

WHO suite of health service capacity assessments in the context of the COVID-19 pandemic



COVID-19 Safe Hospital Webinar 2: Hospitals and national strategic plans for emergencies and disasters from all hazards

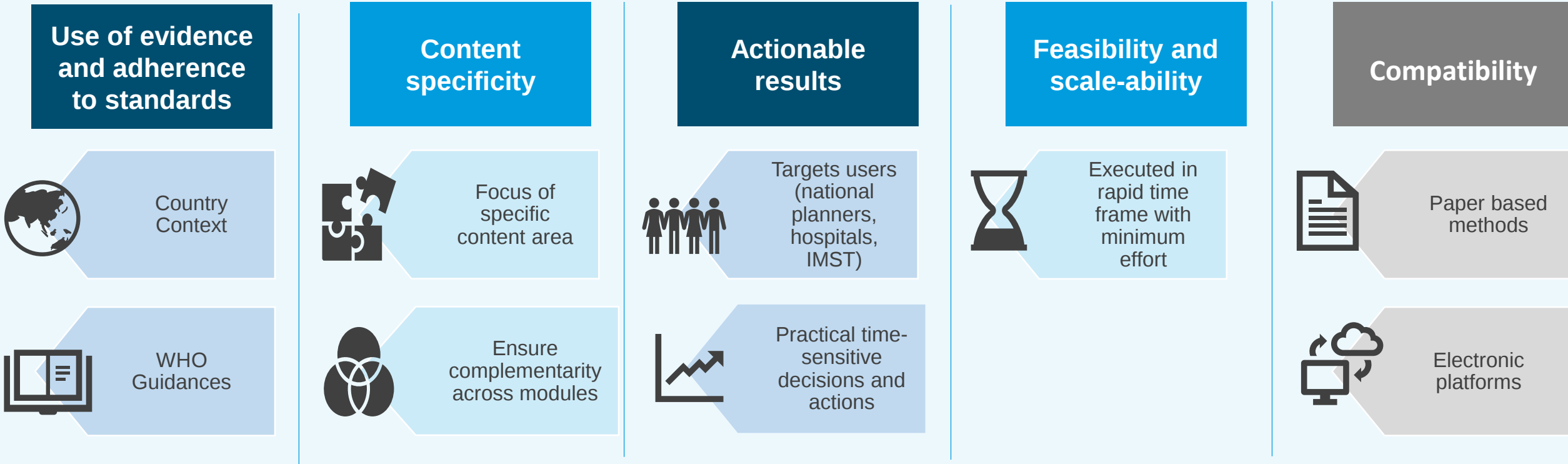
25 February 2021

CONTEXT | Countries are facing many key decisions and actions that must be informed by accurate and real-time data to respond to COVID-19 while maintaining other essential health services



Goal | Support countries through rapid and accurate assessments of the current and surge capacities of health facilities throughout the different phases of the COVID-19 pandemic

WHO suite of rapid health service capacity assessments in the context of the COVID-19 pandemic



Suite of health service capacity assessments in the context of the COVID-19 pandemic

To track, monitor and guide deployment and scale up of essential clinical tools and supplies for COVID-19 and other essential health services ([view modules](#))

Health facility and community assessment tools (core modules)



Rapid hospital readiness checklist



Assess overall hospital readiness to identify priority actions to prepare for, be ready for and respond to COVID-19



COVID-19 case management capacities: Diagnostics, therapeutics, and vaccine readiness



Assess present and surge capacities for the treatment of COVID-19 in health facilities



Continuity of essential health services



Assess health facility and health workforce capacities to maintain the safe provision of essential health services



Community needs, perceptions and demand – community assessment tool



Assess community needs, changes in care-seeking behaviours, and barriers to accessing care

In-depth assessment tools/modules



Biomedical equipment for COVID-19 case management – inventory tool



Conduct an in-depth facility inventory of biomedical equipment re-allocation, procurement and planning measures for COVID-19



Ensuring a safe environment for patients and staff in COVID-19 health-care facilities



Assess structural capacities of health facilities to allow safe service delivery and enable surge capacity planning



Infection prevention and control health care facility response for COVID-19



Assess infection prevention and control capacities to respond to COVID-19

Rapid hospital readiness assessment module

Assess overall hospital readiness to identify priority actions to prepare for, be ready for and respond to COVID-19



[view](#)

(for use in hospitals)



Do facilities have the necessary arrangements and backup arrangements in place and the functioning capacity to respond to COVID-19 (including safe and quality care of COVID-19 and non-COVID-19 patients and the continued provision of safe and essential public health functions)?



Which recommended actions need to be given priority and investment to make the facility fully functional?



What are the 'to do' priority actions in case of surge?

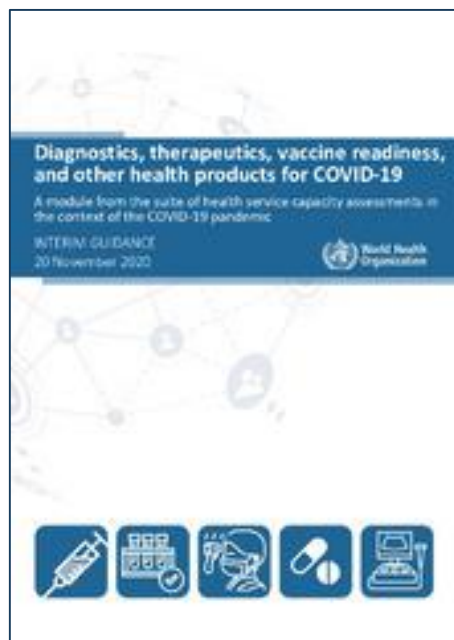
HOPE Foundation for Women and Children, Bangladesh results

Overview of hospital readiness: key components		
Component	Score	Percent Achieved
1. Leadership and incident management system	7	100%
2. Coordination and communication	6	100%
3. Surveillance and information management	6	100%
4. Risk communication and community engagement	4	100%
5. Administration, finance and business continuity	8	100%
6. Human resources	6	100%
7. Surge capacity	5	100%
8. Continuity of essential support services	6	100%
9. Patient management	4	100%
10. Occupational health, mental health and psychosocial support	5	100%
11. Rapid identification and diagnosis	6	100%
12. Infection prevention and control	16	100%

COVID-19 case management capacities module

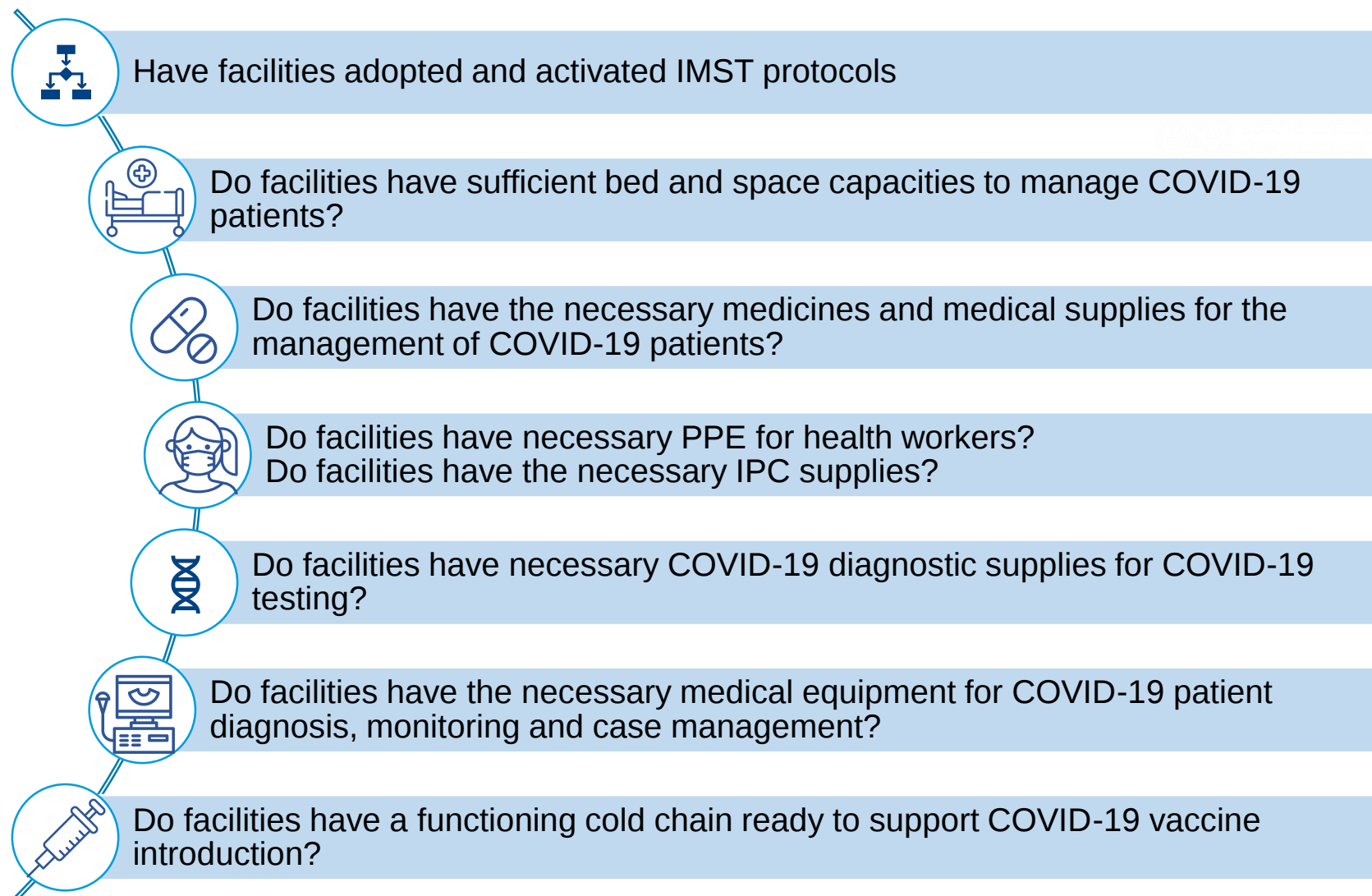


To guide delivery and scale of essential COVID-19 tools, including diagnostics, therapeutics, vaccine capacity and other essential supplies



[view](#)

(for use in hospitals
and COVID-19
treatment centres)



Kenya results: Hospital capacities for COVID-19 case management



MINISTRY OF HEALTH
OF KENYA



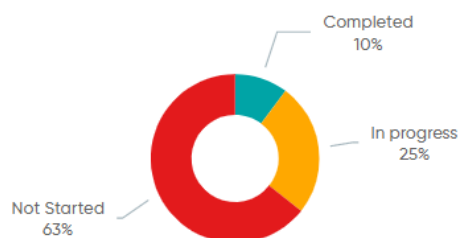
Tracking COVID-19 tool readiness in frontline services

TRACKING CONTINUITY OF ESSENTIAL HEALTH SERVICES IN FRONTLINE SERVICES

National vaccine introduction readiness

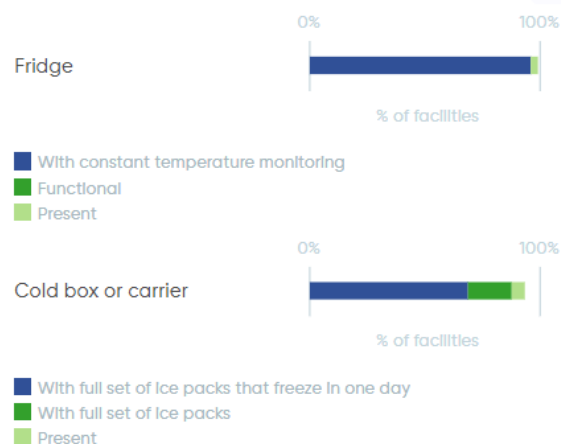
n=51

Percent of vaccine introduction pre-planning activities in place



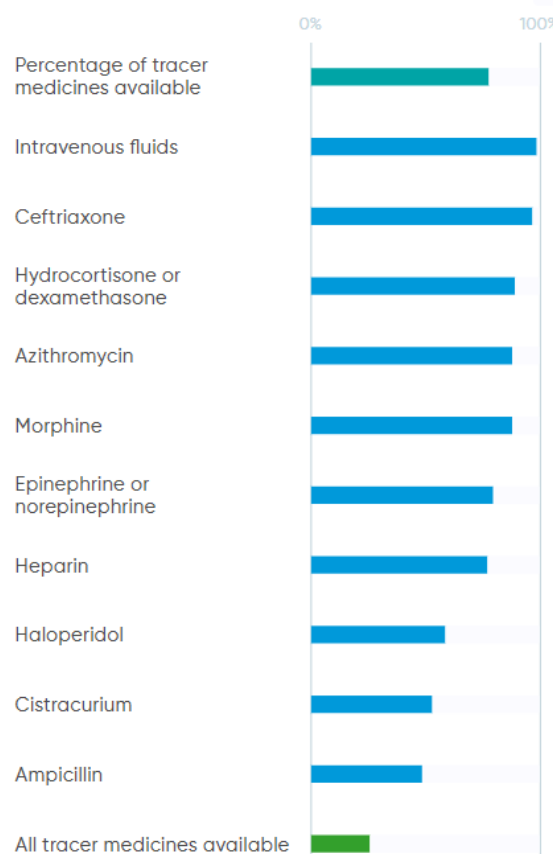
Activities include

Facility readiness to provide vaccines



Therapeutics n=74

Percent of facilities with available medicines



Diagnostics n=51

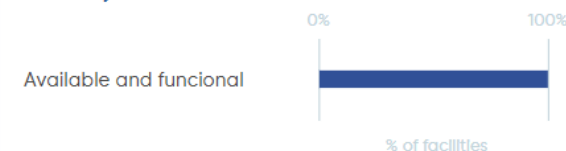
Availability of diagnostics

Percentage of facilities that collect specimens for COVID-19 testing



Percentage of facilities with COVID-19 testing capacities

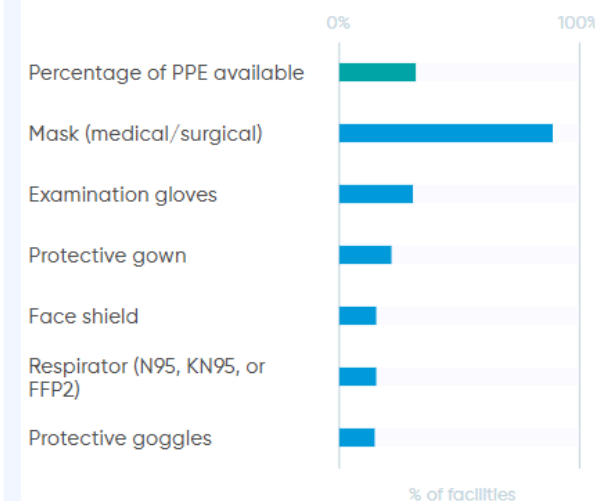
Percentage of facilities conducting PCR with thermocycler available on site



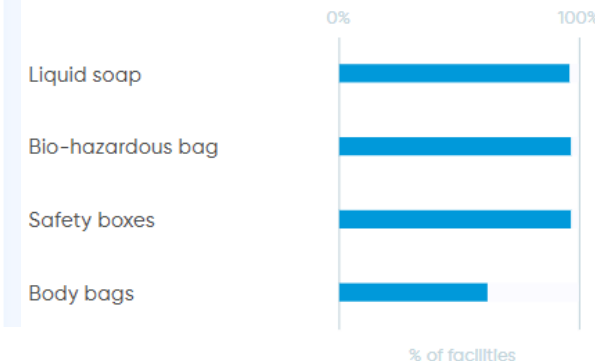
Percentage of facilities collecting specimens with functioning transport systems

Percentage of facilities collecting specimens with items for transport currently available

Percentage of facilities with PPE



Percentage of facilities with IPC equipment and supplies available



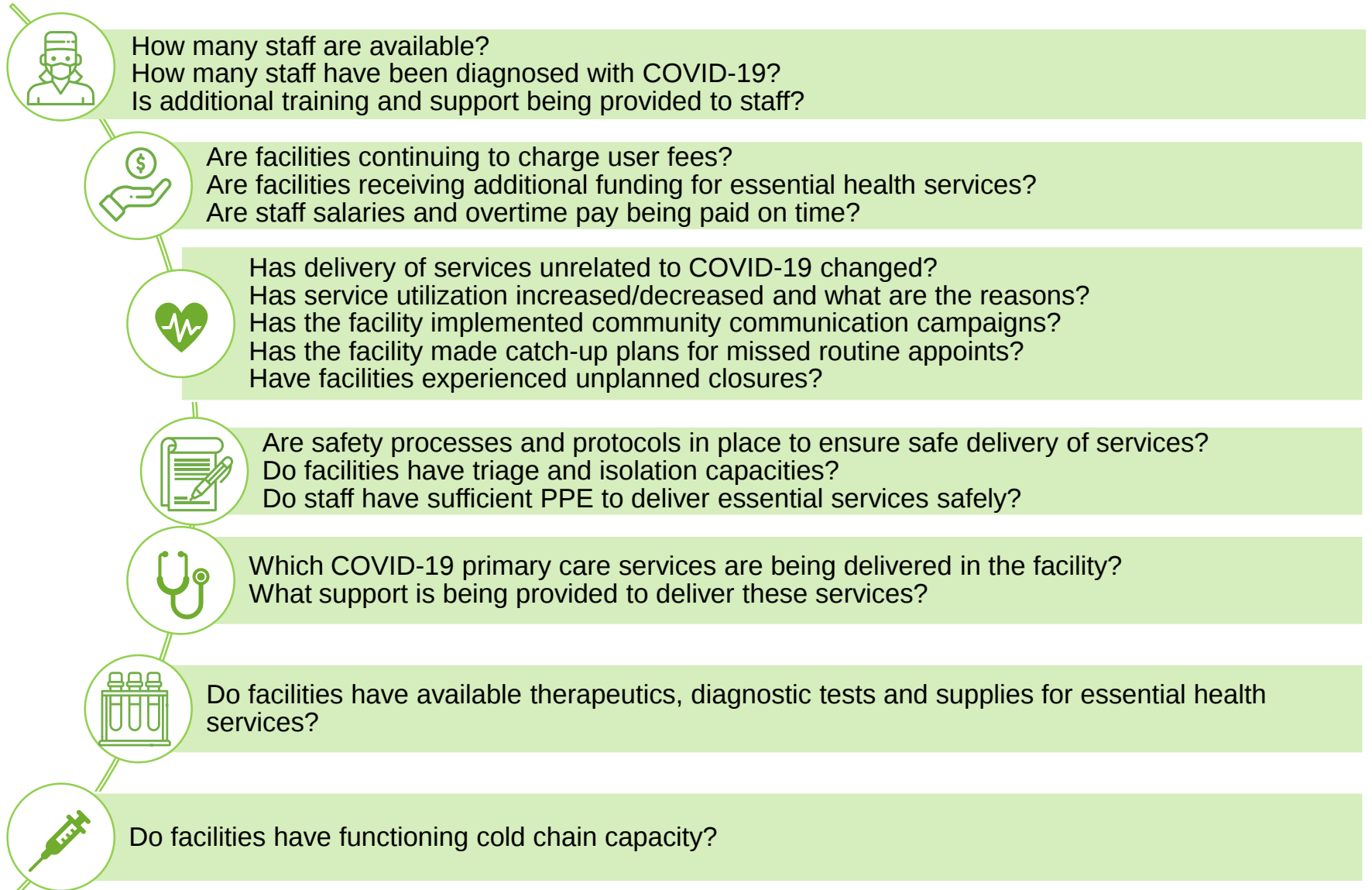
Continuity of essential health services module

Track and monitor health worker capacities and protection, changes in utilization, service delivery and disruptions



[view](#)

(for use in hospitals
and primary care
settings)



Kenya results: Tracking continuity of essential health services (in hospitals and primary care settings)



MINISTRY OF HEALTH
OF KENYA



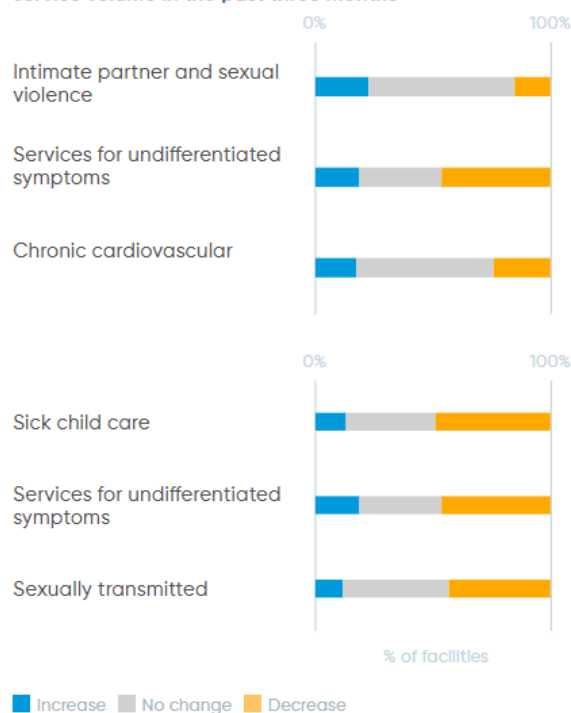
Tracking continuity of essential health services in frontline services

TRACKING COVID-19 TOOL READINESS IN FRONTLINE SERVICES

Extent of service disruptions and system response

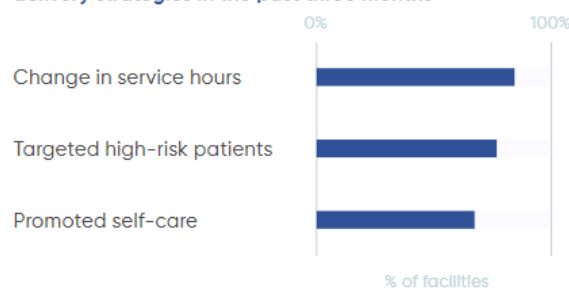
n=91 facilities, n=51 community health workers (CHWs)

Percent of facilities reporting changes in service volume in the past three months



View all services

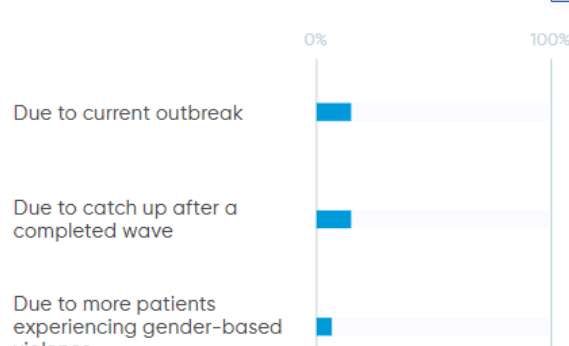
Percent of facilities that modified service delivery strategies in the past three months



View all services

Reasons for changes in outpatient volume

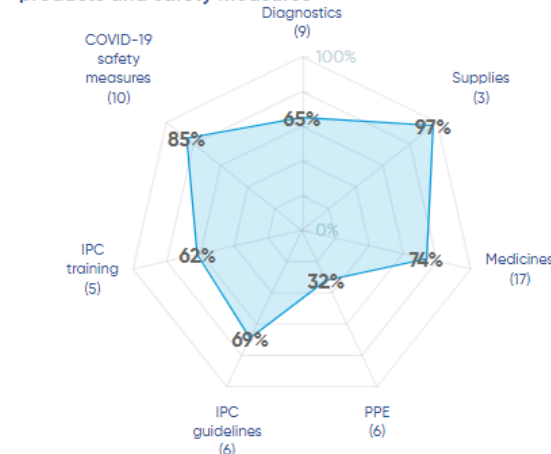
Reasons for increased volume



Service readiness and preparedness

n=74 facilities, n=51 community health workers (CHWs)

Facility availability of essential health products and safety measures



Diagnostics (9)

Supplies (3)

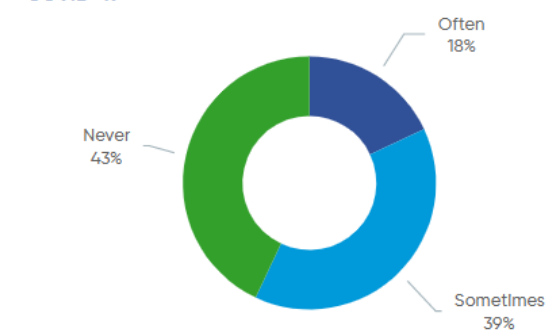
Medicines (17)

PPE (6)

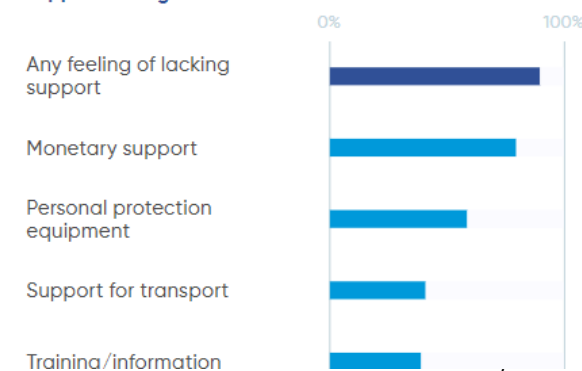
IPC Guidelines (6)

IPC training (5)

Percent of CHWs who feel stigmatized during COVID-19

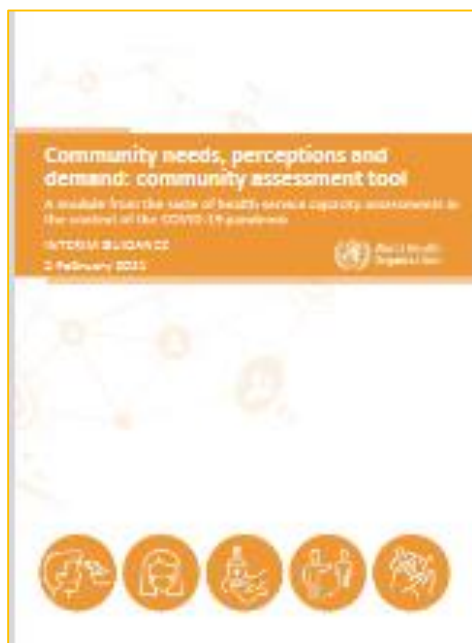


Percent of CHWs who feel they are lacking support during COVID-19



Community needs, perceptions and demand module

Assess and respond to community perceptions and needs including vaccine acceptance and barriers to care



[view](#)

(for use in communities
- by community leaders
and CHWs)



How has the COVID-19 pandemic affected utilization of essential health services?
What are the current unmet needs for health services in the community?



What are main barriers for people to use essential health services during the COVID-19 pandemic?
Are there marginalized group more affected during the COVID-19 pandemic?
Where/what are the first points of contact of care during COVID-19 pandemic?



What are community attitudes towards potential COVID-19 vaccination?



Have community health workers been able to continue their work in the COVID-19 pandemic context?
Have community health workers experienced stigma in pursuing their functions?

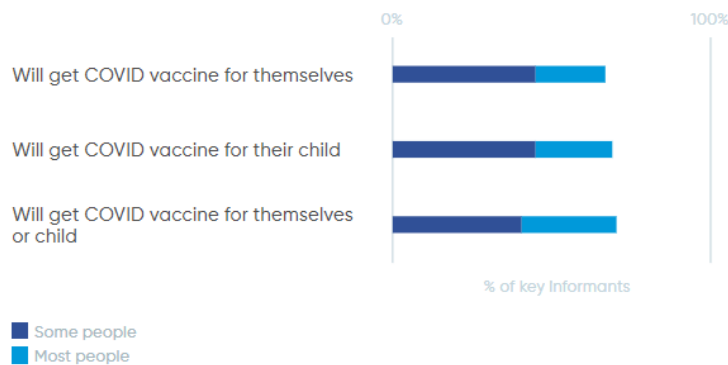
Kenya results: Community needs



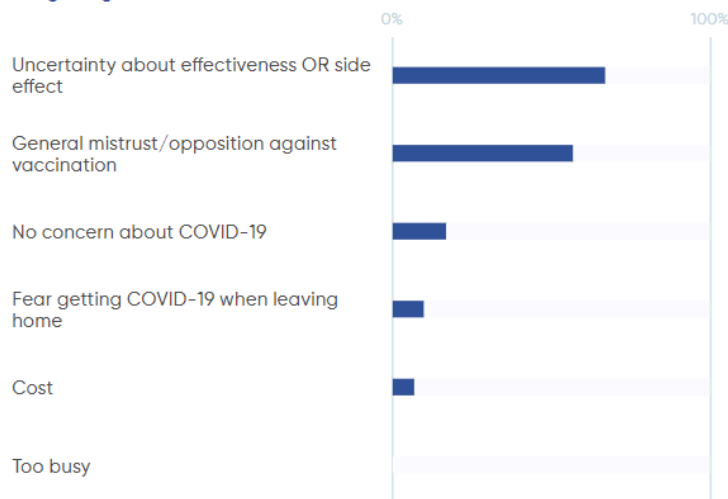
MINISTRY OF HEALTH
OF KENYA

Tracking COVID-19 tool readiness in frontline services

Percentage of CHWs who believe community members will get COVID-19 vaccine



Percentage of CHWs reporting reasons for community members not getting vaccine

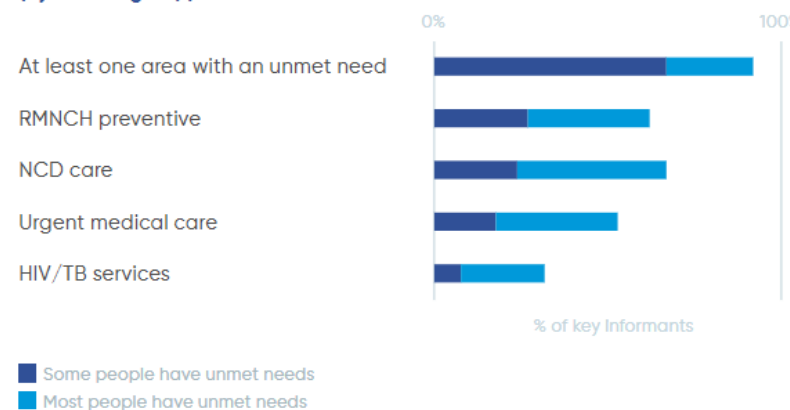


Tracking continuity of essential health services in frontline services

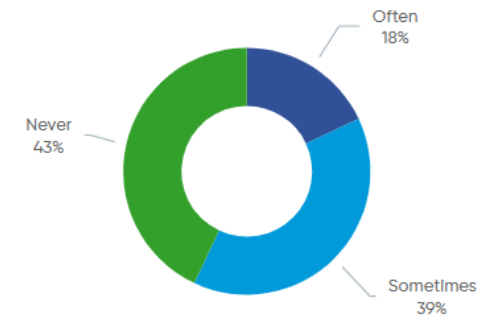
Percent of CHWs who believe the community is facing increased barriers to care during COVID-19



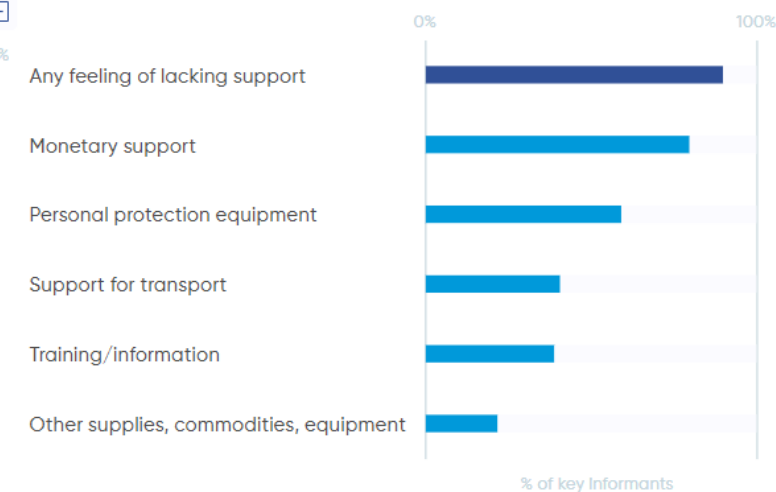
Percent of CHWs who believe the community has unmet needs (by service group)



Percent of CHWs who feel stigmatized during COVID-19

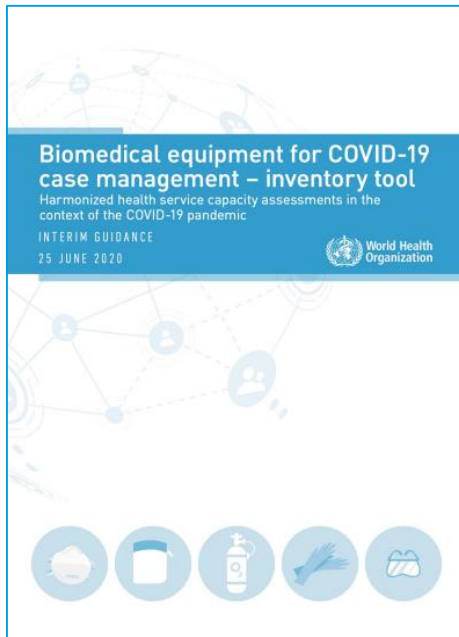


Percent of CHWs who feel they are lacking support during COVID-19



Biomedical equipment for COVID-19 case management - inventory tool

Conduct an in-depth facility inventory of biomedical equipment re-allocation, procurement and planning measures for COVID-19



[view](#)

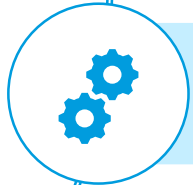
(for use in hospitals
and COVID-19
treatment centres)



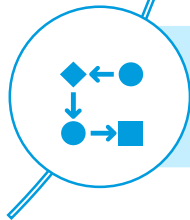
Do facilities have adequate supplies to administer oxygen and ventilation to severe and critical COVID-19 patients?



What is the current capacity for the production of biomedical equipment?



What are the causes of equipment malfunctioning?



What resources need to be procured, reassigned or redistributed?

Ensuring a safe environment for patients and staff in COVID-19 health-care facilities

Assess structural capacities of health facilities to allow safe service delivery and enable surge capacity planning



[view](#)

(for use in hospitals
and COVID-19
treatment centres)



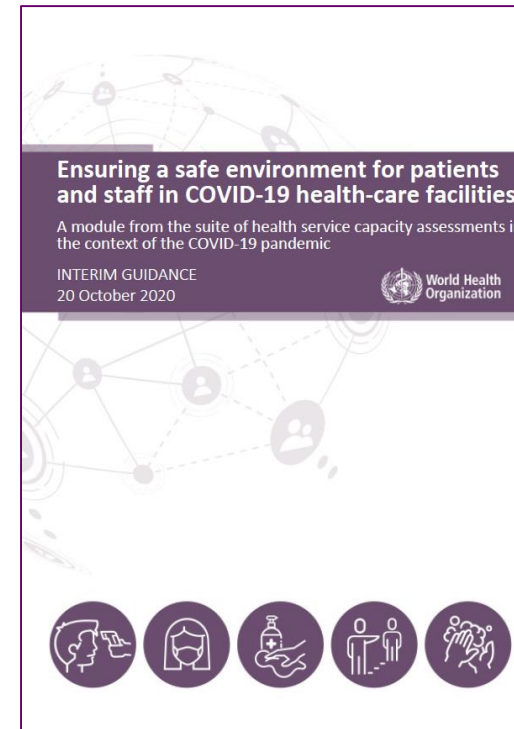
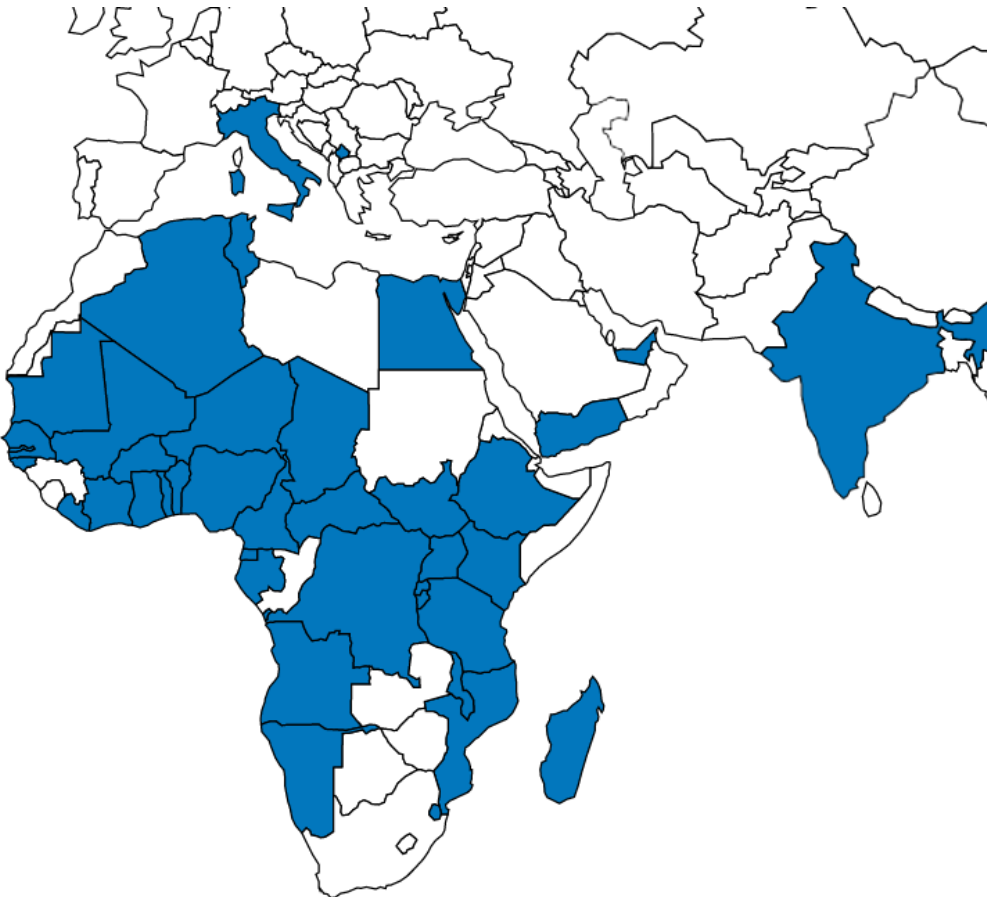
Does the facility provide a safe environment with adequate engineering and administrative controls to promote safe patient care for COVID-19?



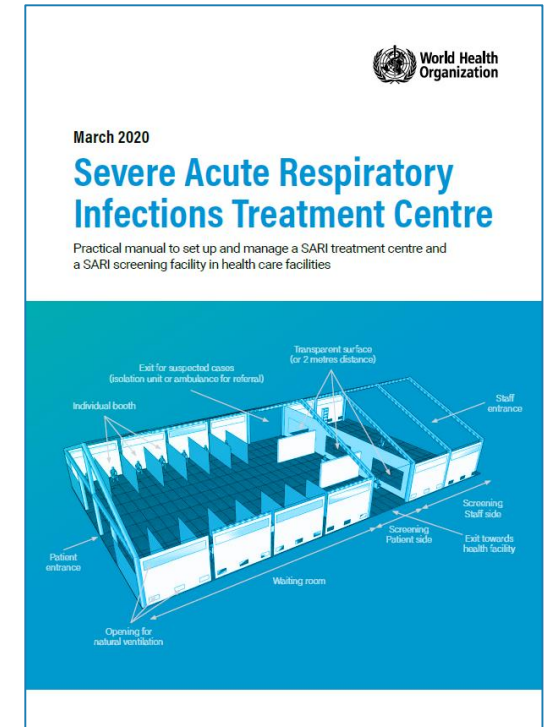
Does the facility provide a safe environment with adequate engineering and administrative controls to protect the health and well-being of the staff?

Country use: Ensuring a safe environment

Countries where tool has been used



[view](#)



[view guidance](#)

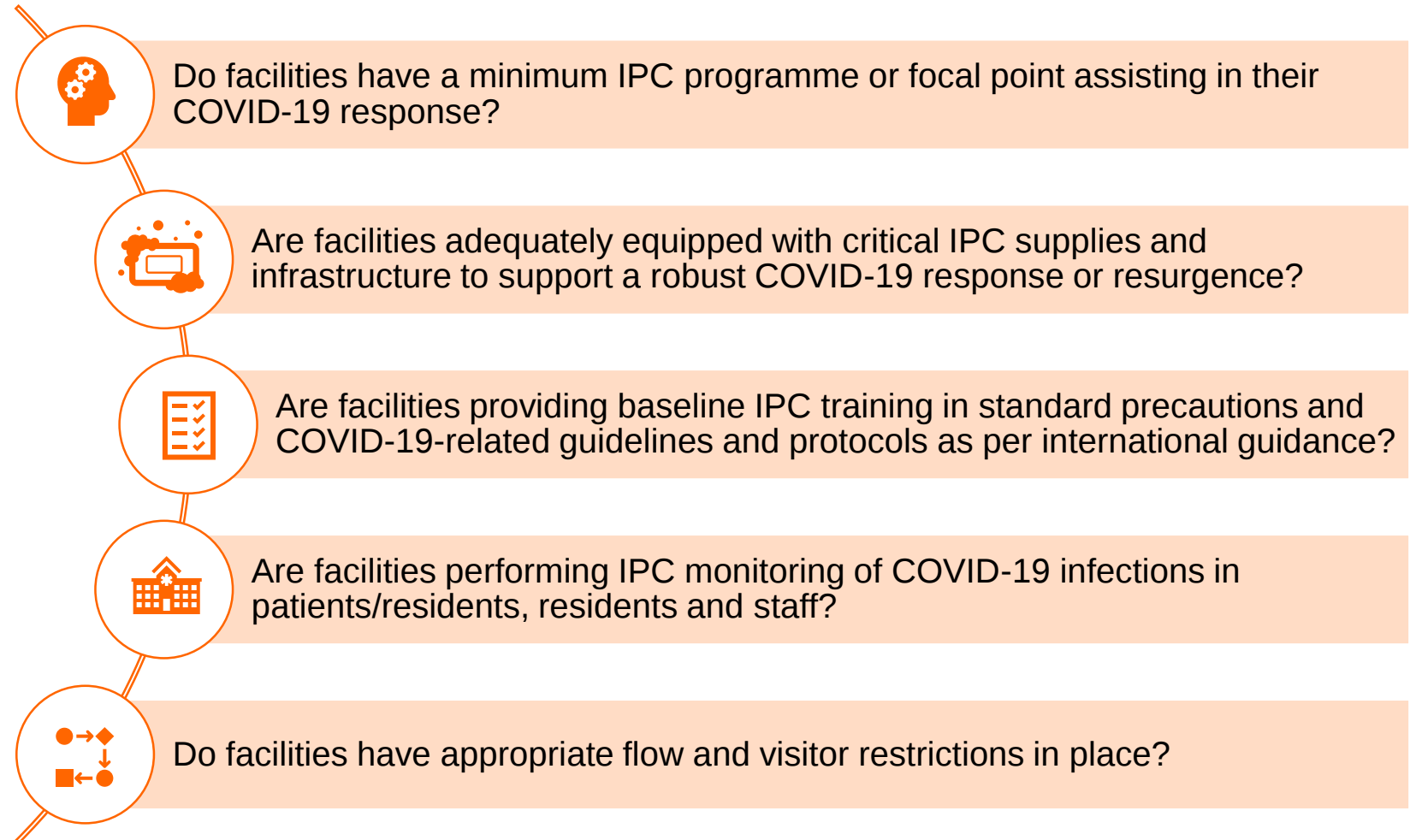
Infection prevention and control health-care facility response for COVID-19

Assess infection prevention and control capacities to respond to COVID-19

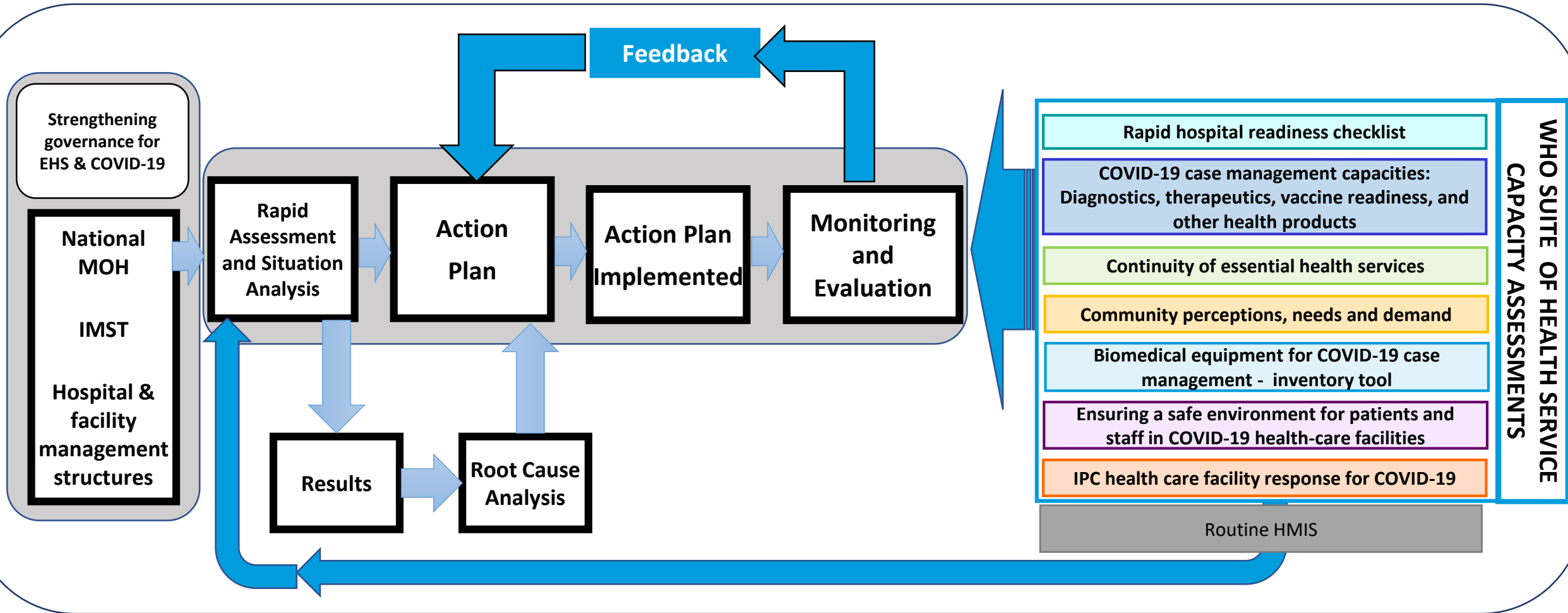


[view](#)

(for use in hospitals
and COVID-19
treatment centres)



Country approach



Source: Adapted from WHO EURO

Building towards sustainable early warning systems
for health services for future crises

Thank you

For more information visit www.who.int/teams/integrated-health-services/monitoring-health-services

[Health Topics ▾](#)[Countries ▾](#)[Newsroom ▾](#)[Emergencies ▾](#)[Data ▾](#)[About Us ▾](#)

Monitoring health services

Countries are facing a multitude of questions that must be addressed to prepare for and respond to COVID-19 while maintaining other essential health services across the life course. Key decisions and actions must be informed by accurate and timely data on health service delivery and utilization throughout all phases of the COVID-19 pandemic. As such, WHO is coordinating efforts to support countries to strengthen continuous health system and service monitoring in the context of COVID-19.

This page is regularly updated based on new scientific findings as the epidemic evolves.

Suite of health service capacity assessments in the context of the COVID-19 pandemic

The *Suite of health service capacity assessments in the context of the COVID-19 pandemic* can be used to support rapid and accurate assessments of the current, surge and future capacities of health facilities throughout the different phases of the COVID-19 pandemic. The suite consists of two sets of modules: a first set related to hospital readiness and case management capacity for COVID-19; and a second set focused on the continuity of essential health services in the context of the COVID-19 pandemic. Read the overall [interim guidance on the suite of modules](#).

The modules can be used to inform the prioritization of actions and decision-making at health facility, subnational and national levels. Countries may select and tailor different combinations of modules according to country context and data needs for either one-time or recurrent use throughout the course of the pandemic.

The modules have been developed by WHO and global partners in alignment with published WHO guidance on COVID-19 case management and outbreak response and maintenance of essential health services, including [Maintaining essential health services: operational guidance for the COVID-19 context](#).

Each module will become available online through a free downloadable IT application as well as via downloadable files. WHO will release modules as they are finalized.

Other COVID-19 resources

[Maintaining essential health services during the COVID-19 outbreak](#)[Analysing and using routine data to monitor the effects of COVID-19 on essential health services](#)[More on the COVID-19 outbreak response](#)

Contact: EHSmonitoring@who.int