

# COVID-19 Health response

Experience from the Frontline

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## KEY POINTS

- Preparation
- Operations
- Support
- Reflection



### PREPARATION

- Emergency Planning
  - Central & local leadership
- Locations Community, Hospital
  - Testing Centres, Mobile teams
  - Isolation Wards, Patient flow
- Workforce
  - Nurses, HCA, Unregulated, Admin
  - Traffic Management, Security



Clinical management

Infection Prevention & Control

- Equipment, consumables
- Testing capability, Notifications
- Results management, contact tracing
- IT / IS capability
- Data

#### SUPPORT



Communication — sector, community Education — staff, community

Customer Service

Stigma – +ve case, staff

Wellbeing – +ve cases, families, staff

Social support



### REFLECTION

- Regularly review
- Lessons Learned
- Link with other teams
- Scenarios

Preparation, Operations, Support





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