Association of American Medical Colleges

COVID-19
Operational Guidance
Compendium

For Hospitals and Health Systems
The AAMC COVID-19 Operational Guidance Compendium includes content from academic medical centers (AMCs) and academic partner organizations as a resource for hospitals and clinical leaders across the United States. The goal is to identify, summarize, and highlight current practices in operations during the pandemic. Here you will find up-to-date guidance to help operational management. You can view, access, and download guidance that has been collected from AMCs and academic partner organizations.

This compendium is meant for clinical leaders to access operational resources regarding COVID-19 that supplements their own independent, professional judgment, and evaluation of their institution’s unique circumstances. See details in disclaimer below.

After reviewing the repository, AAMC would appreciate your feedback on the usefulness of this resource. Please send your feedback to AAMC via email.

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The AAMC will consider additional materials for this COVID-19 Operational Guidance Compendium. Only AAMC member institutions, affiliated organizations and societies, and federal partners can submit clinical guidance to be displayed shared with other constituents. By submitting operational guidance, you agree to the following terms and conditions (See AAMC COVID-19 Operational Guidance Compendium Submission Terms below).

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- You understand that AAMC may adapt or combine your submission with other materials or decline to include your submission in published materials; and
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Guidance by Topic

Communications

Internal
Rush University Medical Center
Playbook – Internal Communications (Pgs. 16-17)

External/Media Relations
Rush University Medical Center
Playbook – External Communications (Pgs. 18-19)

Finance

AAMC COVID-19 Impact calculator to our COTH CEOs and CFOs
A calculator designed to help a teaching hospital update the estimates of their FY2020 Medicare Inpatient Prospective Payment System (IPPS) payment by factoring in the impact of the COVID-19 pandemic and provisions of the Coronavirus Aid, Relief, and Economic Security (CARES) Act. To learn more about how to access this tool, please contact Susan Xu.

Incident Command Center Implementation

Deployment
Rush University Medical Center
Playbook – Command Center Implementation (Pgs. 4-12)

University of Rochester Medical Center
Organizing and Managing the Hospital Command Center in New York State

Information for Patients and Families

American Association on Health and Disability
• Q&A on COVID-19 and Down Syndrome (abbreviated): English/Spanish
• Q&A on COVID-19 and Down Syndrome (extended): English/Spanish
• Green Mountain Self Advocates: Plain Language Fact Sheet on COVID-19
• Wheelchair and Assistive Technology Users Precautions for COVID-19
• Spina Bifida Association: Coronavirus (COVID-19): What People with Spina Bifida Need to Know
• COVID-19 Disability Form (to be completed by or for an individual with intellectual disabilities or communication difficulties)

American Academy of Pediatrics
Information for Families

American College of Surgeons
COVID-19 and Surgical Procedures: A Guide for Patients
Information for Patients and Families (continued)

Massachusetts General Hospital
Directions for Caring for a Family Member with COVID-19

University of British Columbia
“Connecting with Compassion and Care” Pathways, Issue 4 (Pgs. 16-17)

Maintenance/ Environmental

Intermountain Healthcare
Cleaning and Waste Related Documents

University of Nebraska Medical Center
COVID19 Room Cleaning Guidance

University of Washington Medicine
Room Cleaning EVS Protocol

IT

University of Washington Medicine
Information Technology COVID-19 Response Guide

Patients with Disabilities

American Association on Health and Disability
• Lurie Institute for Disability Policy: Important Things to Know about COVID-19
• New York Deaf-Blind Collaborative Tip Sheet: Providing Access through Sign Language & Text for Low Vision & Tactile Communicators During the Coronavirus Pandemic
• UNC Child Development Institute: Supporting Individuals with Autism through Uncertain Times

Post-mortem/ Autopsy

University of Kentucky HealthCare
Post-Mortem Care of COVID-19 Patients

University of Washington Medicine
• Autopsy and After Death Services (AADS) - COVID-19 Response
• Autopsy Recommendations DOH COVID19
Reestablishing Normal Operations

American College of Surgeons
- New scoring system empowers surgery departments to prioritize medically necessary operations that should not be delayed because of concerns about hospital resources or risk associated with COVID-19
- Joint Statement with the American Society of Anesthesiologists, Association of periOperative Registered Nurses, American Hospital Association: Roadmap for Resuming Elective Surgery after COVID-19 Pandemic

The Chartis Group
Preparing for a Post-COVID19 World

Council on Governmental Relations
Institutional Resources on Ramping Up and Reopening

The Johns Hopkins University
Guidelines for Adapting Ambulatory Clinic Visit Care Delivery in the COVID Pandemic

Contact Tracing
Massachusetts General Hospital
Partners Guidance on Covid-19 Exposure Investigations and Contact Tracing

The George Washington University
Contact Tracing Workforce Calculator

Regulatory

AAMC
Advocacy and Policy Resources

Centers for Medicare & Medicaid Services
Coronavirus Waivers and Flexibility

Supply Management

Personal Protective Equipment (PPE)
Conservation
National Emerging Special Pathogens Training and Education Center (NETEC)
PPE (COVID-19) Use and Conservation

University of Washington Medicine
Conservation - Respiratory Care Supplies

Updated as of July 10, 2020
Supply Management (continued)

Reuse Guidance
Duke School of Medicine and Duke University Health System
Decontamination and Reuse of N95 Respirators with Hydrogen Peroxide Vapor to Address Worldwide Personal Protective Equipment Shortages During the SARS-CoV-2 (COVID-19) Pandemic

Mount Sinai Health System
Process for the Limited Reuse and Extended Use of N95 respirators and Fluid-Resistant Face Shields

University of California San Francisco Health
- Personal Protective Equipment Extended Use and Reuse Guidance
- PPE Stewardship Guidelines

PPE Reuse Guidance (continued)
University of Kentucky HealthCare
- Guidance for the Reuse and Extended Use of Masks
- Guidance for the Reuse and Shared Use of PAPR Hoods

University of Nebraska Medical Center
- Nebraska Medicine UV decontamination protocol | Spanish language version
- Key points - UV
- FAQ's- UV
- Donning/Doffing UV treated N95 respirators
- N95 decontamination using UV – video
- Extended use / reuse of PPE and N95 respirators

Assessment of Resources
Penn Medicine
Personal Protective Equipment (PPE) Forecasting Calculator (scroll down on webpage for calculator tool)

Rush University Medical Center
Playbook – Supply Change Management Overview (Pg. 8)

Testing Supplies
University of South Florida
USF Nasal Swab 3D Printing Files (Page contains 3D printing files and instruction manuals)

Surge Planning
U.S. Department of Health and Human Services Office of the Assistant Secretary for Preparedness and Response
COVID-19 Hospital Resource Package

Facilities
The Johns Hopkins University
Toolkit and Best Practices for Converting a Unit to a Negative Pressure Bio Mode Respiratory Virus Isolation Unit

Updated as of July 10, 2020
Surge Planning (continued)

Increasing Capacity
Rush University Medical Center
Playbook – Clinical Operations (Pg. 24)

University of Kentucky HealthCare
COVID-19 Surge Protocol

Ambulatory Sites
Rush University Medical Center
Playbook – Ambulatory (Pgs. 30-31)

University of Nebraska Medical Center
Guidelines for Patients with COVID-19 Suspected or Confirmed Infection in the Ambulatory Environment

University of California San Francisco Health
03 - Ambulatory Settings - Workflow

Alternate Care Sites
U.S. Department of Health and Human Services Office of the Assistant Secretary for Preparedness and Response
- Topic Collection: COVID-19 Alternate Care Site Resources
- Alternate Care Sites (ACS) Toolkit, Second Edition
- Alternate Care Strategies Video
- Healthcare Capacity Building: Alternative Care Sites and Federal Medical Stations

Pharmacy
American Society of Health-System Pharmacists
Patient Surge Management During a Pandemic: A Toolkit for Hospital and Health System Pharmacies

Visitor Policies
Rush University Medical Center
Playbook – Visitation Policies (Pg. 25)

University of Kentucky HealthCare
COVID-19 Visitor Restrictions

University of Washington Medicine
Visitor Restriction Policy
Supply Management (continued)

**Telehealth**
Centers for Medicare & Medicaid Services
[Medicare Telehealth FAQs 03.17.20](#)

Emory Healthcare
- Provider Telehealth Training
- Post-Training Telehealth Provider Assessment
- Centralized Telehealth Scheduling Workflow
- Telemedicine Implementation Guide
- Graduate Medical Education Policy on Telehealth

Rush University Medical Center
[Playbook – Telemedicine (Pgs. 26-27)](#)

**Workforce Preparation and Support**

**Workforce Planning for Healthcare Leaders**
U.S. Department of Health and Human Services Office of the Assistant Secretary for Preparedness and Response
- COVID-19 Healthcare Workforce Virtual Toolkit
- Practical Leadership Tips for Enhancing Staff Behavioral Health During a Crisis
- Mitigate Absenteeism by Protecting Healthcare Workers’ Psychological Health and Well-being during the COVID-19 Pandemic
- Healthcare Facility Onboarding Checklist

University at Albany State University of New York
[COVID-19 & The Health Workforce](#)

**Health Care Workers’ Home and Work Safety**
American College of Emergency Room Physicians
[ACEP COVID-19 Field Guide](#)

The Johns Hopkins University
- When to Call Occupational Health about COVID-19 Concerns
- Return to Work Criteria for Healthcare Worker with Confirmed or Suspected COVID-19
- Guidance for Healthcare Workers Returning Home after Caring for Patients with COVID-19

**Training**
University of Washington Medicine
[Critical Care Training for non-Critical Care-Trained Providers](#)

**PPE Use**
University of Chicago Medicine & IDEO (design firm)
[COVID Safety: PPE Instructions for Clinical Settings](#)

Updated as of July 10, 2020
Workforce Preparation and Support (continued)

**Developing Resilience**
U.S. Department of Health and Human Services Office of the Assistant Secretary for Preparedness and Response

Mini Modules to Relieve Stress for Healthcare Workers Responding to COVID-19: Stress Management Exercise

University of California San Francisco Health
Self-Care for Staff & Providers

**Mental Health**

“Coping with sickness and stress”
AAMC.org

National Alliance on Mental Illness (NAMI)
COVID-19 Resource and Information Guide

Johns Hopkins Medicine
Managing Stress and Coping with COVID-19

Massachusetts General Hospital
Guide to Mental Health Resources for COVID-19

National Academy of Medicine
Strategies to Support the Health and Well-Being of Clinicians During the COVID-19 Outbreak

**Mental Health** (continued)
U.S. Department of Health and Human Services Office of the Assistant Secretary for Preparedness and Response

- Mini Modules to Relieve Stress for Healthcare Workers Responding to COVID-19
  - Stress Management Exercise Webinar (Slides, Recording)
  - Creating a Practical Self-Care Plan in Difficult Times Webinar (Slides, Recording)
- Death of a Colleague During the COVID-19 Pandemic
- Grief Following Patient Deaths During COVID-19
- Managing Patient and Family Distress Associated with COVID-19
- Managing Stress Among Mortuary and Death Care Workers During the COVID-19 Pandemic
- Preventing and Addressing Moral Injury Affecting Healthcare Workers During the COVID-19 Pandemic

Rush University Medical Center
Playbook – Team Wellness (Pg. 43)

University of Kentucky HealthCare
COVID-19 Information for Providers and Staff: Health & Wellness

**Housing and Facilities for Healthcare Workers**
University of California San Francisco Health
- FAQ for Hotel Resources for UCSF Health Employees
- Scrubs and Showers
Workforce Preparation and Support (continued)

**Childcare**
University of California San Francisco Health
[Child Care Resources]

University of Chicago Medicine
[Childcare and Care Services]

University of Washington Medicine
[Share & Care Website Overview | Webinar Recording: Care and Share Website Demo]

**Other Useful Links and Resources**

**AAMC Member Feedback/Data**
COVID-19 Data (requires AAMC.org log-in)
AAMC in collaboration with the Harvard T.H. Chan School of Public Health.
Survey results include basic information on the diagnosis, monitoring and care of COVID-19 patients at AAMC member institutions, including expansion of testing sites, use of PPE, allocation of scarce resources, and changes to CPR and respiratory protocols.

**Articles**
“Ensuring and Sustaining a Pandemic Workforce”
New England Journal of Medicine

**COVID-19 Web Sites/Pages**
American Association on Health and Disability – Resources for People with Disabilities on COVID-19
Emory Healthcare Resources for Medical Professionals (Complete List)
Oregon Health Sciences University COVID-19 Resources
- Outpatient COVID-19 Reference Guide
- Operational Considerations During a Pandemic
Rush University Playbook
The George Washington University -COVID-19 Situation Report: Intelligence Reports
University of British Columbia: Pathways Issue 04 – Connecting with Compassion and Care
University of California San Francisco Health COVID-19 Clinical Resources (Complete list)
University of Chicago Medicine Coronavirus Clinician Resources
University of Kentucky COVID-19 Information for Providers and Staff (Complete list)
University of Nebraska COVID-19 Resources for Providers (Complete list)
COVID-19 Web Sites/Pages (continued)

University of Washington COVID Resources Site (Complete list)

U.S. Department of Health and Human Services Office of the Assistant Secretary for Preparedness and Response
rural health and COVID-19 quick sheet