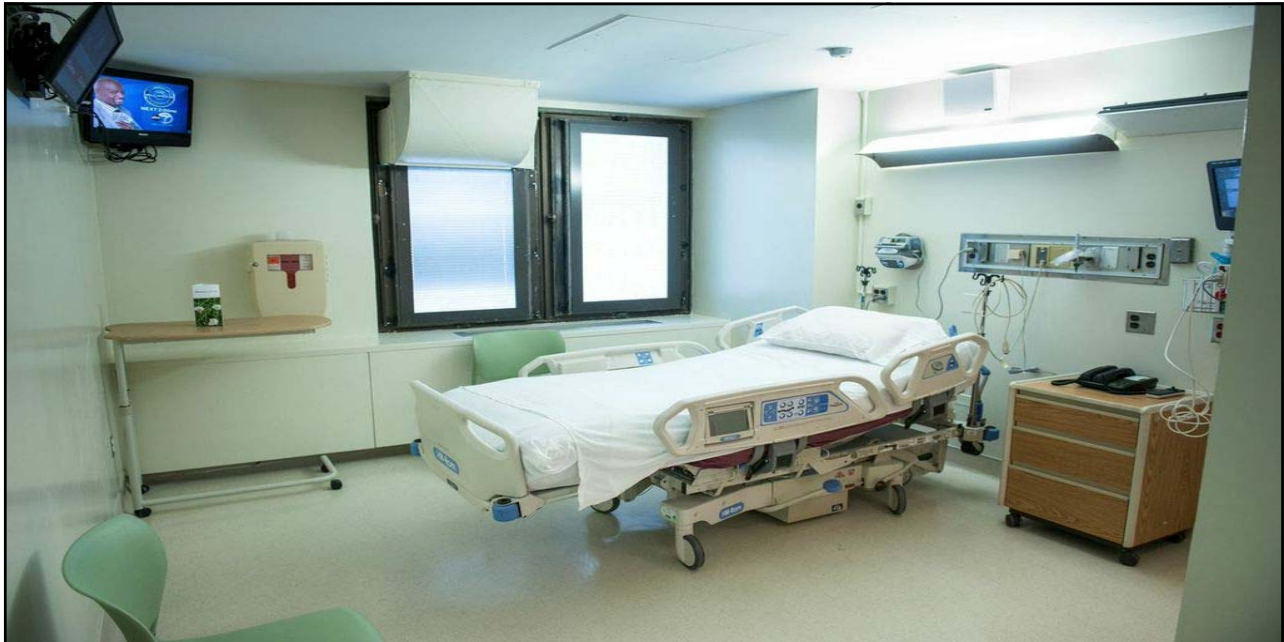
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Where? Factors to Consider

- ▶ Level of care
 - ▶ Critical care may be needed
- ▶ Continuity of operations
 - ▶ Minimize disruption to hospital functions



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The Team

- ▶ Nurses
- ▶ Physicians
- ▶ Laboratory staff
- ▶ Environmental services
- ▶ Biosafety
- ▶ Infection prevention and control
- ▶ Emergency management
- ▶ Administration



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Assembling a Clinical Team

- ▶ Voluntary or expected duty
- ▶ Small team or large team
- ▶ Clinical skill set needed
- ▶ Characteristics of team members



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Volunteer Team or Expected Duty?

- ▶ Factors to consider:
 - ▶ Response time
 - ▶ Feasibility
- ▶ With either model, the organizational commitment to staff safety is paramount



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Small Team or Large Team?

- ▶ **Factors to consider:**
 - ▶ Response time
 - ▶ Training needs
 - ▶ Diversity of clinical skills
 - ▶ Team cohesiveness
- ▶ **Staffing needs are resource intensive**



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Clinical Skill Set

- ▶ **Factors to consider:**
 - ▶ Anticipated patient acuity
 - ▶ Procedures
- ▶ **Limit number of providers entering the room to the minimum necessary**
 - ▶ Telemedicine consultation



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Team Member Characteristics

- ▶ Commitment to safety and training
- ▶ Work well together
- ▶ Able to make decisions based on available data
 - ▶ Laboratory testing
 - ▶ Radiologic imaging
 - ▶ Emphasis on POC testing/imaging



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Patient and Staff Safety

- ▶ Patient screening—early identification
- ▶ PPE selection and training
- ▶ Psychosocial support



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Psychosocial Support for Patients and Staff

- ▶ Effects of isolation
- ▶ PPE and provider-patient relationship
- ▶ Public and media attention
- ▶ Fear
- ▶ Stigma



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Courtesy of Dr. Andrea Kondracke



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Bellevue Employees Face Ebola at Work, and Stigma of It Everywhere

By ANEMONA HARTOCOLLIS and NATE SCHWEBER OCT. 29, 2014



www.nytimes.com/2014/10/30/nyregion/bellevue-workers-worn-out-from-treating-ebola-patient-face-stigma-outside-hospital.html



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Staff Support

- ▶ Huddles/debriefing
- ▶ The basics: food, water, a place to rest
- ▶ Option of lodging
- ▶ Communication
 - ▶ Clear
 - ▶ Transparent and honest
- ▶ Mental health services
 - ▶ Individual and group



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Team Building

- ▶ Patient safety culture (AHRQ)
 - ▶ Acknowledgment of risk and the determination to achieve consistently safe operations
 - ▶ Blame-free environment
 - ▶ Report errors or near misses without fear of reprimand or punishment
 - ▶ Encouragement of collaboration across ranks and disciplines
 - ▶ Seek solutions to patient-safety problems
 - ▶ Organizational commitment of resources to address safety concerns
- ▶ Open communication
- ▶ Acknowledge contributions

AHRQ. Safety Culture. <https://psnet.ahrq.gov/primer/primer/5/safety-culture>.



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Additional Resources

- ▶ Preparation and Planning. Centers for Disease Control and Prevention. <https://emergency.cdc.gov/planning/>
- ▶ National Ebola Training and Education Center (NETEC). www.NETEC.org



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