

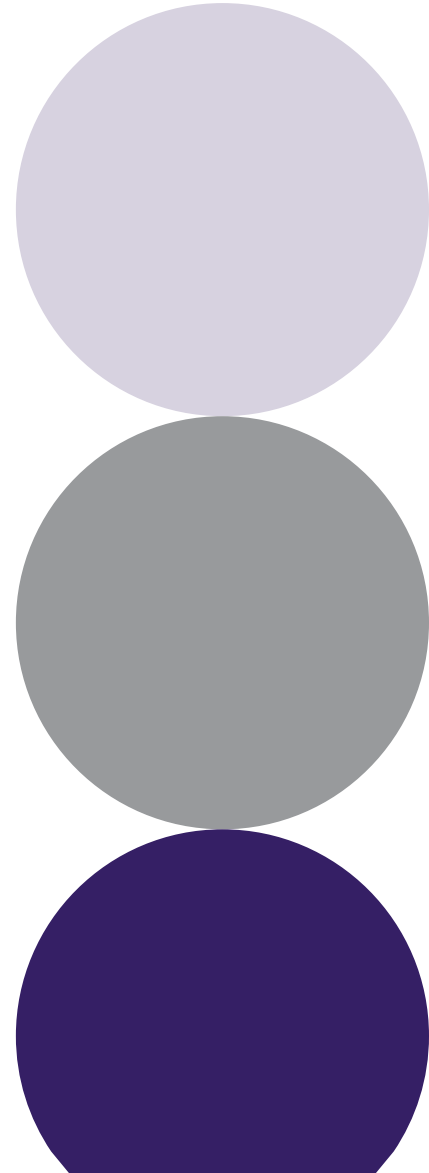


# AAOE Roadmap to Recovery Series: Employee Guidance and Operational Safety in the COVID-19 Era

Aaron Miller, MD, Pediatric Ophthalmologist, Houston Eye Associates  
Academy Sr. Sec. of Member Services

Joanne Mansour, OCSR, Administrator, The Virginia Retina Center  
Chair, AAOE Board of Directors

Moderator: Joy Woodke, COE, OCS, OCSR, Coding & Practice Management  
Executive, AAOE



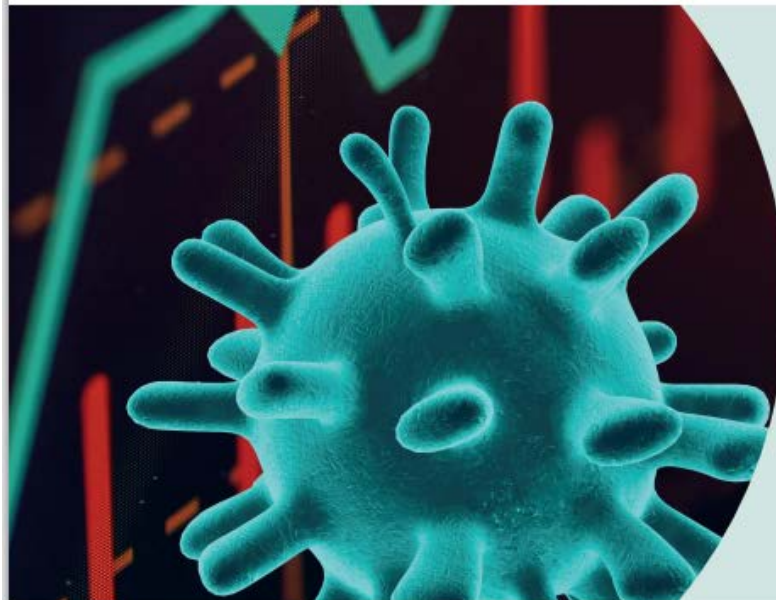


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Module 1

# Reboot Your Practice

Post-Covid-19 Recovery Roadmap  
for the Ophthalmic Practice



May 2020



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American Academy of Ophthalmic Executives®

[aao.org/practice-management/article/reboot-your-practice-post-covid19-recovery-roadmap](https://aao.org/practice-management/article/reboot-your-practice-post-covid19-recovery-roadmap)

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# Questions for the Panel?

- Questions may be submitted through the Q&A button.
  - Please do not submit via chat or click on the raised hand.
- Attendees can “promote” a posted question to move to the top of the queue.
- A recording of this presentation will be posted following this live session to <https://www.aao.org/coronavirus/webinars-and-podcasts>
- Questions following the session may be emailed to [aaoe@aao.org](mailto:aaoe@aao.org)

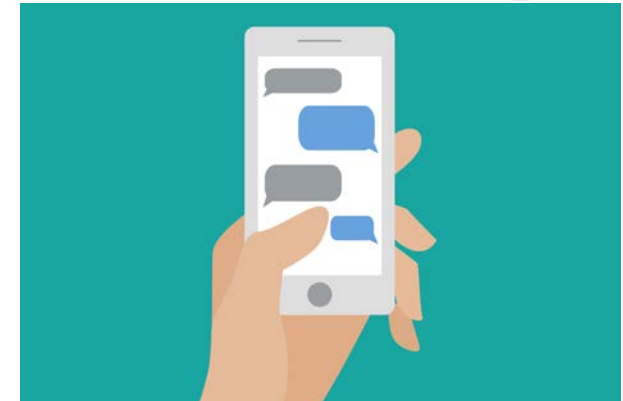
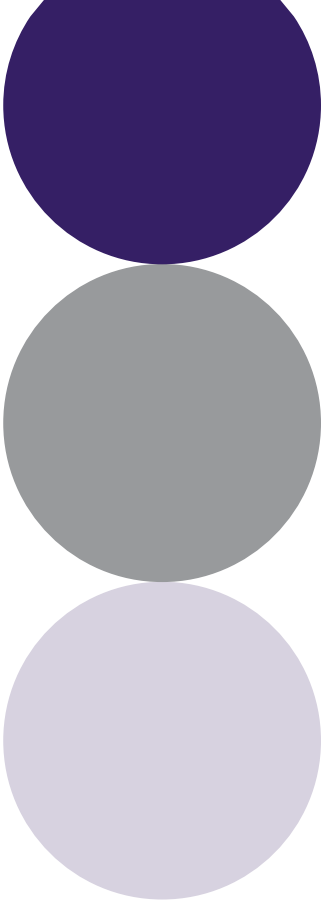


# Employees

- Core Staff that has worked throughout the quarantine period in the office, often at different locations
- Staff that worked from home
- Furloughed staff that did not report at all during the crisis



# Communication



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# Check in with furloughed staff

- Training opportunities
- Engagement with the practice
- Target dates for return to work
- Fun activities



# Staff working during the pandemic

- Exposure concerns
- New protocols
  - Input on changes
- Communication with staff working from home
  - Productivity
- Furloughed staff concerns



# A lot has changed!

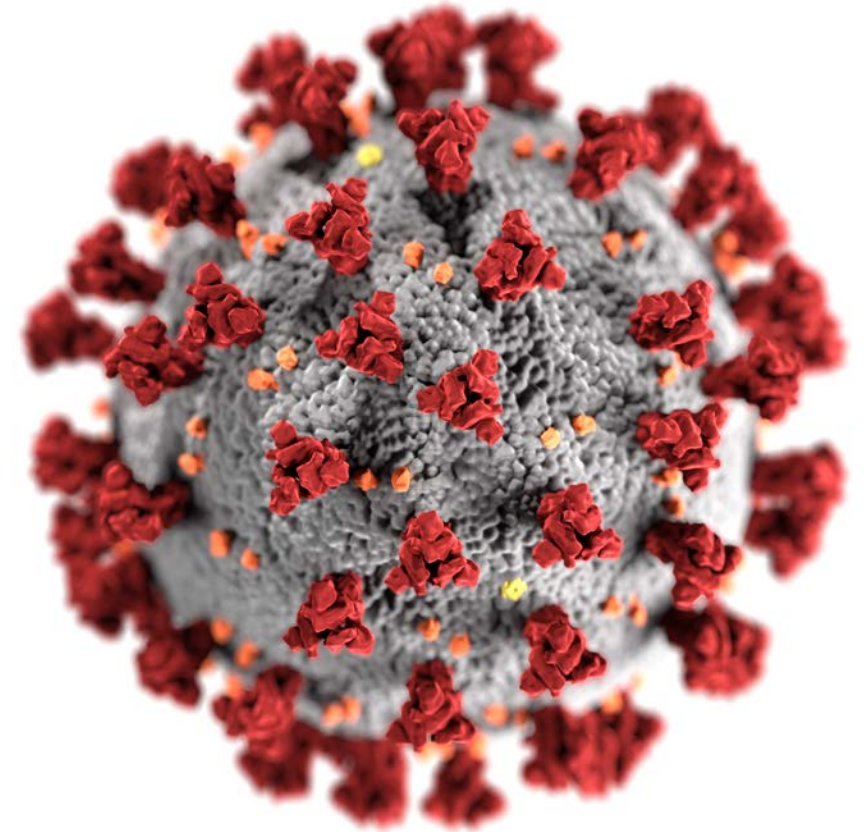
- Communication is critical
- As changes occur, develop a protocol outlining new policies
  - This will keep working staff up to date and will allow easy reference when retraining furloughed staff





# Engaging Returning Staff

- What was good about the last 2 months?
- What was challenging about the last 2 months?
- What surprised you about the past 2 months?





# New Office Protocols

- COVID screening of patients
- Scheduling
- Phone Scripts
- Patient Triage
- Optical Department
- Surgery schedules
- Pre-op testing
- Waiting Rooms
- PPE use by staff
- COVID screening of staff
- Required PPE by patients
- Disinfection of exam lanes and equipment
- Lunch breaks
- Telemedicine





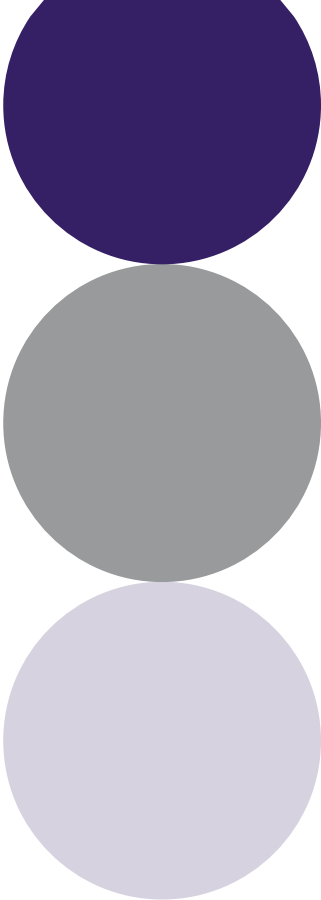
# Train furloughed staff on new policies

- Bring furloughed staff to the office to train prior to first clinic day if possible
- Utilize time to convey how valued working staff has been through this period
- Utilize working staff to help with training
  - Especially helpful for techs to train furloughed techs
- Convey the value of returning staff and how they will play a pivotal role in caring for patients
- Build the team



# Challenges

- Unknown future
- Protocols will need to be adjusted
- Staff have varying abilities to adapt to change
- Everyone is under stress
- Staff may choose to terminate their employment



# Strategies

- Be flexible
- Solve problems as a team
- Overshare – no one can afford to miss communications
- Be positive
- Your skills as a practice leader are more important now than ever before



# Resources

[Employee Guidance for Operational Safety protocol](#)  
[Develop Employee Teams to Limit Exposure to Coronavirus](#)  
[COVID-19 Reopening Strategies from the Front Line](#)



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# CDC Resources – Staff Protection




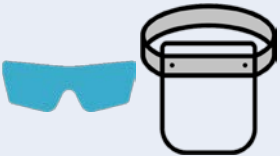
CDC provides a wide variety of important practice information

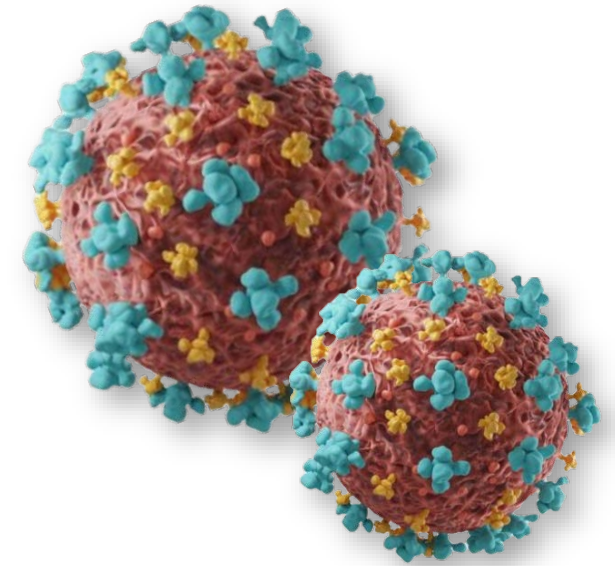
- a) Ensure that staff understand proper use of PPE
- b) Teach staff how to recognize the symptoms of COVID-19
- c) Train staff on triage and screening techniques
- d) Stress the importance of hand washing and cough etiquette
- e) Ensure that sick staff stay at home or are sent home when identified



# PPE Basics



Personal Protective Equipment		COVID-19 Control
Cloth Masks		Source Control
Face Masks (Surgical Masks)		Source Control and Protection
N95 Respirators		Source Control* and Protection
Goggles or Face Shield		Protection



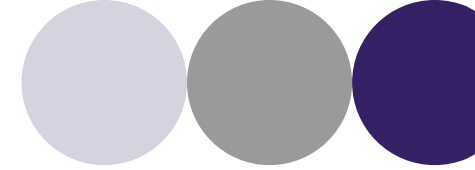


# Minimize Chance for Exposures

- Universal Source Control
  - Fever and symptom screening of both patients and staff
- Patient and Visitors
  - Prescreen for symptoms in advance
  - Minimize number of family members in office
  - Require everyone entering facility to wear a cloth face covering regardless of symptoms
    - Exceptions: children under the age of 2 and others with difficulty breathing*
- Healthcare Personnel
  - Face masks for all staff involved in patient encounters
  - Emphasize hand hygiene
  - Install physical barriers

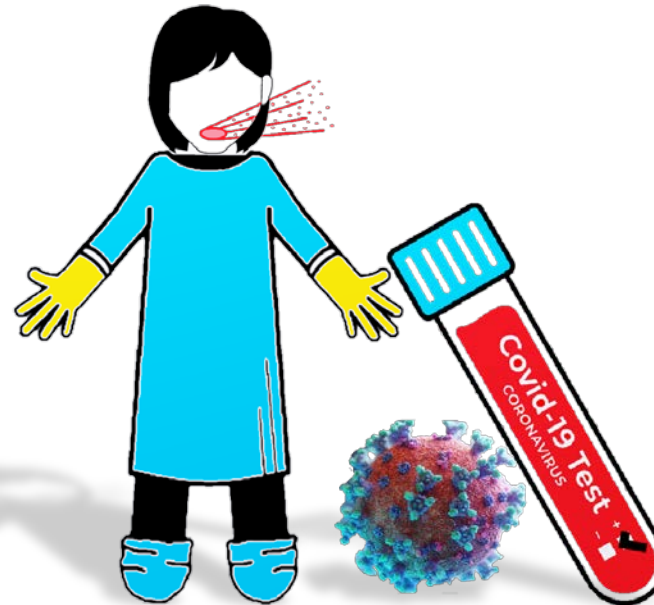


# Asymptomatic Staff Member Exposed to Confirmed COVID-19 Individuals



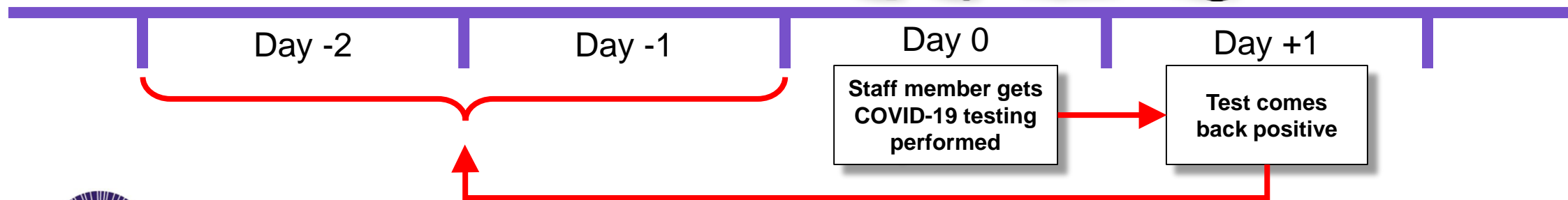
Exposure	Personal Protective Equipment Used		Work Restrictions
	Exposed Team Member	COVID-19 Positive Individual	
COVID-19 Positive + 15 minutes + Less than 6 feet away		+ 	<ul style="list-style-type: none"> <li>No work for 14 days after last exposure</li> <li>Monitor for fever or symptoms consistent with COVID-19</li> <li>If symptom develop, immediately contact established point of contact (e.g., occupational health program) to arrange for medical evaluation and testing</li> </ul>
		+ 	
Aerosol-generating procedure (any duration)		+ 	

# Contact Tracing... when a worker tests positive



2 days before obtaining specimen that tested positive for COVID-19

- ~ CDC (5/29/2020 update)
- ~ World Health Organization
- ~ European CDC
- ~ Public Health Canada



# Return to Work Criteria for Staff Member with Suspected or Confirmed COVID-19



Strategy	Exclude from work until:	
	<i>Symptomatic</i>	<i>Asymptomatic</i>
<b>Symptom Based</b>	72 hours (3 days) passed since "recovery" <i>(resolution of fever + improvement in respiratory symptoms)</i> + 10 days passed since symptoms first appeared	
<b>Time Based</b>		10 days passed since first positive test + No development of symptoms
<b>Test Based</b>	Resolution of fever + Improvement in respiratory symptoms + 2 Negative SARS-CoV-2 RNA Tests <i>(separated by 24 hours)</i>	2 Negative SARS-CoV-2 RNA Tests <i>(separated by 24 hours)</i>



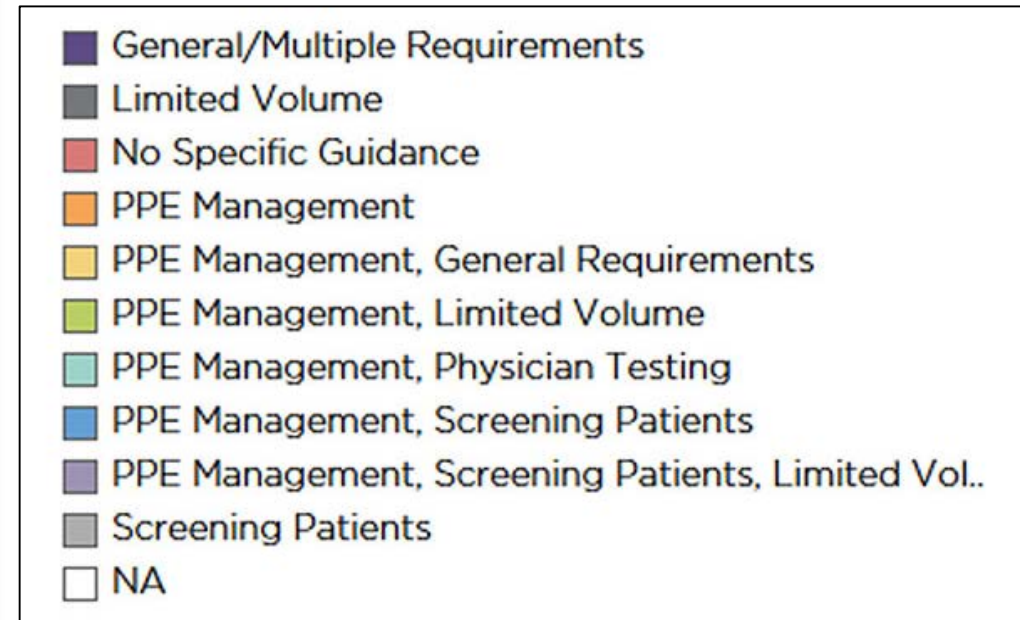
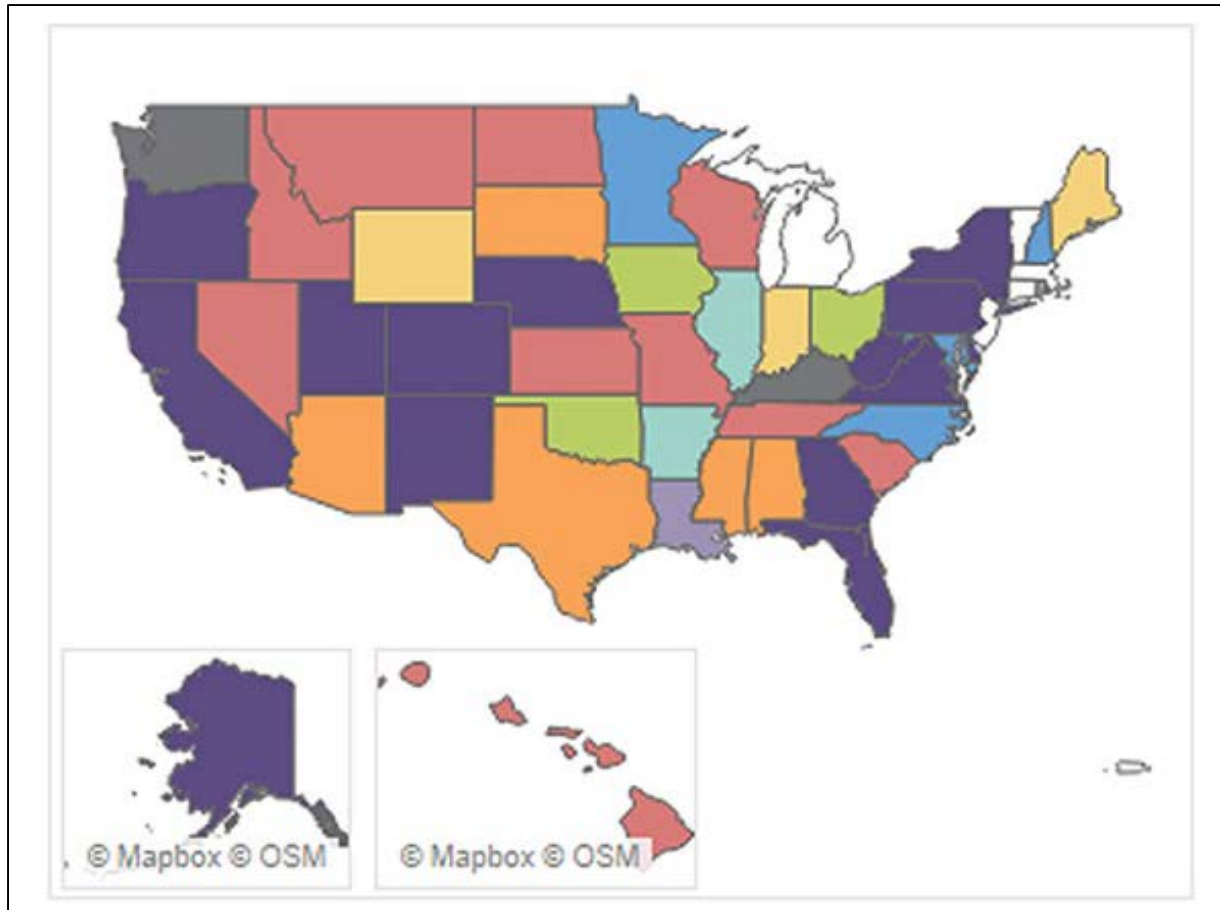
# After COVID-19 Recovery: Return to Work Practices and Work Restrictions



- Until all symptoms resolve:
  - Wear a facemask at all times
  - Not a cloth face covering
- Staff should self-monitor for reoccurrence or worsening of symptoms
- If questions, consider consulting with local infectious disease experts when making return to work decisions

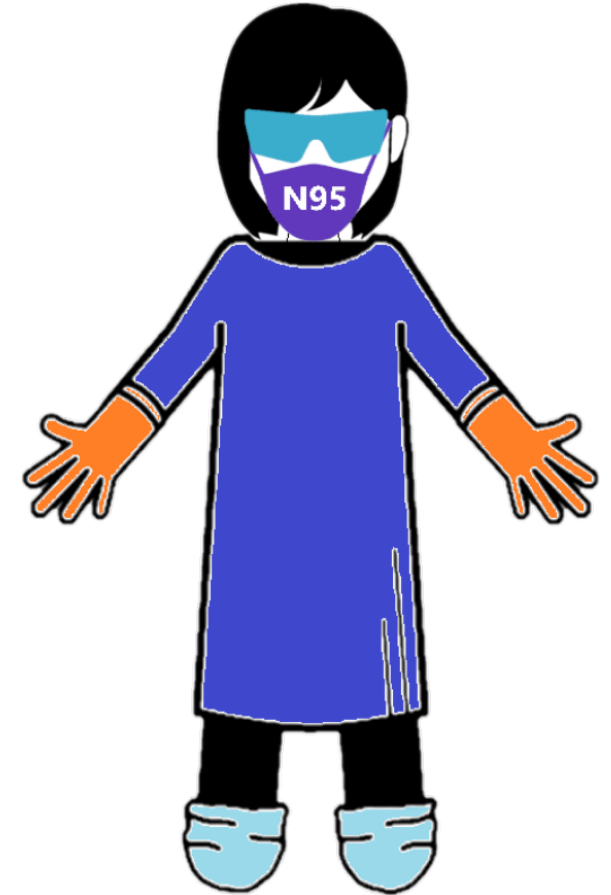


# Resumption of Elective Procedures



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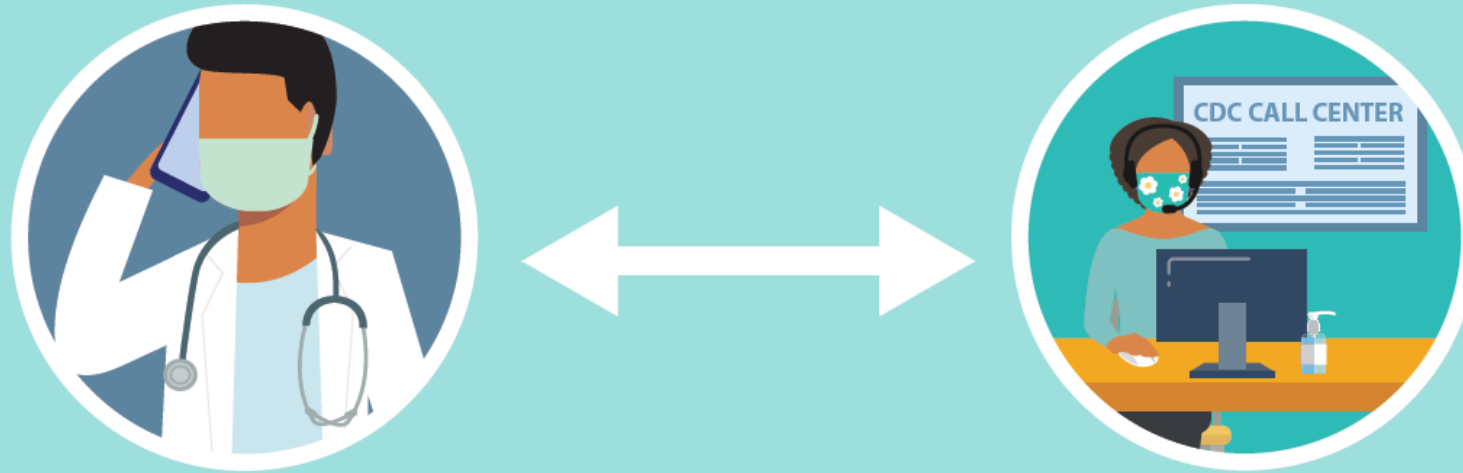
- Most states want facility to have sufficient protective equipment, without affecting local government resources
- Ensure appropriate hygiene/cleaning, signage and social distancing, where possible
- Some states recommend or require a negative COVID-19 test result or lack of contact with an infected person prior to surgery
- Highly variable – check local and state requirements



# CDC Clinician On-Call Center

*A service of the CDC COVID-19 Response*

CDC developed the Clinician On-Call Center as a resource available to healthcare personnel working to prevent, detect, and respond to COVID-19. The Clinician On-Call Center is a 24-hour hotline with CDC clinicians standing by to answer questions about COVID-19.



## To access the Clinician On-Call Center

Call the main CDC information line at 800-CDC-INFO (800-232-4636) and ask for the Clinician On-Call Center. An agent will then route you to this service.

## Who is it for?

The Clinician On-Call Center is available to provide support to healthcare personnel in a variety of settings, including:

- Clinics, hospitals, and other healthcare facilities
- Health departments
- Community organizations
- Long-term care facilities
- Laboratories
- Correctional facilities
- Occupational health clinics

## What support is available?

Clinicians are available 24 hours a day to discuss a wide range of COVID-19 topics, including:

- Clinical diagnosis, testing, and management
- Worker safety
- Infection prevention and control
- Home isolation and return-to-work
- Personal Protective Equipment (PPE)
- Pregnancy and breastfeeding
- Vulnerable populations
- Contact tracing and epidemiology
- Postmortem care



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**800-CDC-INFO**

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# The Academy and AAOE are here to help!

[Module 4.2 Employee Guidance on Operational Safety and Protocols](#)

## **Resources:**

[Employee Guidance for Operational Safety protocol](#)

[Employee COVID-19 Screening & Testing Protocol](#)

## **Tips:**

[Use CDC Guidelines to Evaluate Staff with COVID-19 Exposure Risk](#)

[Provide Employee Guidance for COVID-19 Operational Safety](#)

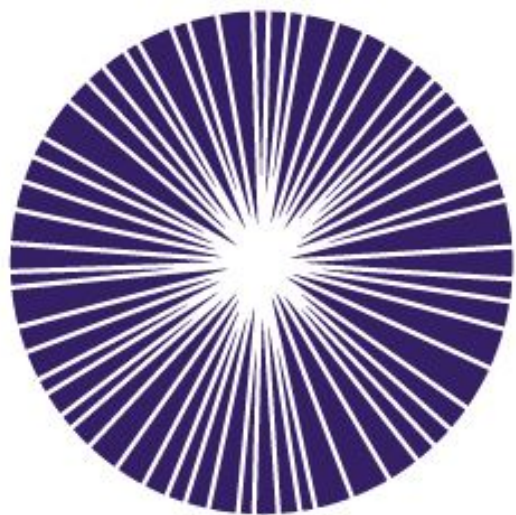
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