



COVID-19

**Response to Coronavirus disease
(COVID-19) Pandemic**



**NATIONAL COMPREHENSIVE
COVID19 MANAGEMENT
HANDBOOK**

**Health Work: Rights,
Roles and Responsibilities**

**Organized by: ORHB, Universities in Oromia,
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Outline

- Overview
- Roles and Responsibility of Health Care Workers
- Rights of Health Care Workers
- Final thoughts/ recommendations

Learning objective

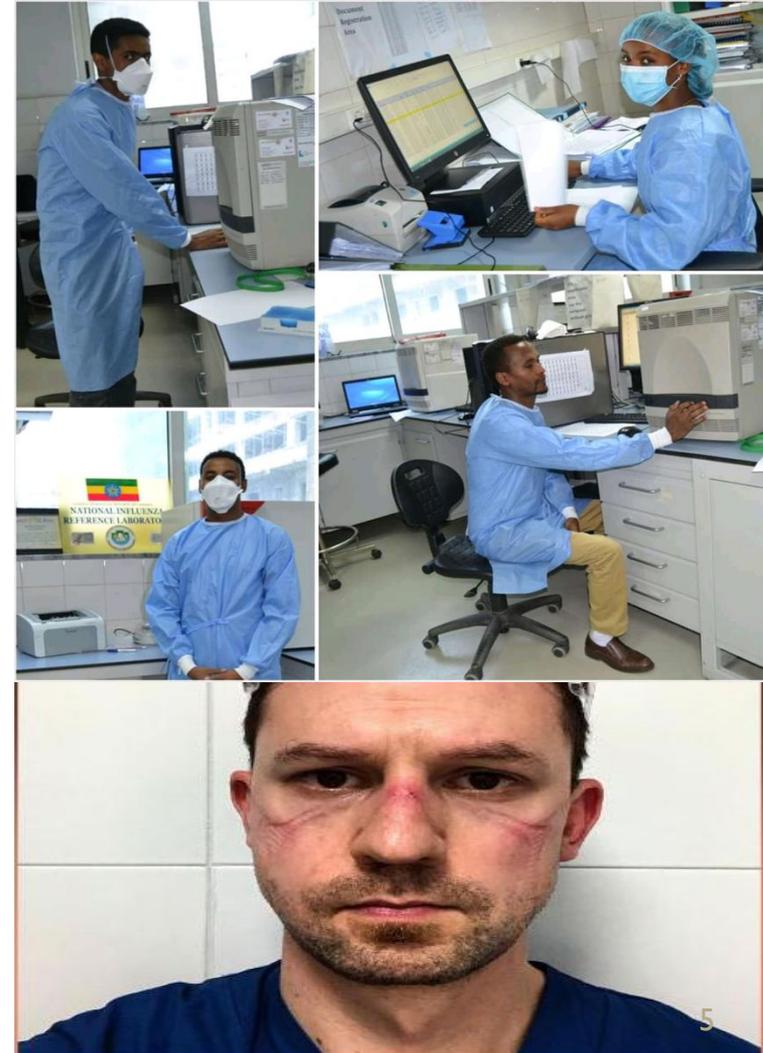
- Sensitize/inform health workers (frontline) about the rights and responsibilities in the fight against COVID-19
- Health workers should be well informed about roles and responsibility while exercising his/her rights

Overview: Health Works

- Health work force is one of the pillar in Health system
- Strong health system.....strong work force
- Strong response, if we have strong work force (well informed about roles and responsibility while exercising his/her rights)
- Health workers are at the front line of any outbreak response,
- First-hand the horrors of war, facing the virus
- Exposure hazards and risks
 - Pathogen exposure= 10% of HCP are being infected by COVID-19 (WHO)
 - long working hours
 - psychological distress
 - Fatigue
 - Occupational burnout
 - Stigma, and physical and psychological violence.

Health workers in COVID-19

- Four groups:
 1. **Patient-facing**, such as nurses, doctors, porters etc
 2. **Non-patient**-facing but potentially higher risk, such as laboratory staffs
 3. **Non-clinical staff**, such as administrative workers or those in IT roles
 4. **Community level workers** (HEWs, volunteers etc)



Health workers in COVID-19

Despite huge risk

- Health care providers have moral, professional and societal responsibility to serve the needy, obligation of preserving human life
- Core values that are generally agreed upon across health care professions
- HCP shall respond to national public health emergency in a professional and ethical manner

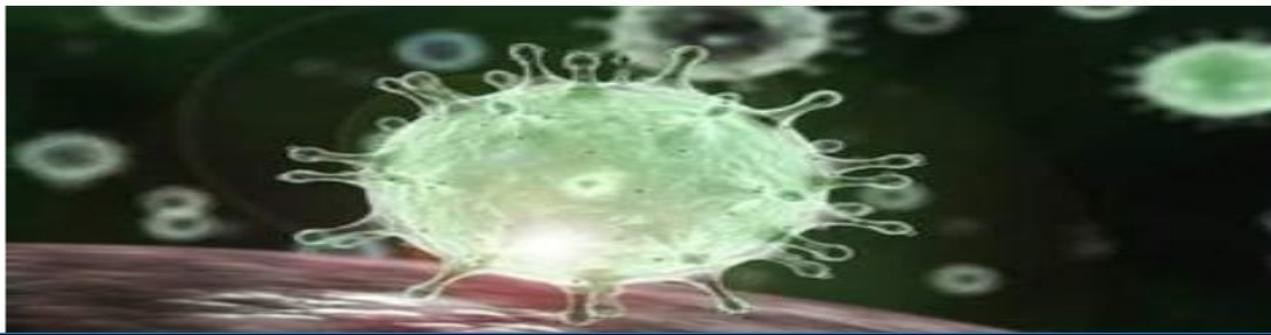
Core value

- **Beneficence:** *HCP* to act in the best interest of the patient and her welfare
- **Non-maleficence,** the basic obligation to do no harm.
- **Justice=** principle of nondiscrimination and the obligation of *HCP* to work for the public good.
- **Respect for autonomy=**principles as informed consent and confidentiality, respect for the decisions of colleagues.
- These core values usually translated into more specific ethical principles, code of ethics by numerous professional associations

**CORONAVIRUS DISEASE (COVID-19) OUTBREAK: RIGHTS, ROLES AND RESPONSIBILITIES
OF HEALTH WORKERS, INCLUDING KEY CONSIDERATIONS FOR OCCUPATIONAL SAFETY
AND HEALTH**



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COVID₁₉ MANAGEMENT
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Health workers' responsibility

Health workers should:

- Follow established occupational safety and health procedures, avoid exposing others to health and safety risks and participate in employer-provided occupational safety and health training;
 - use provided protocols to assess, triage and treat patients;
 - treat patients with respect, compassion and dignity
 - maintain patient confidentiality;
 - swiftly follow established public health reporting procedures of suspect and confirmed cases;

Health workers' responsibility

Health workers should:

- provide or reinforce accurate infection prevention and control and public health information, including to concerned people who have neither symptoms nor risk;
- put on, use, take off and dispose of personal protective equipment properly;
- self-monitor for signs of illness and self-isolate or report illness to managers, if it occurs;
- advise management if they are experiencing signs of undue stress or mental health challenges that require support interventions
- report to their immediate supervisor any situation which they have reasonable justification to believe presents an imminent and serious danger to life or health.

Health workers' responsibility

- **Stay informed, update oneself with evolving development**
- **Education, e-learning**
- Health worker students should be enabled to continue their rotations/practicums involving on-the-job learning whenever feasible.
- E-learning and other methods that allow for continued learning
- Non-essential exams/activities should be canceled or postponed.

Health care workers Rights in the fighting COVID-19...I

Employers and managers in health facilities:

- assume overall responsibility to ensure that all necessary preventive and protective measures are taken to minimize occupational safety and health risks
- “Zero-tolerance policies towards workplace violence and harassment”
- provide information, instruction and training on occupational safety and health,
 - Refresher training on IPC, proper use of PPE
- Provide adequate IPC and PPE supplies in sufficient quantity to healthcare or other staff caring for suspected or confirmed COVID-19 patients, such that workers do not incur expenses for occupational safety and health requirements

Health care workers Rights in the fighting COVID-19...2

Employers and managers in health facilities:

- familiarize personnel with technical updates on COVID-19
- Provide appropriate tools to assess, triage, test and treat patients and to share infection prevention and control information with patients and the public as needed
- provide with appropriate security measures for personal safety;
- provide a blame-free environment for workers to report on incidents, such as exposures to blood or bodily fluids from the respiratory system or to cases of violence, and to adopt measures for immediate follow-up, including support to victims;

Health care workers Rights in the fighting COVID-19...3

Employers and managers in health facilities:

- advise workers on self-assessment, symptom reporting and staying home when ill;
 - *N.B who have mild SARS Cov-19 infection could be called on to care for patients with COVID-19*
- maintain appropriate working hours with breaks;
- consult with health workers on occupational safety and health aspects of their work and notify the labour inspectorate of cases of occupational diseases;

Health care workers Rights in the fighting COVID-19...4

- not be required to return to a work situation where there is continuing or serious danger to life or health, until the employer has taken any necessary remedial action;
- allow workers to exercise the right to remove themselves from a work situation that they have reasonable justification to believe presents an imminent and serious danger to their life or health.
- When a health worker exercises this right, they shall be protected from any undue consequences;

Health care workers Rights in the fighting COVID-19...5

- Honor the right to compensation, rehabilitation and curative services if infected with COVID-19 following exposure in the workplace.
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- provide access to mental health and counseling resources
- enable co-operation between management and workers and/or their representatives.

Community Health Workers (CHWs) role in the COVID-19 response... I

Note I: Engaging CHWs who are delivering routine services to conduct COVID-19 case identification and listing is risky, and may further transmission

Managers/decision makers

- CHWs to focus on raising awareness and countering social stigma around COVID-19.
- Engage a separate, trained cadre to conduct COVID-19 case identification and listing.



Community Health Workers (CHWs) role in the COVID-19 response...2

Note 2: CHWs delivering routine services are at an increased risk of being infected with COVID-19.

Managers/decision makers should:

- Provide CHWs with personal protective equipments
- Provide masks and gloves to a separate cadre engaged in COVID-19 case identification.
- Provide all equipment in adequate quantities and with training on proper usage at the outset.



Community Health Workers (CHWs) role in the COVID-19 response...3

Note 3: COVID-19 is likely to disrupt supply chains, logistics and supportive supervision of CHWs, which will have an impact on the services they deliver.

Managers/decision makers:

- Develop clear guidelines for CHWs on which services are essential and must continue to be delivered, and which may be suspended or postponed.
- Provide CHWs with training and develop protocols for COVID-19 - related activities, such as awareness-raising and countering social stigma.

Community Health Workers (CHWs) role in the COVID-19 response...4

Note 4: CHWs may experience stigma, social isolation and increased stress, and may distance themselves from their families to minimize the risk of infection.



Managers/decision makers

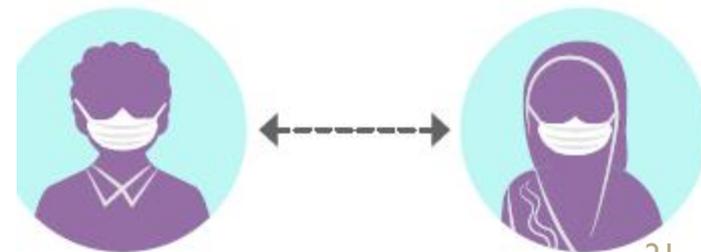
- Ensure CHWs have access to psycho-social support services, additional transport allowances and childcare support.
- Implement reward and recognition programmes for CHWs to support their motivation and coping strategies.

Community Health Workers (CHWs) role in the COVID-19 response...5

Note 5: Prevention measures such as physical distancing may not be practical in many contexts, including in informal settlements, in communities with large extended families, and among the homeless.

Managers/decision makers

- Develop practical guidance and materials that can be used by CHWs with groups for whom physical distancing measures are not possible.



Final thoughts: Building resilient work force

- Governments and donors provide immediate emergency and long-term investments to support sustainable frontline health workforce teams who are educated, recruited, trained, supported, equipped, and protected to prevent, detect, and respond to global health threats.
- Immediate policy changes and investments are needed to surge frontline health workforce capacity, ensure health workers' safety and wellbeing, recognize their commitment and personal sacrifices, and make certain that their stories are heard and acted on by policymakers.
- Empower HCPs; trainings, safe environment, media support-communicate messages protecting health workers as a national and community asset etc



What would health workers' would say? Online survey result in progress

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Some reference Materials

- **WHO. CORONAVIRUS DISEASE (COVID-19) OUTBREAK: RIGHTS, ROLES AND RESPONSIBILITIES OF HEALTH WORKERS, INCLUDING KEY CONSIDERATIONS FOR OCCUPATIONAL SAFETY AND HEALTH.** WHO reference number:WHO/2019-nCov/HCW_advice/2020.2
Available at: [https://www.who.int/publications-detail/coronavirus-disease-\(covid-19\)-outbreak-rights-roles-and-responsibilities-of-health-workers-including-key-considerations-for-occupational-safety-and-health](https://www.who.int/publications-detail/coronavirus-disease-(covid-19)-outbreak-rights-roles-and-responsibilities-of-health-workers-including-key-considerations-for-occupational-safety-and-health)
- **Policy Recommendations for Safe & Sustainable Health Workforce Teams to Fight COVID-19.** Available at:
https://www.frontlinehealthworkers.org/sites/fhw/files/fhwc_covid-19_recommendations.pdf
- **NATIONAL COMPREHENSIVE COVID19 MANAGEMENT HANDBOOK.** Available at:
<http://www.moh.gov.et/ejcc/am/NATIONAL%20COMPREHENSIVE%20COVID19%20MANAGEMENT%20HANDBOOK>



“If Health workers are at risk, we are all at risk”

WHO , 2020

Galatoomaa!