**Critical Resource Pools**

In the event of a resurgence of COVID-19, our ability to ensure the availability of critical resources is imperative. To manage a resurgence event we have defined the following areas as critical healthcare resources:

Critical Role RNs

(ED, MedSurg, ICU)

Physicians

Advanced Clinical Providers

Nursing

Support

Environmental Services

Respiratory Therapists

A database should be created for individuals with the appropriate qualifications to take on temporary positions where a COVID-19 crisis is occurring.

**Establishing and Maintaining Pools**

To increase the availability of the critical resources mentioned previously, a multi-faceted strategy is required. These strategies include the following:

* Establishing Reassignment Pools – Proactively develop a reassignment reserve to align resources throughout the organization to COVID response roles. Individuals who are not clinically certified to assume one of the critical roles above may be trained to take on other COVID response roles (e.g. swabbers for PCR testing, vaccinators, call center agents for COVID screening, etc.)
* Health System GPO for Agency Partnerships – Established partnership with staffing agencies. This will ensure we are able to quickly infuse critical roles in the event an increase in COVID cases is trending to overtake current capacity.
* Engaging Retired Staff – By connecting with alumni organizations we enhance critical resource pools. For individuals which may not have maintained their continuing education credits to keep their certifications active, we follow New York State guidelines per recent executive orders.
* Proactive Hiring – If economically feasible, we recommend organizations proactively hire additional resources for each of the identified critical healthcare roles. This can be with per diem staff as well.

**Staffing Guidelines**

Understanding where and when staffing gaps arise is imperative. To facilitate this, establish a patient acuity monitoring tool whereby it can be quickly identified as to which hospitals are trending or at concerning levels of patient to staff ratios. Remediation efforts utilize the Establishing and Maintaining Pool strategies to address areas of concern.

In the event of a staffing emergency, we also evaluate the following measures and enacted them based on the specific scenario.

* Requesting additional overtime shifts from our full-time and part-time team members
* Mandating per diems to accept extra shifts beyond their regular schedule
* Moving resources within a hospital to units experiencing a staffing crisis, as long as we have confirmed the individual meets the required competencies and experience based on the role.

**Training and Education**

We have developed training programs to ensure each individual that joins the battle against COVID-19 receives necessary training. Our training curriculum includes the following categories:

Specialty Training by Role

Resilience & Individual Well-Being

Infection & Prevention Control

In addition, we are working with local schools and universities to assign students nearing graduation, or deemed to be at a state of readiness, to various COVID-19 response roles. An example would be qualified medical students working as swabbers to conduct PCR testing.