| | _ | 1 | | GP1 | | GP2 | | GP3 | | GP4 | | GP5 | | GP6 | | GM1 | | GM2 | | GM3 | | GM4 | |
|---------------------------------------|---|----------------|--|----------|---|-----|---|-----|--|-----|---|-----|---|----------------|--|----------|---|-----|---|----------|--|-------------------------|---|
| Human resources | | | | | Group practice in a | | Group practice not in a shared space with | | Digital network with | | | | Group practice but no shared facility. No nurse. 1 Admin | | Group practice but no shared office. 1 Nurse. 1 Admin | | Only physicians 4 | | Only physicians 2 | | Only physicians 4 | | Only obysicians 2 |
| | | 1 | Multidisciplinary team | | shared space but no extra staff | Ø | a shared space with admin employee scheduling appointments | | Digital network with other GPs. No extra staff | | Solo | ◩ | employee with front- office duties, prescriptions and vaccination | Z | office duties, prescriptions and | | during daytime and 3 during nighttime | | during daytime and 2 during nighttime | | Only physicians. 4 during daytime and 3 during nighttime | | luring daytime and 2 during nighttime |
| | | | | | | | remotely | | | | | | vaccination campaigns. | | campaigns. | | | | | | | | |
| | | | | | | | | | | | | | | | NCD prevention programs/vaccinatio n campaigns/ regular | | | | | | | | |
| | Health workforce | 2 | Nurses with specific tasks | | When I needed nurses, I hired them privately ad hoc | | | | Concerned about nurses' lack of clear roles in PHC | | | | | ☑ | outreach initiatives. We had fewer contacts with USCA | | | | | | | | |
| | | | | | | | | | | | | | | | from other offices because we could | | | | | | | | |
| | | | | | | | | | | | | | Front office duties. | | do better monitoring of cases at home Front office duties, compilation of | | | | | | | | |
| | | 3 | Admin employees | | | 2 | scheduling appointments remotely | 0 | | | | | compilation of prescriptions, vaccination campaigns | Z | compilation of prescriptions, medical supplies, vaccination | | | | | | | | |
| | | 4 | CHWs/Volunteers | 0 | | 0 | | | | 0 | | 0 | campaigns | | vaccination campaigns | 0 | | | | 0 | | | |
| | | | | | within the group practice strategy, | | within the group practice strategy. | | within the network | | working solo, | | | | within the group | | | | | | | | |
| | Surge capacity Safety of workers | 5 | Strategy to maintain surge capacity | | only patients from the list of patients registered with those | Ø | only patients from the list of patients registered with those | • | group strategy, generally only prescriptions | | working solo, recently left group practice, huge problem with replacements, | Ø | within the group practice strategy | Ø | practice strategy, but big issue with home visits of patients residing outside of | | roster with availability, contact info | | roster with availability, contact info | | roster with availability, contact info | | roster with availability, contact info |
| | | 6 | Staffing plan | | GPs | | GPs | 0 | p | | shortage of HCWs | 0 | | | the district | 0 | | | | | | | |
| | | 7 | Competencies for non-physicians Sharing of staffing plan with other | | | | No, and has two | | No. and has two | | | | No, and has two | | No, and has two | | | | | | | | |
| | | * | facilities (NGOs, private) | | | 0 | different offices in two villages | | different offices in two villages | | | | different offices in two villages | | different offices in two villages | | | | | | | | |
| | | , | Protective equipment | • | | Ø | | | | Ø | | Ø | | Ø | | | | • | | • | | • | |
| | | 10 11 12 | CH Psychology | 0 | | 0 | | | | 000 | | 0 | | | | 000 | | 0 | | | | | |
| | | 13 | support Basic disaster | | | | | | | | | | | | | | during COVID-19 | | during COVID-19 | | during COVID-19 | | during COVID-19 |
| | | 14 | medicine concepts Clinical competencies | | during COVID-19 | Ø | during COVID-19 | Ø | during COVID-19 | | during COVID-19 | Z | during COVID-19 | Ø | during COVID-19 | 2 | during COVID-19 | 2 | during COVID-19 | 2 | during COVID-19 | 2 | during COVID-19 |
| | Training and education | 15 16 | Public health competencies Soft skills | 2 | during COVID-19 | 2 | during COVID-19 | Ø | during COVID-19 | 2 | during COVID-19 | 2 | during COVID-19 | Ø | during COVID-19 | 2 | during COVID-19 | | during COVID-19 | 2 | during COVID-19 | 2 | during COVID-19 |
| | | 17 | Simulation and drills | | | | | | | 0 | | | | | | | | | | ō | | | |
| | | 18 | Inventoried list of medicines | 0 | no inventoried list, but only drugs as | | I try to keep as few drugs as possible | | no inventoried list, but only drugs as | | only drugs as promotional tools | 0 | only drugs as promotional tools | | no inventoried list | | | | | 2 | | | |
| | Logistics, supplies | 19 | Inventoried list of supplies and devices | 0 | promotional drugs none | 0 | none | _ | promotional tools none | 0 | none | 0 | none | _ | none | _ | none | _ | none | _ | none | | none |
| | | 20 | Regular devices | | | | | _ | | | | 0 | | | | 0 | | 0 | | | | 0 | |
| | | 21 | Surge stock of medicines and supplies | | verbal agreement with nearby pharmacy | | verbal agreement with nearby pharmacy | | verbal agreement with nearby pharmacy | | verbal agreement with nearby pharmacy | | verbal agreement with nearby pharmacy | | verbal agreement with nearby pharmacy | | | | | | | | |
| | | 22 | Emergency health kits | Ø | | | | Ø | | | | | | V | | | | | | | | | |
| | | 23 | Building integrity Physical | Ø | only when opening office first time | Ø | only when opening office first time | Ø | only when opening office first time | | only when opening office first time | | only when opening office first time | Ø | only when opening office first time | | does not know | | does not know | | does not know | | does not know |
| | | 24 25 | Physical security/Universal access Prior damage | | elevator | Z Z | ground floor | V | ground floor | | elevator | | elevator | V | ground floor | | does not know does not know | | does not know does not know | | does not know does not know | | does not know does not know |
| | | 26 | Electicity and water supply system | Ø | building management in charge | | building management in charge | V | building management in charge | | building management in charge | | building management in charge | V | building management in charge | | does not know | 0 | does not know | | does not know | | does not know |
| | Appropriate infrastructur e | 27 | Functionality of telecommunication systems | 0 | unage | | carge | | carge | | cretge | | charge | | Gailge | | does not know | | does not know | | does not know | | does not know |
| Health infraprocusion and registrates | | 28 29 | Dedicated areas Waste | | | | | 0 | | | | | | | | | | | | | | | |
| | | 30 | management system Air conditioning | | building | | building | | building | | building | | building | | building | | | | | | | | |
| | \vdash | 30 | and fire protection | | management in charge | | management in charge | V | management in charge | | management in charge | | management in charge | ☑ | management in charge | | does not know | | does not know | | does not know | | does not know |
| | Incident response plan | 31 | Official IRP | | | | | | official IRP only when big local fair | | | | | | | | | | | | | | |
| | | 33 | IRP information Contact info | | | | | | | | | | | | | | | | | | | | |
| | | 35 | Evacuation plan | | | | | ☑ | official evacuation plan when local events happening | | | | | | | | | | | | | | |
| | | 36 | Business continuity plan Alternative "sites" | | e-prescription | | | | e-prescription | | | | e-prescription | | | | | | | | | | |
| | | 37 | (mobile clinics, telemedicine, e- prescriptions) | | functioned only during COVID | | | | functioned only during COVID | | | | functioned only during COVID | ~ | | | | | | | | | |
| | | 38 | Contingency plans Alternative sources | | | | | | | | | | | | | | | | | | | | |
| | | 40 | Communication backup Rapid health | | | | | | | | | | | | | | | | | | | | |
| | | 42 | needs assessment Triage procedures | | | | usually done case by | | nothing written, done | | | | | | usually over the | V | | | | Ø | | | |
| | | 43 | Arrangements with local hospitals Arrangements with transport | | very problematic | | case by | | case by case | | case by case | | case by case | | phone case by case | | | | | | | | |
| | | 45 | Postmortem procedures | | | | | Ø | | | | | | V | | ☑ | | | | Ø | | $\overline{\mathbf{z}}$ | |
| | | 46 | Preparedness drills | | | | | | | | | | | | | | | | | | | | |
| Health and related services | Service delivery | 47 | Emergency health conditions | | need for extra- training, | ☑ | supplies are expensive and emergencies are | | need for extra- training | | supplies are expensive and emergencies are | | supplies are expensive and perishable, I need to | V | supplies are expensive and perishable, I need to | | even ACLS with defibrillator | | even ACLS with defibrillator | | even ACLS with defibrillator | ☑ | even ACLS with defibrillator |
| | | 48 | Acute exacerbations | | | | rare | | | | rare | | pay for the stuff | | pay for the stuff | | | | | | | | |
| | | 49 | Mental health support | | Patient's expense (private) Open access to | | Patient's expense (private) Open access to | | Patient's expense (private) | | Patient's expense (private) Open access to | | Patient's expense (private) | | Patient's expense (private) | | not authorized to | | not authorized to | | not authorized to | | not authorized to |
| | | 50 | Essential services | | family clinic, usually by phone | | family clinic, usually by prescription | | family clinic | | family clinic, usually by phone | | Open access to family clinic | $ \mathbf{Z} $ | Open access to family clinic | ✓ | write prescriptions for diagnostics not authorized to | | write prescriptions for diagnostics not authorized to | | write prescriptions for diagnostics not authorized to | | write prescriptions for diagnostics not authorized to |
| | | 51 | STDs | | prescription for lab exams or private lab | | prescription for lab exams or private lab Phone call to | | prescription for lab exams or private lab | | prescription for lab exams or private lab | | prescription for lab exams or private lab | | prescription for lab exams or private lab | | write prescriptions for diagnostics | | write prescriptions for diagnostics | | write prescriptions for diagnostics | | write prescriptions for diagnostics |
| | | 52 53 | Vaccinations Paliative care | Ø. | Prescription Phone call to | | physician E-mail | V | Web-Platform | | Phone call to physician in charge | V | E-mail | V | Phone call to | | Phone call to | | Phone call to | | Phone call to | | Phone call to |
| | | 54 | Outreach | 0 | p. syanous in charge | | | | | | p. ryecum in charge | 0 | | V | p. yacan ii ciarge | | p. yarcan in charge | | pyeroen in charge | | p. yarran ili disirge | | p, account of change |
| Community H-EDRM capacities | | 55 | Outreach for high- risk communities | | | | | | | | | | used to organize | | | | | | | | | | |
| | Community engagement | 56 | Collaboration with other community- based services | | | | | | | | | | used to organize patients groups with local NGOs but ended after COVID | | | | | | | | | | |
| | | 57 | Communication strategies for people with | | | | | | | | | | | | | | | | | | | | |
| | | | barriers Discussion of | | happened | | | _ | hannened | | | | hangened | - | | | | | | | | | |
| | Patient preparednes s | 58 | preparedness strategies Emergency | | happened only during COVID | | | | happened only during COVID | | | | happened only during COVID | | | | | | | | | | |
| | | | gobags Stock of essential medications | | | | | | | | | | | | | | | | | | | | |
| | | 61 | Key contraindications of main | ⊠ | | | | Ø | | | | | | Ø | | ☑ | | | | | | ☑ | |
| | | | medications Bulk prescriptions Portable medical history | | | 2 | | V | | V | | | | V | | 2 | | | | V | | V | |
| | | 64 | history Preparedness plans for families | | | | | | | | | | | | | | | | | | | | |
| brios and Knowledge management | | 65 | Vulnerability analysis | | mainly clinical risk factors | | mainly clinical risk factors | | mainly clinical risk factors | | mainly clinical risk factors | | mainly clinical risk factors | | mainly clinical risk factors | | | | | | | | |
| | | 66 | Assessment tools Interdisciplinary | | with social workers | | usually with social | | | | | | | | | | | | | | | | |
| | Vulnerability assessment | 67 | assessments Registry of vulnerable | | with sucial workers | | workers and palliative specialists | | with social workers | | with social workers | | with social workers | | with social workers | | | | | | | | |
| | | | vulnerable categories Continuity plans for device | | through device | | through device | N | through device | | through device | | through device | | through device | | | | | | | | |
| | | 1 | dependent people | 4 | suppliers | 4 | suppliers | | through device suppliers | 2 | suppliers | 2 | suppliers | ☑ | through device suppliers | | | | | | | | |
| | Integration with public health functions | 70 | Written guidelines with PH for a coordinated response | | nothing written | | nothing written | | nothing written | | nothing written | | nothing written | | nothing written | | nothing written | | nothing written | | nothing written | | nothing written |
| | functions | 71 | coordinated response Effective procedures in place | | | | | | | | | | | | | | | | | | | | |
| | Research | 1 | PHC-specific | _ | | | | | happened once before COVID on a | | | | | | | | | | | | | | |
| | Mesearch | 72 | research on H- EDRM | | never | | never | | before COVID on a project on diabetes | | never | | never | | never | | never | | never | | never | | never |
| | | 73 | Robust HIS | | not cloud based | Ø | cloud-based, remotely accessible | | not cloud based | | cloud-based, remotely accessible | Ø | cloud-based, remotely accessible | V | cloud-based, remotely accessible | | no and not integrated with GPs' HIS | | no and not integrated with GPs' HIS | | no and not integrated with GPs' HIS | 0 | no and not ntegrated with GPs' HIS |
| | Health information | 74 75 | Back up Storage of records | V | locally | V | | V | locally | V | | V | | V | | | | 8 | _ | 8 | - | 8 | · |
| | information system | 76 | Data extraction for research purposes | | | | | | | | | | | ☑ | | | | | | | | | |
| | | 77 | Internet connection | ⊠ | commercially | N N | commercially | N N | commercially | | commercially | | commercially | N N | commercially | | does not know | | does not know | | does not know | | does not know |
| | | | Robust network security system Protocols for risk | | available | | available | | available | | available | | available | | available | | own not know | | OUT HOLKNOW | | Section FIGURATION | | Jones - FOI NHOW |
| Risk communications | Risk communications | 79 | communications Trusted channels of communication and messengers | | Emails Whateau | | Emails, Whatsapp | | Emails, Whatsapp | | Emails | | Emails, Whatsapp | П | Emails, Whatsapp | | | | | | | | |
| | |] " | and messengers | - | | - | , чтоварр | ud. | | 4 | | -4 | | J | , ****асырр | J | | | | | | J | |