

Operational Area Reopening

Name of WU/WIT Academic or Administrative Operational Unit	Student Health Services
Bldg/Room Location	Morgan 140
Name/Position Title of Reopening Plan Developer	Dr. Tiffany McManis, Director, APRN
Date Reviewed	
Name/Position Title of Dean/Director Reviewer	Dr. Eric Grospitch
Date Reviewed	
Area Head Name	Dr. Eric Grospitch
Date Reviewed and Approved	5/22/2020
Date Approved to Return to Campus* (this date will need to be communicated to WU/WIT Facilities/WUPD)	Continued service

1. What is the business need to reopen the office in this phase of Washburn’s plan?
 Student Health Services provides primary care and urgent care services to students, faculty, and staff for the WU main and tech campuses. Student Health Services has been open and serving patients in-person and via telehealth with reduced clinic hours and staff alternating their time between the clinic and telecommuting throughout the shelter at home and phased re-opening orders.

2. Staff impacted (positions, etc)
 Director/APRN = Tiffany McManis
 APRN = Samantha Chitwood
 APRN part-time = Jane Brown
 APRN PRN/Faculty practice = Amanda Hartman
 LPN = Joshua Charles
 Administrative Specialist = Kimberly Fletcher

3. Physical office description

SHS is located in MO 140. We have a large waiting room area on the north side of the clinic space. The clinic check in window is located mid-way through on the south side of the waiting room area. Sliding glass separates the Administrative Specialist from clinic patrons at the check-in window. The front desk area is walled off from the waiting room. There are two work stations for administrative specialists and a student worker desk area that can accommodate one student worker. Behind the front desk are four offices with doors that close. In the nurse practitioner offices located in MO 140C and MO 140D, there are two desks in each office. While these offices are primarily single person use, the desks are arranged to keep people 6 ft. apart. MO 140E and MO 140F are single occupancy offices. There are 5 examination rooms in MO 140. Typically, there is only the patient and the nurse or provider in an exam room at any time to allow for social distancing. The lab and the bathroom will be restricted to brief use of less than 10 min. if the space must be occupied by more than one person at a time.

4. Proposed reopening process
 - Beginning June 1, 2020, SHS will continue to share time between working in the clinic and telecommuting. Website and social media pages for the clinic have been updated to help

notify potential patients an appointment is requested for clinic visits. This is in an effort to control the flow of patient traffic through the clinic.

- No more than 6 additional people will be allowed in the clinic space to help maintain social distancing.
- All clinic patrons are strongly encouraged to wear a mask or face shield.
- Signage has been placed requesting patrons to practice social distancing and the waiting area floor has been marked at 6 ft. spaces.
- Each clinic patient is screened at the check in window for signs and symptoms of illness and their temperature is taken. If the patient does not have a face mask or shield, a face mask or shield will be provided for them.
- Staff is practicing good hand hygiene and are wearing masks when in close contact or contact with patients.
- The check-in window is only opened far enough to exchange items like ID cards, paper documents, and payments for tests/services.
- Hand sanitizer is placed at the check in window, on the desks in the waiting area, at the front desk, and in each of the offices, exam rooms, lab room, and bathroom.
- Hand sanitizing along with cleaning and disinfecting of surfaces is completed in accordance with CDC guidelines. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention-H.pdf>. <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>. Additional information is available at <https://www.washburn.edu/student-life/health-safety/index.html>.
- All cleaning chemicals will be requested through current vendors and/or campus facilities by submitting an invoice to the vendor or a work order to campus facilities. No employees other than trained facilities staff should be mixing any cleaning chemicals. <https://www.washburn.edu/faculty-staff/campus-services/facilities-services>.

5. Expectations of the reopening department (include cleaning expectations)

All clinic staff will abide by all criteria in place for operations set forth by the state/county during each phase of the reopening plans for WU. This includes the following:

- a. The plan for each phase will be sent to department employees by the director via e-mail, with a read receipt kept by the Director.
- b. Clinic staff will continue shared cleaning duties as necessary, ex: at the beginning and end of each day and in between each patient, to include but not limited to: all desk/counter tops, sinks/faucet handles, light switches, door handles, keyboards, phones, exam tables, chairs, and clinic equipment.
- c. Clinic staff will promote social distancing measures in the waiting room, office, and exam room spaces.
- d. Staff will be encouraged to refrain from bringing non-essential items to the clinic with them.
- e. Staff will be encouraged to wear a face mask when in shared spaces, public settings, when interacting with others, or when in transit inside the building.
- f. Any staff member who may need a work assignment modification due to being in a "high risk" category for developing a severe illness from COVID-19 or an accommodation due to disability will be directed to the Director of Human Resources, teresa.lee@washburn.edu, promptly.
- g. The Director recognizes that this plan must remain congruent with the guidelines from the Governor, SNCO Health Department, CDC, and Washburn University.

6. On-site work schedule for all employees (planned)

Office Traffic Flow

- a. Movement through the clinic spaces will be in a manner in which to minimize passing. Tape has been placed on the waiting room floor to mark out 6 ft. spaces. Furniture has been removed and rearranged to accommodate for social distancing. Clinic patrons are strongly discouraged from bringing guests with them to the clinic for their appointments. Masks or face shields are worn when interacting in spaces closer than 6 ft. or when duration will be longer than 10 minutes.
- b. On days clinic staff is not assigned to be physically present on campus, they are expected to telecommute to complete job duties and tasks as appropriate.

Office/Work Areas

Front Desk/Waiting Room

- c. Admin. Spec. Kim Fletcher will work in the clinic M, Th, F 9 AM – 4 PM at the front desk. Tape has been placed on the floor to mark out a 6 ft. distance. The sliding glass will be opened wide enough to pass items between patients and staff. Pens and clipboards will be wiped down between each use by cleaning supplies provided by facilities services. Hands will be cleaned regularly with hand sanitizer or soap and water. Kim will wear a mask and gloves when checking in patients.

Nursing staff

- d. LPN Joshua Charles will work in the clinic M, Tu, W, 9 AM – 4 PM. Joshua will help to cover the front desk duties when Kim is not present. When Joshua is performing duties at the front desk, he will follow the same procedures as Kim. When Joshua is performing his duties as the clinic nurse, he will wear proper PPE and clean his hands and other items as necessary and maintain social distancing as possible. Joshua will attempt to keep close patient interactions to less than 10 minutes as possible.

Director/Provider staff

- e. Director/APRN Tiffany McManis will work in the clinic on M, W, Th 9 AM – 4 PM and F 12 PM – 4 PM. APRN Samantha Chitwood will work in the clinic on M, Tu, F 9 AM – 4 PM and Th 12 PM – 4 PM. APRN Jane Brown will work in the clinic Tu & W, 9 AM – 4 PM. APRN Amanda Hartman will work in the clinic PRN. Each provider will engage in universal precautions when engaging with patients by donning and doffing PPE as necessary followed by good hand hygiene and cleaning of surfaces, equipment, and spaces regularly and as needed. Each provider will maintain social distancing as possible and will attempt to keep close patient interactions to less than 10 minutes as possible.

7. Department special activities (and plans)

- a. TB skin test clinics

Two staff members will provide TB skin tests for program requirements, ex: PTA program, as needed. Staff members will take PPE and Cleaning supplies with them to the locations for the TB skin test clinics. Staff members will wear face masks and follow universal precautions. Social distancing guidelines will be followed as possible. When close interaction with clinic patrons is required, staff will attempt to keep contact time at less than 10 minutes as possible. All waste materials resulting from the TB skin test clinic will be bagged and tied closed. All needles/syringes will be placed in a sharps container and returned to SHS for proper disposal. Staff members will wash their hands upon return to SHS.

- b. Emergencies on campus
If SHS is called to an emergency on campus during regular clinic hours, two staff members will respond with the clinic triage bag and the AED. Clinic staff will utilize PPE and good hand hygiene. Clinic staff will determine the next best step for the patient, or provide care as needed until EMS arrives to transport the patient to the hospital. If the patient is brought back to SHS for further evaluation and treatment, PPE and universal precaution guidelines will be utilized.
8. Plans for any shared spaces (copiers, etc)
 - a. Shared clinic spaces will be cleaned by facilities and clinic staff daily and as needed, ex: copier/fax machine, telephones, autoclave, centrifuge, refrigerators, microwave, computers, clinic equipment, sinks, toilet, counter tops and desk spaces. Clinic staff will be asked to clean spaces as they use them and wash or sanitize their hands before and after use.
9. Facility operation needs
 - a. Cleaning supplies needed to maintain a clean and disinfected environment on an ongoing basis as requests are sent through work orders to campus facilities.
 - b. Markers for floors to replace the painter's tape currently in use on the floor.
 - c. PPE supplies and hand sanitizer as requests are sent through work orders to campus facilities.
 - d. Continue to clean/mop/vacuum floors, clean the toilet, and remove trash daily.
 - e. Clean all sinks along with exam room desks/counter tops and the lab counter tops daily.
 - f. We need new trash cans for the 5 exam rooms. They must have lids and we would like the ones with a foot pedal for opening.