



LEAN

**PUI/COVID Flow Coordinator Standard Work**

Primary function of the COVID Coordinator is to ensure safety and manage flow for patients, visitors, and staff related to COVID19 **\*\*Escalate to Command Center at xxxx if needed\*\***

Task	Owner
<b>At start of shift</b>	
Huddle with ED Charge Nurse & Triage Nurse (if available) for status on:	COVID Flow Coordinator
- PUI, PUM - # of people, location, any supply issues?	ED Charge Nurse
- Is an alternate care center available (HEAL Center, Clark 9 or ACC 2)	Triage nurse (if available)
- Triage RN to call Coordinator for patients needing isolation to determine appropriate location to be seen	
- Escalate concerns you cannot address to Command Center	
<b>During Shift</b>	
<b>Triage Area</b>	
Confirm Triage RN and Triage BA are wearing masks	COVID Flow Coordinator Triage RN & Triage BA
Confirm Triage RN and ED Charge RN have walkie talkies	COVID Flow Coordinator
If ED Overflow available (HEAL Center, Clark 9, or ACC 2), ensure the Determine where to direct Triage RN for patients needing isolation:	Triage RN & ED Charge RN
- Mildly Symptomatic (cough, low or no fever, ESI 4-5) - Can be seen for rapid screening and testing in Eval A, Eval B, or ED Overflow. Escort patients if necessary.	COVID Flow Coordinator
- All other PUI/PUMs - Escorted to the Main ED (Triage RN can escort patient)	
<b>Front Entrance</b>	
Ensure security officer and NYPD officer are wearing masks	COVID Flow Coordinator
Ensure visitor policy signage is posted (As of 16Mar2020 - 1 visitor per patient )	COVID Flow Coordinator
Confirm Security Office interaction with everyone who enters the ED "Symptom Script":	COVID Flow Coordinator & Security Officer
- Are you here for COVID19 concerns?	
- Do you have a cough, fever, or respiratory issue?	
<b>Manage Flow</b>	
Confirm adequate quantity of supplies in isolation carts:	COVID Flow Coordinator
- Gloves, face shields, surgical masks, blue gowns, swabs	
Confirm 1 box of N95 each on Airway Cart and at Charge RN desk	COVID Flow Coordinator
	COVID Flow Coordinator
Ensure proper signage is posted outside the patient room:	COVID Flow Coordinator
- Special Droplet Precautions	
- Room sign in sheet	
Ensure visitor policy is being followed (As of 16Mar2020 - 1 visitor per patient )	COVID Flow Coordinator
Confirm EVS removes signage after cleaning isolation room:	COVID Flow Coordinator
- Special Droplet precaution sign, returned to isolation cart	
- Room sign in sheet, given to Charge RN	
Round on staff and providers to confirm proper masking protocol is followed	COVID Flow Coordinator
- Escalate to ANM, Attending or Ops Manager as appropriate	
Confirm PUI/PUM patients upon discharge do not go to the discharge office	COVID Flow Coordinator
Check in with Communications BA regarding COVID Calls:	COVID Flow Coordinator COVID BA
- Confirm they are following appropriate script	
How's the volume of calls? Do they need any support?	
- Escalate to the Command Center if needed	
Ensure appropriate use of PPE as you're rounding	COVID Flow Coordinator
Update EPIC with PUI/PUM status	COVID Flow Coordinator
Track of admitted patients and patients needing Hemodialysis	COVID Flow Coordinator
Track of treat and release patients	COVID Flow Coordinator
Track tests: flu, resp PCR, COVID LabCorp, DOH COVID Panel	COVID Flow Coordinator
Continually communicate with ED Overflow to discuss capacity	COVID Flow Coordinator
<b>End of Shift</b>	
Give sign out to incoming COVID controller	COVID Flow Coordinator Outgoing COVID Flow Coordinator Incoming

