



# **COVID-19 Response April 7, 2020**

**Karen Manganaro MSN, RNC-OB, Labor and Birth  
Mimi Pomerleau DNP, RNC-OB/MNN, Professional  
Development Manager**

**BRIGHAM HEALTH**



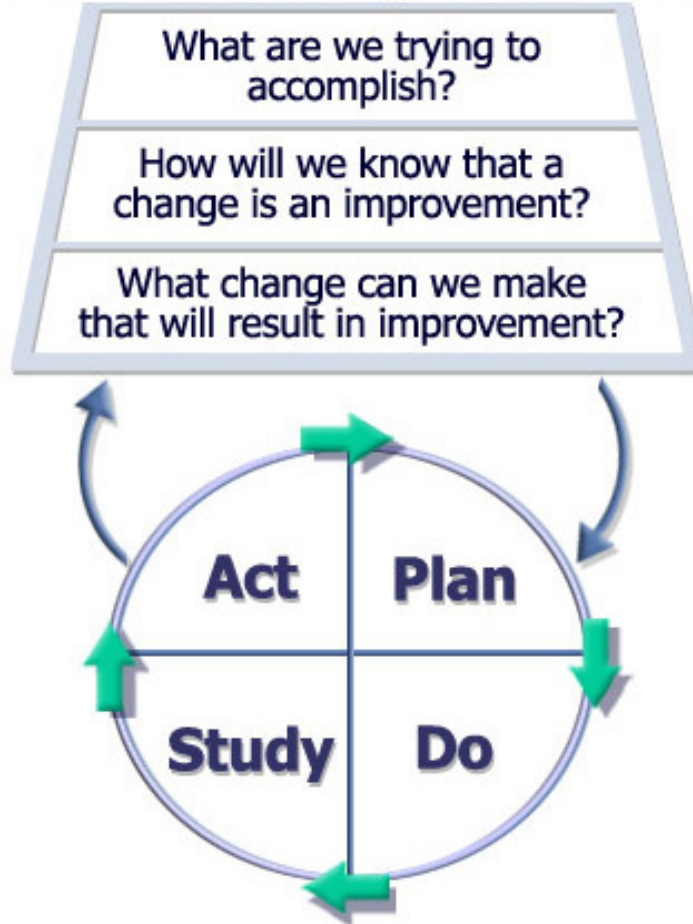
**BRIGHAM AND  
WOMEN'S HOSPITAL**



**HARVARD MEDICAL SCHOOL  
TEACHING HOSPITAL**

# COVID 19 Response

## Model for Improvement



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- **Aim-** safe patient care-family centered, normal birth
  - staff safety and trust– workforce # and supplies
  - PPE, acceptance of change
  - minimize community exposure
- **Specific Aims-**
  - communication of process and changes
  - Assure adequate workforce to care for patients
  - Keep staff exposures to below community standard
- **Measurement-** staff aware of changes and follow guidelines
- **Change ideas- Rapid cycle changes**
  - Communication
    - System level
    - Institution level
    - Unit based
  - Staff training and redeployment to needed areas
  - Minimize exposure- Limit visitors, PPE guidelines



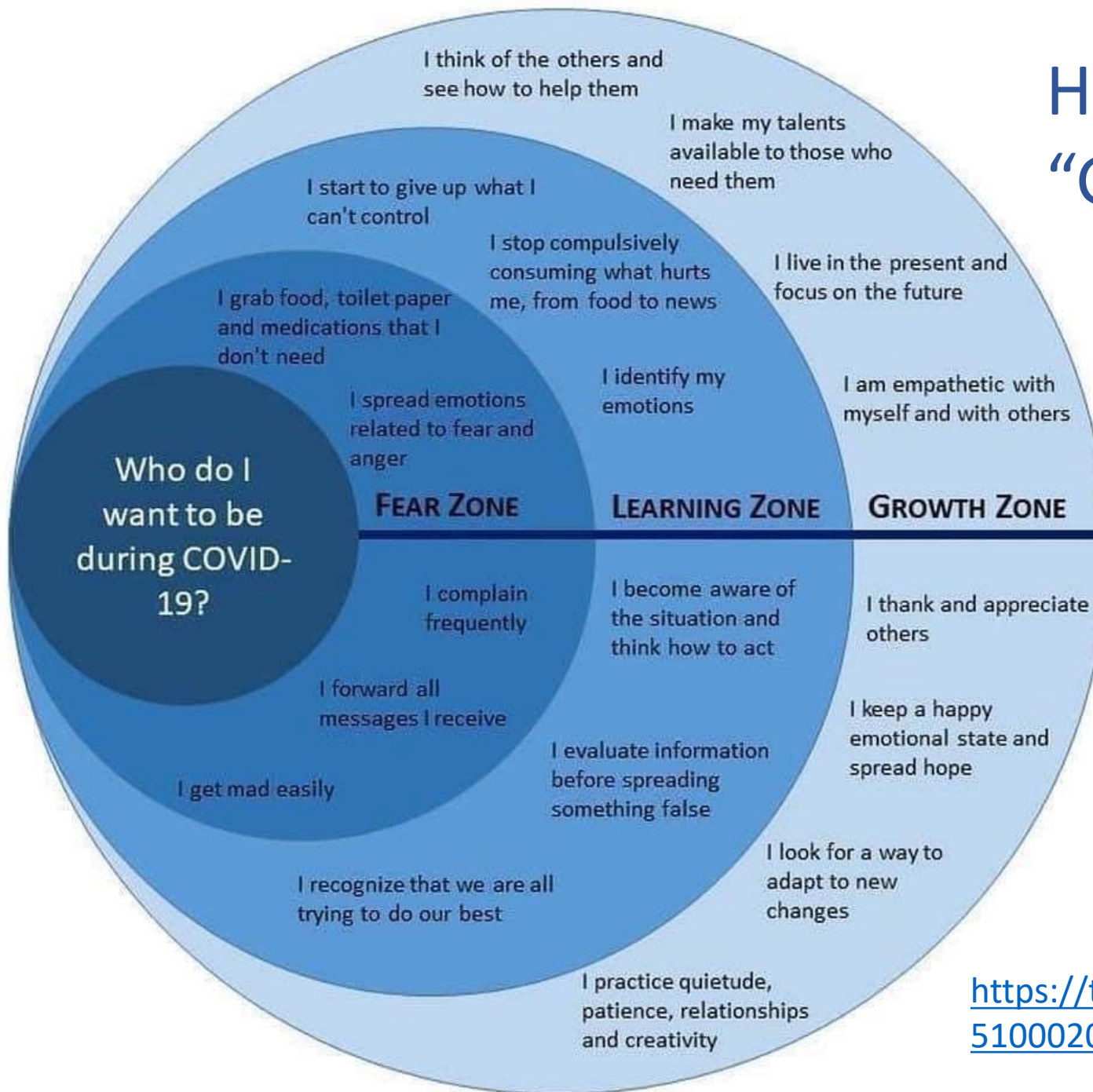
# Helping us to get to the “Growth Zone”

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<https://twitter.com/ChrisHanMFM/status/1246510002006704129/photo/1>



# Front line challenges / Barriers



Family centered care- involvement



Limited Supplies, PPE, structural –negative pressure rooms, geography of units

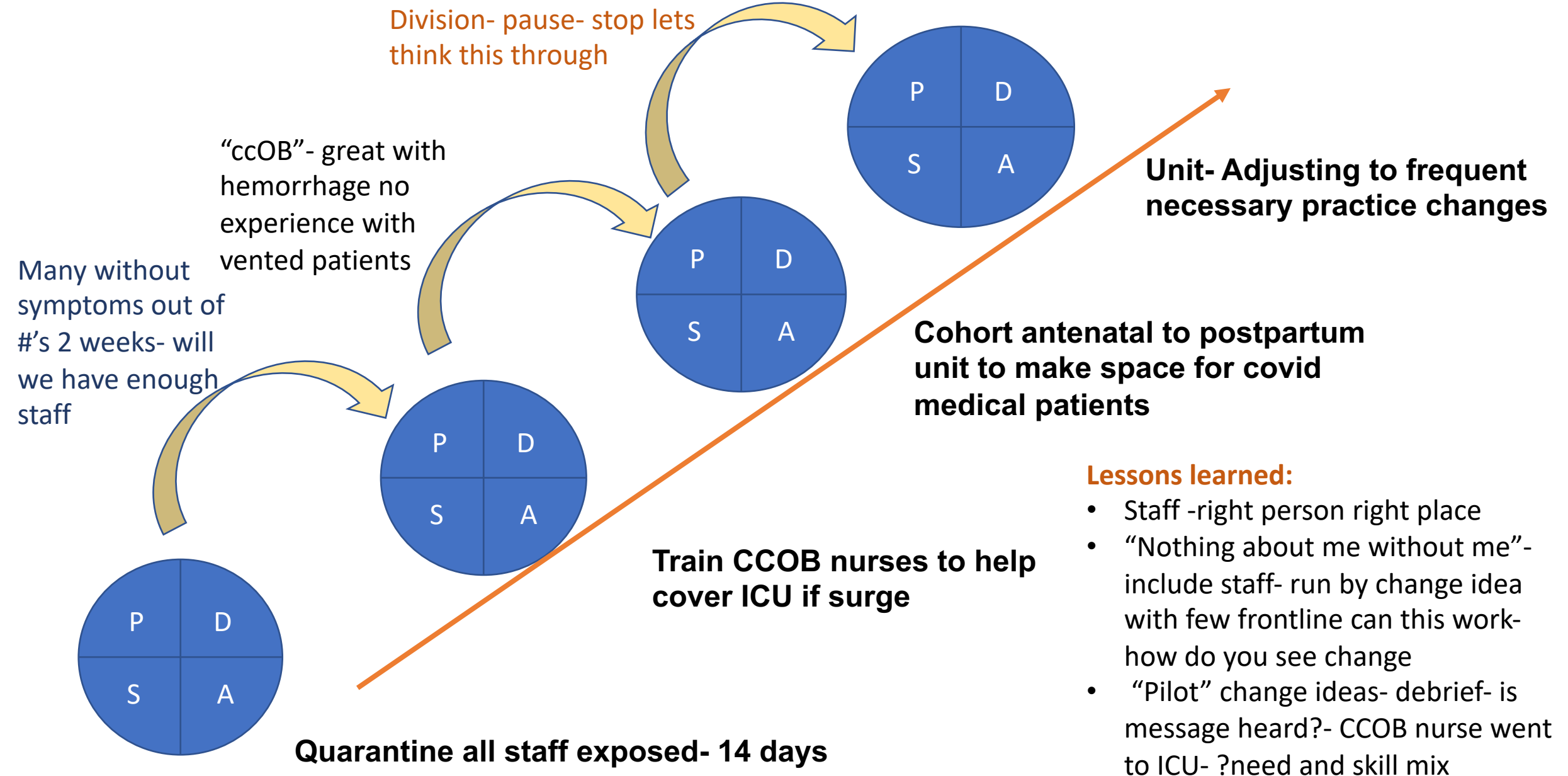


Practice recommendations changing  
“Best practice evidence changing daily”

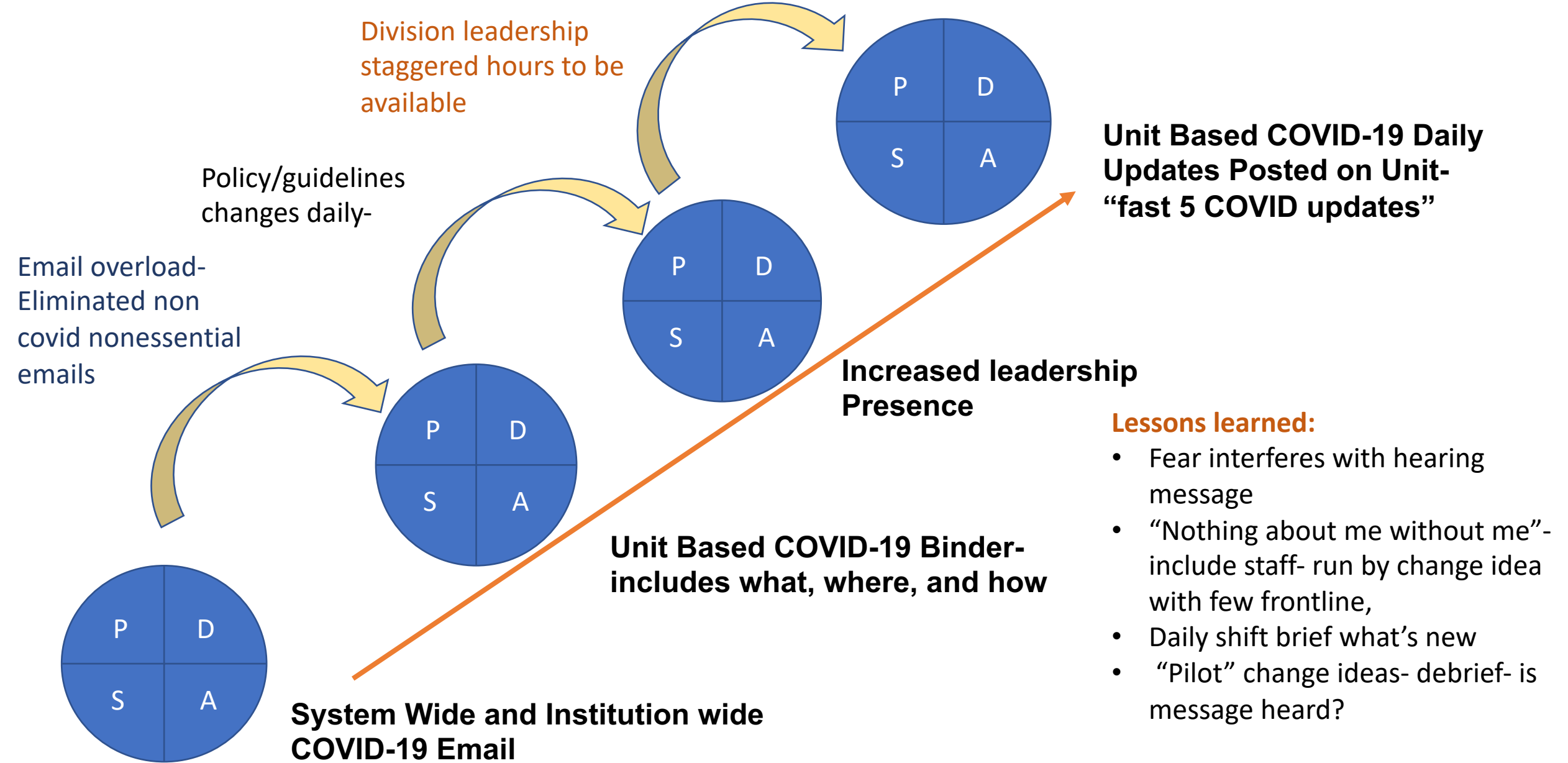


Managing change hour by hour

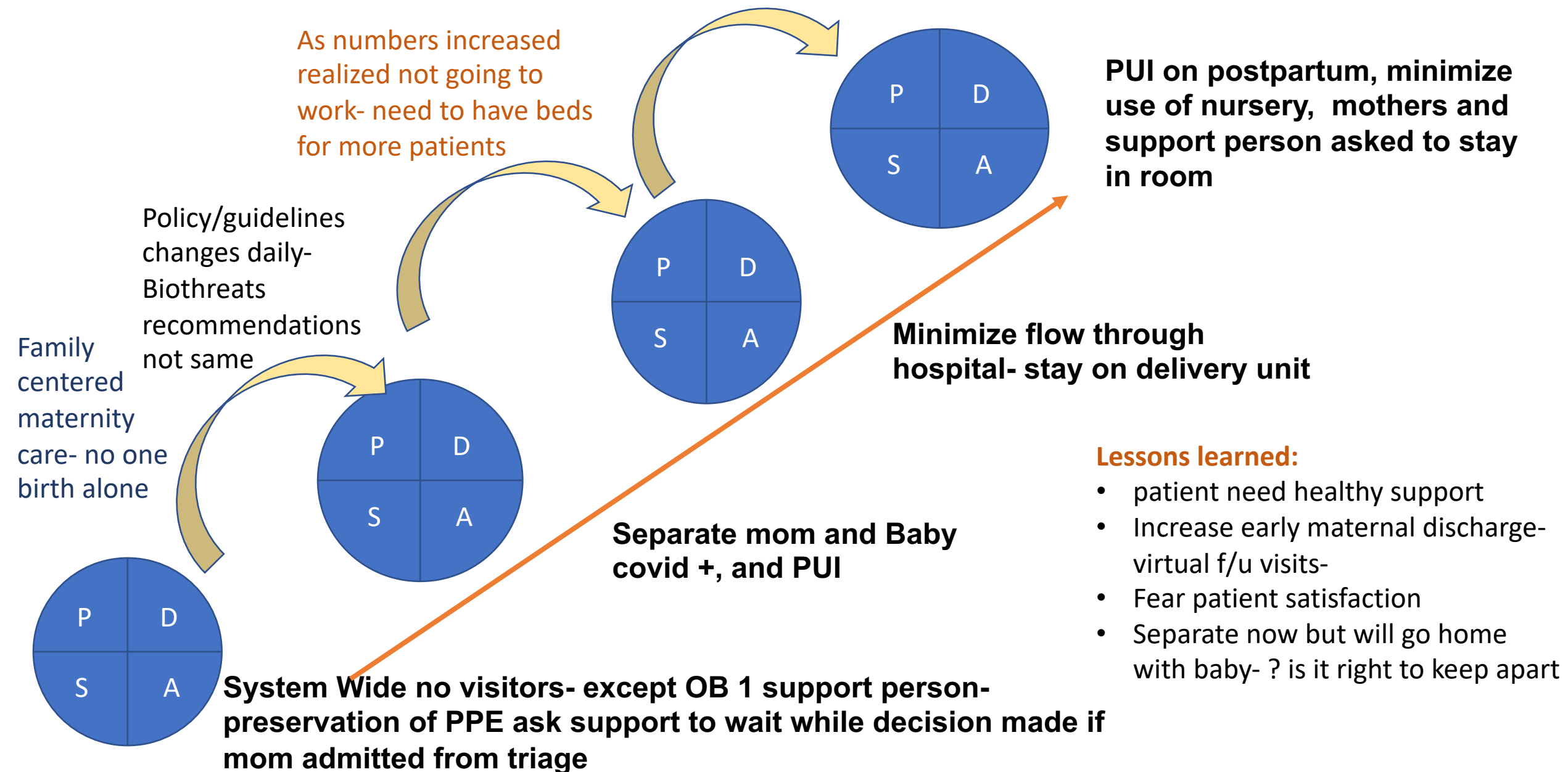
## PDSA testing ramp for COVID-19 assure adequate workforce



## PDSA testing ramp for COVID-19 communication.



## PDSA testing ramp for COVID-19 community exposure



# Moving forward -

- Keep focused on goals
- ? Measurement data- how do we know improvement
- Need to help staff
  - Feel safe- PPE, training, deal with crisis nursing, triage, ratios
  - Deal with daily changes- “The best evidence available today leads us to....”
    - May feel like “who’s on first?”, but changes are based on resources, technology, resources, evidence
  - Learn flexibility- growth zone-
- Include staff when able with changes
  - Pilot each change and evaluate / debrief