

SCH&DC Risk Assessment 2020 Q1

Incident Reports:

- There were 2 incidents in Q1.

Safety:

- The Safety Committee developed an educational presentation on the Center's Emergency Preparedness Plan (EPP) in February. The department managers will present the EPP training at their staff meetings sometime in 2020.
- The COVID-19 pandemic had effects on operational procedures starting in March including increased PPE usage for all staff, the institution of telehealth visits, staffing model changes to limit "traffic" in the Center, and the use of the mobile unit to minimize exposure to respiratory-related illness and suspected coronavirus infection.

Training:

- Clinical staff reviewed procedures for donning and doffing PPE related to the COVID-19 pandemic.
- Providers and clinical staff received training on telehealth processes in eCW.
- Office staff received training on scheduling telehealth visits.
- Nursing staff received training and review on triaging respiratory complaints and educating patients on self-quarantine and other coronavirus related issues.

High Risk Area Projects:

COVID-19 Exposure: The Center reacted rapidly to minimize exposure within the Center by instituting various process changes. Following guidelines from the PA Department of Health (PADOH) and Centers for Disease Controls (CDC), we were able to mitigate exposure to the virus for employees, patients, and visitors.

Patient Testing

- 44 patients were tested for COVID-19 in Q1 with 1 positive case and 43 negative results.
- A nurse was placed at the Center entrance to screen all patients and visitors upon arrival for COVID-19 related symptoms. Suspected cases were sent to the mobile unit outside for evaluation and testing by a physician.

Staff Exposure:

- 4 employees were tested for COVID-19 and all tested negative.
- 1 of those employees was quarantined for exposure to the patient that tested positive.
- 3 of those employees were quarantined due to suspected COVID-19 related symptoms.
- All employees began donning a facemask and clinical staff used the proper additional PPE when examining patients or testing patients for COVID-19.
- Staffing models were adjusted to a 14-day in the office and subsequent 14-day at home rotation to decrease traffic in the Center and allow for a rotation of staff in the event of a possible exposure.
- In accordance with a PADOH order, normal dental operations were shut down allowing only emergency visits to occur.