

**Beyond the Call of Duty for COVID-19:
Honoring Health Service Providers on 15 December 2020**

Geneva, 15 December 2020. The International Hospital Federation (IHF) has designated the 15th of December as a global day of awareness for hospital and health systems that have provided exceptional service amid the coronavirus pandemic.

After a call for entries in July, the IHF is awarding special recognition to 103 hospitals across 28 countries for demonstrating initiative, agility, and an incredible capacity to innovate under extraordinary circumstances. They have instituted changes in the provision of healthcare, from technological innovations in diagnosis and treatment, to restructuring workflow systems and doctor-patient interactions.

IHF Chief Executive Officer Ronald Lavater said the outstanding work in response to the pandemic is transforming the future of healthcare. “One of our motivations in creating this recognition program is to highlight the diversity and agility of the hospital industry in responding to the COVID-19 pandemic. The pandemic forced hospitals to develop, implement and adopt new ways to operate and many of these changes have accelerated positive transformation in the delivery of care.”

Three organizations of note:

- **Manila Doctors Hospital, PHILIPPINES. “COVID-19 and The Deaf”**
In the Philippines, the deaf community is known to make less frequent visits to health care facilities because of poor access to adequate communications. The pandemic – with its face masks, social distancing, and PPEs – provided yet another barrier to communication. But this city hospital trained its staff in Filipino Sign Language (FSL), ensuring each work shift and department has one person fluent in FSL. They provided teleconferencing consultations with FSL-capable doctors, and have also tailored prescription instructions for the hearing impaired.
- **KK Women’s & Children’s Hospital, SINGAPORE. “Breathing Easy”**
Clinicians in this Singapore hospital developed a cost-efficient ventilator for COVID patients that can be mass produced swiftly and allows for remote monitoring. Called ‘SG-Inspire’, it is made from readily available components, at a cost five times less than that of conventional ventilators. SG-Inspire can serve as a resource for regions less equipped to handle the pandemic. The prototype was introduced in July and is in the process of being licensed so it can be rolled out to more consumers.
- **Hospital Dr. Nélio Mendonça, PORTUGAL: “Getting it Right”**
This Madeira hospital is part of a community-driven approach to combatting the pandemic. As a second COVID-19 wave sweeps across Europe, Madeira in Portugal remains one of the safest places with lowest infection rates. This is because the town, working with healthcare providers, has protected itself since January. Controlling borders, reallocating manpower, contact-tracing and isolating cases. There have been less than 500 cases to date, and barely a fifth from local transmission. The hospital also created a



dedicated multidisciplinary psychological support team for its patients and professionals, looking after more than just their physical well-being.

The IHF is pleased to shine a spotlight on these 103 hospitals from all corners of the globe, for their dedication and innovative service. They are vanguards not just in the fight against COVID-19, but in redefining healthcare.

Mr. Lavater commended the dedication of health organizations ... “We want this to be a day for all hospital employees and providers. Their selfless dedication is more than worthy of honor and recognition. They have risen to the challenge under extreme circumstances and have demonstrated the highest commitment to their patients and communities. Let today be the day that we honor the men and women who risked their lives to care for COVID-19 patients, who worked endless hours and faced physical and mental exhaustion and lastly, those who lost their lives in service.”

We hope one of these initiatives is of interest to your organization. We can provide you with audio-visual material for your coverage or put you directly in contact with each hospital’s resource person.

The full list of recognized hospitals and health systems is on <https://www.ihf-fih.org/beyond-the-call-of-duty-for-covid-19/organizations/>

The **International Hospital Federation Beyond the Call of Duty for COVID-19 Program** is sponsored by the Japanese Red Cross Ashikaga Hospital – Nikken Group and the International Federation of Pharmaceutical Manufacturers & Associations (IFPMA).

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About the International Hospital Federation (IHF)

Established in 1929, the IHF is an international not for profit, non-governmental membership organization. Its members are worldwide hospitals and healthcare organizations that have a distinct relationship with the provision of healthcare. IHF provides its members with a platform for the exchange of knowledge and strategic experience, as well as opportunities for international collaborations with different actors in the health sector. IHF recognizes the essential role of hospitals and health care organizations in providing health care, supporting health services, and offering education. Its role is to help international hospitals work towards improving the level of the services they deliver to the population with the primary goal of improving the health of society. www.ihf-fih.org

About the Beyond the Call for Duty for COVID-19 Recognition Program

In response to the ongoing global coronavirus pandemic the International Hospital Federation (IHF) launched the IHF COVID-19 Response Recognition Programme to acknowledge healthcare organisations and service providers around the world that went “beyond the call of duty”. With a mission to support hospital performance improvement, this recognition is given to health service providers which proactively put in place outstanding and innovative organizational measures in facing the COVID-19 pandemic in their locale. <https://www.ihf-fih.org/beyond-the-call-of-duty-for-covid-19/>

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