COVID-19
KERALTY STRATEGIC PREPAREDNESS AND RESPONSE PLAN

Health and Innovation Presidency–VPS Operations y Health Management
Global Institute for Health and Clinical Excellence
Keralty Public Health Committee

COVID-19
Keralty Strategic preparedness and response plan

Strategic Objectives

Keralty, emphasizes the need to strengthen its leadership and work as a **Rapid Response Network,** in order to meet the three strategic objectives to respond to the COVID-19 epidemic:

2 Provide technical-scientific guidance and manage the necessary resources to identify, isolate, and facilitate care with the quality and safety of the best possible outcomes and decreased transmission in the community.

1 Define and implement strategies to protect healthcare teams and our patients, limiting human-to human spread, prevent and control of infections in healthcare facilities and in the community.

3 Strategy contribution so that individuals, families and communities receive truthful, sensible, rational guidance and information based on the scientific knowledge available; reinforcing the empowerment of self-care and solidarity to protect the high risk individuals, particularly the elderly and those with underlying health problems.

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Pillars:

PILLAR 1: COORDINATION, PLANNING AND MONITORING

Different levels of coordination - Guidelines - Organizational support.

PILLAR 2: SUPERVISION, RAPID RESPONSE TEAMS AND CASE INVESTIGATION

Epidemiological oversight - Case management and contacts - Technical definitions - Team training.

PILLAR 3: INFECTION PREVENTION AND CONTROL

Infection-control practices -Biosafety - Isolation - Exposure.

PILLAR 4: CLINICAL LABORATORY

Standard and quality diagnostic procedures - Contingency Solutions

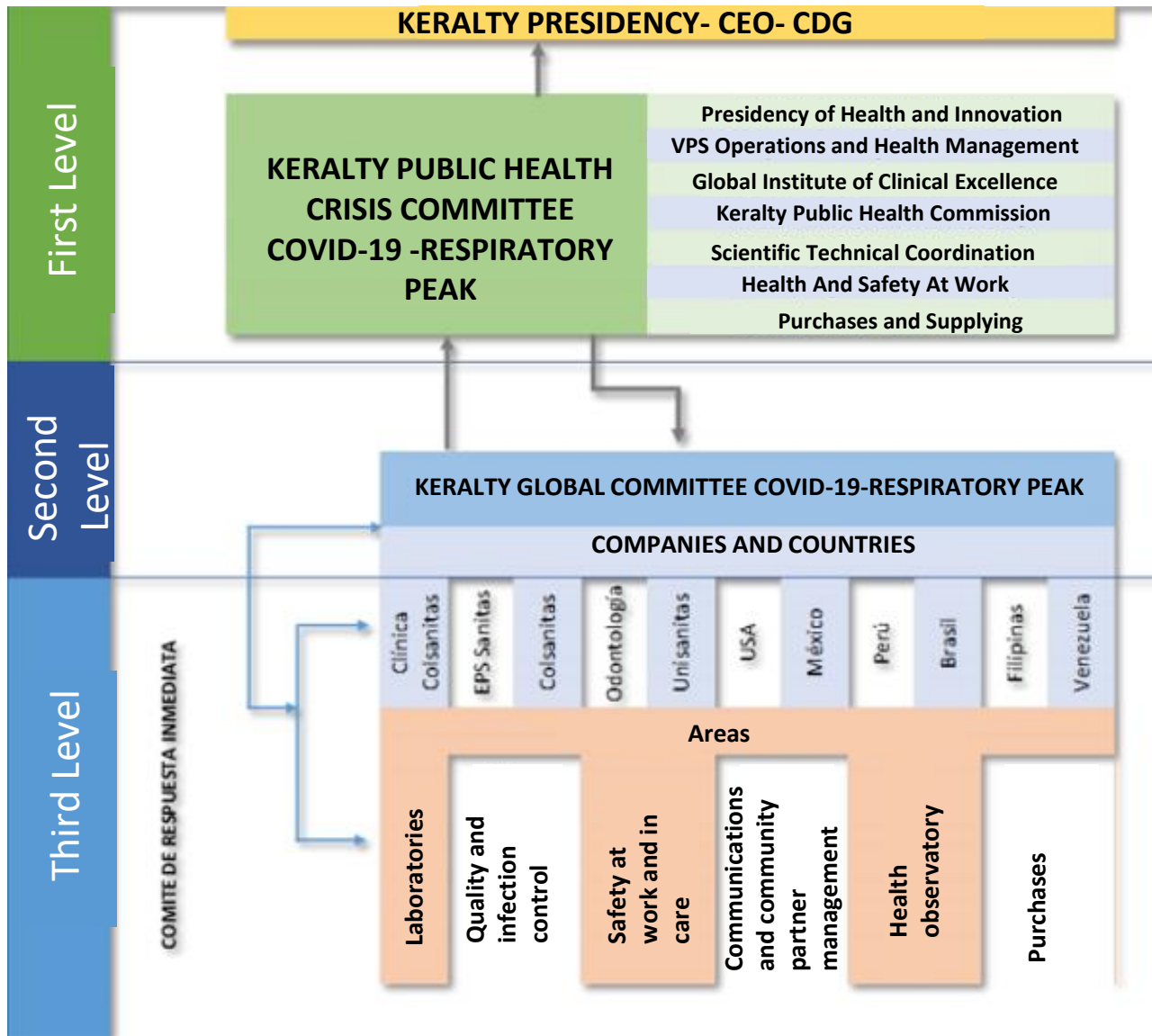### PILLAR 5 : COMMUNITY PARTICIPATION AND COMMUNICATION

Useful and correct information to staff, families and healthcare teams – Community approach.

PILAR 6: RESOURCE MANAGEMENT

Supply management - Personnel management - Sustainability

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Governance

KERALTY PRESIDENCY- CEO- CDG

KERALTY PUBLIC HEALTH CRISIS COMMITTEE COVID-19 -RESPIRATORY PEAK

- Presidency of Health and Innovation
- VPS Operations and Health Management
- Global Institute of Clinical Excellence
- Keralty Public Health Commission
- Scientific Technical Coordination
- Health And Safety At Work
- Purchases and Supplying

First Level

Second Level

KERALTY GLOBAL COMMITTEE COVID-19-RESPIRATORY PEAK

COMPANIES AND COUNTRIES

Third Level

COMITE DE RESPUESTA INMEDIATA

Clínica Colsanitas · EPS Sanitas · Colsanitas · Odontología · Unisanitas · USA · México · Perú · Brasil · Filipinas · Venezuela

Areas

- Laboratories
- Quality and infection control
- Safety at work and in care
- Communications and community partner management
- Health observatory
- Purchases

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Strategic actions

PILLAR 1: COORDINATION, PLANNING AND MONITORING

Different levels of coordination - Guidelines - Organizational support.

1 **Keralty Global Committee: COVID 19-RESPIRATORY PEAK**

Maximum level of governance. Responsible for issuing the guidelines, technical-scientific recommendations and strategic decisions to be implemented in the Keralty community and will be the only channel of communication and information on cases or contingencies in front of the Presidency, CEO and CDG, through the official spokespersons.

2 **Keralty COVID-19 Central Command:**

Integrated by strategic leaders of companies, countries (Immediate Response Command) and the mixed support areas, which together work as a network and are the guarantors of adopt the preparation of the strategic plan to each particular context.

3 **Immediate response command-COVID-19 in companies and countries:**

Integrated by the leading team, empowered for decision-making and supporter of the implementation and strict monitoring of the Strategic Plan in each situation.

4 **Actions**

Plan to evaluate risks, vulnerable areas and scopes, and the capacity responsiveness and resources

5 **Monitoring**

Setting metrics and systems for monitoring to establish an effective impact.

6 **Ownership**

To own the experience to evaluate and generate lessons that will guide other Public Health issue topics.

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Strategic actions

PILLAR 2: SUPERVISION, QUICK RESPONSE TEAMS AND CASE INVESTIGATION

Epidemiological oversight - Case management and contacts - Technical definitions - Team training.

1 **Case definition**

Establish and distribute case definition, identification criteria, isolation guidelines, diagnostic, and management of itineraries in each instance of care.

2 **Recommendations**

Establish self-care recommendations for patients with symptoms of COVID-19, including guidance on Urgent care assistance, priority care or home care.

3 **Education strategies**

Generate updated education and information strategies, train hospital and outpatient health teams in the management of respiratory infections and in COVID-19 protocols

4 **Protocol compliance**

Coordinate and monitor the compliance protocols with transportation for suspected and confirmed cases.

5 **Emotional support**

Guarantee comprehensive, emotional and psychosocial management and support protocols for people with COVID-19 and health care teams.

6 **Surveillance system**

Establish a unified Keralty surveillance system, based on the management of each company and country.

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Strategic actions

PILLAR 2: SUPERVISION, QUICK RESPONSE TEAMS AND CASE INVESTIGATION

Epidemiological oversight - Case management and contacts - Technical definitions - Team training.

7

Epidemiological reports

Generate local epidemiological reports periodically, depending on the situation. Communicate at all organizational levels.

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Technical-scientific meetings

Build clinical expert networks to help clinical characterization of COVID-19 infection, address challenges in clinical care, and promote local collaboration.

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Strategic actions

PILLAR 3: INFECTION PREVENTION AND CONTROL

Infection-control practices -Biosafety - Isolation - Exposure.

1 **Review capacity and resources for PC practices**

Emphasize care requirements and functional classification in isolation rooms, early detection and standard principles for PCI..

2 **Disseminate levels of care on PC**

Prioritize triage, over early detection and control infectious sources, generating visual alerts (material with the appropriate language) for all, with the goal to inform at the time of admission or health control points.

3 **Direct commitment**

Engage leaders with technical or scientific experience to implement PCI activities, prioritizing based on risk evaluation.

4 **Action**

Develop and implement a plan for monitoring health care personnel exposed to confirmed cases of COVID-19, guaranteeing companionship.

5 **Monitoring**

Evaluate the PCI capcity in the home and community locations where the risk of transmission is considered high, establishing a coordinated route of care

6 **Surveillance system**

Record, inform, and investigate all cases of healthcare-associated infections.

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Strategic actions

PILLAR 3: INFECTION PREVENTION AND CONTROL

Infection-control practices -Biosafety - Isolation - Exposure.

7 **Identify critical areas**

In the clinical laboratory and respiratory area, avoiding risks and establishing biosafety measures, developing and implementing plans to manage a greater demand for sampling and testing.

8 **Communicate levels of care on PC**

Establish health self-management strategies, with promotion and prevention, including strengthening vaccination against the influenza

9 **Ensure**

Establish actions aimed at protecting and ensuring biosafety measures for personnel in training and establish joint actions with Unisanitas in times of contingency..

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Strategic actions

PILLAR 4: CLINICAL LABORATORY

Standard and quality diagnostic procedures – Solution to contingencies

1 Case Definition

Adopt and disseminate standard operating procedures (as part of disease outbreak investigation protocols) for the collection, handling, and transportation of samples for COVID-19 diagnostic tests.

2 Recommendations

Identify the hazards and carry out a biosafety risk assessment in the laboratories; use appropriate biosafety measures to mitigate risks.

3 Embrace

Standardize systems for molecular testing, supported by secure access to reagents and kits.

4 Secure

Sample collection, management, referral network and procedures must be functional

5 Monitor

Develop and implement plans to link laboratory data with key epidemiological data for timely data analysis.

6 Implement

Contingency plans to manage increased demand of tests; Preservation of laboratories in anticipation of possible widespread transmission of COVID-19.

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Strategic actions

PILLAR 4: CLINICAL LABORATORY

Standard and quality diagnostic procedures – Solution to contingencies

7 **Evaluate**

Diagnostics, data quality, staff performance, and incorporate the findings into the strategic analysis of the national laboratory plan and share the lessons learned.

8 **Develop**

A quality assurance mechanism for point-of-care testing, including quality indicators.

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Strategic actions

PILLAR 5 : COMMUNICATION AND COMMUNITY PARTICIPATION

Useful and correct information to users, families and health teams - Community focusing.

1 **Implement a Global (global and local) communication plan**

Conceptually unify communication that can be adapted to each public objective. Communicating in advance the risks and details of the measures taken by public health.

2 **Audience identification**

Take a quick assessment to understand the key target audience, perceptions, and concerns. Prepare local, clear, simple and short messages.

3 **Socio-community approaches**

Identify trustworthy community groups, influential leaders, who have a support network and communicate key messages.

4 **Community's Commitment**

Promote preventive hygiene practices in individuals and communities, especially in susceptible populations.

5 **Channels**

Evaluate channels, strategies and innovative tools that allow reaching all areas of contact and care. Find the two-way communication of the messages.

6 **Follow-Up**

Establish feedback mechanisms by: monitoring social media; perception surveys, knowledge, attitude and practice of the community; and direct dialogues and consultations.

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Strategic actions

PILAR 6: RESOURCE MANAGEMENT

Supply management - Personnel management - Sustainability

1 **Medical Supplies**

Review the control and management system of the medical supply chain and other essentials, establish the requests according to the historical data and generate input reserves in each company and country.

2 **Human Resources**

Be prepared and establish contingency plan for staff requirements. Provide comprehensive and emotional support strategies for cases of professional exhaustion.

3 **Services**

Identify and support the critical functions that must continue during a COVID-19 outbreak.

4 **Research**

Have the guarantee to participate in prioritized lines of research: evaluating diagnoses, therapies and vaccines for compassionate use, clinical trials, regulatory approval, market authorization and / or post-market surveillance.
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5 **Special Research**

Adopt international guidance from R&D projects and WHO protocols for special studies (complementary use, monitored emergency use of unregistered interventions and investigations) to investigate additional epidemiological, virologic and clinical characteristics

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