RESPONDING TO COVID-19:
IMMEDIATE RECOVERY ACTIONS 
TO RESTART OPERATIONS

The United States is planning to reopen slowly and begin staging a recovery from COVID-19. Healthcare providers are faced with new challenges of how to ramp back up their clinical and business operations. BRG professionals work with healthcare providers to navigate today’s complex environment and rapidly implement a thoughtful business plan for how to operate within the new normal.

Restart Plan Considerations for How and When You Will Reopen

- Have you accessed the available funding sources (CARES Act, FEMA, etc.), and are you prepared for audits?
- How will risk of COVID-19 infection for patients and staff be contained and controlled when reopening occurs?
- What is your communication plan for patients?
- What are your assurance strategies for patient engagement?
- What will be the new normal for social distancing in your clinical operations?
- What is your plan to manage access and scheduling aggressively?
- What are the volume triggers to bring back staff?
- How will you continue to leverage telehealth?
- How are you planning for financial stability?

Restarting Operations within the New Normal

The key to a successful restart will be to design a plan that is agile and has well-defined priorities and goals for what will evolve into a long-term recovery plan.

Overarching Critical Imperatives

- Ongoing monitoring of current status of the coronavirus pandemic in your communities
- Access to coronavirus testing and establishment of testing policies
- Set protocols for healthcare workers’ and patients’ personal protective assurance
- Supply procurement for ongoing PPE and testing supplies

GETTING PATIENTS BACK

**Volume Recovery Plan**
- Forecasting and modeling
- Ongoing needs for COVID-19 treatment
- Patient backlog management for elective and outpatient services
  - Operative care plan
  - Outpatient services plan

**Infrastructure and Resource Plan**
- Organizational structure
- Triggers for bringing back staff
- Supply procurement
- Risk-mitigation protocols

**Access and Scheduling**
- Communication plan—assurance strategies for patient engagement
- Prioritization of patient outreach
- Ongoing telehealth strategy and operations

**Cash and Finance Stabilization**
- Cash preservation
- COVID-19 recovery funding
- Expense control

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