Mass Critical Care Surge Response During COVID-19

Task Force for Mass Critical Care used rapid guideline methodologies to identify suggestions and operational strategies

### Staffing Strategies
- Use scaling coverage models to maintain contingency level care
- Limit overtime to <50% above normal to minimize risk of burnout
- Identify those at risk for moral injury or exhaustion, address necessary preventative changes to clinical care, and promote an informed supportive culture
- Streamline documentation requirements

### Technology Strategy
- Utilize telemedicine to support bedside care and visitation needs of families

### Load-Balancing Strategies
- Empower clinical leaders to determine conventional, contingency, or crisis levels of care
- Educate clinicians to recognize critical prioritization; prepare decision support for crisis scenarios; prioritize communication systems for rapid access to ethical, legal, administrative counsel when triage is encountered
- Transfer patients early before overwhelmed to maintain contingency level care
- Implement regional transfer centers to load-balance admissions in a state or region

### Communication Strategy
- Establish formal bidirectional structures between incident command and front-line clinicians