WHO suite of health service capacity assessments in the context of the COVID-19 pandemic

COVID-19 Safe Hospital Webinar 2: Hospitals and national strategic plans for emergencies and disasters from all hazards

25 February 2021
**CONTEXT** | Countries are facing many key decisions and actions that must be informed by accurate and real-time data to respond to COVID-19 while maintaining other essential health services

**Goal** | Support countries through rapid and accurate assessments of the current and surge capacities of health facilities throughout the different phases of the COVID-19 pandemic

**WHO suite of rapid health service capacity assessments in the context of the COVID-19 pandemic**

- **Use of evidence and adherence to standards**
  - Country Context
  - WHO Guidelines

- **Content specificity**
  - Focus of specific content area
  - Ensure complementarity across modules

- **Actionable results**
  - Targets users (national planners, hospitals, IMST)
  - Practical time-sensitive decisions and actions

- **Feasibility and scale-ability**
  - Executed in rapid time frame with minimum effort

- **Compatibility**
  - Paper based methods
  - Electronic platforms
## Suite of health service capacity assessments in the context of the COVID-19 pandemic

To track, monitor and guide deployment and scale up of essential clinical tools and supplies for COVID-19 and other essential health services ([view modules](#)).

### Health facility and community assessment tools (core modules)

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<th>Tool</th>
<th>Description</th>
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<td>Assess overall hospital readiness to identify priority actions to prepare for, be ready for and respond to COVID-19</td>
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<td>COVID-19 case management capacities: Diagnostics, therapeutics, and vaccine readiness</td>
<td>Assess present and surge capacities for the treatment of COVID-19 in health facilities</td>
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<td>Continuity of essential health services</td>
<td>Assess health facility and health workforce capacities to maintain the safe provision of essential health services</td>
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<td>Community needs, perceptions and demand – community assessment tool</td>
<td>Assess community needs, changes in care-seeking behaviours, and barriers to accessing care</td>
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### In-depth assessment tools/modules

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<td>Biomedical equipment for COVID-19 case management – inventory tool</td>
<td>Conduct an in-depth facility inventory of biomedical equipment re-allocation, procurement and planning measures for COVID-19</td>
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<td>Ensuring a safe environment for patients and staff in COVID-19 health-care facilities</td>
<td>Assess structural capacities of health facilities to allow safe service delivery and enable surge capacity planning</td>
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<td>Infection prevention and control health care facility response for COVID-19</td>
<td>Assess infection prevention and control capacities to respond to COVID-19</td>
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Rapid hospital readiness assessment module

Assess overall hospital readiness to identify priority actions to prepare for, be ready for and respond to COVID-19

- Do facilities have the necessary arrangements and backup arrangements in place and the functioning capacity to respond to COVID-19 (including safe and quality care of COVID-19 and non-COVID-19 patients and the continued provision of safe and essential public health functions)?

- Which recommended actions need to be given priority and investment to make the facility fully functional?

- What are the ‘to do’ priority actions in case of surge?

(for use in hospitals)
## Overview of hospital readiness: key components

<table>
<thead>
<tr>
<th>Component</th>
<th>Score</th>
<th>Percent Achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Leadership and incident management system</td>
<td>7</td>
<td>100%</td>
</tr>
<tr>
<td>2. Coordination and communication</td>
<td>6</td>
<td>100%</td>
</tr>
<tr>
<td>3. Surveillance and information management</td>
<td>6</td>
<td>100%</td>
</tr>
<tr>
<td>4. Risk communication and community engagement</td>
<td>4</td>
<td>100%</td>
</tr>
<tr>
<td>5. Administration, finance and business continuity</td>
<td>8</td>
<td>100%</td>
</tr>
<tr>
<td>6. Human resources</td>
<td>6</td>
<td>100%</td>
</tr>
<tr>
<td>7. Surge capacity</td>
<td>5</td>
<td>100%</td>
</tr>
<tr>
<td>8. Continuity of essential support services</td>
<td>6</td>
<td>100%</td>
</tr>
<tr>
<td>9. Patient management</td>
<td>4</td>
<td>100%</td>
</tr>
<tr>
<td>10. Occupational health, mental health and psychosocial support</td>
<td>5</td>
<td>100%</td>
</tr>
<tr>
<td>11. Rapid identification and diagnosis</td>
<td>6</td>
<td>100%</td>
</tr>
<tr>
<td>12. Infection prevention and control</td>
<td>16</td>
<td>100%</td>
</tr>
</tbody>
</table>
COVID-19 case management capacities module

To guide delivery and scale of essential COVID-19 tools, including diagnostics, therapeutics, vaccine capacity and other essential supplies.

- Have facilities adopted and activated IMST protocols.
- Do facilities have sufficient bed and space capacities to manage COVID-19 patients?
- Do facilities have the necessary medicines and medical supplies for the management of COVID-19 patients?
- Do facilities have necessary PPE for health workers?
- Do facilities have the necessary IPC supplies?
- Do facilities have necessary COVID-19 diagnostic supplies for COVID-19 testing?
- Do facilities have the necessary medical equipment for COVID-19 patient diagnosis, monitoring and case management?
- Do facilities have a functioning cold chain ready to support COVID-19 vaccine introduction?
Kenya results: Hospital capacities for COVID-19 case management

Dr Helen Kiarie, Ministry of Health – not for distribution
Continuity of essential health services module

Track and monitor health worker capacities and protection, changes in utilization, service delivery and disruptions

- How many staff are available?
- How many staff have been diagnosed with COVID-19?
- Is additional training and support being provided to staff?
- Are facilities continuing to charge user fees?
- Are facilities receiving additional funding for essential health services?
- Are staff salaries and overtime pay being paid on time?
- Has delivery of services unrelated to COVID-19 changed?
- Has service utilization increased/decreased and what are the reasons?
- Has the facility implemented community communication campaigns?
- Has the facility made catch-up plans for missed routine appoints?
- Have facilities experienced unplanned closures?
- Are safety processes and protocols in place to ensure safe delivery of services?
- Do facilities have triage and isolation capacities?
- Do staff have sufficient PPE to deliver essential services safely?
- Which COVID-19 primary care services are being delivered in the facility?
- What support is being provided to deliver these services?
- Do facilities have available therapeutics, diagnostic tests and supplies for essential health services?
- Do facilities have functioning cold chain capacity?

view
(for use in hospitals and primary care settings)
Kenya results: Tracking continuity of essential health services (in hospitals and primary care settings)

Tracking continuity of essential health services in frontline services

Extent of service disruptions and system response

Service readiness and preparedness

Reasons for changes in outpatient volume

Facility availability of essential health products and safety measures

Percent of CHWs who feel stigmatized during COVID-19

Percent of CHWs who feel they are lacking support during COVID-19

Dr Helen Kiarie, Ministry of Health – not for distribution
Community needs, perceptions and demand module

Assess and respond to community perceptions and needs including vaccine acceptance and barriers to care

- How has the COVID-19 pandemic affected utilization of essential health services?
- What are the current unmet needs for health services in the community?
- What are main barriers for people to use essential health services during the COVID-19 pandemic?
- Are there marginalized group more affected during the COVID-19 pandemic?
- Where/what are the first points of contact of care during COVID-19 pandemic?
- What are community attitudes towards potential COVID-19 vaccination?
- Have community health workers been able to continue their work in the COVID-19 pandemic context?
- Have community health workers experienced stigma in pursuing their functions?
Biomedical equipment for COVID-19 case management - inventory tool

Conduct an in-depth facility inventory of biomedical equipment re-allocation, procurement and planning measures for COVID-19

- Do facilities have adequate supplies to administer oxygen and ventilation to severe and critical COVID-19 patients?
- What is the current capacity for the production of biomedical equipment?
- What are the causes of equipment malfunctioning?
- What resources need to be procured, reassigned or redistributed?

View (for use in hospitals and COVID-19 treatment centres)
Ensuring a safe environment for patients and staff in COVID-19 health-care facilities

Assess structural capacities of health facilities to allow safe service delivery and enable surge capacity planning

Does the facility provide a safe environment with adequate engineering and administrative controls to promote safe patient care for COVID-19?

Does the facility provide a safe environment with adequate engineering and administrative controls to protect the health and well-being of the staff?
Country use: Ensuring a safe environment

Countries where tool has been used
Infection prevention and control health-care facility response for COVID-19

Assess infection prevention and control capacities to respond to COVID-19

- Do facilities have a minimum IPC programme or focal point assisting in their COVID-19 response?
- Are facilities adequately equipped with critical IPC supplies and infrastructure to support a robust COVID-19 response or resurgence?
- Are facilities providing baseline IPC training in standard precautions and COVID-19-related guidelines and protocols as per international guidance?
- Are facilities performing IPC monitoring of COVID-19 infections in patients/residents, residents and staff?
- Do facilities have appropriate flow and visitor restrictions in place?
Country approach

Building towards sustainable early warning systems for health services for future crises

Source: Adapted from WHO EURO
Thank you
For more information visit www.who.int/teams/integrated-health-services/monitoring-health-services

Monitoring health services

Countries are facing a multitude of questions that must be addressed to prepare for and respond to COVID-19 while maintaining other essential health services across the life course. Key decisions and actions must be informed by accurate and timely data on health service delivery and utilization throughout all phases of the COVID-19 pandemic. As such, WHO is coordinating efforts to support countries to strengthen continuous health system and service monitoring in the context of COVID-19.

This page is regularly updated based on new scientific findings as the epidemic evolves.

Suite of health service capacity assessments in the context of the COVID-19 pandemic

The Suite of health service capacity assessments in the context of the COVID-19 pandemic can be used to support rapid and accurate assessments of the current, surge and future capacities of health facilities throughout the different phases of the COVID-19 pandemic. The suite consists of two sets of modules: a first set related to hospital readiness and case management capacity for COVID-19, and a second set focused on the continuity of essential health services in the context of the COVID-19 pandemic. Read the overall interim guidance on the suite of modules.

The modules can be used to inform the prioritization of actions and decision-making at health facility, subnational and national levels. Countries may select and tailor different combinations of modules according to country context and data needs for either one-time or recurrent use throughout the course of the pandemic.

The modules have been developed by WHO and global partners in alignment with published WHO guidance on COVID-19 case management and outbreak response and maintenance of essential health services, including Maintaining essential health services: operational guidance for the COVID-19 context.

Each module will become available online through a free downloadable IT application as well as via downloadable files. WHO will release modules as they are finalized.

Contact: EHSmonitoring@who.int

Other COVID-19 resources

- Maintaining essential health services during the COVID-19 outbreak
- Analysing and using routine data to monitor the effects of COVID-19 on essential health services
- More on the COVID-19 outbreak response