



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

Healthcare is one of the most precious resources we have, and our healthcare providers are at the heart of it. It is imperative that healthcare organizations around globe not just value their employees but strive to increase staff satisfaction and protect their safety, where possible.

The COVID-19 has been one of the biggest threats to healthcare worker safety, whether physical safety, or mental health. At the Associação Fundo de Incentivo a Pesquisa (AFIP), in São Paulo, Brazil, an integrated care team recognized that uncertainties related to COVID-19 and concerns about safety for those working in healthcare, including the limited access to diagnosis and treatment facilities, and uncertainties about the virus itself, existed across their facilities.

As such, this team developed and implemented a new health program for employees of AFIP, as well as their families, using already existing infrastructure of the Cuidando de Quem Cuida (CQC) program, which aims to promote employee health care. This program enhanced testing availability, enabling early detection and isolation, as needed, to minimize transmission, while also providing mental support during these trying times.

This initiative has substantially improved access to testing for employees and their families through the development of 6 new sample collection sites, thus enabling earlier patient knowledge of COVID-19 status. This knowledge further protected healthcare worker and patient safety by enabling proactive quarantine and isolation procedures, while also providing insights for staffing and risk mitigation purposes.

For their efforts this integrated clinical care received the UNIVANTS of Healthcare Excellence awards recognition of Achievement. Congratulations to Debora Ribeiro Ramadan, *Director of the Operational Technical Core*, Tatiane Rodrigues dos Santos, *Manager, CQC Program*, Josué Augusto do Amaral Rocha, *Family Physician, CQC Program*, Cristiane Franca Ferreira, *Coordinator of Occupational Medicine*, Paulo Eduardo de Andrade Souza, *Quality Assurance Manager*.



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