

MasterMind

Pandemic planning and business continuity management: what happens next?

Presented by

Hunter New England Central Coast Primary Health Network
Primary Care Improvement Officer Team
21st May 2020

HNECC PHN acknowledges the traditional owners and custodians of the land that we live and work on as the First People of this Country.

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Scenario

You are informed by two staff (a GP and admin worker) that each of them have been contacted by the local PHU and they required to self-isolate immediately

What would you do?

Learning objectives

Understand the components of business continuity management and how to apply them into general practice

Provide examples of the types of activities required to meet relevant standards related to COVID-19 pandemic

Explore how practices can contribute and support successful business continuity with a focus on communication.



RACGP Standards for general practice, 5th ed.

Core standard 3: Practice governance and management

Criterion C3.1 – Business operation systems

Indicator c: *Our practice has a business risk management system that identifies, monitors, and mitigates risks in the practice.*

Criterion C3.3 – Emergency response plan

Indicator a: *Our practice has an emergency response plan for unexpected events, such as natural disasters, pandemic diseases, or unplanned absences of clinical team members.*

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Scenario

Informed by two staff (a GP and admin worker) that each of them have been contacted by the local PHU and they required to self-isolate immediately

What do you do?

Pandemic planning

Practice Pandemic Coordinator is:

MONTHLY	ITEMS	HOW
• Check pandemic kit	Check and order new stock if needed	Different staff member each month
• New staff	Check immunization	On starting
• All Staff	Passed Hand Hygiene, triaging, correct use of PPE	On starting & standing order of business at staff meetings
• All staff	Educated on Infection control, wastes management, spill kits	OH&S/ infection control representative
• Pandemic Coordinator	Follows up	Keeps copy of all this
BI-ANNUALLY	ITEMS	HOW
• Pandemic Coordinator + PM (if different)	Risk assessments, business continuity, policy and procedure around Pandemics and work plans	Bi-annual meeting looking at best practice
DURING PANDEMIC	ITEMS	HOW
• Pandemic kit opened and reorder for more supplies	Extra PPE etc available	By Coordinator if Pandemic announced only
• Staff updated on events	PPE, workflows, triage, testing	Daily staff huddles during pandemics.
AFTER PANDEMIC	ITEMS	HOW
• Pandemic coordinator and staff	Recovery, update policy and procedure, reflection on practice	At first staff meeting after pandemic
• Pandemic coordinator	Develops new policy etc, restocks kits	Uses all feedback to improve practice

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PPE kit

Recommend 4 weeks supply = depending on size of practice, approx. \$220 (April, 2020)

15 disposable gowns \$40

10 disposable eye wear \$33

Box 50 surgical masks \$17.50

Box of 20 P2 masks \$37 (may be practical to order 2 boxes and use 1 for training)

Full face shields \$11 each X2

1 box each of S, M, L latex free non sterile gloves 200 /box @ about \$20 each

50L tub with Lid \$8

Laminated posters: handwashing techniques & donning and doffing, fitting a P2 mask

Helpful, but not essential:

Hand sanitizer

Hospital grade wipes

Extra clinical waste bags and paper towels

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Response

Grab bag list

- ☐ Copy of incident response plan, including checklist
- ☐ Mobile phone with preloaded emergency contacts and key staff lists
- ☐ Pre-printed signage for doors with contact numbers & tape
- ☐ Printed list of staff, suppliers and other stakeholders contact list
- ☐ Laptop computer with charger
- ☐ Portable backups of latest PIMS and software
- ☐ Printed 2 -3 days appointment schedule
- ☐ Critical documents; insurance, registration details, client records, floor plans
- ☐ Radios, batteries, mobile phone chargers, ethernet cables
- ☐ Spare business keys

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Communication: in

Single source of truth

Central Coast HealthPathways

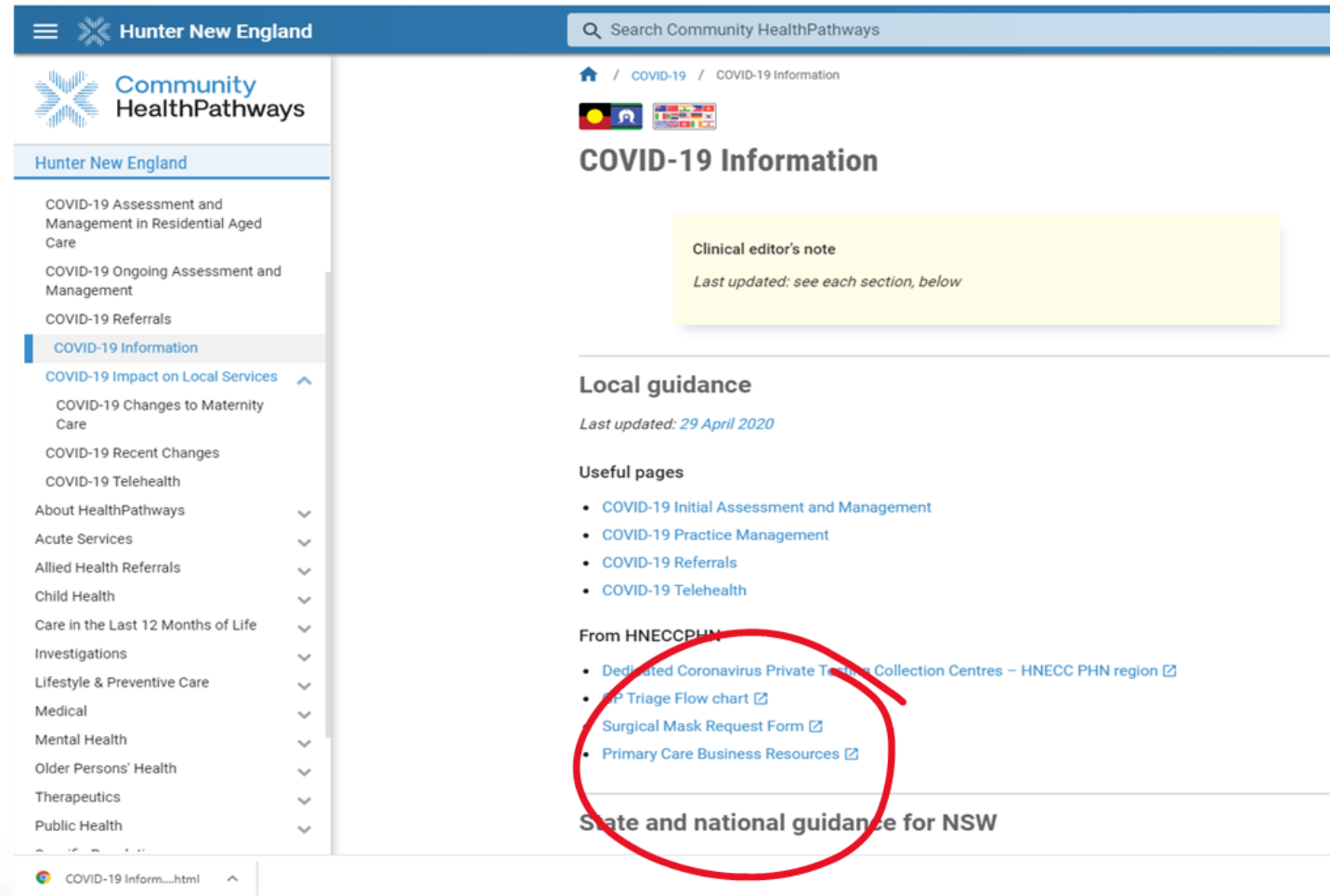
Username: centralcoast

Password: 1connect

HNE HealthPathways

Username: hnehealth

Password: p1thw1ys



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COVID-19 Assessment and
Management in Residential Aged
Care

COVID-19 Ongoing Assessment and
Management

COVID-19 Referrals

COVID-19 Information

COVID-19 Impact on Local Services

COVID-19 Changes to Maternity
Care

COVID-19 Recent Changes

COVID-19 Telehealth

About HealthPathways

Acute Services

Allied Health Referrals

Child Health

Care in the Last 12 Months of Life

Investigations

Lifestyle & Preventive Care

Medical

Mental Health

Older Persons' Health

Therapeutics

Public Health

 / COVID-19 / COVID-19 Information



COVID-19 Information

Clinical editor's note

Last updated: see each section, below

Local guidance

Last updated: 29 April 2020

Useful pages

- [COVID-19 Initial Assessment and Management](#)
- [COVID-19 Practice Management](#)
- [COVID-19 Referrals](#)
- [COVID-19 Telehealth](#)

From HNECCPHN

- [Dedicated Coronavirus Private Testing Collection Centres – HNECC PHN region](#)
- [GP Triage Flow chart](#)
- [Surgical Mask Request Form](#)
- [Primary Care Business Resources](#)

State and national guidance for NSW

Home > Primary Care Business Resources

Primary Care Business Resources



This page has been developed to help primary care providers to access resources and support that may assist with business continuity.

TELEHEALTH AND EDUCATION

RACGP - Telehealth video consultations guide

RACGP - Telehealth factsheets and templates

Exercise and Sports Science Australia - best practice example

Exercise and Sports Science Australia - delivering exercise s

PRACTICE PREPAREDNESS

NSW Health - COVID-19 case definition

HNE HealthPathways

Central Coast HealthPathways

BUSINESS CONTINUITY

Australian Government - support available for business

Business Australia - crisis response plans & risk assessment templates

Australian Banking Association - support available for financial hardship

Australian Banking Association - contact list of financial institutions and support available

MoneySmart - financial support options

MENTAL HEALTH AND WELLBEING

Ahead for business (Everymind) - tools and information for business

Ahead for business (Everymind) - support for business in adverse events

Head to Health - COVID-19 support

Lifeline - mental health support and information during the COVID-19 outbreak

TAX AND SUPER OBLIGATIONS

Australian Tax Office - support available due to COVID-19

EMPLOYMENT

Safe Work Australia - COVID-19 advice for employers

Australian Business - COVID-19 FAQs

Fair Work Ombudsman - COVID-19 and Australian workplace laws

COMMUNITY SECTOR SUPPORT

NCOSS - Community Sector resources

NSW Communities & Justice - COVID-19 response

ABORIGINAL AND TORRES STRAIT ISLANDER COMMUNITY SUPPORT

NSW Communities and Justice - Information for Aboriginal people



COVID-19 Practice Management

Last updated: 06 May 2020

See also:

- [COVID-19 Information](#)
- [COVID-19 Initial Assessment and Management](#)

Coordination

- Appoint a practice pandemic leader and co-ordinator who will monitor the situation
- Make sure all staff receive clear communication and training, and have regular d

Infection control

Practice point

Encourage rational use of PPE

Encourage rational use of personal protective equipment (PPE), as per Australian Commission on Safety and Quality in Health Care – [Infection Prevention and Control COVID-19](#)

[Practice set-up](#)

[Staff behaviours](#)

[Patient education](#)

Care delivery

Where possible, use both space and time to separate those who may be infectious.

Education

Australian Government Department of Health – [How to Protect Yourself and the People You Are Caring for from Infection with COVID-19](#) [online training module]

Further information

- APPRISE – [COVID-19 Outbreak](#) [collection of most recent research papers on COVID-19]
- Australian Government Department of Health:
 - [Coronavirus Disease 2019 \(COVID-19\)](#) [CDNA National Guidelines for Public Health Units]
 - [Coronavirus \(COVID-19\) Resources for Health Professionals, Including Pathology Providers and Healthcare Managers](#)
 - [PHLN Guidance on Laboratory Testing for SARS-CoV-2 \(the Virus that Causes COVID-19\)](#)
- Clinical Excellence Commission:
 - [Environmental Cleaning and Disinfection Principles for COVID-19](#)
 - [Infection Prevention and Control Novel Coronavirus 2019 \(2019-nCoV\): Primary and Community Care](#)
- GP Supervisors Australia – [COVID-19 Resource Kit](#) [download]
- John Hopkins University – [Coronavirus COVID-19 Global Cases](#) [coronavirus tracking map]
- National Aboriginal and Torres Strait Islander Health Workers Association (NATSIHWA) – [COVID-19 Resources for Aboriginal and Torres Strait Islander Health Professionals](#)
- NSW Health:
 - [COVID-19](#) [for latest updates, facts, information for health professionals, and resources]
 - [NSW Dedicated Coronavirus Testing Collection Centre Locations](#)
 - [Latest Updates on COVID-19 \(Coronavirus\)](#)
- RACGP:
 - [Coronavirus Information for GPs](#)
 - [Managing Emergencies and Pandemics in General Practice](#)
- [Smartraveller](#)
- World Health Organization (WHO) – [Global Research on Coronavirus Disease \(COVID-19\)](#)

ng-for-from-infection-with-covid-19

HealthPathways

- Home page <https://hne.communityhealthpathways.org/>
 - COVID19 – Practice Management
<https://hne.communityhealthpathways.org/722358.htm>
 - COVID19 – Information
<https://hne.communityhealthpathways.org/707728.htm>
 - Primary care business resources
<https://peoplebank.hneccpnh.com.au/primary-care-business-resources>

Communication: within

- Adherence to public health orders, standards and regulations
- Two-way communication: management ↔ staff
- Responding to staff concerns, anxiety, family responsibilities, workload, fatigue, MAP (Ph: 1800 931 711)
- Any changed processes?
- Increased mechanisms for communication – daily morning huddles, regular meetings (with options for p/t & casuals)
- What to tell patients
- <https://peoplebank.hneccphn.com.au/>

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Primary Care Quality Improvement Community of Practice



How to access the QI Community of Practice: email: your name, your individual (not practice) email address, and the organisation you work for
to: cdingelstad@hneccphn.com.au

WE NEED YOU!

The PHN Primary Care Quality Improvement Community of Practice is now available!

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Communication: out



5 Ws and How



Don't distance yourself from
your health & wellbeing.

STAYING IN TOUCH WITH YOUR GP IS MORE IMPORTANT THAN EVER

Patients	Suppliers	Health stakeholders	Others
Urgent follow ups	PPE	PHU/ LHD	IT providers
Those booked in next 3 days	Cleaning products	PHN	Payroll
Aboriginal patients	POC	Pathology	Waste disposal
CALD patients	Stationary	Imaging	Building/ site management
RACF or elderly		Local practices	Insurance

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What happens next?

Considerations in recovery

- What model of care will the practice undertake?
- How do we maintain employee and patient safety in line with public health orders?
- What will we communicate with patients?
- Do we need to notify suppliers or other stakeholders?
- What platforms need updating?
- How will we monitor business?
- What learnings or changes need immediate action?

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Key messages

- BCM is a cycle – where are you at?
- Engagement is more important than perfection
- Be honest – be realistic
- Document
- Take COVID as a learning opportunity



**GIVING YOU THE
SUPPORT TO
HANDLE LIFE'S
CHALLENGES.**

Speak confidentially with one of our counsellors who can help you improve your wellbeing and discover your potential. We can assist with:

- Decision making
- Goal setting
- Stress and anxiety
- Communication skills
- Work/ life effectiveness
- Depression
- Parenting
- Relationships
- Grief and loss
- Drugs and alcohol
- Conflicts
- Workplace concerns
- Financial and legal concerns

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HUNTER NEW ENGLAND
AND CENTRAL COAST
An Australian Government Initiative

Your confidentiality is assured

CALL your Member Assistance Program *
1800 931 711
* advise that you are included with the HNECC Primary Health Network program & your practice.
www.accessseap.com.au

AccessEAP
Partners in Practice

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Scenario

Informed by two staff (a GP and admin worker) that each of them have been contacted by the local PHU and they required to self-isolate immediately

What do you do?

References and useful resources

Australian Commission on Safety and Quality in Health Care

<https://www.safetyandquality.gov.au/>

Capacity tracker

Register: <https://au.capacitytracker.com/>

HealthPathways

HNE: <https://hne.communityhealthpathways.org/>

CC: <https://centralcoast.healthpathways.org.au/>

Peoplebank

<https://peoplebank.hneccphn.com.au/>

RACGP Standards of Practice

<https://www.racgp.org.au/running-a-practice/practice-standards/standards-5th-edition>

Safe Work Australia

<https://www.safework.nsw.gov.au/resource-library/COVID-19-Coronavirus/pandemic-plan-advice>

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