

Engaging the Future of Healthcare Post COVID-19



Unlike anything we have ever seen before in our lifetime our buildings, workplaces, and our behaviors will be impacted by the aftermath of COVID-19.

How to prepare our facilities for patients and providers

Planning for the post COVID-19 delivery of all emergent and non-emergent patient care is causing health systems to focus on preparedness efforts immediately. Healthcare CEO's and executive leaders will rely heavily on department and service line directors, facilities, infection control, and HR for complete assurance that plans are in place for a safe return to normal operations. Patient care planning for a new normal start with the development of a preparedness strategy, identification and planning for new behavioral protocols for patient care delivery, training for providers, and physical facility changes to ensure a safe environment for healthcare delivery. Consider the totality of creating a safe patient and provider experience:



1 PREPAREDNESS & TRAINING

How will healthcare leadership teams mobilize to urgently address necessary changes and provide action on viable preparedness strategies? What change management and training will be necessary to ensure new safety protocols are adopted?



2 PATIENT ARRIVAL & INTAKE

What must be done to campus access, parking, lobbies, reception and registration areas, corridors and elevators, and intake areas for clinical treatment to safely distance patients and providers from one another?



3 CARE DELIVERY & SUPPORT

How do you safeguard patients and providers during the delivery of care? What physical changes to existing treatment and provider support spaces will be required? What should be anticipated in planning future patient care environments? How will telehealth/virtual care impact patient care delivery?



4 BUILDING SYSTEMS & INFECTION CONTROL

What modifications can be made to existing HVAC and building systems to improve indoor air quality and mitigate the spread of pathogens? Will new and larger zones of isolation need to be established?



5 AMENITIES & SUPPORT SERVICES

How will social distancing and new sanitation guidelines impact patient and provider amenities, facility and environmental services, and materials management?



6 FUTURE GROWTH & PLANNING

What strategies are needed to optimize existing assets to increase capacity in times of need? Will there be changes in where inpatient and outpatient services will be provided? What strategies should be considered for future growth and flexibility?