

Project Title

The Hitchhiker's Guide to Staff COVID - 19 Infection & Exposure Management

Project Lead and Members

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- A/Prof Ong Biauw Chi

Organisation(s) Involved

SengKang General Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Corporate Communications

Aim(s)

- Summarise the latest testing and isolation requirements for the various scenarios staff may find themselves in
- Communicate clear instructions for staff to minimize risk of COVID-19 spread to maintain sufficient manpower.
- Ensure accurate reporting of staff cases to SKH's Epidemiology and Human Resources for contact tracing, manpower planning and upward reporting to MOH

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Additional Information

Singapore Healthcare Management (SHM) Congress 2022 – Merit Prize (Risk Management category)

Project Category

Organisational Leadership

Organisation Development, Collective Leadership, Systems Thinking, Human Resource, Staff Wellbeing

Keywords

COVID-19, Communications, Strategies, Crisis Command Centre, Instructions Guide

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THE HITCHHIKER'S GUIDE TO STAFF COVID-19 INFECTION & EXPOSURE MANAGEMENT



Sengkang General Hospital
SingHealth

Singapore Healthcare Management 2022

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INTRODUCTION

Throughout the COVID-19 pandemic in Singapore, there were frequent changes to the management of COVID-19 (C+) cases and those who were exposed. At the peak of the Delta and Omicron waves, the number of C+ cases in the community rose to record numbers and Sengkang General Hospital (SKH) similarly experienced a surge in staff C+ cases or staff who were exposed.

OBJECTIVES

- Summarise the latest **testing and isolation requirements** for the various scenarios staff may find themselves in
- Communicate **clear instructions** for staff to minimise risk of COVID-19 spread to maintain sufficient manpower
- Ensure **accurate reporting of staff cases** to SKH's Epidemiology and Human Resources for contact tracing, manpower planning and upward reporting to MOH

SKH's crisis command centre (known as Mission Control Centre, or MC²) needed to disseminate clear instructions from Ministry of Health (MOH) and Singapore Health Services (SingHealth) to all staff in order to minimise the risk of nosocomial infections and internal clusters. The staff guide had to be easy to understand amidst the barrage of information on COVID-19 for staff to focus on patient care.

METHODS

- Step 1: Infographics** to give pictorial representations of the scenarios staff might find themselves in
- Step 2: Tables** which included detailed instructions for each scenario (e.g. when and where to perform Antigen Rapid Test [ART] or Polymerase Chain Reaction [PCR], the need to isolate and / or report, and when to return to work)
- Step 3: Reporting templates** to standardise contact tracing and case reporting

RESULTS (SEE THE EVOLUTION OF THE STAFF GUIDE THRU' TIME)

Staff	Risk Level	To Report? (use template below)	Need Swab?	Can Work?
(a) Staff had contact with a person (family / friend) exposed to an active COVID-19 cluster but is NOT on QO and NOT COVID-positive	a	No	No	Yes
(b) Staff received TraceTogether (TT) location-based exposure alert (e.g. Westgate)	b	No	No	Yes
(c) Staff is a household contact / contact of persons who have been served QO (i.e. Contact of a contact)	c	Yes	No	Yes
(d) Staff is a contact of a person who is COVID-positive (if SKH staff has not been served QO yet)	d	Yes, at OccMed	Yes, after completion of QO	Yes, after completion of QO

*Staff are to remain at home while awaiting results. QO – Quarantine Order, LOA – Leave of Absence

Person	Contact Exposure	To Report?	Can Work On-Site?	Need ART?	Need PCR?
A	Staff had contact with a person (e.g. colleague) exposed to an active COVID-19 cluster but is NOT on QO and NOT COVID-positive	No	Yes	No	No
B	Staff gets a "Possible Exposure" Alert via SMS or TraceTogether App	No	Yes	No	No
C	Staff had contact with a POU but is NOT living in the same household	YES, using (Template Annex T-08 to SKH Epi)	Yes, but need to test negative on ART daily before starting work, until POU has swab and PCR tests negative	Yes, to perform daily ART before starting work, unless POU has swab and PCR tests negative	NO, UNLESS ART-positive, then proceed to ED for PCR

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