



# Osservatorio Nazionale

delle Buone Pratiche sulla sicurezza nella Sanità

Scheda per la rappresentazione dell'esperienza

LEVEL: Hospital

TOPIC:

- PPE management
- Education, training and support to healthcare workers

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## **Descrizione dell'esperienza di risposta all'emergenza covid -19 che si intende condividere**

### **Initiatives to support healthcare workers involved in managing the emergency**

Thanks to the citizens, associations, foundations and companies, crowdfunding campaigns have been launched to support the public healthcare system of Bologna. Solidarity from public and private entities achieved important goals such as helping the Policlinico di Sant'Orsola to purchase equipment, medical devices and PPE, and contributing to the delivery of essential services to frontline personnel involved in the fight against the novel Coronavirus.

COVID-19, GLI AIUTI PER IL PERSONALE | Policlinico S.Orsola-Malpighi

14/04/20

POLICLINICO DI **SANT'ORSOLA**

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#### **COVID-19, GLI AIUTI PER IL PERSONALE**



Grazie alle donazioni ricevute la Fondazione Sant'Orsola, d'intesa con il Policlinico, mette a disposizione servizi per il personale impegnato nell'emergenza Coronavirus:

- Progetto "Stare vicini"
- Voucher e rimborsi
- Alloggio gratuito
- Spesa online
- Dalla lavanderia al pasto pronto
- Insieme per chi si ammala
- Consegna della spesa

Per saperne di più [clicca qui](#) ed entra nella pagina dedicata. Se hai suggerimenti o richieste scrivi a: [insieme@fondazioneorsola.it](mailto:insieme@fondazioneorsola.it)

Thanks to the donations received, the S. Orsola Foundation and the Policlinico provided practical help to support frontline workers in daily life management.



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First of all, to support those workers who needed **babysitting services** in order to be able to keep going to work, a web platform was created through which one could request expense reimbursement (it could be also retroactive starting from the day the schools closed) or a vouchers to have a babysitting service – free of charge- from professionals accredited by the platform. **Vouchers for employees looking for household management services** were also made available and the chance to start a collaboration with an accredited housekeeper provided.

Also, with the aim of helping concretely our staff, a **grocery shopping service** was set up: the items to purchase can be selected through a dedicated portal and picked up before leaving the shift inside the Policlinico or home delivery can be requested. In order to get around the tight working rhythms staff is working under in recent weeks, a mobile phone number was made available, so that services can be used by texting via Whatsapp.

Gradually, more and more services were added to the grocery shopping service: **laundry, tailoring services, plumber, electrician, parcel pick-up and delivery, postal payments**. Furthermore, given the evolution of epidemiological situation and considering the provision of normal and overtime work by healthcare workers, the Policlinico allowed parking in the organization parking area to owners of annual public transport pass (who are usually not given this possibility). Healthcare workers can, therefore, park in the Policlinico parking areas - employees and non-employees areas - and in the internal areas of the Policlinico (parking areas for employees and other areas, excluding those reserved to people with reduced mobility / H).

Moreover, the Bologna Municipality allowed free parking for healthcare workers (displaying a special card) in the areas surrounding the Policlinico, so as to facilitate mobility of workers.

Furthermore, for newly hired workers or for workers who do not want or cannot go back home because of the high risk of contagion, the S. Orsola Foundation offers free accommodation for at least one month, hotels or accommodation facilities. Free accommodation is also available i also available for those who are positive to Covid-19 but are not in a position to spend the household-isolation period at home.

*It is also worth mentioning the different initiatives aimed at personnel health and wellbeing:*

## **TOGETHER FOR THOSE WHO ARE POSITIVE**

The Sant'Orsola Foundation provides free accommodation with tv, wifi, kitchenette and daily grocery delivery for healthcare workers who are found positive to Covid-19 but cannot spend their household isolation period at home. Both for them and for those who are spending their isolation period at home, quick response service is provided to meet all needs one might have, from psychological support to grocery shopping, from small errands to connecting with family members stuck elsewhere.

## **PSYCHOLOGICAL SUPPORT**

Consultations to support healthcare workers involved in managing the emergency to support in case of situations of psychological distress, with the aim of preventing stress-related diseases.



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Psychological support is provided thanks to collaboration with psychologists from the Psychology Unit of the Local Health Authority of Bologna, specifically trained in emergency psychology, to reduce the stress experienced by healthcare workers, to prevent its accumulation and chronicization. The service is accessible by phone or by going to dedicated office.

## ***CLINICS DEDICATED TO PREVENTION AND SURVEILLANCE OF THE SPREAD OF CORONAVIRUS AMONG HEALTHCARE WORKERS***

The inter-organization Unit of Occupational Medicine has activated two outpatient clinics dedicated to informing staff and reporting any possible contact with confirmed Covid-19 positive which took place on the workplace or elsewhere. When a contact with a confirmed Covid-19 positive is reported, the Unit of Occupational Medicine reaches the worker to concretely assess the risk of exposure.

In case the contact is considered “effective”, the inter-organizational Unit of Occupational medicine provides for “active surveillance” to be activated as laid down in specific procedures.

## ***5 MINUTES FOR DRIVE THROUGH TESTING***

Drive through testing is being carried out since April 1st to healthcare workers of the Policlinico going back to work after testing positive for Covid-19. Swab test is carried out in a safe and fast way to people on board of their car by professionals from the Occupational medicine unit of the Policlinico.

Healthcare workers are convened via e-mail and instructions are provided on how to reach the drive through testing site. It is mandatory not to get out of the car during the test. Access is not permitted without the e-mail with the appointment.

## ***RESULT OF THE SEROLOGICAL TEST AND ELECTRONIC MEDICAL RECORD***

Controls on healthcare workers began on April 4th based on the surveillance program developed by the Emilia-Romagna Region “Instructions on the surveillance of health and social care workers and exposure risk management”. Results of the serological test are included in the electronic medical record, activated to all healthcare workers of the Regional healthcare system. Results are promptly made available on the electronic medical record activated to all healthcare workers of the Regional healthcare system who did not have it before the emergency, in order to ensure healthcare workers and patients’ safety.