

Enhanced staff satisfaction and resource utilization during the COVID-19 pandemic

Associação Fundo de Incentivo a Pesquisa - AFIP
São Paulo, Brazil

KEY PARTNERS / STAKEHOLDERS

Debora Ribeiro Ramadan | Tatiane Rodrigues dos Santos | Josué Augusto do Amaral Rocha |
Cristiane Franca Ferreira | Paulo Eduardo de Andrade Souza

The Sistema Único de Saúde (SUS) is the largest public health system in the world, serving nearly 190 million people. It is part of the Associação Fundo de Incentivo a Pesquisa (AFIP) which is a private, non-profit and philanthropic institution across eight Brazilian states with approximately three thousand employees who contribute to over 6 million laboratory tests each month.

In light of uncertainties related to COVID-19 and concerns about safety for those working in healthcare, including the limited access to diagnosis and treatment facilities, and doubts about the incubation period and virus detection window, a new health program was proposed by AFIP. The latter includes a committee composed of a multidisciplinary team that was created to help drive initiatives resulting from the COVID-19 pandemic. As such, this team developed and implemented a new health program for employees of AFIP and their families using the infrastructure of the already existing Cuidando de Quem Cuida (CQC) program, which aims to promote employee health care.

The new health program has helped to minimize the impact of the COVID-19 pandemic through concerted efforts to rapidly diagnose COVID-19 while monitoring and preventing new cases, all while also providing mental health services to those in need. The AFIP laboratory performed real-time PCR tests on more than 3500 samples from employees and family members, free for employees and at reduced prices for family members. The psychological and emotional support offered through the CQC program was also part of this care system, as it helped to offset this new and challenging time for society, with extreme uncertainty and risks to health and life. All actions were monitored through a Business Intelligence tool, with the aim of better management, faster and more assertive decision-making.

This initiative has substantially improved access to testing for employees and their families through the development of 6 new sample collection sites and consequently improved patient knowledge of COVID-19 status. Earlier knowledge of COVID-19 positivity has enabled proactive quarantine and isolation procedures, while also providing insights for staffing and risk mitigation purposes. The CQC program has also been invaluable, as the company's primary source dissemination of information internally on national and international COVID-19 guideline updates, which has further guided decision-making and the drafting of protocols in the different stages of the pandemic.



UNIVANTS[™]
OF HEALTHCARE EXCELLENCE