

Considerations for Creating a Partnership Pledge during a Pandemic

A Partnership Pledge aims to establish that health care providers appreciate clients as partners in their care. Partnership pledges have gained popularity in health care and may be used to improve a culture of client-centeredness and safety. During a pandemic, when the diligence of health care providers and clients is imperative, a partnership pledge may be an effective tool to improve a commitment to safety. A well-written partnership pledge should outline the steps that providers and clients will take to keep everyone safe.

A partnership pledge should

- Define what the provider and client pledge to do
- Be clear and concise
- Be written in simple language

The following are examples that may be included in a COVID-19 Partnership Pledge:

As a provider I pledge to:	As a client I pledge to:
 Provide safe care to all Stay at home if I am sick Allow my temperature to be taken daily Use proper personal protective equipment Be transparent about potential COVID-19 exposures Limit the number of people in the facility Increase hours of operation/stagger appointment times to decrease client-to-client contact Continue telehealth services Pre-register clients and take online payments Eliminate the use of waiting rooms Set up treatment environments to allow for distancing 6 feet apart Maintain a clean environment/disinfect between each client Stop using equipment that cannot be disinfected between clients Clean my hands often (at a minimum before/during/after sessions) Listen to and answer your questions and concerns 	 Stay at home if I am sick and notify the provider of cancellations Wear a face covering Disclose potential COVID-19 exposure Allow my temperature to be taken upon arrival to an appointment Arrive to appointments on time (to eliminate the use of waiting rooms) Depart appointments promptly Eliminate visitors accompanying me to the facility Ask my family or friends who accompany me to therapy to wait outside Maintain a 6-foot distance between clients and staff who are not directly involved in my care Pre-register and make online payments Use telehealth services if I feel comfortable Clean my hands often (at a minimum before/during/after sessions) Limit touching non-necessary items, such as equipment Ask questions if I don't understand something

Partnership Pledges may be posted in highly visible areas, or signed by the provider and client. You may find examples of partnership pledges used in health care online, to include a pledge created by <u>Johns Hopkins Hospital</u>.