



Administrative Staff College of India
Leadership through Learning



REPORT
COVID 19 INFECTION PREVENTION and CONTROL
SERIES



Centre for Innovations in Public Systems (CIPS)

(An Autonomous Centre of ASCI Established by the Government of India)

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1. INTRODUCTION

COVID 19 the ongoing global pandemic has hit a storm deeply affecting India's whole population and exposing the inadequacies in our country's health care system. Despite myriad challenges, a strong Infection Prevention and Control Programme in Health Care facilities forms the backbone of our fight against COVID 19. Growing concern about the quality of public health services falling short of expectations, thousands of our health care workers getting infected putting further pressure on our limited resources. Compliance to Infection Spread Practices by the public in our daily lives forms the mainstay in preventing spread of COVID 19. The series of programmes under this project dealt with the measures taken in the much talked about "BREAK THE CHAIN OF INFECTION" to prevent further spread. In line with the mandate of Centre for Innovations in Public Systems (CIPS), the series of programmes disseminated evidence based innovative and best practices of the health care industry to the larger audience for supporting new solutions for daily challenges.

2. OBJECTIVE

To discuss effective infection prevention and control measures specific to COVID 19, for preventing and controlling spread of COVID 19 to people (i.e. staff/patients/visitors/community) in hospitals, healthcare settings, personal and professional spaces.

3. PROGRAMME DETAILS

3.1. PROGRAMME SUMMARY

Three programmes were conducted: two webinars and one online course. Their details are as follows:

Webinar 1: Managing Hospital Challenges amongst COVID 19

- **Date of programme:** May 11, 2020
- **Timings:** 3 pm – 4.30 pm
- **Duration:** 1.5 hours
- **Content Summary:** The Webinar had discussions on key hospital challenges faced during COVID 19, innovative measures to manage them, Infection Prevention and Control measures with respect to COVID 19, handling employee challenges and motivating them, handling patient has and suspect case's emotions and communication techniques used in crisis times.

Webinar 2: “COVID 19 New Normal: Infection Prevention & Control in Personal and Professional Spaces

- **Date of programme:** July 4, 2020
- **Timings:** 3 pm – 4.30 pm
- **Duration:** 1.5 hours
- **Content Summary:** This webinar had discussions on COVID 19 New Normal and Insight into Home Isolations and Quarantine Guidelines for COVID 19 Patients and Suspect cases, Precautions and Safety Measures taken in Educational institutions, Safe work place measures to be taken for preventing infection spread, Safety Measures while handling food items.

Online Course: COVID 19 Infection Prevention and control in health care Facilities - Processes and Precautions.

- **Date of programme:** August 10-14, 2020
- **Timings:** one session on each day from 3 pm to 4.30 pm for 5 days
- **Duration:** 7.5 hours
- **Content Summary:** This online course had discussions on basics of Health Care Acquired Infections, epidemiology of COVID 19 infection, strategies for preventing COVID 19 including rational usage of PPE. It also included environmental cleaning, disinfection in isolation and non-isolation areas including terminal cleaning, managing laundry and linen in COVID areas. Further managing outbreaks/epidemics in closed settings and using data for building quality culture in the organization.

3.2. TEACHING METHODOLOGY

- Online lectures covering international and national guidelines of WHO, CDC Atlanta, Ministry of Health and Family Welfare, Health associations, and Industry bodies.
- Videos and photographs, experience sharing sessions on Innovations and best practices.
- Discussion on issues, ground level challenges and possible solutions
- Addressing queries in Question and Answer session at the end of each programme.

3.3. PROGRAMME TIME TABLES WITH SPEAKERS

Webinar 1: Managing Hospital challenges amongst COVID 19.

Topics and Speakers:

- **Introduction and Context Setting:** Dr. Bhawna Gulati, Associate Professor, ASCI (2 min)
- **About CIPS** – Ms. Swathi P, Project Officer, CIPS (5 Min)
- **Session 1: Hospital Perspective on COVID** – Dr. Arun Singh, National Adviser (RBSK), Ministry of Health and Family Welfare, GoI (15 min)
- **Session 2: Managing hospital operations during COVID 19** – Mr. Rajeev Chourey, Vice President (Operations and Quality), Care Group of Hospitals (15 min)
- **Session 3: Specific Infection Prevention and Control Measures for COVID 19** – Dr. Bhawna Gulati (15 min)
- **Session 4: Motivating Staff in Crisis** – Prof. Harsh Sharma, Director (I/C), CIPS (15 min)
- **Session 5: Handling COVID patient’s emotions** – Mr. Alick Bailey, Communication and OB facilitator (15 min)
- **Q & A session:** All speakers (10 min)

Webinar 2: COVID 19 New Normal: Preventing Infection Spread In Personal And Professional Spaces

Topics and Speakers:

- **Context Setting and Introduction:** Dr. Bhawna Gulati, Associate Professor, ASCI (5 min)
- **About CIPS:** Mr. Avik Chakraborty, Sr, Project Officer, CIPS (5 min)
- **Session 1: Safety in Educational Institutions and Road Ahead** – Dr. Ravi Kumar Jain, Director, Symbiosis Institute of Business Management (15 min)
- **Session 2: Decoding Isolation and Quarantine** – Dr. Bhawna Gulati, Associate Professor, ASCI (15 min)

- **Session 3: COVID 19 Safe Workplace Principles** – Dr. Basavaprabhu Achappa, Associate Professor, KMC, Mangalore (15 min)
- **Session 4: Safety in Food Handling** – Mrs. Vani Bhambri Arora, Ex Deputy Director, Quality Council of India (15 min)
- **Q & A session:** All Speakers (15 min)

Online Course: COVID 19 Infection Prevention And Control In Health Care Facilities: Processes And Precautions

Topics and Speakers:

Day 1: (1.5 hours)

- **Context Setting and Introduction:** Dr. Bhawna Gulati, Associate Professor, ASCI (5 min)
- **About CIPS:** Mr. Avik Chakraborty, Sr, Project Officer, CIPS (5 min)
- **Basics of HAI, Strategies for Preventing HAI- Engineering, administrative controls, Safe work Practices, Rational Usage of PPE** – Dr. Bhawna Gulati, Associate Professor, ASCI
- **Q & A**

Day 2: (1.5 hours)

- **Standard and Transmission based Precautions** – Dr. Bhawna Gulati, Associate Professor, ASCI
- **Q & A**

Day 3: (1.5 hours)

- **Cleaning, Disinfection in isolation and non-isolation areas including terminal cleaning, Biomedical waste management, Laundry and linen management** – Dr. Sonali Jain
- **Q & A**

Day 4: (1.5 hours)

- **Types and Reporting of HAI, Outbreak containment in closed setting** – Dr. Sivakumar
- **Q & A**

Day 5: (1.5 hours)

- **Monitoring and Data Usage for Quality Improvement- PDCA approach, Regular Audits** – Dr. Bhawna Gulati
- **Q & A**

4. PARTICIPANT DETAILS

4.1. NUMBER OF REGISTRATIONS AND PARTICIPANTS IN EACH PROGRAMME

S No.	Programme	Number of registrations	Number of participants
1	Webinar 1: Managing Hospital Challenges Amongst COVID 19.	299	139
2	Webinar 2 COVID 19 New Normal: Preventing Infection Spread In Personal And Professional Spaces	260	83
3	Online Course: COVID 19 Infection Prevention And Control In Health Care Facilities: Processes And Precautions	85	45

4.2. PARTICIPANTS PROFILE

Government and Private Hospital managers, Senior Doctors, Health Care professionals, Health care quality professionals, Quality Heads of hospitals, Faculty of Hospital management courses, Students of Hospital administration/management course.

5. SPEAKER DETAILS: PROFILES OF SPEAKERS

WEBINAR 1: MANAGING HOSPITAL CHALLENGES AMONGST COVID 19.

Speaker 1: Dr. Arun Kumar Singh

National Advisor – Rashtriya Bal Swasthya Karyakaram, National Health Mission, Ministry of Health and Family Welfare, Government of India. Dr. Singh was Head Department of Neonatology for the Institute of Post Graduate Medical Education & Research (IPGMER), S.S.K.M. Hospital and the associated Medical College Kolkata.

Dr. Singh started working alone for development of this neonatal unit, and in 2002 it was declared as the first National Neonatology Forum, India accredited Level-II Neonatal

Special Care Unit among Government Hospitals in West Bengal. He is very passionate about neonatology.

Speaker 2: Mr. Rajeev Chourey

- MBA(Fin), PGDHHM, PGDMLS, CBA,
- Principal Assessor NABH, Lead Auditor ISO,
- Fellow of Health Technology Assessment
- Certified Professional in Healthcare Quality in Patient safety from Institute of Healthcare Improvement
- Over 27 years of experience in Hospital Industry

Speaker 3: Dr. Bhawna Gulati, Associate Professor, ASCI

A medical doctor with a Gold Medal in MBA (hospital and health management), Post Graduate Diploma in Medical Law and Ethics, Phd Scholar, Black Belt in Six Sigma. She has 17 plus years of work experience in the healthcare sector. She has been the programme Director for many Management Development Programmes on Health Care Quality, Management concepts for Doctors and Health care administrators, Public Health Managerial officials of various States, Research Projects and participated in various national level government assignments.

Speaker 4: Prof. Harsh Sharma

Harsh Sharma is working with Administrative Staff College of India, Hyderabad as a Professor. Director I/C CIPS. Harsh is actively involved with management training and development and consultancy. He has conducted short and long duration MDPs for many PSUs. State govts and Private sector. He has worked on consulting assignments . Harsh is an alumnus of German Development Institute, Bonn. He has done advanced certificate course on “Managing Global Governance School” from German Development Institute, Bonn. He has been associated with ILO and has completed a long term research project at International Labour Organisation, Geneva on the topic of ‘Green Jobs and Decent Work Agenda. He has done his Ph.D in the area of ‘Training Effectiveness’ from Indraprastha University, Delhi, India. He holds three post graduate degrees including MBA with specialisation in Human Resource Management, Master of Arts (Sociology) and Master of Science.

Speaker 5: Mr. Alick Solomon Bailey

Alick is a dynamic, result-oriented communication and OB facilitator with over 18 years of training experience. His background in Information Technology & Human / Organizational Behavior Studies. His trainings on Six Sigma (Greenbelt) & LEAN. His international exposure in United Kingdom, Europe & Saudi Arabia has helped in creating customized content for training delivery that is highly practical and applicable. He has studied at St Stephens Delhi, St Xaviers, University Of Manchester (Masters Diploma in Human Resources & Organizational Behavior).He has run programs specifically designed for management development by IIT Mumbai and S J Mehta School Of Management.

Webinar 2: COVID 19 NEW NORMAL: PREVENTING INFECTION SPREAD IN PERSONAL AND PROFESSIONAL SPACES**Speaker 1: Mr. Ravi Kumar Jain**

Mr. Ravi Kumar Jain is the founding Director of Symbiosis Institute of Business Management at Hyderabad. He is a start-up evangelist and mentor at T-Hub. T-Hub is a start-up incubator, playing a proactive role in building India's start-up ecosystem. Prior to his appointment as Director SIBM, Jain was founding Director & Associate Dean at Symbiosis Centre for Research and Innovation at SIU Pune. He has been conferred with a several awards including 'Best Director of B-school 2018' by ISDSI and 'Distinguished services, 2019' by Asia Pacific DSI. Jain is a PhD and a Post-Graduate (MBA) in business management with specialization in strategy, corporate Finance and ICT.

Speaker 2: Dr. Bhawna Gulati

A medical doctor with a Gold Medal in MBA (hospital and health management), Post Graduate Diploma in Medical Law and Ethics, Phd Scholar, Black Belt in Six Sigma. She has 17 plus years of work experience in the healthcare sector. She has been the programme Director for many Management Development Programmes on Health Care Quality, Management concepts for Doctors and Health care administrators, Public Health Managerial officials of various States, Research Projects and participated in various national level government assignments.

Speaker 3: Dr. Basavaprabhu Achappa

- Associate Professor _Internal medicine, KMC Mangalore
- 13 years as faculty in Department of Medicine, KMC Mangalore India
- Research oriented academician with more than 29 research publication in national and international journals with 157 Scopus Citations, 328 Google Scholar citations.
- Reviewer of 9 journals.

Speaker 4: Ms. Vani Bhambri Arora

Is working as freelance expert and assessor with various national and International bodies like APEDA/YCB/NABCB and IAS/JAS-ANZ/UAF etc. She had worked as Deputy Director, National Accreditation Board for Certification Bodies, in the Quality Council of India, India's national accreditation body for around 13 years. She holds a Mater Degree in Food Technology and has topped the college during her graduation of Food Technology. She started her career in food industry and then worked with food consulting organization and presently working with national accreditation board. Later has also worked with US based certification body. She has provided consultancy and training to large number of organizations. Further, during her tenure in Conformity assessment body, she developed their system for accreditation.

During her tenure in QCI/NABCB, she was handling accreditation for Quality Management system, food safety management system, Personnel Certification and Product certification bodies. She has been involved in designing various voluntary certification schemes across sectors-food, health, IT and agriculture etc. She is also contributing from NABCB for SAARC Expert group for accreditation.

She was part of the team in developing framework for use of accreditation by the Food Safety and Standards Authority of India (FSSAI) and various other projects with many ministries and bodies including health, commerce, food, NASSCOM etc

She has participated and contributed in various international conference and trainings organized by FAO, UNIDO, IHAF etc in SAARC countries as well as in Dubai and other European countries.

As a passion she is also blogger and working with a NGO for empowerment of society.

ONLINE COURSE: COVID 19 INFECTION PERVENTION AND CONTROL IN HEALTH CARE FACILITIES: PROCESSES AND PRECAUTIONS

Speaker 1: Dr. Bhawna Gulati

A medical doctor with a Gold Medal in MBA (hospital and health management), Post Graduate Diploma in Medical Law and Ethics, Ph.D Scholar, Black Belt in Six Sigma. She has 17 plus years of work experience in the healthcare sector. She has been the programme Director for many Management Development Programmes on Health Care Quality, Management concepts for Doctors and Health care administrators, Public Health Managerial officials of various States, Research Projects and participated in various national level government assignments.

Speaker 2: Dr. Siva Kumar

- Orthopedician, Chief Civil Surgeon, District Hospital Tirupur
- Regional Quality Coordinator, Government of Tamil Nadu
- NABH assessor, NQAS assessor

Speaker 3: Dr. Sonali Jain

- MBBS, MD (Microbiology)
- Consultant Microbiologist and Infection Control Officer, Kailash Group of Hospitals, Delhi

6. ANNEXURE: BROCHURES/ CREATIVES OF THE PROGRAMMES USED FOR MARKETING

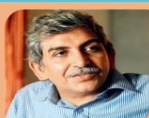
Webinar on

Managing Hospital challenges amongst COVID 19

May 11, 2020, 3:00 pm -4.30 pm (IST)

Registrations is free, click on the registration link http://www.cips.org.in/webinar-registration?evt=MGNG_HPTL

For queries write to email: webinar.asci@gmail.com



Dr. Arun Singh
National Adviser
(RBSK), Ministry of
Health and Family
Welfare, GOI

**Hospital
Perspective on
COVID**



Mr. Rajeev Chourey
VP (Operations and
Quality),
Care Group of Hospitals

**Managing hospital
operations during
COVID 19**



Dr. Bhawna Gulati
Associate Professor,
ASCI

**Specific Infection
Prevention and
Control Measures for
COVID 19**



Prof. Harsh Sharma
Director(I/C) CIPS

**Motivating staff in
Crisis**



Mr. Alick Bailey
Communication and
OB facilitator

**Handling Patient's
Emotions**



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Centre for Innovations in Public Systems

Announcing Soon!

Online Course on Infection Prevention and Control in Health Care

Settings : Processes and Precautions, August 10-14, 2020,

Stay tuned and visit, www.asci.org.in & www.cips.org.in

INFECTION PREVENTION AND CONTROL SERIES

WEBINAR ON

COVID 19 NEW NORMAL: PREVENTING INFECTION SPREAD IN PERSONAL AND PROFESSIONAL SPACES

JULY 4, 2020, 3 pm to 4.30 pm

SPEAKERS and TOPICS



Dr. Ravi Kumar Jain
Director, Symbiosis Institute of
Business Management

- Safety in Educational Institutions and
Road ahead



Dr. Bhawna Gulati
Associate Professor,
Administrative Staff College of
India

- Decoding Isolation and Quarantine



Dr. Basavaprabhu Achappa
Associate Professor, Kasturba
Medical College, Mangalore

- COVID19 safe workplace principles



Mrs. Vani Bhambri Arora
Ex Deputy Director, Quality
Council of India

- Safety in food handling

Registration is free, click on the registration link http://www.cips.org.in/webinar-registration?evt=COVID19_NEWNORMAL

For queries write to email: webinar.asci@gmail.com



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Centre for Innovations in Public Systems



Administrative Staff College of India and Centre for Innovations in Public Systems

Jointly announce

ONLINE COURSE on **COVID 19 INFECTION PREVENTION AND CONTROL: Processes and Procedures in Health care settings (August 10-14, 2020)**

Faculty



Programme Director:
Dr. Bhawna Gulati, Associate Professor, ASCI, Hyderabad



Dr. Basavaprabhu Achappa, MD Associate Professor - Internal Medicine, KMC, Mangalore



Dr. Sonali Jain, Consultant Microbiology and Infection Control, Kailash Hospitals, Delhi

The participants will be awarded a **"CERTIFICATE OF PARTICIPATION"** sent by courier to their respective addresses, on successful completion of the course.

For More Course Details, visit weblinks;
<http://www.cips.org.in/online-course>,
<https://www.asci.org.in/index.php/onlineprogrammes>

Content

- Basics of HAI, Strategies for Preventing HAI-Engineering, administrative controls
- Safe work Practices, Rational Usage of PPE
- Standard and Transmission based Precautions
- Cleaning, Disinfection in isolation and non-isolation areas including terminal cleaning. Biomedical waste management
- Laundry and linen management
- Types and Reporting of HAI, Outbreak containment in closed setting
- Monitoring and Data Usage for Quality Improvement- PDCA approach, Regular Audits

Duration

August 10 to August 14, 2020. Classes will be held for 1.5 hours on each day from 3 pm to 4.30 pm. **For any queries**, write to email id webinar.asci@gmail.com

Registration

- Please click on the following registration link-
<http://www.cips.org.in/online-course-registration?evt=IPCPPHCS>
- **Course Fees** is Rs 2000 plus 18 % GST (=Rs 2360, non-refundable) to be paid latest by **August 8** through online transaction.
- **The Bank Details** are Account No. **62090698675**,
- Beneficiary Name: Administrative Staff College of India, IFSC Code: SBIN0020063, Bank Name: State Bank of India, Address: Bella Vista Branch, Raj Bhavan Road, Somajiguda, Hyderabad - 500082.
- After making payment **please, send the Unique Transaction Reference No. / SWIFT Ref No. /confirmation email from the SBI payment gateway to the email id webinar.asci@gmail.com to receive participation confirmation.**



Administrative Staff College of India
Leadership through Learning



Centre for Innovations in Public Systems

Administrative Staff College of India and Centre for Innovations in Public Systems

**Jointly announce
ONLINE COURSE on**

COVID 19 INFECTION PREVENTION AND CONTROL: Processes and Procedures in Health care settings (August 10-14, 2020)

About the Course

COVID 19 pandemic has overwhelmed the health care systems not just in our country but also across the entire world and affected their populations irrespective of any differentiation. It has costed many of our frontline workers, involved in the tough battle, their precious lives. It is time that we equip ourselves in essentials of Infection Prevention and Control Concepts and strategies in the health care settings, to prevent and control spread of infection to the extent possible.

Programme Objectives:

- Understand the chain of spread of COVID 19 infection and effective ways to break the chain
- Understand and implement strategies for preventing Health Care Associated Infections (HAI)
- Develop a safety and quality improvement culture in your organization.

WHO should attend?

- Clinicians, Hospital administrators, health administrators, nurses, quality professionals, hospital management students, Medical students, academicians, health care workers.

Why should you attend?

Participants will benefit in getting clarity on the safety precautions they must take to prevent COVID 19 infection spread while working in hospitals and health care settings

Faculty



Programme Director:
Dr. Bhawna Gulati,

Associate Professor, ASCI,
Hyderabad



Dr. Basavaprabhu Achappa,

MD Internal Medicine, Associate
Professor - KMC, Mangalore



Dr. Sonali Jain,

Consultant Microbiology and
Infection Control, Kailash
Hospitals, Delhi

Content

- Basics of HAI, Strategies for Preventing HAI- Engineering, administrative controls
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- Standard and Transmission based Precautions
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For **More Organization and Course Details**, visit **weblinks;** <http://www.cips.org.in/online-course>,
<https://www.asci.org.in/index.php/onlineprogrammes>