SafeCare4Covid app: a digital solution supporting healthcare providers and stakeholders in their COVID response
COVID-19

Over 33 million confirmed cases, more than 1 million deaths

YET:

- Practical easy to use information for healthcare providers about COVID-19 is missing in many countries

- There is a lack of data on preparedness and supplies for governments and healthcare network organizations to inform their decisions
AIM

SAFECARE4COVID APP

- AVOID FACILITY-BASED INFECTIONS AND SPREADING OF COVID-19 BY PROVIDING PRACTICAL INFO, DATA & TOOLS
- SET UP AND MAINTAIN UP-TO-DATE PROCESSES AND KNOWLEDGE TO MANAGE COVID-19, ALSO IN RELATION TO NON-COVID CASES

PRIMARY FOCUS-GROUP:
Empower public and private healthcare providers in their covid-19 response with holistic practical WHO based information, supply checklist, self-assessment on capabilities, a QIP and supporting materials like posters. Direct check and information.

SECONDARY FOCUS-GROUP:
Provide these data to their network-organizations or governmental organizations to use for informed decision making on e.g. the availability of services, HR resources, PPEs and equipment to test and treat for allocation of supplies, input for training and capacity building.
International NGO, PharmAccess, aims to increase access to better care. To achieve this we focus on local partnerships. Offices in 5 countries, Nigeria, Kenya, Tanzania, Ghana & The Netherlands with 220FTE.

Three key focus areas: Access to finance, health insurance, Quality.

**Quality: SafeCare.** Developed in 2019 with JCI and COHSASA. Provides ISQua accredited standards which are solutions and progression focused.

5800 assessments, 4.7 million pat./mth, 82% facilities improve.
Start of the pandemic focus on on-site support to healthcare facilities
Local lockdowns – HCD developed app with input from behavioral scientists
Worldwide accessible and free of charge [https://covid.safe-care.org](https://covid.safe-care.org)

**CURRENT IMPACT:**

- **19 countries**
- **15 countries in Africa**
  - Kenya, Tanzania, Ghana, Nigeria, Namibia, Uganda, DRC, Malawi, Ethiopia, Algeria, Burundi, Liberia, Mozambique, Rwanda and Sierra Leone
- **More than 600 registrations**
- **11 partner organizations use the app**:
  - O.A. Aga Khan, Heineken, PSI, MSG and CHAG (Ghana), LASHMA (Nigeria), CSSC and MOH Zanzibar (customized versions in Tanzania)
Supply Checklist | Categorized by facility type - OPC/General Hospital

**PPE’s**
- Medical and surgical masks
- Face shields
- Protective goggles
- Isolation gowns, non-sterile
- Examination gloves
- Disposable head covers
- Infrared thermometers
- Respirators (N95, FFP2)*
- Plastic Apron*

**Infection Prevention**
- Sample collection for COVID-19 specimens
- Handwashing stations and infection prevention supplies
- Cleaning, waste management and disinfection supplies
- Posters (e.g. handwashing)
- Sterilization equipment*

**Monitoring & Oxygen**
- Infrared thermometers
- Patient monitoring equipment (e.g. ECG, blood pressure)
- Pulse oximeters
- Oxygen supply
- Oxygen associated equipment (e.g. connector, tubes)

**Advanced supplies**
- Equipment critically ill patients
- Airway/intubation equipment *
- Mechanical or NIV and associated equipment*
- Imaging equipment and associated materials*
- Blood chemistry equipment*
SafeCare4Covid app | Capabilities & processes examples

**Clinical management 10Q**
- Instructions about COVID-19 for healthcare workers, patients and visitors
- Process for referring COVID-19 suspected and infected patients
- Protocol for the collection and referral of laboratory specimens

**Infrastructure & supplies 12Q**
- Service points correctly labelled for restricted access
- Do you have, maintain and monitor an inventory list of all equipment, supplies, and medication required
- Maintenance mechanism essential equipment

**Capacity building 4Q**
- Staff trained on guidelines for triaging and management of COVID-19
- Is there mental support (counsellor) for healthcare workers (HCW) and support staff taking care of the COVID-19 patients?

**IPC 5Q**
- All staff and patients have access to the required PPE
- IPC cleaning and disinfection guidelines and schedules
- Outcomes for IPC defined and monitored
- Documented plan for waste management
I found the platform useful because it opened my eyes to some things I haven’t put in place (while I thought my facility was ready).

The segments for ‘Did you know’ and the ‘Well done’ after the assessment score are great inputs in the tool.

The following contact form has been completed: Hi I would like to appreciate you for this app; I do consider it a call to action for me, staff and facility in general. I shall make good use of the app to keep improving quality wise, for it is a space that never get filled up. Thank thee.

I really love the info points that are interspersed between each question! This is a great facility assessment tool!
Partner dashboard overview

**SafeCare4COVID | SUPPLIES**

<table>
<thead>
<tr>
<th>Key parameters</th>
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<tbody>
<tr>
<td>Countries</td>
<td>20</td>
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<tr>
<td>Programs</td>
<td>21</td>
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<tr>
<td>Test availability</td>
<td>21%</td>
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</tbody>
</table>

- **Checklists:** 382
- **Facilities:** 636
- **Supplies Score:** 64
- **Capability Score:** 58

**Country:** Alle
**Program:** Alle

**Facility:** Alle
**Classification:** Alle
**Location:** Alle
**Ownership:** Alle

**Supplies Availability per Category (%)**
- **Personal Protective Equipment:** 66% Yes, 34% No
- **Monitoring/Oxygen:** 66% Yes, 34% No
- **Infection Prevention Supplies:** 77% Yes, 23% No
- **Advanced Supplies:** 48% Yes, 52% No
### Detailed information per facility

**SafeCare4COVID | SUPPLIES**

#### Key parameters
- **Countries**: 1
- **Programs**: 1
- **Test availability**: 21%

#### Supplies
- **Self-Assessments**: 35
- **Facilities**: 60
- **Supplies Score**: 63
- **Capability Score**: 54

#### Availability of other supplies for each facility

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<thead>
<tr>
<th>Name</th>
<th>Airway associated materials</th>
<th>Chemistry equipment</th>
<th>Cleaning supplies</th>
<th>Disposable head covers</th>
<th>Equipment critically ill</th>
<th>Facility</th>
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</table>
Kenya 187
Tanzania 145
Ghana 126
Nigeria 64
Namibia 40

Average supplies and capability scores in all countries by type of facility

<table>
<thead>
<tr>
<th>Facility Type</th>
<th>Supplies Score</th>
<th>Capability Score</th>
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<tbody>
<tr>
<td>Outpatient Clinic</td>
<td>71.6</td>
<td>66.3</td>
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<tr>
<td>General Hospital</td>
<td>78.6</td>
<td>70.3</td>
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<tr>
<td>Specialized Hospital</td>
<td>77.3</td>
<td>70.8</td>
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Location & availability of PPEs

Average assessment score by facility location

- All facilities (n = 348): 58.7
- Rural (n = 200): 54.0
- Urban (n = 148): 65.2

Availability of Personal Protective Equipment (PPE) in all countries

- Respirators (N95/FFP2): 57.1% Yes, 42.9% No
- Protective goggles: 57.6% Yes, 42.4% No
- Medical Masks: 88.0% Yes, 12.0% No
- Gloves: 97.5% Yes, 2.5% No
SAFECARE4COVID

WORLDWIDE ACCESSIBLE FREE APP
- DESIGNED AND DEVELOPED IN HCD
- WITH INPUT FROM BEHAVIORAL SCIENTISTS
- WHO CONTENT DRIVEN

THAT EMPOWERS HEALTHCARE STAKEHOLDERS IN THEIR COVID-19 RESPONSE

WE WOULD LIKE TO INVITE YOU TO USE THE APP IN YOUR ORGANIZATION AND IF NEEDED CONTACT US FOR A PERSONAL DASHBOARD

QUESTIONS?

Contact: a.degraaff@pharmaccess.org