



Innovative Staffing Models to Support COVID Recovery

- Consider your staffing needs for multiple scenarios including:
 - Re-opening:
 - Phasing in of services offered
 - Limited in-person visits and number of staff/patients in office
 - Supplemented by telemedicine
 - Extended office hours
 - Surge:
 - Prepare for potential surges of patients with COVID and/or influenza
 - Significantly limit in-person visits and number of staff/patients in office
 - Increased care delivery by telemedicine
 - Long-term needs:
 - More full-service offerings
 - Return to normal operating hours
- Establish mini-teams within your practice. A mini-team is comprised of the essential staff required to keep your office functioning.
 - Determine essential functions and establish roles and responsibilities for each member of the mini-team.
 - Identify members of your staff with core skills, roles, and responsibilities and assign them to a mini-team.
 - Ensure each mini-team has the appropriate mix of clinical and office administration skills.
 - Supplement in-person responsibilities with remote work. Consider assigning remote work responsibilities to staff members at increased risk from COVID infection (hypertension, heart disease, obesity, chronic lung disease, age>60).
- Develop a strategy to address potential staff shortages (due to illness, sick family members, school/childcare closings, quarantine)
 - Cross-train staff on essential functions
 - Establish a back-up staffing contingency plan
 - Hold daily huddles with staff to see how they are doing and identify what support they might need. If possible, include remote staff in your daily huddles.
 - Resource: [JAMA article on addressing staff anxiety in the time of COVID](#)
- Develop a schedule to minimize the number of people who are physically present in the office
 - Assign each mini-team to alternating days or staggered hours

