

First Weekly Report

'Our team is small, yet brave and mighty'

(quote of (10)(2e))

To: (10)(2e) CPS

Cc: xx

From: (10)(2e) Ministerie VWS @CPS

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Overall goal: to be in control of the outbreak and be ready for the autumn, whatever it may bring.

Deliverables for (10)(2e) during his time on Sint Maarten that will help achieve this goal

1. Operations overview, documented and suggestions for improving operations
2. Advice for next steps + autumn
3. Daily kick-off and wrap up with team (8.30 & 16.00 connecting & sharing)
4. Weekly report with key data
5. Schedules for staff

First observations

- Good spirit among staff and hardworking, respect!
- Some Process orientation; Verbal organisation and lots of paper is moved around
- 3 systems are used
 - Online godata application from the WHO is used
 - data collection exists on paper, in excel
 - CRM is used as well?!?
- Call for external factors to help: more computers, more staff
- Limited introspection: what can we do ourselves to improve efficiency
- Team leaders to busy with ad hoc business
- (10)(2e) is on maternity leave, she will start part time next week
- Staff is coming and going
- It needs some time for the team to accept me

Conclusion: We have to do more with the resources available, not by working harder but by working smarter. Additional resources are not around the corner. Team is doing a great job and is ready to move to the next level:

1. If time and effort is put into more efficient process flows: *spend time to save time*
2. Exchange of staff between coordinators in line with what is needed
3. Team coordinators should sit together more often to discuss operations, make decisions and communicate them.

Change Strategy: Stay away from elaborate flowcharts and grand design, instead improve incrementally. A small step every day becomes a great journey over time.

Implemented changes:

- (10)(2e) changed the way she files records that come in from the airport, in ever growing numbers as the number of flights increases day by day. This new way of working saves her 4 hours a day, 20 a week and she is a happier person as a bonus.
- Schedule not for 1 week but for 2 weeks

Further food for thought

- Too much resources go into testing, consider seriously a drive through testing facility open every morning from e.g. 8.30-10.00. If testing continues by visiting them do not send 3 but only 2 staff members.
- Resources can be allocated in a more effective way, e.g. not enough attention is given right now to data entry.
- Concentrate the *Covid operations* as much as you can on the ground level and keep other activities on the first floor. If the teams for 914 and data entry e.g. are in 1 room they can easily help each other and work more effectively.
- Consider a daily meeting for 30 mins every morning for the coordinators to spend time together in an orderly way on the subject of process management, work force management & planning.
- Tip for coordinators: if things get busy do not zoom in but zoom out.
- Try to limit as much as possible the workload that will come in from EHAS by pushing back
- Involve staff in improving and further professionalize their own processes.
- Working in weekends is an issue, staff does not want to work, but they do come in anyway. Aside from the AMI nurses some clarity would be helpful for all, especially since numbers are rising and our effort will be again put to the test.
- The team is doing an amazing job, explicit appreciation for that from management will make them shine even more.

*Key data report august 2020**

	July 31	Aug 7	Aug 14	Aug 21	Aug 28
Total cases	150				
Cases active	70	78			
Recovered	64	+21			
Tests at airport	239				
CPS Tests in community	787	+60 (approx.)			
Quarantine	167				
Spot checks					
% source & tracing contacts completed		90%			
Isolation	1	0			
In SMMC	1				
Deaths	16	0			

*As of next week I expect this data to be more complete and accurate. If I understand well, you do the data collection yourself, maybe I can help!

Attachments

1. Background information: Where are we standing as an organisation, some perspectives as food4thought.

A Level 2 organisation: results to show for, open communication, management support

