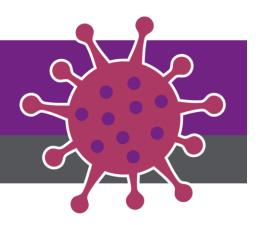
# **CO**RONA**VI**RUS **D**ISEASE 2019 (COVID-19)

# Virtual Visitation Guidance for Implementation





Audience: All Clinical and Operations Leaders

**Revision Date: 12/14/2020** 

Version: #1

**COVID-19 Response Team Owner**: Clinical and Operations Section

### **Purpose**

As Trinity Health continues to respond to Covid-19, visitor restrictions are implemented to support the health and safety of our patients and colleagues. We recognize the importance of family presence and support while a patient is hospitalized. To support patient and family engagement and healing, Trinity Health continues to support virtual visitation utilizing Qliqsoft as the standard, supported application.

#### Guidance

#### **People**

A collaborative team effort between Clinical Operations and Patient Experience is needed to implement a standard process and evaluation at the health ministry.

☐ HM best practice: Health Informatics and Pt Experience partner as co-leaders and collaboration with Information Services.

#### **Process**

A standard process should include a patient screening for virtual visitation, staff to schedule with family, facilitating the visit including roles and responsibilities and how to use the app, and support for technology issues and equipment.

A standard evaluation should include a daily huddle weekly check-ins (what is working/what is not working) and Tier 2 huddle updates and feedback.

#### **Technology**

I-pads have been deployed to the health ministries that include the Qliqsoft application. Job aides are available on the <u>Telehealth Resource page</u>.

- HM best practice
  - Create unit based Virtual Visitation toolbox placed in a designated area for quick and efficient access.
    Toolbox contains all the supplies needed to conduct the visit such as i-Pad, charger, job aides, etc.

## Culture

Continue to serve as healing and transformative presence for patients and families through compassion and caring.

