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### Interventions for the safety and quality of patients in a pediatric hospital

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There are few data on the clinical presentation in children but the condition can be asymptomatic or minimally symptomatic, and may present without fever or pneumonia. The Brazilian health system almost collapsed, as we had an increase in the consumption of personal protective equipment, medications, and tests for COVID. Health institutions had to keep their stocks higher so that there was no shortage of any input for the treatment of the patient or for the protection of health professionals. As we are an exclusively pediatric hospital, there was a considerable decrease in the movement of patients during the pandemic, which made it necessary to restructure our protocols in order to maintain the proper functioning of the service. So that we could provide care with quality and safety, we designed a protocol to systematize our care flows, diagnosis, treatment, and family guidance in suspected and confirmed cases of COVID-19. Our objective was to ensure the correct diagnosis, standardization of the indication for hospitalization, standardization of clinical management and reduce the risk of transmission to other patients and employees. We changed our flows from the entrance door, in which all patients began

to be screened by the nursing staff at the emergency room door. In case they present some respiratory symptoms, both the patient and companion receive a mask and are directed to an internal flow of care for respiratory patients, so we do not cross with the care of non-respiratory patients. The telemedicine service was implanted during the pandemic and helped us to assist our patients and help them to seek urgent/emergency services only when needed. Patients are evaluated for the risk of complications by the doctor and nurse properly dressed, after treatment; patients who did not require hospitalization are monitored by teleconsultations. Elective surgery patients received differentiated care, received a visit from the nursing team on the day before the surgery. Arriving at the hospital, an employee would welcome them and take them directly to the room, through an exclusively surgical elevator, avoiding the crossing of flow with respiratory patients. The pandemic was important to teach us a new way of managing flow, people, among others. It made us rethink and restructure the institution's strategic objectives.

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