



Penn Medicine
Hospital of the
University of Pennsylvania

HUP HDDC

Promoting Safe Practices and Work Environments during COVID-19

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Promoting safe practices among patients and colleagues

- ▶ Stay safe during COVID-19
- ▶ Model behavior for our colleagues and community
- ▶ To create and maintain a safe environment during COVID-19 all patients and employees at Penn Medicine facilities are required to:
 - Wear face masks
 - Maintain a distance of six feet apart
 - Limit the size of groups, in compliance with CDC and other guidelines.
 - Practice good hand hygiene



Culture of Shared Accountability

- ▶ It is everyone's responsibility to provide feedback when you notice that these practices are not being followed. When we make people aware of their actions, they are more likely to self-correct.

Give Real time Feedback with Empathy

- ▶ Communicate in a way that shows the person you care about their health and wellbeing.
- ▶ Follow the model of giving feedback below. In the second step, when you describe the impact, focus on the wellbeing of the other person.



A colleague is not wearing a mask properly

Hi, John. I noticed that you're taking your mask off between seeing patients when you're in the common area.

I know masks can be uncomfortable at times, but they have reduced the spread of COVID to providers at Penn Medicine to 2% and are required.

Please consider keeping your mask on. Thank you for taking the time to consider my feedback.



Colleagues are not maintaining adequate distance in a common area.

We seem to be a little too close to each other in here.

I understand wanting to take breaks together but we have to be smart about social distancing.




From now on, let's make sure we're putting enough distance between each other. We can always move to a larger room, gather in smaller groups or even go outside.



Putting Shared Accountability into Practice

- ▶ Utilize Penn Medicine Academy - Additional resources and tip sheets about masking, COVID-19 and giving real time feedback to patients and colleagues

Promote safe practices among patients and colleagues.

		
<p>This tool is for when you notice others not wearing face masks properly or not maintaining adequate social distance.</p>	<p>The examples will show you how to give feedback to others in an empathetic way.</p>	<p>Use this tool to give real time feedback, at the time that you notice the behavior.</p>

- ▶ Promote “See Something, Say Something” & “Ask to Mask”
- ▶ Emphasize importance of Penn Medicine staff as models of safe behavior

Penn Medicine Work Environment Guidelines

- ▶ Real Estate, Design and Construction (RED&C) worked in conjunction with Penn Medicine Human Resources, Infection Prevention and Control, and Corporate Safety experts to develop a set guidelines for applying social distancing in common and shared work spaces
- ▶ Space modifications to be applied in combination with:
 - Universal masking
 - Daily health screening at entry
 - Increased hand hygiene and high touch environmental cleaning
 - Cultural safety normalization and accountability
- ▶ Transmission risk still exists. It is important that we continue to lead our communities in maintaining vigilance with the best practices to avoid transmission of the disease, including in our interactions with each other.

Installation and modification rollout

- ▶ Real Estate, Design and Construction reviewed floor plans for the entire HUP and PCAM campus. Identified spaces designation based on floor plan room labels (breakroom , conference room, office, shared office)
- ▶ Signage for the entire system is being ordered and anticipated delivery and application is in August. Further detail of application in your area be shared in the upcoming weeks.
- ▶ Current utilization of staff and common spaces should continue.
- ▶ **Recommend immediately:**
 - Please limit occupancy of panty/break spaces to allow for minimal seating (2 to 3 in some smaller rooms based on size) when masks are removed for eating
 - Encourage utilization of dining outdoors, cafeteria or other open spaces, remaining socially distant and encouraging efficient dining especially during peak meal times.
 - Schedule staggered break lunch breaks and communicate limited occupancy of break spaces

Signage Categories to be Installed:

- ▶ PPE & Hygiene reminder signs
- ▶ Breakroom/common areas
- ▶ Cubicle signs
- ▶ Office signs – single and shared occupants
- ▶ Conference rooms
- ▶ Huddle room signs
- ▶ Restroom signs

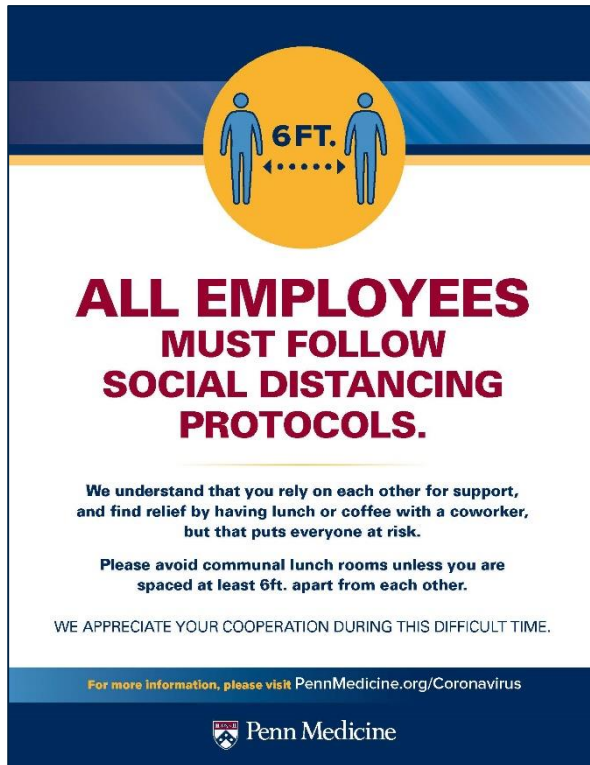
Reminder Signs

- Each Suite Entry (Elevator Lobby)
- Each Time Clock
- As Needed Throughout Suite



Breakroom/Common Area Signs

- As Needed



A sign with a yellow circle at the top showing two stylized human figures with a double-headed arrow between them labeled "6FT.". Below the circle, the text reads: "ALL EMPLOYEES MUST FOLLOW SOCIAL DISTANCING PROTOCOLS." followed by a paragraph: "We understand that you rely on each other for support, and find relief by having lunch or coffee with a coworker, but that puts everyone at risk. Please avoid communal lunch rooms unless you are spaced at least 6ft. apart from each other." and "WE APPRECIATE YOUR COOPERATION DURING THIS DIFFICULT TIME." At the bottom, it says "For more information, please visit [PennMedicine.org/Coronavirus](https://www.pennmedicine.org/coronavirus)" and the Penn Medicine logo.



A sign with a blue circle at the top showing a person sitting at a table with a plate and a red cup. Below the circle, the text reads: "FOR YOUR SAFETY LIMIT TABLE OCCUPANCY for Social Distancing" and "WE APPRECIATE YOUR COOPERATION" at the bottom, along with the Penn Medicine logo.



A sign with a blue circle at the top showing a white office chair icon. Below the circle, the text reads: "FOR YOUR SAFETY PLACE CHAIR HERE" and "WE APPRECIATE YOUR COOPERATION" at the bottom, along with the Penn Medicine logo.



A sign with a red circle at the top containing a white icon of a person sitting at a table with a red slash through it. Above the circle, it says "PLEASE DO NOT SIT HERE" and below it, "WE APPRECIATE YOUR COOPERATION".



A sign with a blue circle at the top showing hands being washed under a faucet. Below the circle, the text reads: "PLEASE WASH HANDS FREQUENTLY" and "WE APPRECIATE YOUR COOPERATION" at the bottom, along with the Penn Medicine logo.



A sign with a blue circle at the top showing a black office chair icon. Below the circle, the text reads: "FOR YOUR SAFETY PLEASE DO NOT MOVE FURNITURE" and "WE APPRECIATE YOUR COOPERATION" at the bottom, along with the Penn Medicine logo.

Cubicle/Office Signs

Cubicle A - Red

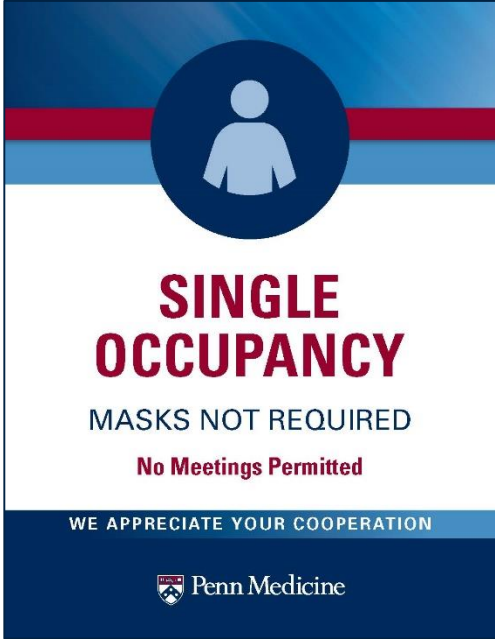


Cubicle B - Lt Blue

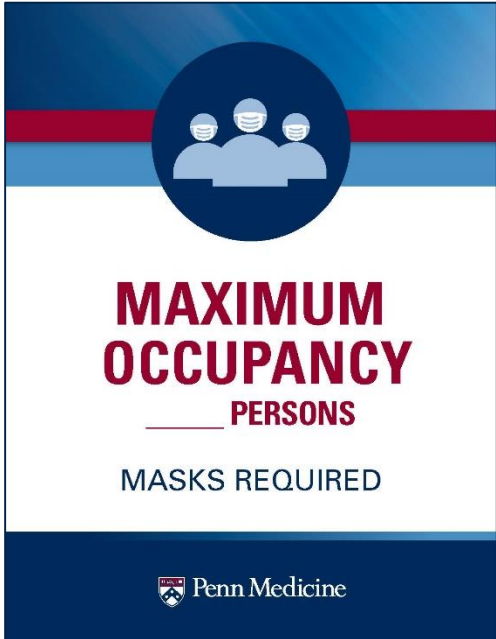


For alternate
Occupancy
(as needed)

Single Offices

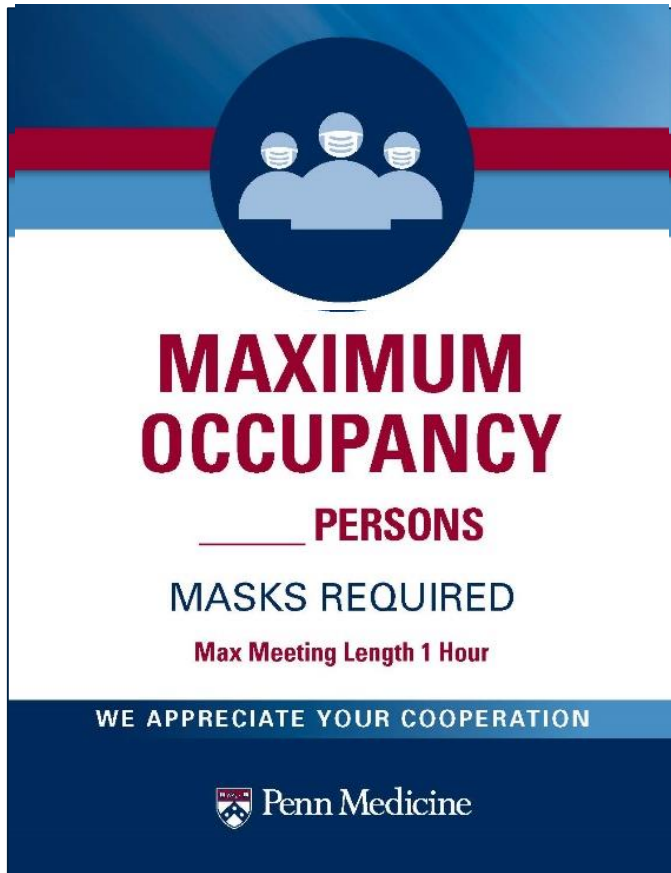


Multi-Occupant Offices



Conference/Huddle Room Signs

- As Needed



Restroom Signs

THANK YOU
FOR MAINTAINING
SOCIAL DISTANCING



6 FT.

Please remain at least 6ft. apart
from each other.



PLEASE
**WASH HANDS
FREQUENTLY**

WE APPRECIATE YOUR COOPERATION



**MAXIMUM
OCCUPANCY**
____ PERSONS

MASKS REQUIRED





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