

**GOVERNMENT OF MEGHALAYA
HEALTH AND FAMILY WELFARE DEPARTMENT**

No. Health 83/2020/PT.III/2

Dated Shillong, the 23rd March, 2020

To

The Deputy Commissioners, East Khasi Hills, Shillong / West Khasi Hills, Nongstoin/ South West Khasi Hills, Mawkyrwat /Ri Bhoi District, Nongpoh/ East Jaintia Hills, Khliehriat /West Jaintia Hills, Jowai/ West Garo Hills, Tura/East Garo Hills, Williamnagar/South Garo Hills, Baghmara/South West Garo Hills, Ampati/ North Garo Hills, Resubelpara

Sub : Preventive measures for COVID-19 - Setting up of Various Cells in the District and Coordination with the State – matters relating to

Sir/Madam,

With reference to the subject cited above, I am directed to request you kindly to set up various Cells in your respective Districts as indicated hereunder.

1. SURVEILLANCE UNIT

- i. Guidelines are to be prepared for surveillance and management of corona virus disease.
- ii. The state is to support and supervise surveillance activities at district level.
- iii. A support system is to be established with SMO (WHO), where a mechanism to strengthen IDSP disease surveillance system is to be placed.
- iv. There should be daily district wise monitoring from the state level.
- v. There should be detailed data monitoring at IDSP state unit.
- vi. Areas for inter-sectoral action need to be identified along with steps for the same.

A) Hospital surveillance

- The conditions of symptomatic patients admitted in isolation wards of hospitals will be closely monitored and reports will be updated to hospital surveillance team. All reports will show detailed analysis.

B) Field surveillance

- i. Patients discharged from hospitals will be monitored by field workers in their corresponding PHC area.
- ii. Asymptomatic travellers/ contacts will undergo home quarantine and will be monitored for 28 days by field workers and reports are to be sent to DM&HO/DSO.

C) Lab surveillance

- i. DM&HO/DSO/ District Nodal Officers entrusted with sample collection will inform the lab surveillance unit before collection of sample.
- ii. Sample requisition forms are to be scrutinized before sending to notified testing centres
- iii. Liaison with districts and sample collection point

Lab Surveillance Unit will include **SAMPLE TRACING**

- i. The unit should keep a close eye on samples sent to NEIGRIHMS, Shillong and Pune or Registered Testing Centres from all the districts and answer all queries regarding the sending of samples
- ii. The unit should guide the district in transportation of samples, filling formats, collecting reports and intimate to the authorities the status of result.

- iii. All samples test results are to be reported to the respective Superintendent of MCH, Deputy Commissioner, DHS, DME and Commissioner & Secretary on a daily basis.

Description	Number	Results received	Positive
Total Sample Collected Blood Throat Swab			
Samples sent to Notified Testing Centre Blood Throat Swab			

2. CALL CENTRE MANAGEMENT UNIT

(a) A 24x7 Control Room call centre is to be set up. The call centre should have 3 laptops, 3 mobiles and landline telephone facility. All call centre operators are to be assigned a telephone and a laptop. Outgoing mobile facility should also be available for answering pending calls. Two WhatsApp numbers are to also be made available in the disaster control management room. Call centre supervisors are to maintain sign in/ sign out sheets to keep track of operators.

(b) Each work station should have the following items:

- i. Headset for hands free answering
- ii. Reference materials which would have been issued upon activation of call centre operations
- iii. Necessary items such as paper, pen, pencils, registers etc..
- iv. All laptops and phones are to be set up in close proximity to power, telephone and data sockets/ ports.

MANDATES FOR CALL CENTRE OPERATORS

- i. Maintenance of Discipline
- ii. Time Management
- iii. Documentation on all activities in the call centre
- iv. A daily consolidated report at 5 pm
- v. To answer medical queries, logistics and administrative issues regarding health and health related problems.
- vi. Daily maintenance of second and third level call referral

a. Daily Report Should be in the following format

	Registration by 108 and online NIC system (number of persons)		Advisory for social distancing, hand hygiene and home quarantine given (number of persons)		Home Quarantine (number of persons)		Medical care hospitalization (number of persons)	
	Today	Cumulative	Today	Cumulative	Today	Cumulative	Today	Cumulative
6 A.M to 6 P.M								

TRANSPORTATION AND AMBULANCE MANAGEMENT will also be handled by Call Centre Management Unit (EMRI)

The unit shall compile the data regarding availability of slots, training of drivers of ambulances and vehicles carrying patients from home isolation to hospital isolation facilities. The unit is to ensure that vehicles are available 24*7. All possible challenges should be addressed immediately and decisions taken at the state level can be compiled and addressed during control room meetings.

The data should be compiled in the following format:

Vehicle number	Driver	From	To	Post trip sanitization

3. HUMAN RESOURCES MANAGEMENT

- i. HRM happens mostly at the district level but if the district requires additional support, the needs can be communicated to the state.
- ii. The team should have thorough knowledge of all district HR distribution.
- iii. HRM should also communicate with the districts regarding the optimum redistribution policies according to the needs.
- iv. HRM should maintain all details of isolation facilities and timely decisions should be made from the control room when necessary.
- v. Data of isolation facilities should be compiled on a daily basis to ensure no shortage in any category.

4. TRAINING AND CAPACITY BUILDING UNIT

All trainings are to be done in a timely manner in all districts and data should be compiled at the state level. The state is to prepare training materials according to needs discussed in control room meetings. The manuals are to be vetted by a group of experts and should be disseminated only through the control room mail id.

Roles and responsibilities

- Preparation of segment specific relevant modules
- Preparation of training manuals
- Dissemination of IEC materials
- Preparation and dissemination of FAQs
- Training for district level officers, health workers and volunteers
- Conducting training and demonstration sessions
- Conducting mock drills

Segment	Subject	Place	Number of persons attended
GOVERNMENT SECTOR			
1. Doctors			
2. Paramedical staff			
3. Attendants			
PRIVATE SECTOR			
4. Doctors			
5. Paramedical staff			
6. Attendants			
OTHERS			
7. ASHA			
8. Anganwadi workers			
9. Teachers			
10. Line Department staff			
11. Ambulance drivers			

5. ESSENTIAL MEDICAL SUPPLIES UNIT

This is to be done at the institutional level using all possible resources under the control of the Superintendent, but if greater needs arise in some situation, the state will ensure mechanism for supporting these institutions. The needs and activities are to be compiled in the district and coordinated with state team. The state team will compile the daily activities and challenges and present the same at control room meetings. The details should include:

Date:	Institution		
Items	Opening Stock	Distribution	Balance

Responsibilities of MMU:

- i. To provide list of items required at the hospital
- ii. To monitor inventory position institution wise
- iii. To ensure supply chain management of health care and other required items

6. INFRASTRUCTURE (ISOLATION WARD AND FACILITIES) MANAGEMENT UNIT

- i. The unit is to identify isolation places in each district for at least 50 patients.
- ii. They shall ensure that all required items in isolation ward are available.
- iii. Each district is to set up a dedicated team.
- iv. There will be trainings held for the dedicated team and other health functionaries.
- v. The unit is to ensure that strict protocol of infection control is to be followed in all districts.
- vi. The unit is to compile the referral of contacts from field/ call centres to isolation facilities in the district.
- vii. The unit will also verify and compile the needs of additional isolation places in case of rise of numbers.

The data should be filled in the following format at the district level and compiled at the District level:

Date:	Institution:
	Describe and give data
Whether isolation ward has been identified and all required things are set up	
Whether the specific teams have been identified and trained No. of Doctors No. of Paramedical staff No. of attendants	
Whether stand by team has been identified and trained No. of Doctors No. of Paramedical staff No. of attendants	
Duty roster prepared	
Whether all inventory is ensured	
No. of beds	
No. of patients admitted and their details	
Infection control measures that have been taken and their details	
Bio medical waste disposal mechanism from the isolation ward	
Institution requirements details	

7. MEDIA SURVEILLANCE UNIT

- i. The unit will do surveillance of print, visual and social media with the support of State and District team.
- ii. The unit will collect information regarding demand and supply logistics, human resources etc... which have been circulated in the media and address the needs by bridging the gaps after validating the information.
- iii. The unit will do surveillance of all media being circulated pertaining to corona virus disease.
- iv. The unit will validate the information collected from the media for negative outcomes and execute timely control and preventive measures.
- v. The unit will reply queries from the general public regarding health related events through phone numbers circulated at the state level.
- vi. There will also be timely compilation of media surveillance data at the district level.

The reporting format for cyber space monitoring is as follows:

Description	Details
Whether any misinformation has been noticed	
If misinformation has been noticed, give details in brief	
Whether misinformation has been reported and whether case has been booked	
Cases booked on date	
Total number of cases booked till date	

8. IEC MANAGEMENT UNIT

- i. The unit is to prepare IEC materials which relate to preventive activities. This is to be done at the field level in order to decrease anxiety of the general public and to disseminate factual information regarding corona virus disease.
- ii. The same materials shall be disseminated to TV channels, AIR, social media etc.
- iii. Health department website is to be updated in a timely manner with regards to IEC materials.
- iv. The media will get a daily press briefing and arrangements will be made for press conferences as per direction.
- v. The unit is to act as the media spokesperson for DHS.

Review format:

Press note	
Press brief	
Social media content dissemination	

9. DOCUMENTATION UNIT

- i. The unit is to document all meetings related to corona virus disease at Minister, Commissioner & Secretary and DHS level.
- ii. The unit is to ensure proper communication of all decisions to Districts and Public health institutions for implementation of decisions made in the meetings.
- iii. The unit is to ensure proper communication to Control Room regarding meetings, guidelines, SOPs etc..
- iv. The unit is to compile daily activity reports by various teams.

10. PRIVATE HOSPITAL SURVEILLANCE UNIT

- i. The unit shall compile data regarding the general public visiting private hospitals in all districts and also suspect and identify any missed out contacts (of suspected cases).
- ii. There should be good rapport ensured with private hospitals and associations.

Reporting format:

	Cumulative
Number of persons visited private hospitals	
Suspected cases/ contacts identified from 15 th January, 2020	

11. EXPERT STUDY COORDINATION UNIT

The unit is to work with NHM and arrange and facilitate the visits of expert agencies provided they are coming into the state with:

- Approval from the head of the institution
- Letter to Commissioner & Secretary Health and Family Welfare for the sanction of the same

Logistical support is to be provided.

The unit should be ready to give inputs regarding the present scenario and work with the state and district teams.

The unit shall brief the Commissioner & Secretary, Health and Family Welfare regarding the feasibility, pros and cons of approval in each case after studying their backgrounds.

	Details
Expert/ Expert Group Institution Govt or Private	
Names:	
Activities undertaken	

12. INTER DEPARTMENTAL AND COORDINATION UNIT

The unit shall be in regular connection with all line departments like Animal Husbandry, Tourism, Police, etc.

13. COMMUNITY LEVEL VOLUNTEER COORDINATION UNIT

- i. The unit will monitor all field level activity.
- ii. Grassroots level support will be given including food kit management when more people are in quarantine. This can be done with the help of senior consultants of ASHA programme and NHM should review these activities and gaps at the daily control room meetings.
- iii. The unit is to collect information of contacts and addresses.
- iv. The unit will also prepare food kits to the contacts in Home Quarantine.

Reporting format:

Description	Details
Number of contacts under Home Quarantine	
Number of kits prepared and provided to homes where contact is in Quarantine	
Kits stock	
Kits distribution	
Kits balance	

14. PSYCHOLOGICAL SUPPORT UNIT

The unit shall arrange district/ field teams for managing post- traumatic stress related events and stress during quarantine. The activities shall be compiled and presented at the daily control room meeting.

15. DATA MANAGEMENT

- i. The unit will utilize all Google tools to compile all the said above formats and assist in the presentation at the daily control room meetings.
- ii. The technical support of MIS manager of NHM shall be utilized for the same.
- iii. The unit shall make district specific sheets with auto consolidated compilation.
- iv. The sheets shall be dynamic and access shall be given to all state team leaders, SMD and Commissioner & Secretary
- v. The unit shall support the districts teams for timely update of sheets in specified formats

16. FINANCE AND BUDGETING UNIT

The unit is to foresee and discuss various areas of fund requirement in order to pool resources when the need arise. Decisions regarding funds are to be made in a timely manner for smooth functioning of processes in the district and state.

Encl. As stated

Yours faithfully,

Secretary to the Govt. of Meghalaya,
Health & Family Welfare Department.

Memo No. Health 83/2020/PT.III/2-A

Dated Shillong, the 23rd March, 2020

Copy to:

1. The Commissioner & Secretary to the Govt. of Meghalaya, Health & Family Welfare Department.
2. The Secretary to the Govt. of Meghalaya, Health & Family Welfare Department.
3. The Director of Health Services, MI/MCH&FW/Research.

By Order, etc.,

Joint Secretary to the Govt. of Meghalaya,
Health & Family Welfare Department.