

Caregiver

Caregiver Toolbox Part 1: Key Resources

Dear MEDBOX users, caregivers have a great impact on maintaining health services and improving the health status of the population. However, the daily work of caregiving requires good organization, a strong sense of responsibility, and continuous education on the latest standards of care. Particularly in low- and middle-income countries (LMICs), caregivers can make important improvements in priority areas of health care, including through disease prevention education, reducing child malnutrition, improving maternal and child health, providing palliative care, expanding access to family planning services, and helping to combat infectious and non-communicable diseases.

To keep you up-to-date on ongoing topics, we've created a new issue brief series about our **CAREGIVER TOOLBOX**. In every caregiver issue brief we will focus on one of the categories from the **CAREGIVER TOOLBOX** www.caregiverbox.org. First of all, we would like to introduce the category "Key resources".

Key Resources

This chapter is about the daily work of health workers and their main tasks in the hospital, health centre, or community. For example, we would like to introduce you to Standard Operating Procedures (SOPs), which are important to standardize the daily workflow of nurses or community health workers. Furthermore, you will find documents for patient navigation, checklists, and medical record documentation. We also provide pocket cards and manuals that can facilitate and improve daily work. Studies and overview reports show the latest results and situation of caregivers worldwide.

Standard Operating Procedures (SOP)

SOPs are primarily about ensuring that the work of every nurse and healthcare worker is done according to recognized quality standards. An SOP is a set of step-by-step instructions from the hospital or healthcare facility that support and standardize healthcare providers in performing routine tasks. Each hospital should develop its own SOPs and make them available to staff. Unfortunately, this is not always the case. Therefore, we provide international guidelines and examples in this category. The work of nurses or community health workers differs from country to country, but the main tasks and procedures are the same. In addition, this chapter provides checklists for patient safety in different work settings.

Standard operating procedure (SOP) for quality improvement

Aminul Hasan (2019); Quality Improvement Secretariat

This SOP describes specific step-by-step procedures in clinical management like OPD, IPD Housekeeping, Emergency services, OT services, Radiology Services & Pathology services. It should be used as a hands-on reference for service providers providing services, thereby helping to standardize the practice in all hospitals, with

the ultimate goal of optimizing the quality & standard patient care. The manual may also be used as a reference for health service providers for effective health management. Quality plays an important role in the work of nurses and community health workers. Quality must be constantly reviewed and adjusted. Every patient should be well cared for in the hospital.

<https://www.medbox.org/document/standard-operating-procedure-sop-for-quality-improvement>



Patient Positioning *Nurseslabs (2021)*

In this guide for patient positioning, learn about the common bed positions such as Fowler's, dorsal recumbent, supine, prone, lateral, lithotomy, Sims', Trendelenburg's, and other surgical positions commonly used. Learn about the different patient positioning guidelines, how to properly position the patient, and nursing considerations and interventions you need to know.

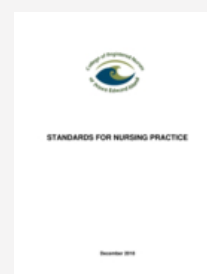


<https://www.medbox.org/document/patient-positioning>
<https://nurseslabs.com/patient-positioning/>

Standards for Nursing Practice *College of Registered Nurses of Prince Edward Island (2018)*

Standards for nursing practice are based on the following philosophy and principles:

- the client is the central focus of the professional service nurses provide, and is a partner in the decision-making process and ultimately makes his or her own decisions
- improvement is a necessary component of practice, and the public interest is best served when nurses continually improve their application of knowledge, skill and judgment
- the public has entrusted CRNPEI to honour the social contract that we have made with Canadians to act in the public interest through the licensing and regulation of its members
- quality practice settings contribute to the provision of competent and professional service
- the goal of professional nursing service is the outcome desired by the client that poses non necessary exposure of risk of harm



<https://www.medbox.org/document/standards-for-nursing-practice>

Patient Safety Checklist

Patient Safety & Quality Healthcare (2004); CRG Medical Foundation for Patient Safe

Patient Safety Checklist This checklist will help you write down information your doctor and nurse may need.

<https://www.medbox.org/document/patient-safety-checklist>



Care, cleaning and disinfection of pulse oximeters and patient monitors devices *World Health Organization WHO (2022)*

During monitoring and between patients Always read and follow the instructions and recommendations of the manufacturer`s manual The device must be cleaned and disinfected after each individual use and, at minimum weekly, prior to use on another patient.

<https://www.medbox.org/document/care-cleaning-and-disinfection-of-pulse-oximeters-and-patient-monitors-devices>



Care, cleaning and disinfection of invasive mechanical ventilators *World Health Organization WHO (2022)*

During ventilation and between patients Always read and follow the instructions and recommendations of the manufacturer`s manual Consumables associated with oxygen delivery are generally intended as single use devices, and should be treated as infectious material and disposed of accordingly. Dispose of patient interface and filters, for example, as per facility standard operating procedures for infectious/ biohazardous waste management.

<https://www.medbox.org/document/care-cleaning-and-disinfection-of-invasive-mechanical-ventilators>



Care, cleaning and disinfection of high flow nasal cannula *World Health Organization WHO (2022)*

During non-invasive ventilation and between patients Always read and follow the instructions and recommendations of the manufacturer`s manual Consumables associated with oxygen delivery are generally intended as single use devices, should be treated as infectious material and disposed of accordingly. Dispose of patient interface and filters, for example, as per facility standard operating procedures for infectious/ biohazardous waste management.

<https://www.medbox.org/document/care-cleaning-and-disinfection-of-high-flow-nasal-cannula>



Care, cleaning and disinfection of oxygen concentrators *World Health Organization WHO (2022)*

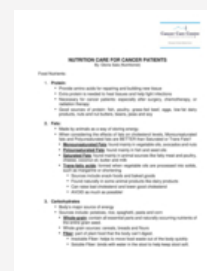
Consumables associated with oxygen delivery are generally intended as single use devices. They should be treated as infectious material and disposed of accordingly. Disposal of patient interface, tubing, water bag and water chamber, for example, should be done as per facility standard operating procedures for infectious/ biohazardous waste management.

<https://www.medbox.org/document/care-cleaning-and-disinfection-of-oxygen-concentrators>



Nutrition Care for Cancer patients - SOP
Kilimanjaro Christian Medical Centre (2021)

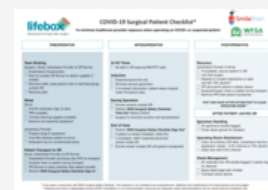
<https://www.medbox.org/document/nutrition-care-for-cancer-patients-sop>



COVID-19 Surgical Patient Checklist
Smiletrainafrica (2020)

This Checklist is to minimize healthcare provider exposure when operating on COVID+ or suspected patient.

<https://www.medbox.org/document/covid-19-surgical-patient-checklist>



Preoperative Nursing Checklist

The Jack Zimmerman Intensive Care Unit (2021); GW School of Medicine & Health Sciences

Preoperative Nursing Checklist

<https://www.medbox.org/document/preoperative-nursing-checklist>



We only give a few examples. If you want more information, check out our toolbox, especially this [topic](#).

Patient Navigation

Patient navigation work is becoming increasingly important and plays an increasingly significant role in healthcare. The patient navigator works in a dynamic healthcare environment in one or more departments, providing personalized support to patients by navigating them through the healthcare system to ensure timely screening, diagnosis, treatment, and/or follow-up of cancer and supportive services. The navigators collaborate with other health care professionals to provide the best possible care for patients. They use their knowledge to appropriately assess and address the needs of patients and families and refer them appropriately when needed. (Patient Navigation - Job description from Kilimanjaro Christian Medical Centre).

Patient Navigator - Job Discription

Kilimanjaro Christian Medical Centre (2021)

<https://www.medbox.org/document/patient-navigator-job-discription>



Patient Navigator Daily Routine

Kilimanjaro Christian Medical Centre (2021)

SOP for Patient Navigator Daily Routine

<https://www.medbox.org/document/patient-navigator-daily-routine>



Resources for Navigator

Kilimanjaro Christian Medical Centre (2021)

<https://www.medbox.org/document/resources-for-navigator>



What are patient navigators and how can they improve integration of care?

Budde, H.; G.A.Williams, G. Scarpetti, et al. (2021); World Health Organization WHO, Regional Office of Europe

Policy brief on patient navigation.

Patient navigators are an example of a skill-mixinnovation, whereby new tasks or ways of working are implemented. Navigators come from different backgrounds: they can be qualified health professionals, such as nurses or social workers, or trained lay persons, often recruited from the community that is being targeted. Key roles of the patient navigators depend on their skills and experience. Typical tasks might include identifying individual needs and barriers to care, educating patients and communities, and linking patients with different care providers. Professional navigators may carry out more advanced (including clinical) tasks.



<https://www.medbox.org/document/what-are-patient-navigators-and-how-can-they-improve-integration-of-care>

The Boston Medical Center Patient Navigation Toolkit

The Boston Medical Center/ AVON Foundation for Women (2020); The Boston Medical Center/ AVON Foundation for Women

This toolkit is designed to help you plan and implement a Patient Navigation program with the best chance of reducing health disparities and improving health outcomes for your patients. It contains evidence-based and experience-based examples, case studies, practical tools, and resources to help you:

1. Establish an evidence-based patient navigation program tailored to reduce barriers for your patients
2. Incorporate best practices to enhance current patient navigation programs or services
3. Implement a patient navigation model to address any targeted medical condition where disparities exist
4. Hire, prepare, supervise, support and retain effective Patient Navigators
5. Navigate patients who experience health disparities



6. Evaluate patient navigation programs with the aim of continuous quality improvement

<https://www.medbox.org/document/the-boston-medical-center-patient-navigation-toolkit>

COVID-19 clinical care pathway (CARE) confirm SARS-CoV-2 infection, assess symptoms, risk factors and severity, respond with appropriate care and treatment, evaluate clinical response and recovery
World Health Organization WHO (2022)



The COVID-19 CARE pathway is a living tool to support health care workers visualize the current clinical and therapeutic recommendations to be considered in the care planning for patients with COVID-19. The COVID-19 CARE pathway is aligned with the eighth version of the WHO Therapeutics and COVID-19: living guideline published on the 14 January 2022 and the third version of the WHO COVID-19 Clinical management: living guidance published on the 23 November 2021.

<https://www.medbox.org/document/covid-19-clinical-care-pathway-care-confirm-sars-cov-2-infection-assess-symptoms-risk-factors-and-severity-respond-with-appropriate-care-and-treatment-evaluate-clinical-response-and-recovery>

Pocket Cards

Pocket cards play an important role in the work of a nurse or health worker. They give a quick overview of a topic and can be carried in the pocket due to the practical format.

Operating Department Practice - Clinical Pocket Reference - for nurses, students and other healthcare professionals
Clinical Pocket Reference (2020)

Operating Department Practice - Clinical Pocket Reference - for nurses, students and other healthcare professionals - third edition, supplementary material Available from www.clinicalpocketreference.com ISBN: 978 1 908725 10 3

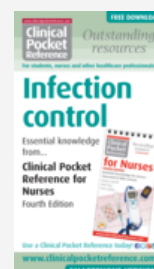
<https://www.medbox.org/document/operating-department-practice-clinical-pocket-reference-for-nurses-students-and-other-healthcare-professionals>
<https://www.clinicalpocketreference.com/free-downloads/>



Infection control - Pocket reference - for students, nurses and other healthcare professionals
Clinical Pocket Reference (2020)

Infection control is the fourth edition from Clinical Pocket Reference for Nurses.

<https://www.medbox.org/document/infection-control-pocket-reference-for-students-nurses-and-other-healthcare-professionals>
<https://www.clinicalpocketreference.com/free-downloads/>



Here, we could mainly provide the website. However, you can register for free with an e-mail address, select the topic you want and you will receive the pocket cards by mail.

Handbooks/Manuals

Community health workers CHWs should be given more attention and training possibilities. CHWs are the link from the community to the health care system, the doctors, and hospitals. There are already some useful tools to facilitate and improve the daily work, i.e. the Knowledge Translation Unit has published "PACK - The Practical Approach to Care Kit", which you will find our list below and can be downloaded from the website.

The Practical Approach to Care Kit (PACK) Nigeria

Knowledge Translation Unit, BMJ and Health Resources International West Africa (HRIWA) (2021)

PACK Nigeria (Adult and Child) provides a single, integrated, comprehensive, evidence-informed clinical guide to support all cadres working in primary healthcare in Nigeria: i.e. junior community health extension workers (JCHEWs), community health extension workers (CHEWs), community health officers (CHOs), nurses, midwives and medical officers. Colour-coding is used to clearly delineate the scope of practice of these different cadres and clarify referral pathways. This integration promotes a team-based approach to a patient's care and enables patients to receive consistent and standardized care from whichever cadre treats them. You can register for free and get the PACK Global Adult Guide for free

<https://www.medbox.org/document/the-practical-approach-to-care-kit-pack-nigeria>
<https://knowledgetranslation.co.za/pack/>



Community Health Worker Reference Toolkit – A Toolkit for integrating CHWs in the formal healthcare system

Amref Health Africa (2021)

The CHW Toolkit assists the assessment, improvement, and planning of CHW programs by deepening understanding of the elements of successful programs and the use of best practices as an evidence-based approach to improvement. The toolkit is framed around ten key themes that describe the definition, entry level, age, gender, recruitment, training, scope of work, supervision, career progression, entry level and remuneration of CHWs.

<https://www.medbox.org/document/community-health-worker-reference-toolkit-a-toolkit-for-integrating-chws-in-the-formal-healthcare-system>
<https://amref.org/download/community-health-worker-reference-toolkit-a-toolkit-for-integrating-chws-in-the-formal-healthcare-system/#qsc.tab=0>

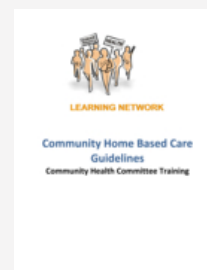


Community home based care guidelines

University of Western Cape; University of Cape Town, Maastricht University et al. (2014); Learning Network

Community Health Committee Training

<https://www.medbox.org/document/community-home-based-care-guidelines>



Caring for newborns and children in the community: caring for the sick child in the community

UNFPA; World Health Organization WHO, UNICEF; et al. (2020)

a training course for community health workers, adaptation for high HIV or TB settings: chart booklet

<https://www.medbox.org/document/caring-for-newborns-and-children-in-the-community-caring-for-the-sick-child-in-the-community>



COVID-19 Management: Curriculum for Community Health Workers *African Union; Africa CDC Centres for Disease Control and Prevention (2020)*



According to the World Health Organization (WHO), sub-Saharan Africa has only 3% of the world's health workers to cater for 11% of the world population, bearing over 25% of the global disease burden (WHO, 2014). With a steady increase in reported cases on the African Continent, the current COVID-19 pandemic threatens to overwhelm our already taxed health infrastructure. It is, therefore, imperative to take serious and urgent measures towards disease management and monitoring especially as the need for self-quarantine and contact surveillance rises. In view of the infrastructural and resource gaps, technology should be considered for remote management of healthcare deliver to patients during this period. As it is abundantly clear, even countries with more advanced healthcare infrastructure and resources have struggled to treat COVID-19 and non-COVID-19 patients during this pandemic.

<https://www.medbox.org/document/covid-19-managment-curriculum-for-community-health-workers>

Medical Records/Documentation and Patient Interview

Medical Record Documentation Standards and Performance Measures *Care First (2018)*

Compliance with the standards is monitored as part of our Quality Improvement Program. Practitioner refers to physicians or other health professionals who provide health care services.

<https://www.medbox.org/document/medical-record-documentation-standards-and-performance-measures>



Guidelines for Medical Record Documentation *NCQA - Measuring quality. Improving health care (2018)*

Consistent, current and complete documentation in the medical record is an essential component of quality patient care. The following 21 elements reflect a set of commonly accepted standards for medical record documentation. An organization may use these elements to develop standards for medical record documentation. NCQA considers 6 of the 21 elements as core components to medical record documentation. Core elements are indicated by an asterisk (*).

<https://www.medbox.org/document/guidelines-for-medical-record-documentation>



How to Conduct the Patient Interview *Rubin M. (2015); HMP Global Learning Network*

Information about interviewing patients

<https://www.medbox.org/document/how-to-conduct-the-patient-interview>



Studies and Reports

Studies and reports provide an overview of the current situation of healthcare professionals worldwide, i.e. training opportunities, nursing practice, resilience, scientific discussions, occupational health safety programmes, national and international standards.

State of the World's Nursing Report - 2020

World Health Organization WHO (2020)

The State of the world's nursing 2020 report provides the latest, most up-to-date evidence on and policy options for the global nursing workforce. It also presents a compelling case for considerable – yet feasible – investment in nursing education, jobs, and leadership. The primary chapters of the report outline the role and contributions of nurses with respect to the WHO “triple billion” targets; the health labour market and workforce policy levers to address the challenges to nurses working to their full potential; the findings from analysis of National Health Workforce Account (NHWA) data from 191 Member States and progress in relation to the projected shortfall of nurses by 2030; and forward-looking policy options for an agenda to strengthen the nursing workforce to deliver the Sustainable Development Goals, improve health for all, and strengthen the primary health care workforce on our journey towards universal health coverage.



<https://www.medbox.org/document/state-of-the-worlds-nursing-report-2020>

Caring for those who care. Guide for the development and implementation of occupational health and safety programmes for health workers

World Health Organization WHO; ILO (2022)

Occupational health and safety programmes aim to prevent diseases and injuries arising out of, linked with or occurring in the course of work, while improving the quality and safety of care, safeguarding the health workforce and promoting environmental sustainability in the health sector. This guide provides an overview of the key elements of occupational health and safety programmes for health workers at national, subnational and facility levels, as well as advice for the development and implementation of such programmes. Health workers exposure risk assessment and management in the context of COVID-19 virus



<https://www.medbox.org/document/caring-for-those-who-care-guide-for-the-development-and-implementation-of-occupational-health-and-safety-programmes-for-health-workers>

Caring for those who care

World Health Organization WHO (2021)

National programmes for occupational health and safety for health workers: lessons learned from countries: summary report of the WHO online workshop, 15 July 2020



<https://www.medbox.org/document/caring-for-those-who-care>



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