

SafeCare4Covid app: a digital solution supporting healthcare providers and stakeholders in their COVID response

PHARMACCESSGROUP

Pharm Access
FOUNDATION

Health
Insurance
Fund



SafeCare
BASIC HEALTHCARE STANDARDS

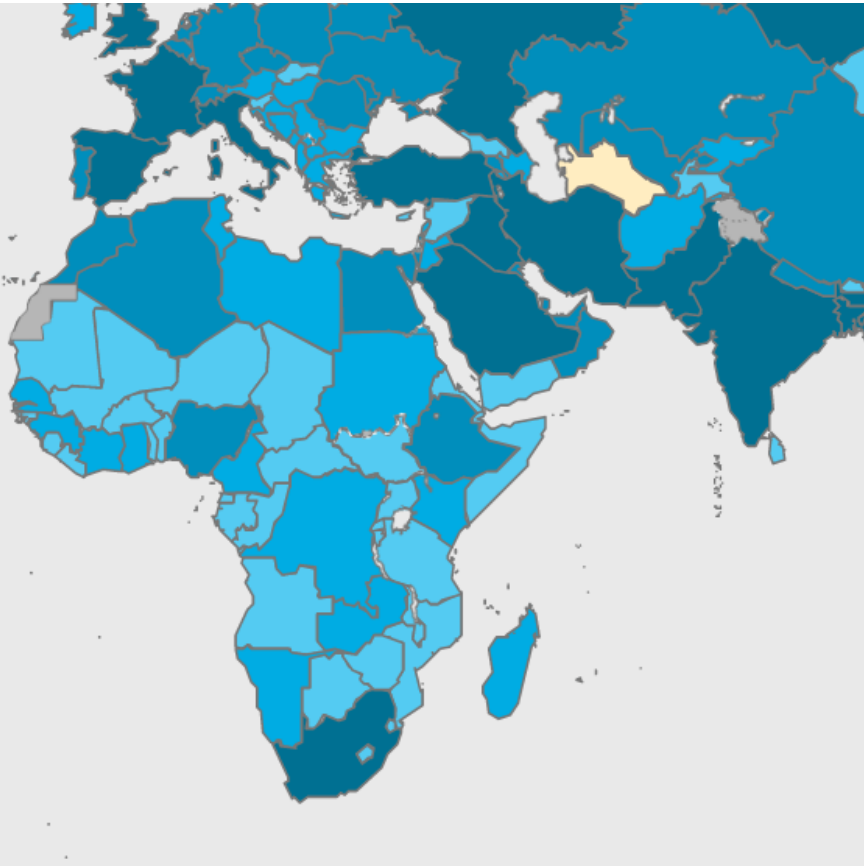


COVID-19

Over 33 million confirmed cases, more than 1 million deaths

YET:

- Practical easy to use information for healthcare providers about COVID-19 is missing in many countries
- There is a lack of data on preparedness and supplies for governments and healthcare network organizations to inform their decisions



AIM

SAFECARE4COVID APP

- AVOID FACILITY-BASED INFECTIONS AND SPREADING OF COVID-19 BY PROVIDING PRACTICAL INFO, DATA & TOOLS
- SET UP AND MAINTAIN UP-TO-DATE PROCESSES AND KNOWLEDGE TO MANAGE COVID-19, ALSO IN RELATION TO NON-COVID CASES

PRIMARY FOCUS-GROUP:

Empower public and private **healthcare providers** in their covid-19 response with **holistic practical WHO based information**, supply checklist, self-assessment on capabilities, a QIP and supporting materials like posters. Direct check and information.

SECONDARY FOCUS-GROUP:

Provide these data to **their network-organizations or governmental organizations** to use for informed decision making on e.g. the availability of services, HR resources, PPEs and equipment to test and treat for allocation of supplies, input for training and capacity building.



WHO WE ARE

International NGO, PharmAccess, aims to increase access to better care. To achieve this we focus on local partnerships. Offices in 5 countries, Nigeria, Kenya, Tanzania, Ghana & The Netherlands with 220FTE.

Three key focus areas: Access to finance, health insurance, Quality.

Quality: SafeCare. Developed in 2019 with JCI and COHSASA. Provides ISQua accredited standards which are **solutions and progression focused.**

5800 assessments, 4.7 million pat./mth.
82% facilities improve.



Start of the pandemic focus on on-site support to healthcare facilities

Steps to put on personal protective equipment (PPE) including gown

- Remove all personal items** (jewelry, watches, cell phones, pens, etc.)
- Put on scrub suit and rubber boots** in the changing room.
- Move to the clean area** at the entrance of the isolation unit.
- By visual inspection, ensure that all sizes of the PPE set are correct** and the quality is appropriate.
- Undertake the procedure of putting on PPE under the guidance and supervision of a trained observer (colleague).**
- Perform hand hygiene.**
- Put on disposable gloves** (examination, nitrile gloves).
- Put on disposable gown** made of fabric that is tested for resistance to penetration by blood or body fluids. Cut to blood-borne pathogens.
- Put on face mask.**
- Put on face shield (OR goggles).**
- Put on head and neck covering** surgical hood covering the top and sides of the head preferable with face shield (OR hood).
- Put on disposable waterproof apron** (if not available, use heavy duty, reusable waterproof apron).
- Put on second pair of (preferably long cuff) gloves over the cuff.**

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Jiandae kupambana na maambukizi ya virus vya corona Hatuia 6 za kufuata kwa mtoa huduma za afya

Hivi ni aina mpya ya virus (COVID-19) vikisababisha milipuko wa homa kali ya mapafu kama vile (homa, kukohoa, na kuhushwa kupurumizi). Ni muhimu kila kituo cha huduma za afya kujenga utayari wa kupambana na maambukizi ya COVID-19 kwa kukuchua hatua zifuatazo:

- Muhimu**
Muhimu kwamba wakazi wa eneo la maambukizi wa COVID-19 watafuata hatua 6 za kufuata kwa mtoa huduma za afya. Hatua 6 za kufuata kwa mtoa huduma za afya zinahitaji: (1) Maambukizi wa virus vya corona, (2) Maambukizi wa virus vya corona, (3) Maambukizi wa virus vya corona, (4) Maambukizi wa virus vya corona, (5) Maambukizi wa virus vya corona, (6) Maambukizi wa virus vya corona.
- Pata taarifa sahihi**
Pata taarifa sahihi za COVID-19 kila mara kutoka kwa maambukizi kwa kila wakazi wa eneo la maambukizi. Maambukizi ya virus vya corona yanahitaji: (1) Maambukizi wa virus vya corona, (2) Maambukizi wa virus vya corona, (3) Maambukizi wa virus vya corona, (4) Maambukizi wa virus vya corona, (5) Maambukizi wa virus vya corona, (6) Maambukizi wa virus vya corona.
- Fundisha**
Tunika mwanachama wa eneo la maambukizi wa virus vya corona kwa kufuata hatua 6 za kufuata kwa mtoa huduma za afya. Hatua 6 za kufuata kwa mtoa huduma za afya zinahitaji: (1) Maambukizi wa virus vya corona, (2) Maambukizi wa virus vya corona, (3) Maambukizi wa virus vya corona, (4) Maambukizi wa virus vya corona, (5) Maambukizi wa virus vya corona, (6) Maambukizi wa virus vya corona.
- Tenga wagonjwa wenye dalili**
Mwaka mmoja huduma kwenye eneo la maambukizi wa virus vya corona. Hatua 6 za kufuata kwa mtoa huduma za afya zinahitaji: (1) Maambukizi wa virus vya corona, (2) Maambukizi wa virus vya corona, (3) Maambukizi wa virus vya corona, (4) Maambukizi wa virus vya corona, (5) Maambukizi wa virus vya corona, (6) Maambukizi wa virus vya corona.
- Tunika mbinu za kukinga na kudhibitani maambukizi na vifaa kina binafsi**
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- Hakikisha ama mahitaji muhimu ya kutobwa**
Hakikisha ama mahitaji muhimu ya kutobwa. Hatua 6 za kufuata kwa mtoa huduma za afya zinahitaji: (1) Maambukizi wa virus vya corona, (2) Maambukizi wa virus vya corona, (3) Maambukizi wa virus vya corona, (4) Maambukizi wa virus vya corona, (5) Maambukizi wa virus vya corona, (6) Maambukizi wa virus vya corona.

Ikiwa unashuka kuna mgonjwa mwenye maambukizi piga namba iliyoandikwa hapo chini:

☐

COVID-19

A new coronavirus (COVID-19) has caused an outbreak of respiratory illness (fever, cough and shortness of breath).

6 ways to stay safe

- WASH** your hands frequently and thoroughly under running water, using soap, for at least 40 seconds. Use alcohol-based hand sanitizer if soap and water aren't available.
- PRACTICE** social distancing, maintain at least 1.5-meter distance between yourself and anyone who is coughing or sneezing.
- AVOID** touching your eyes, nose or mouth.
- COVER** your mouth and nose with a bent elbow or tissue when you cough or sneeze, then throw the tissue in the trash.
- SEEK** immediate medical care if you have a fever, cough and difficulty breathing.
- STAY** informed, check your local authority or www.who.int

What to do in case there's a suspected COVID-19 case

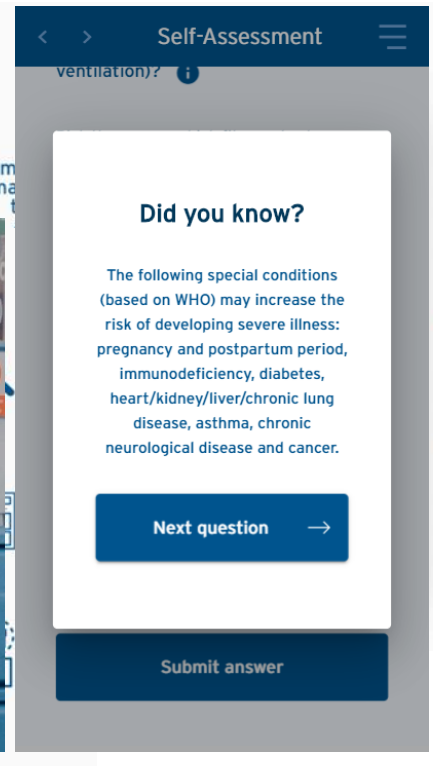
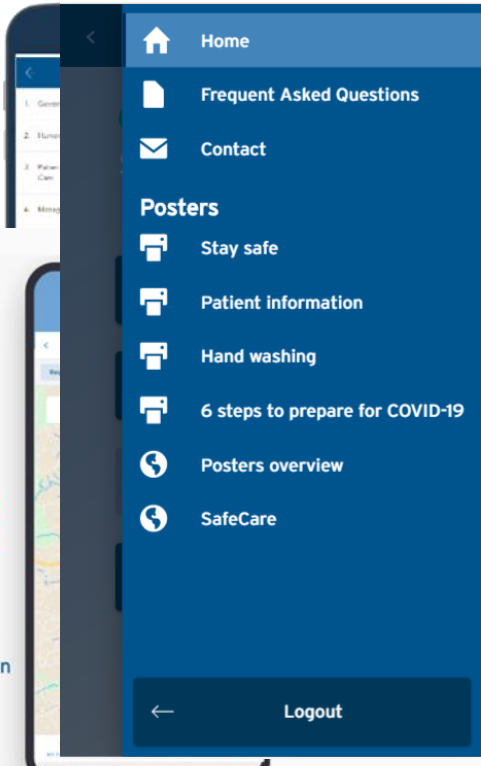
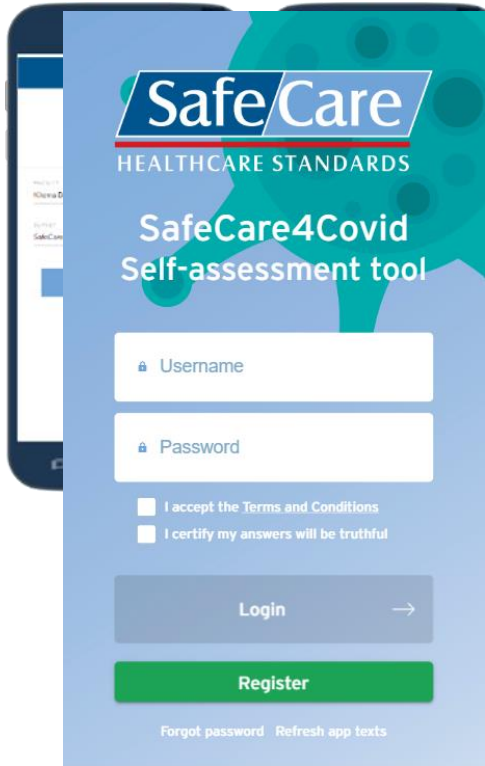
- Don't panic
- Report to the nearest healthcare facility
- Or call:

1. Have an immediate assessment of the patient. This information is critical to the patient's care. The information should be shared with the patient's family and the patient's care team. The information should be shared with the patient's care team.



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Local lockdowns – HCD developed app with input from behavioral scientists

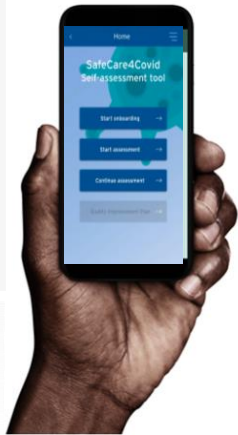
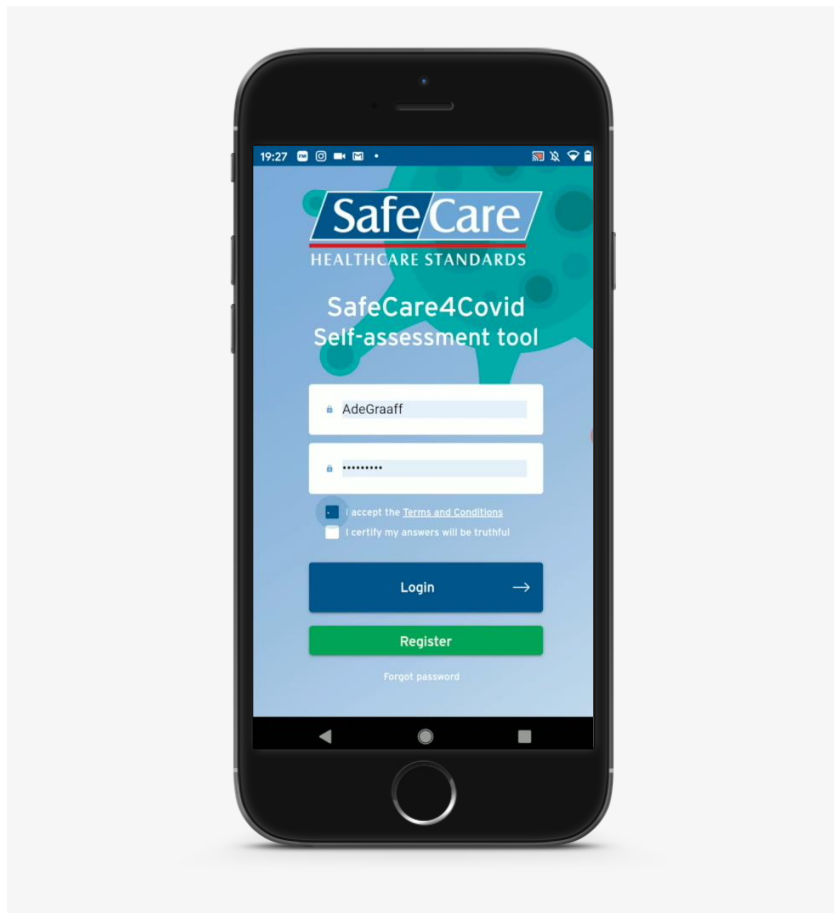


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Access to SafeCare library with support documents
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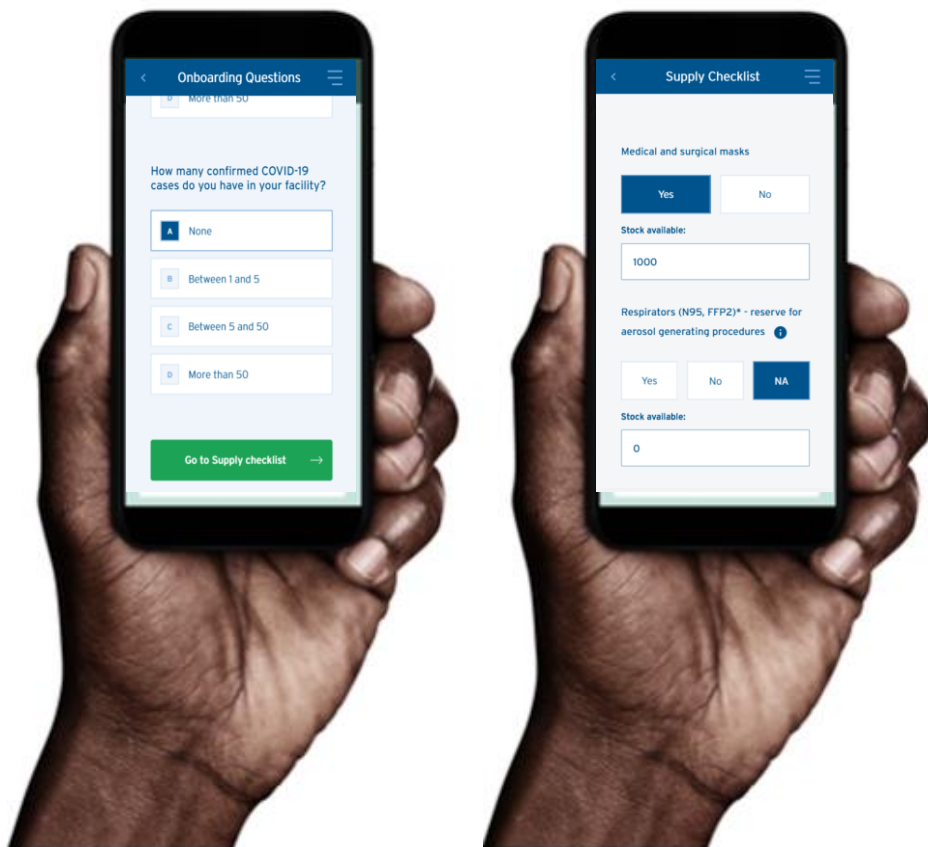
Chatbox for fast feedback and support from SafeCare
- 

Connection with healthcare stakeholders



Worldwide accessible and free of charge <https://covid.safe-care.org>

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CURRENT IMPACT:

- **19 countries**
- **15 countries in Africa**
Kenya, Tanzania, Ghana, Nigeria, Namibia, Uganda, DRC, Malawi, Ethiopia, Algeria, Burundi, Liberia, Mozambique, Rwanda and Sierra Leone
- **More than 600 registrations**
- **11 partner organizations use the app:**
O.A. Aga Khan, Heineken, PSI, MSG and CHAG (Ghana), LASHMA (Nigeria), CSSC and MOH Zanzibar (customized versions in Tanzania)

Supply Checklist | Categorized by facility type - OPC/General Hospital

PPE's

- Medical and surgical masks
- Face shields
- Protective goggles
- Isolation gowns, non-sterile
- Examination gloves
- Disposable head covers
- Infrared thermometers
- Respirators (N95, FFP2)*
- Plastic Apron*

Infection Prevention

- Sample collection for COVID-19 specimens
- Handwashing stations and infection prevention supplies
- Cleaning, waste management and disinfection supplies
- Posters (e.g. handwashing)
- Sterilization equipment*

Monitoring & Oxygen

- Infrared thermometers
- Patient monitoring equipment (e.g ECG, blood pressure)
- Pulse oximeters
- Oxygen supply
- Oxygen associated equipment (e.g. connector, tubes)

Advanced supplies

- Equipment critically ill patients
- Airway/intubation equipment *
- Mechanical or NIV and associated equipment*
- Imaging equipment and associated materials*
- **Blood chemistry equipment***

SafeCare4Covid app | Capabilities & processes examples

Clinical management 10Q

- Instructions about COVID-19 for healthcare workers, patients and visitors
- Process for referring COVID-19 suspected and infected patients
- Protocol for the collection and referral of laboratory specimens

Infrastructure & supplies 12Q

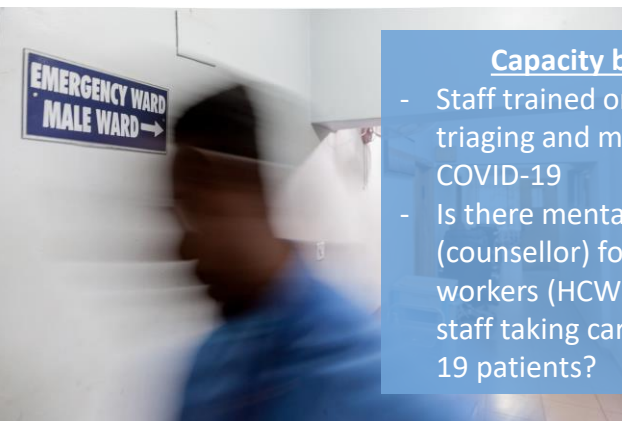
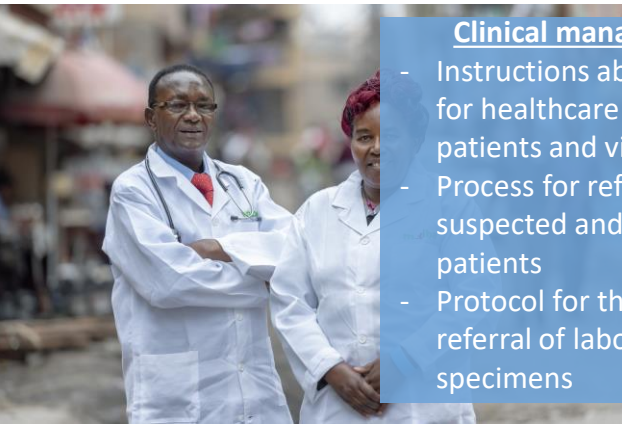
- Service points correctly labelled for restricted access
- Do you have, maintain and monitor an inventory list of all equipment, supplies, and medication required
- Maintenance mechanism essential equipment

Capacity building 4Q

- Staff trained on guidelines for triaging and management of COVID-19
- Is there mental support (counsellor) for healthcare workers (HCW) and support staff taking care of the COVID-19 patients?

IPC 5Q

- All staff and patients have access to the required PPE
- IPC cleaning and disinfection guidelines and schedules
- Outcomes for IPC defined and monitored
- Documented plan for waste management



The segments for 'Did you know' and the 'Well done' after the assessment score are great inputs in the tool.

The following contact form has been completed: Hi I would like to appreciate you for this app; I do consider it a call to action for me, staff and facility in general. I shall make good use of the app to keep improving quality wise, for it is a space that never get filled up. Thank thee.

I really love the info points that are interspersed between each question!
This is a great facility assessment tool!

I found the platform useful because it opened my eyes to some things I haven't put in place (while I thought my facility was ready).

SafeCare4COVID | SUPPLIES

Home

Supplies

Capabilities

Details

Key parameters

Countries 20

Programs 21

Test availability 21%

382

Checklists

636

Facilities

64

Supplies Score

58

Capability Score

Country

Alle

Program

Alle

Facility

Alle

Classification

Alle

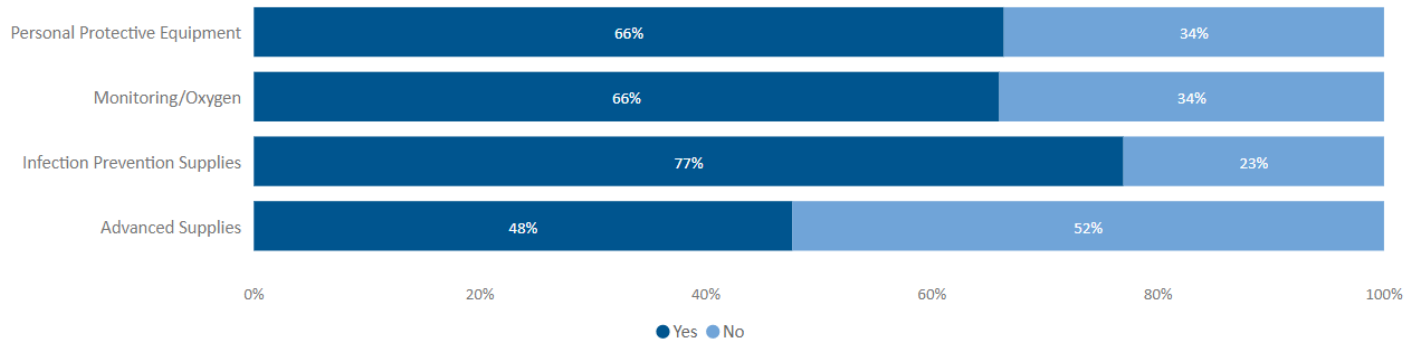
Location

Alle

Ownership

Alle

SUPPLIES AVAILABILITY PER CATEGORY (%)



Detailed information per facility

SafeCare4COVID | SUPPLIES

Home

Supplies

Capabilities

Details

Key parameters

Countries

1

Programs

1

Test availability

21%

35

Self-Assessments

60

Facilities

63

Supplies Score

54

Capability Score

Country

Alle

Program

Facility

Alle

Classification

Alle

Location

Alle

Ownership

Alle

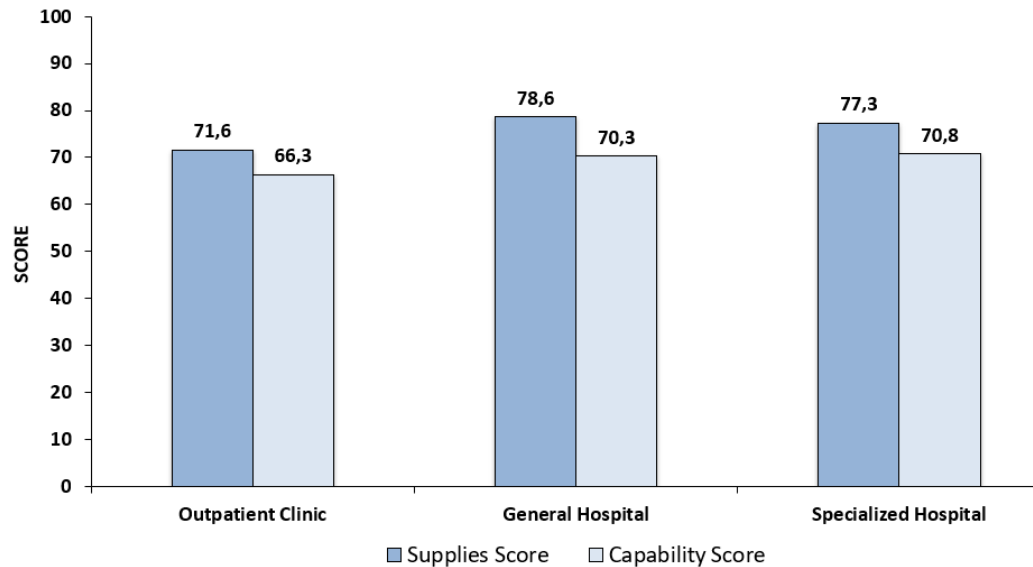
AVAILABILITY OF OTHER SUPPLIES FOR EACH FACILITY

Name	Airway associated materials	Chemistry equipment	Cleaning supplies	Disposable head covers	Equipment critically ill	Fa
	No	No	Yes	No	No	N
	Yes	Yes	Yes	Yes	Yes	Ye
	Yes	Yes	Yes	Yes	Yes	Ye
	Yes	NA	Yes	No	Yes	Ye
	Yes	Yes	Yes	Yes	No	N
	No	Yes	Yes	No	Yes	N
	Yes	Yes	Yes	Yes	No	Ye
	No	No	Yes	No	No	N
	NA	NA	No	No	NA	N
	Yes	Yes	Yes	Yes	Yes	Ye
	No	NA	No	No	No	N

DATA-INSIGHTS

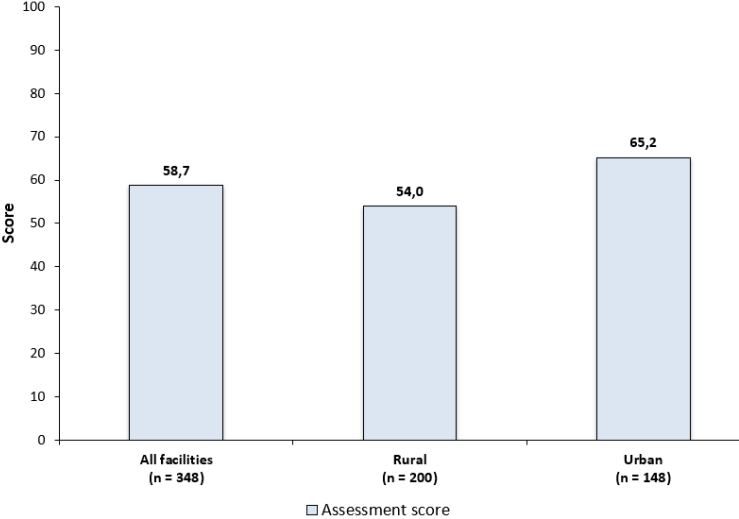
Kenya 187
Tanzania 145
Ghana 126
Nigeria 64
Namibia 40

Average supplies and capability scores in all countries by type of facility

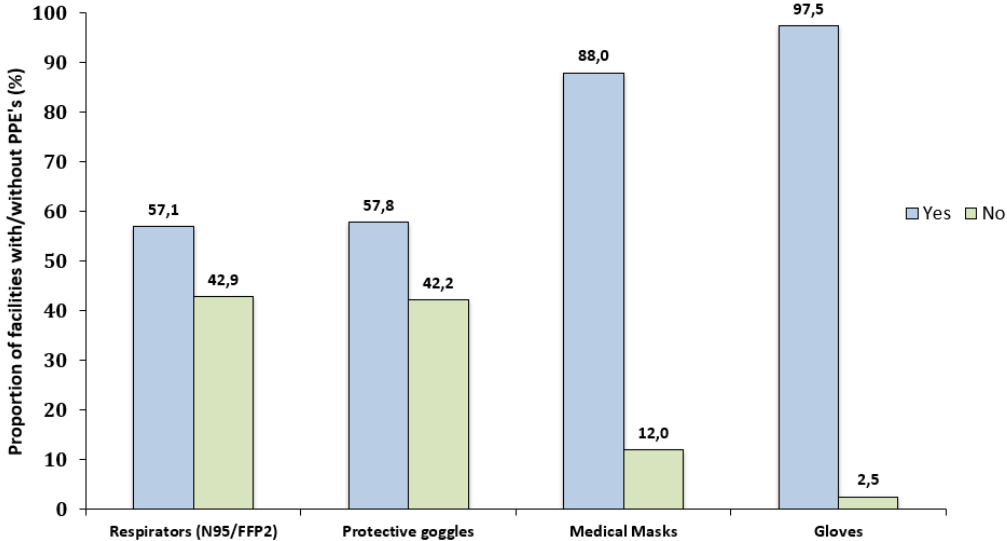


Location & availability of PPEs

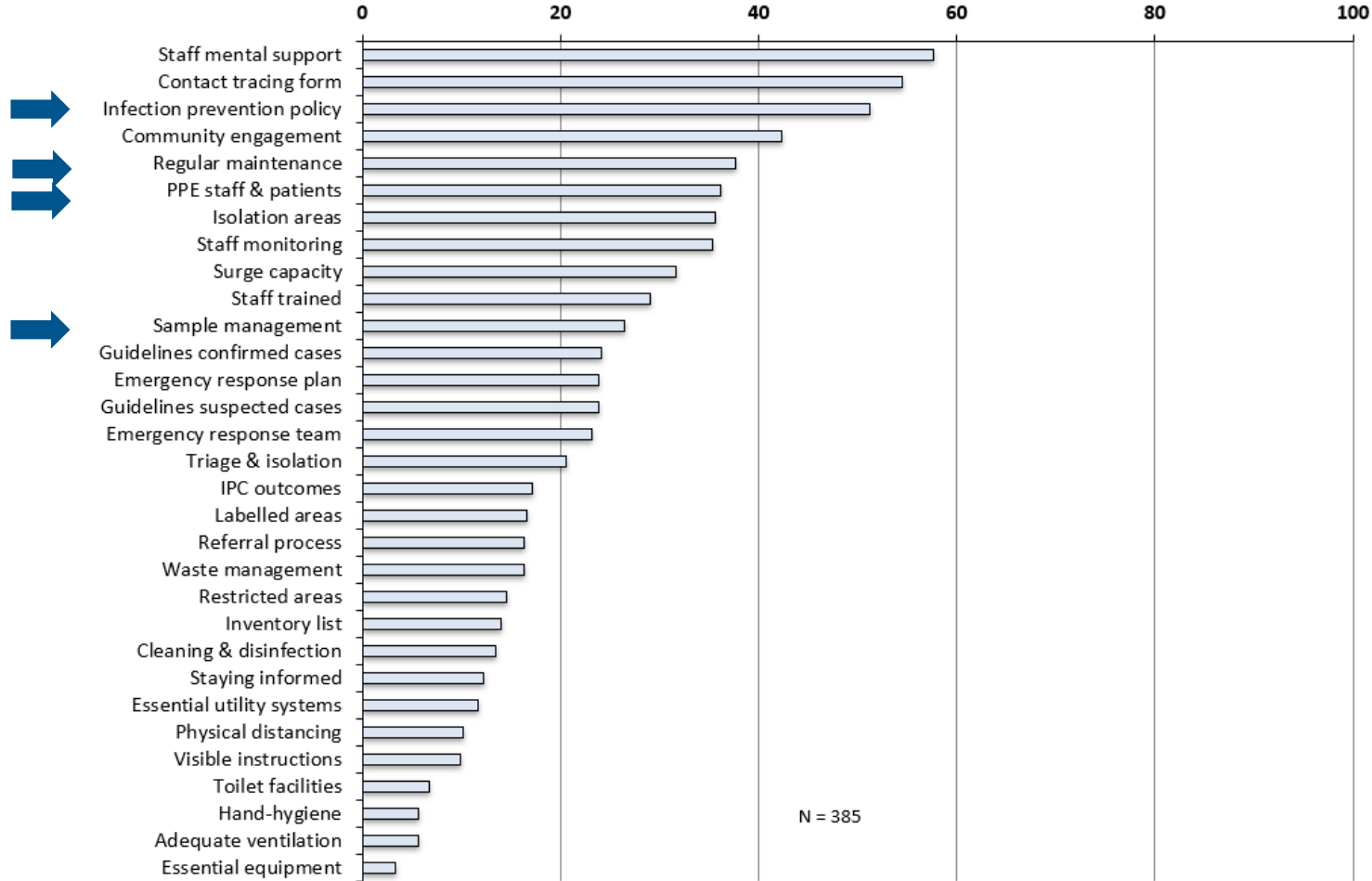
Average assessment score by facility location

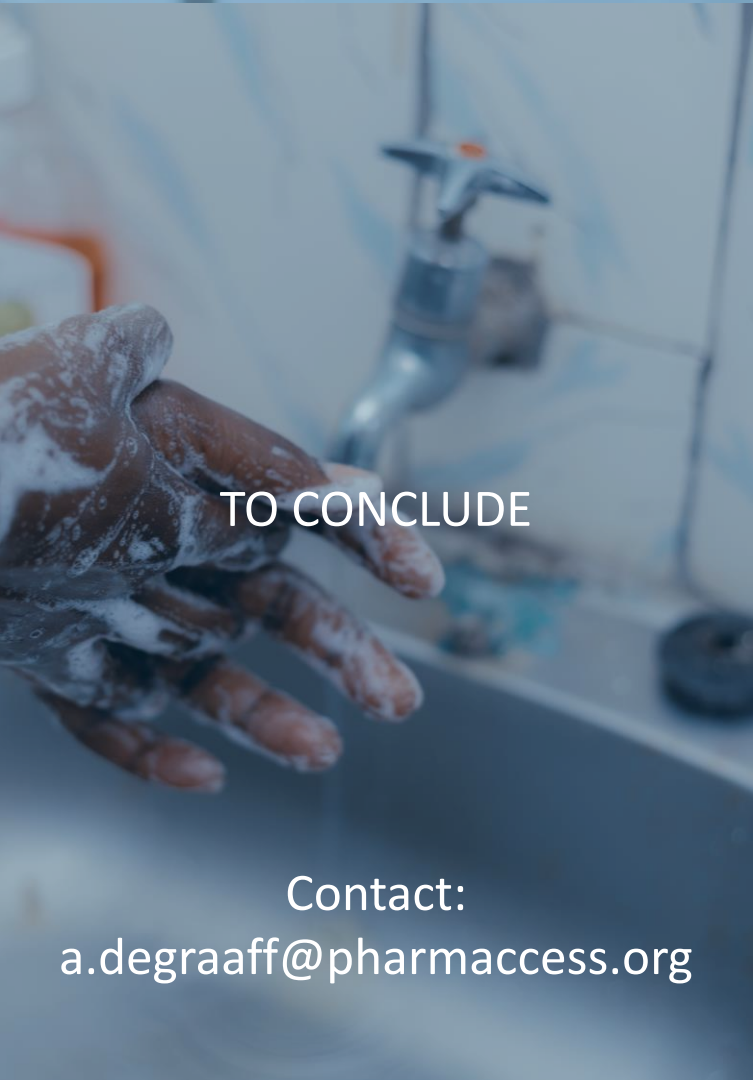


Availability of Personal Protective Equipment (PPE) in all countries



Proportion of healthcare facilities (all countries) not complying with COVID-19 capability criteria (%)





TO CONCLUDE

Contact:

a.degraaff@pharmaccess.org

SAFECARE4COVID

WORLDWIDE ACCESSIBLE FREE APP

- DESIGNED AND DEVELOPED IN HCD
- WITH INPUT FROM BEHAVIORAL SCIENTISTS
- WHO CONTENT DRIVEN

THAT EMPOWERS HEALTHCARE STAKEHOLDERS IN
THEIR COVID-19 RESPONSE

WE WOULD LIKE TO INVITE YOU TO USE THE APP
IN YOUR ORGANIZATION AND IF NEEDED
CONTACT US FOR A PERSONAL DASHBOARD

QUESTIONS?