

# 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.

## CYBER SECURITY

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.



## CONTINUE THE CARE OF MENTAL HEALTH CONDITIONS DURING THE PERIOD OF ISOLATION.

Consider regular **remote contact** with patients and implement home exercises and activities. Monitor the TechForce19 programme for useful tools, backed by NHS X.



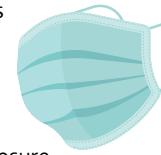
## PRIORITISATION OF SERVICES

GP → Hospital → Tests → Results

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.

## PERSONAL PROTECTIVE EQUIPMENT

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.



## PUBLIC RELATIONS & SOCIAL MEDIA

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.



## STAFF

Staff safety is as **equally important** as patient safety.

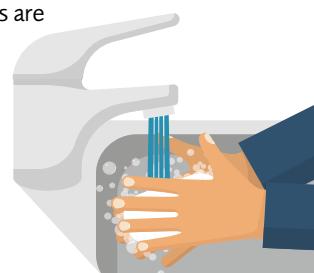
Consider allaying three main staff fears, as found by a recent survey in the United Kingdom:

1. lack of personal protective equipment
2. staff shortages
3. lack of staff testing for Covid-19

## INFECTION PREVENTION MEASURES

**Infection control measures** are very important to prevent the spread of infection

into the facility, within the facility and between facilities.



## DISCHARGE PLANNING

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.



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