

COVID-19 Personal Protective Equipment (PPE) – Inventory Operations and Security Risk and Audit Services – Standard Operating Procedures – Control Environment

The process controls deployed in this document *are intended* to be standard for all organizations; however, flexible enough to be adapted to their own operations, as long as they cover for the intended objective. The following process controls *are not intended* to cover for proper procedural use of PPE.

The following controls apply to ALL instances of warehousing or storing of PPE – e.g. site warehouse, unit storage, charge nurse office, etc. – commensurate to the storing concept.

Physical Security

- Storage physical location is 24/7 secured by locks, key cards, etc. to prevent unauthorized access.
- Access to storage location is restricted only to specific authorized individuals.
- Storage location is full time monitored whether by electronic system or custodian while space is open to operations.
- Access in and out of the Storage space is logged – manually or electronically – and log is reviewed accordingly.
- Storage location is kept in clean conditions according to healthcare standards.
- Goods in Storage are kept sorted in neat and tidy conditions for easy and quick identification.

Note – Physical Security Controls *Out of Scope*: Other physical safety measures addressing additional risk exposure through fire prevention/detection, flood detection, energy disruption and alternative supply, insurance, etc., are not considered a priority for this audit.

Inventory Operations

Procurement

- Supply Forecast for the site is calculated, and order submitted to Supply Chain – Central Allocation Team.
- All orders are approved by Directors or designate with adequate authority level.
- Supply Chain and the Site daily review orders filled outside of regular process and checked with unit Manager to confirm/validate.
- Supply Chain review current order and validate the clinical need. Quantities are adjusted based on appropriateness of request and available supply.
- Site raises the issue with Shared Health if suppliers are unable to support needs, to ensure continuity of supply.

- Site establishes a pattern for deliveries to the site warehouse/storage/nurse location that make the reception of inventory sound and regular – e.g. weekly, twice a week, etc. – in contrast to “as needed”.
- Regular physical inventory reviews are performed to ensure accuracy of critical inventory at hand against Minimum Inventory Levels (performed as per each site standards).
- Quick checks are routinely done through the storage locations to detect inventories excesses that could be redistributed to areas in need.

Goods Received by Inventory Custodian

- Goods are received only at designated, physically secure locations within a warehouse or storage.
- Goods received, including transfers, are counted and matched with purchase order details and/or any accompanying documentation.
- Goods are received only by authorized personnel.
- Receiver of goods signs and dates the reception documents.
- Goods received are logged and entered to the inventory management system.
- Quality control is performed to identify defective materials are accounted for – if possible.

Goods Release by Inventory Custodian

- Requests for goods are logged - including item, quantity, department and requestor.
- Inventories requests, including transfers, are counted against receipt, orders, or any accompanying documentation.
- Goods moved out from the storing location are approved by authorized personnel.
- Receiver of goods from the corresponding department/function signs and dates the inventory log or reception documents at pick-up.
- Inventory Custodian ensures the release of goods is in alignment with Provincial Guidelines for the use of PPE for the area/function requesting.
- Goods movements out of the storage are entered on the inventory management system - including pick-ups, transfers, returns/defective, etc.
- All goods leaving the premises are accompanied by duly completed and authorized documentation.
- Management establishes a pattern for goods released to area/department/function that make the release of inventory sound and regular – e.g. daily, weekly, etc. – compared to “as needed”.

Additional Countermeasures

- Weekly usage is reviewed against the inpatient census and checked with unit Manager to confirm/validate.
- Trends are observed and weekly quotas adjusted as/if required.