

# Building a Pandemic Response

Inpatient & Outpatient Experience

April 2020

## Crisis Management

Formulating a sustainable plan and operating model for COVID-19 and future airborne viruses is critical to the well-being of patients and staff, and the viability of your health system.

**During COVID-19, Freed has worked to meet patient, staff and remote workforce needs**

**How will your health system transition back to business? Freed is here to meet your post-crisis planning needs**



## Back to Business Planning

Health system leaders are focusing on crisis measures, as they navigate the COVID-19 chaos, and rethinking business standards that will continue or change post-crisis.

## Crisis Management

Freed is on the ground floor with you, through rapid planning and execution of respiratory “surge” clinics to outpatient care and safety, as well as telehealth access protocols and capabilities.

## Back to Business Planning

Looking beyond the current state of uncertainty, Freed is here to support you define your “new normal” for care delivery, reassess priorities and programs and execute a sustainable post-crisis structure. Is your health system preparing for a resurgence?



## Patient Experience in Crisis

Health System leadership must ensure the safety of patients and staff in acute care and office settings, requiring the rapid accrual and dissemination of resources and capabilities to manage COVID-19 inpatient flow while continuing outpatient care.



### Inpatient Care

Facilitate Inpatient space planning for COVID-19 critical care. Designate COVID-19 care space, garner supplies and equipment. Reallocate physicians and staff. Develop and communicate safety protocols.



### Outpatient Care

Collaborate across medical specialties in outpatient care settings to rapidly develop and execute COVID-19 patient and staff safety protocols and training. Dedicate Pediatric Clinics to separate children from adult population at Internal Medicine and Family Medicine practices.



## Patient Experience in Crisis

Health System leadership must define the most efficient and effective environments for providing outpatient services to patients who are/may be COVID-19 positive and patients requiring non-COVID-19 care.



### Surge Clinics and Labs

Identify unutilized/utilized clinical space for COVID-19 Respiratory Clinics. Transition clinicians in utilized space to temporary office locations. Launch Respiratory Clinics, garner supplies and equipment and establish safety protocols. Establish temporary COVID-19 testing sites.



### Telehealth Capabilities

Design and execute telehealth capabilities for Outpatient services and provide patient navigation tools. Define triage process. Build additional protocols for “virtual” appointments.

Freed Consultants are on the ground supporting large health systems' facilities and foundation teams, as well as health plans, to manage the COVID-19 crisis and meet the needs of patients, members and workforce.

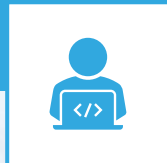


## Patient Experience

Inpatient facility planning for COVID-19 critical care and Identifying unused space/relocating specialties to launch Respiratory Clinics.

## Enterprise Transformation

Rapid planning and execution of remote workforce, systems security and tools



## Digital Health & Informatics

Intake and dissemination of COVID-19 communications across multiple mediums

## Financial Risk Management

Operationalize Federal Waivers, COVID-19 reimbursement schedule and new coding



## Strategic Planning & Sustainability

COVID-19 Strategy Planning to define crisis roadmap, risks contingencies, and protocols



## Why Choose Freed

Serving **California**, Freed comprises a team of experts who work exclusively in healthcare. Our teams collaborate with each client in their unique environment on complex and critical initiatives to deliver sustainable value.



### **Expertise**

Freed Associates are equipped with advanced skills, experience and deep healthcare knowledge to meet and exceed your goals.



### **Solutions**

Freed collaborates with health systems, health plans and Public Health entities, driving strategies and sustainable solutions that transform the delivery of health care.



### **Value**

Freed Associates bring a suite of innovative methods and tools to complex health care challenges to deliver optimal solutions.



Please visit [www.freedassociates.com](http://www.freedassociates.com) to access our case studies and Point-of-View (POV) papers

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