The COVID-19 Risk Communication Package For Healthcare Facilities

This package provides healthcare facility management and healthcare workers with an overview of the key actions required to keep safe and healthy in the workplace.

Updated March 10, 2020.

This toolkit is designed to be easily edited, printed and shared. The layout is suitable for any ISO-sized paper (A4, A3, A2).

Images and text have been separated so the layout can be adjusted depending on the requirements.

To print, export the files as PDF or PNG and send to the printer. For borderless printing, the image may be scaled to fit the printable area and trimmed along the edges.

The COVID-19 Risk Communication Package For Healthcare Facilities

World Health Organization
Western Pacific Region

Introduction

On 30 January 2020, WHO declared the outbreak of a novel coronavirus (COVID-19) a Public Health Emergency of International Concern. Responding to COVID-19 requires critical preparedness and response which includes equipping healthcare workers (HCWs) and healthcare facility management with the information, procedures, and tools required to safely and effectively work.

HCWs are playing a critical role in the COVID-19 outbreak response and are the backbone of a country's defenses to limit or contain the spread of disease. On the frontlines, HCWs provide the necessary care for patients with suspected and confirmed COVID-19, often under challenging circumstances. They face higher risks of potential COVID-19 infection in their efforts to protect the greater community. They may be exposed to hazards such as psychological distress, fatigue, occupational burnout or stigma. WHO recognizes this essential work and the responsibility and importance of protecting the healthcare facility workforce.

Purpose

The purpose of this package is to protect HCWs from infection and prevent potential spread of COVID-19 within healthcare facilities. It contains a series of simplified messages and reminders based on WHO's more in-depth technical guidance on infection prevention and control in healthcare facilities in the context of COVID-19: *"Infection prevention and control during health care when novel coronavirus (nCoV) infection is suspected"* (25 January 2020). Refer to WHO's technical guidance for comprehensive information.

Audience – Who the package is for

This package is intended for HCWs and healthcare facility management and can be shared through networks of healthcare professionals and directly to healthcare facilities. The Ministry of Health in your country may like to send this package to all government hospitals and healthcare facilities. Copies of the package should be sent to networks of private practitioners, medical, nursing and midwives associations for peer to peer sharing and posting as appropriate. Materials can be adapted to local languages and placed in healthcare facilities where they are readily available as reminders for HCWs.

Content - What the package contains

The COVID-19 Risk Communication Package For Healthcare Facilities contains eight products:

No.	Format	Product Title	Primary Audience	Use in
1	Poster	Preparing for COVID-19 at your healthcare facility	Healthcare facility management	Share at staff trainings and meetings. Place in healthcare facility visible to all staff.
2	Poster	Managing patients with suspected or confirmed COVID-19 at your healthcare facility	Healthcare facility management	Share at staff trainings and meetings. Place in healthcare facility visible to all staff.
3	Poster	Protecting yourself at work from COVID-19	Healthcare workers	Share at staff trainings and meetings. Place in healthcare facility visible to all staff (e.g. at the entrance/exit to the isolation ward).
4	Poster	Personal Protective Equipment (PPE) According to Healthcare Activities	Healthcare workers	Share at staff trainings and meetings. Place in healthcare facility visible to all staff (e.g. at the entrance/exit to the isolation ward).
5	Flyer	Communicating with patients with suspected or confirmed COVID-19	Healthcare workers	Share at staff trainings and meetings. Place at the triage station and reception.
6	Flyer	Information sheet about COVID-19	Healthcare facility patients and visitors	Print and have readily available at the triage station and reception.
7	Poster	Coping with stress	All healthcare facility staff	Share at staff trainings and meetings. Place in healthcare facility visible to all staff (e.g. in the kitchen or lunchroom).
8	Poster	My 5 Moments of Hand Hygiene	All healthcare facility staff	Share at staff trainings and meetings. Place in healthcare facility visible to all staff (e.g. at the entrance/exit to the isolation ward).

World Health Organization
Western Pacific Region

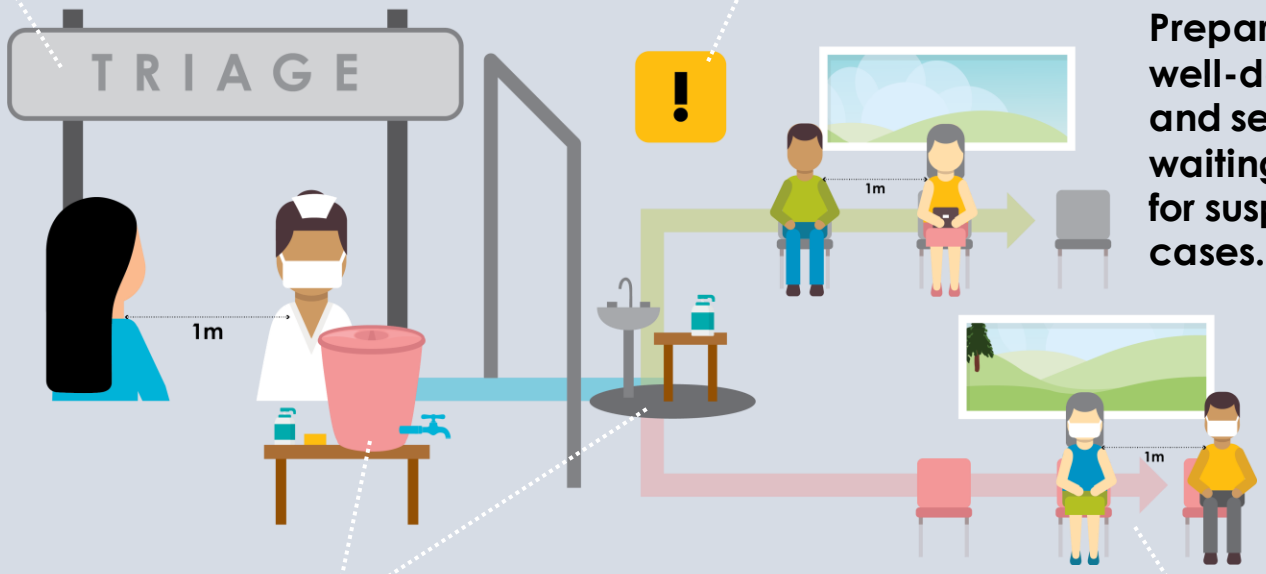
Novel Coronavirus COVID-19

FOR: HEALTHCARE FACILITY MANAGEMENT

Preparing for COVID-19 at your healthcare facility

Have a triage station at the healthcare facility entrance, prior to any waiting area, to screen patients for COVID-19. This limits potential infection throughout the health care center.

Post information, like posters and flyers, that remind patients and visitors to practice good respiratory and hand hygiene.



Prepare a well-defined and separate waiting area for suspected cases.

Have alcohol-based hand rub or soap and water handwashing stations readily available for the use of healthcare workers, patients and visitors.

Be alert for anyone that may have symptoms such as cough, fever, shortness of breath, and difficulty breathing.

Protect your workforce

Be ready! Ensure your healthcare and triage workers:

- Are trained on the importance, selection and proper use of personal protective equipment
- Are trained to spot symptoms of a potential COVID-19 infection and offer a medical mask to suspected cases
- Know the case definition and have a decision flow diagram available and accessible for reference at the triage station
- Isolate a suspected case promptly
- Perform hand hygiene frequently

World Health Organization
Western Pacific Region

WHOWPRO WHOWPRO WHOWPRO

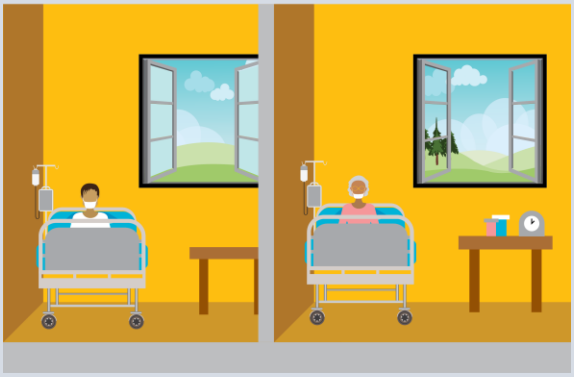
Novel Coronavirus COVID-19

FOR: HEALTHCARE FACILITY MANAGEMENT

Managing patients with suspected or confirmed COVID-19 at your healthcare facility

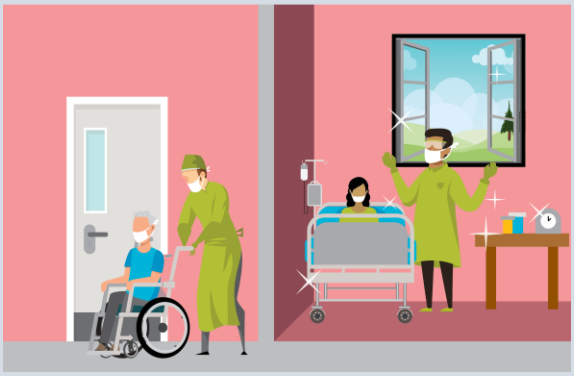
Staff should wear appropriate personal protective equipment when screening patients at the triage station. Provide medical masks to all patients presenting with flu-like symptoms or reporting possible COVID-19 infection. Remind all patients to use good respiratory and hand hygiene.

Managing Placement



- Immediately isolate suspected and confirmed cases
- To reduce stress and anxiety, explain to patients what you do and why you do it
- If possible, place patients in single rooms
- Suspected and confirmed cases should be kept separate
- Maintain at least 1-metre distance between all patients
- Do not put more than one patient in a single hospital bed

Managing the Environment



- Limit the movement of patients within the health center to reduce potential infection throughout the healthcare facility
- If a patient needs to be moved, plan the move ahead: all staff and visitors who come into direct contact with the patient should wear personal protective equipment
- Perform regular environmental cleaning and disinfection
- Maintain good ventilation – if possible open doors and windows

Managing Visitors

- Limit the number of visitors per patient
- All visitors should wear the required personal protective equipment and their visits should be recorded

Novel Coronavirus COVID-19

FOR: HEALTHCARE WORKERS

Protecting yourself at work from COVID-19

Follow the guidance of your healthcare facility management and talk to your colleagues about agreed COVID-19 safety procedures

When entering a room with a suspected or confirmed COVID-19 patient, put on:

- disposable gloves
- a clean, long-sleeve gown
- medical mask that covers your mouth and nose
- eye protection such as goggles

Remember
Personal protective equipment should be changed between use and for each different patient. If utilizing single-use personal protective equipment (e.g. single-use masks, gloves, face shields) dispose in a waste bin with a lid and wash your hands thoroughly. Anything single-use cannot be reused or sterilized!

If performing an aerosol-generating procedure, such as intubation, use a particulate respirator such as an N95 – **do a seal check!**

Boots and coverall suits **are not required**

Remember Don't touch your eyes, nose or mouth with gloves or bare hands until proper hand hygiene has been performed

If you start coughing, sneezing or develop fever after you have provided care, report your illness immediately to the concerned authority and follow their advice

My 5 Moments for Hand Hygiene

Use alcohol-based hand rub or wash hands with soap and water:

1. Before touching a patient
2. Before engaging in clean/aseptic procedures
3. After body fluid exposure risk
4. After touching a patient
5. After touching patient surroundings

World Health Organization
Western Pacific Region

WHOWPRO WHOWPRO WHOWPRO

Novel Coronavirus COVID-19

FOR HEALTHCARE WORKERS

Personal Protective Equipment (PPE) According to Healthcare Activities

Remember Hand hygiene is always important. Clean hands before putting on, and after taking off, PPE.

Triage/points of entry screening personnel

medical mask

Collecting respiratory specimens

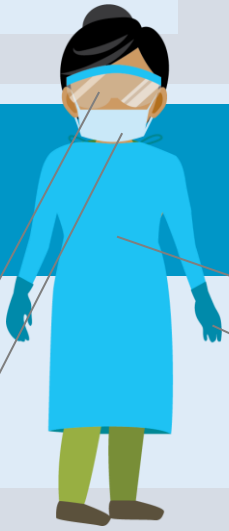
goggles OR face shield

medical mask

gown

gloves

Caring for a suspected/confirmed case of COVID-19 with NO aerosol-generating procedure



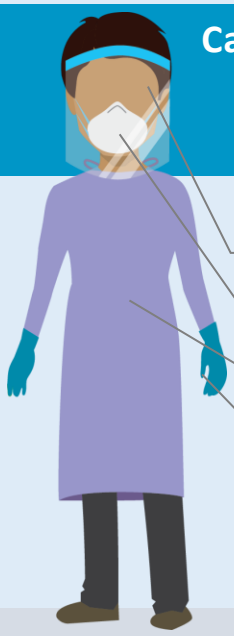
goggles OR face shield

medical mask

gown

gloves

Caring for a suspected/confirmed case of COVID-19 WITH aerosol-generating procedure



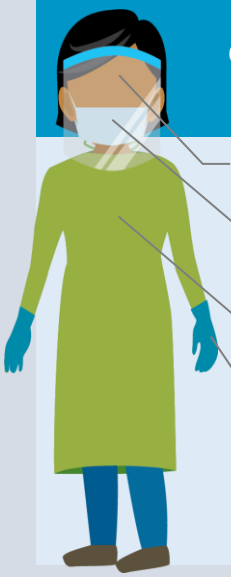
goggles OR face shield

Respirator (N95 or FFP2)

gown

gloves

Transport of suspected/ confirmed case of COVID-19, including direct care



goggles OR face shield

medical mask

gown

gloves

WHOWPRO WHOWPRO WHOWPRO

World Health Organization
Western Pacific Region

Novel Coronavirus COVID-19

FOR: HEALTHCARE WORKERS

World Health Organization
Western Pacific Region

Communicating with patients with suspected or confirmed COVID-19

- Be respectful, polite and empathetic
- Be aware that suspected and confirmed cases, and any visitors accompanying them, may be stressed or afraid
- The most important thing you can do is to listen carefully to questions and concerns
- Use local language and speak slowly
- Answer any questions and provide correct information about COVID-19
- You may not have an answer for every question: a lot is still unknown about COVID-19 and it is okay to admit that
- If available, share information pamphlets or handouts with your patients
- It is okay to touch, or comfort suspected and confirmed patients when wearing PPE
- Gather accurate information from the patient: their name, date of birth, travel history, list of symptoms…
- Explain the healthcare facility's procedure for COVID-19, such as isolation and limited visitors, and the next steps
- If the patient is a child, admit a family member or guardian to accompany them – the guardian should be provided and use appropriate personal protective equipment
- Provide updates to visitors and family when possible

Novel Coronavirus COVID-19

FOR HEALTHCARE FACILITY PATIENTS AND VISITORS

Information sheet about COVID-19

5 Things to Know

What is COVID-19?

COVID-19 is a disease caused by a new coronavirus, which has not been previously identified in humans. Coronaviruses are a large family of viruses found in both animals and humans.

What are the symptoms of COVID-19?

In most cases, COVID-19 causes mild symptoms including a runny nose, sore throat, cough and fever. It can be more severe for some people and can lead to pneumonia or breathing difficulties. In some cases, infection can lead to death.

How does COVID-19 spread?

COVID-19 appears to spread most easily through close contact with an infected person. When someone who has COVID-19 coughs or sneezes, small droplets are released and, if you are too close, you can breathe in the virus.

Who is most at risk?

We still need to learn more about how COVID-19 affects people. Older people, and people with other medical conditions, such as diabetes and heart disease, appear to be more at risk of developing severe disease.

What is the treatment for COVID-19?

There is no currently available treatment or vaccine for COVID-19. However, many of the symptoms can be treated.

5 Things to Do

Wash your hands frequently.

Wash your hands with soap and water or, if your hands are not visibly dirty, use an alcohol-based hand rub. This will remove the virus if it is on your hands.

Cover your mouth and nose with a flexed elbow or tissue when coughing and sneezing.

Throw away the used tissue immediately and wash your hands with soap and water or use an alcohol-based hand rub. This way you protect others from any virus released through coughs and sneezes.

If possible, keep a distance of 1-metre between yourself and someone who is coughing, sneezing or has a fever.

COVID-19 appears to spread most easily through close contact with an infected person.

Avoid touching your eyes, nose and mouth

Hands touch many surfaces which can be contaminated with the virus. If you touch your eyes, nose or mouth with your unclean hands, you can transfer the virus from the surface to yourself.

If you have fever, cough AND difficulty breathing, seek medical care. Phone ahead and inform the health center when you will visit.

Always follow the guidance of your health care professional or national health advisories.

WHOWPRO WHOWPRO WHOWPRO

World Health Organization
Western Pacific Region

Novel Coronavirus COVID-19

FOR HEALTHCARE FACILITY STAFF

Coping with stress

It is normal to feel sad, stressed, or overwhelmed during a crisis

Talk to people you trust or a counsellor

Maintain a healthy lifestyle: proper diet, sleep, exercise and social contacts with friends and family

Don't use alcohol, smoking or other drugs to deal with your emotions

If you have concerns, talk with your supervisor, and if you start feeling unwell tell your doctor immediately

World Health Organization
Western Pacific Region

WHOWPRO WHOWPRO WHOWPRO

Novel Coronavirus COVID-19

FOR: HEALTHCARE FACILITY STAFF

My 5 Moments for Hand Hygiene

My 5 Moments for Hand Hygiene

Use alcohol-based hand rub or wash hands with soap and water:

1. Before touching a patient
2. Before engaging in clean/aseptic procedures
3. After body fluid exposure risk
4. After touching a patient
5. After touching patient surroundings

WHOWPRO WHOWPRO WHOWPRO

World Health Organization
Western Pacific Region