



## **Provider Checklist and Information**

This checklist and information intends to supplement, not override, provisions from regulatory agencies that oversee health care organizations. Organizations may develop policies, but those policies must have a basis in current science and facts, and they should never compromise a client's or employee's health.

Program providers have the responsibility to protect the health and safety of individuals under their care at all times. State and federal guidance indicate that COVID-19 presents a health and safety risk to individuals receiving community services. The best method of protecting individuals from infection is to keep it out of the home.

## **Personal Protective Equipment (PPE) Requests**

Providers should work with their local health department and local emergency management to submit a State of Texas Assistance Request (STAR) for PPE. The links below are helpful resources providers can use.

State of Texas Assistance Request (STAR)

[https://olympus.soc.texas.gov/files/docs/TWI-913\\_STAR\\_Pocket\\_%20Guide.pdf](https://olympus.soc.texas.gov/files/docs/TWI-913_STAR_Pocket_%20Guide.pdf)

Public Health Region

<https://www.dshs.state.tx.us/regions/default.shtm>

Local Public Health Organizations

<https://www.dshs.state.tx.us/regions/lhds.shtm>

## **Other Resources**

Department of State Health Services

[\*COVID-19: Guidance for Public Health Home Service Providers\*](#)

CDC: COVID-19 Risk Assessment Guidance

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-risk-assesment-hcp.html>

CDC: Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 (COVID-19)

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

Governor Greg Abbott's Disaster Proclamation

[https://gov.texas.gov/uploads/files/press/DISASTER\\_covid19\\_disaster\\_proclamation\\_IMAGE\\_03-13-2020.pdf](https://gov.texas.gov/uploads/files/press/DISASTER_covid19_disaster_proclamation_IMAGE_03-13-2020.pdf)

ACTION	YES	NO	COMPLETION DATE	COMMENTS
<b>PLAN</b>				
1. Review your Emergency Plan/Continuity of Operations Plan.				
2. Update your plan to reflect changes based on your review and current situation.				
3. Update all workforce contact information.				
4. Coordinate with local emergency operations/local health department/healthcare coalition.				
5. Review personnel policies concerning use of personal time, sick time, overtime. Develop contingency policies.				
6. Check with your vendors about the supply chain, especially those that provide you with medications for individuals receiving services.				
7. Plan to address workforce shortages. Contract with other agencies for the additional workforce.				
8. Develop a plan to cross-train the workforce wherever possible.				
9. Develop a questionnaire to identify which workforce members are available to work extra and flexible hours. Also, identify workforce members that may be employed by another health care provider as they may have a commitment to that organization in an emergent situation.				
10. Communicate your plan with partner agencies.				
11. Help your workforce develop a plan for families.				

ACTION	YES	NO	COMPLETION DATE	COMMENTS
<b>CLIENT CARE</b>				
1. Assess the Client Classification Levels for possible triage and keep hard copy easily accessible. Do this regularly while we are in this current situation.				
2. Identify an individual's family members who may be able to take on more care responsibility if necessary.				
3. Develop a Back-Up Care Plan.				
a. List names and responsibilities.				
4. Begin to develop plans for possible surge capacity based on staffing and client classification levels. This means forecasting with a potential, significantly reduced workforce.				
5. Develop alternate staffing patterns such as longer days.				
6. Ask screening questions before each visit and identify the responsible person for conducting screening (scheduler, supervisor, worker, etc.).				
<b>SITUATIONAL AWARENESS</b>				
1. Communicate with local emergency preparedness organizations.				

ACTION	YES	NO	COMPLETION DATE	COMMENTS
2. Assign one person to monitor daily updates from CDC, DPH, and the World Health Organization.				
3. Be aware of state updates, resources, and communications.				
<b>INFECTION CONTROL AND PREVENTION</b>				
1. Educate/re-educate workforce in the following:				
a. Standard Precaution				
b. Transmission-based precautions such as				
1) Contact				
2) Droplet				
2. Review Nursing Bag Technique with all field personnel.				
3. Download multi-lingual client seasonal influenza information and distribute it to individuals and their family members.				
4. Re-educate the workforce on handwashing protocols using running water and waterless hand sanitizers.				
<b>INFECTION CONTROL AND PREVENTION</b>				
5. Offer seasonal influenza vaccination to the workforce and clients.				

ACTION	YES	NO	COMPLETION DATE	COMMENTS
6. Check PPE supplies and dates. Move outdated to back and label as outdated but do not discard at this time.				
7. Educate the workforce again in donning and doffing of PPE and in sequential order.				
8. Review your infection control policies for surveillance, recognition, identification, and reporting requirements for the workforce and individuals.				
9. Have a process to monitor and report any workforce or individual illnesses in your organization.				
10. Develop an occupational health plan and policies for any workforce members with exposure to COVID-19.				