

 **HotDoc** | CPD WEBINAR

Post COVID Pandemic Planning - Be Accreditation Ready




PRESENTED BY
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Medical Business Services


Australian Association of
Practice Management
excellence in healthcare management

AAPM Approved 2024
5 CPD Points




Wed 6 March
12:30pm AEDT



In the spirit of reconciliation, HotDoc acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Before we begin -

- This session is being recorded & you will be sent a link 4-6 hours after this session has concluded with the recording & resources
- Find all links to additional resources including the slides are in the “related content” section on your console/ screen
- Your CPD certificate will be accessible at the 40 minute mark, you can access via the  icon on your console
- Have a play around with the console/ icons on your screen, it's an interactive experience

Outline

- Business continuity
 - RACGP Standards requirements
 - Emergency response planning
- Pandemic Planning
 - The Management Cycle
 - RACGP Standards requirements
 - Pandemic Prevention
 - Preparedness
 - Implementing infection prevention & control
 - Response
 - Stand down
 - Recovery



Key elements of business continuity

Have a plan for how you keep your business running if something goes wrong

- Emergency management and disaster recovery
 - Strategy on how to prepare for, respond and recover from the impact of emergencies
- Data management
 - Ensure ongoing operation of your practice
 - Plan for how you store, backup and archive your practice data
 - Frequently documented as a separate plan



What are the relevant documents & systems?

- Business plan
 - Set business goals and strategies to achieve them
 - SMART goals, mission, vision, values
- Disaster recovery plans (incl ICT systems)
 - ICT systems
 - Natural disasters – fire, flood, earthquake, climate change?
 - Other disasters – war, mass casualty eg train/airplane etc disasters
 - What information do we need when things go wrong?
 - What are our strategies to get back to business
- Business continuity plan
 - **Pandemics**
- Risk analysis



RACGP Standard | Criterion 3.3 – Emergency Response Plan



C3.3A Our practice has an emergency response plan for unexpected events such as natural disasters, pandemic diseases or unplanned absences of clinical team members

You **MUST** maintain an emergency response plan

You COULD

- Educate the team so they understand the plan
- Create PD for team member responsible for maintaining the plan
- Create and test mock emergency scenarios
- Discuss and review emergency processes at team meetings (incl evacuation processes)
- Complete succession planning for key practice staff
- Encourage practice team members to share their skills & knowledge



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Sign in

Welcome to the online Emergency Response Planning Tool (ERPT). The ERPT has been developed to assist general practices to better prepare for, respond to and recover from the impacts of emergencies and pandemics.

The ERPT is a practical tool that guides you through a series of planning templates, where critical information about your practice can be entered and saved. This information will be used to create an emergency response plan which is individually tailored to your general practice. Your customised emergency response plan can be saved online and/or printed as a hard copy resource.

Username:

Password:

Remember Me

RACGP ERPT

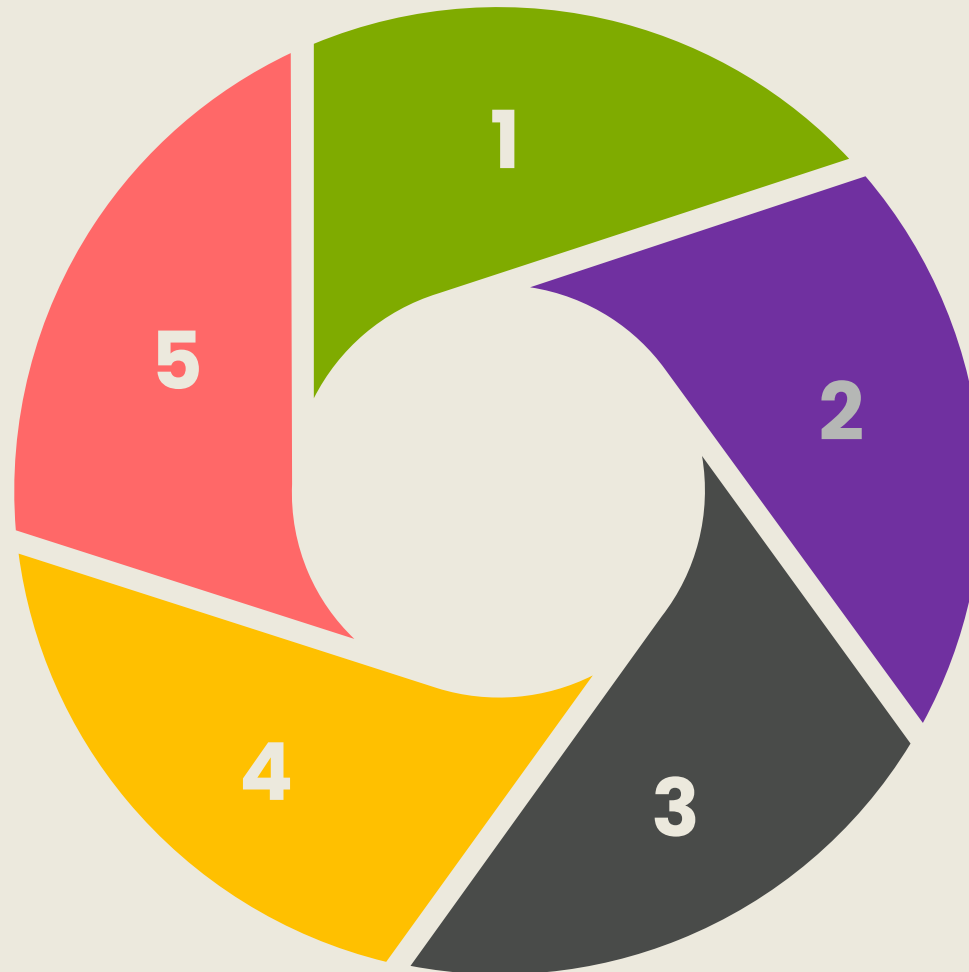


Pandemic Planning - What are the relevant resources?

- RACGP Managing Pandemic Influenza in General Practice | Pandemic Flu Kit
- RACGP Pandemic Implementation Guide
- <https://www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/managing-pandemics/managing-pandemic-influenza-in-general-practice>
- RACGP Infection Prevention and Control Standards | 5th Edition
- RACGP Standards for General Practice | 5th Edition
- Links and resources provided



Pandemic Management Cycle



PREVENTION

- Business as usual
- Apply infection prevention & control measures

PREPAREDNESS

- Implementation and review of pandemic plans
- Annual!
- Ahead of flu seasons

RESPONSE

- Stand by – warning of pandemic
- Initial action – triggered by declaration of pandemic, put pandemic plan in action
- Targeted – refining of pandemic response already implemented

RECOVERY

- Return to 'business as usual'
- Review & reflect to inform 'preparedness'

STAND DOWN

- Pandemic has reached level where it can be managed



Pandemic Management Cycle



PREVENTION

- Business as usual
- Apply infection prevention & control measures



Where does accreditation fit in?

GP Standard 4 | Reducing the risk of infection

- GP 4.1A Clinical team member with primary responsibility for coordinating prevention & control of infection
- GP 4.1B Written practice specific policy outlining infection control processes
- GP 4.1C Team member with primary responsibility for educating the practice team about infection prevention and control
- GP 4.1D Manage risks of potential cross-infection; hand hygiene, use of PPE, triage of patients, safe storage & disposal of clinical waste & sharps, blood & body fluid spills

Where does accreditation fit in?

GP Standard 4 | Reducing the risk of infection

- GP 4.1E Patients informed about respiratory etiquette, hand hygiene & precautionary techniques to prevent transmission of communicable diseases
- ~~GP 4.1F Recording of sterilization load number etc~~

Pandemic Prevention Stage



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Have

- Appointed coordinator
- Reviewed infection prevention and control policies & protocols
- Staff educated & trained based on risk assessment

Know

- What pandemic (influenza) is, including mechanisms for transmission
- Current infection prevention and control principles

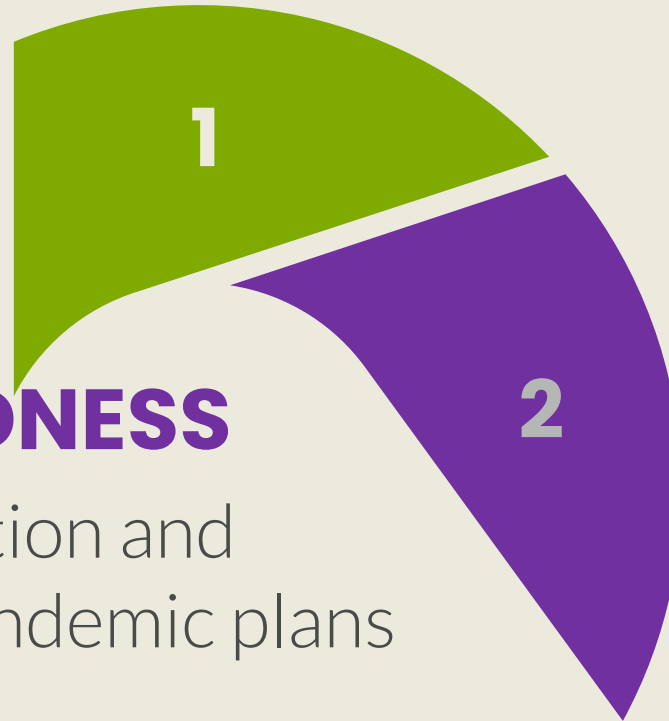
Do

- Maintain surveillance
- Environmental cleaning
- Educate staff and patients on signs & symptoms, hand hygiene & respiratory etiquette

Pandemic Management Cycle

PREPAREDNESS

- Implementation and review of pandemic plans
- Annual!
- Ahead of flu seasons

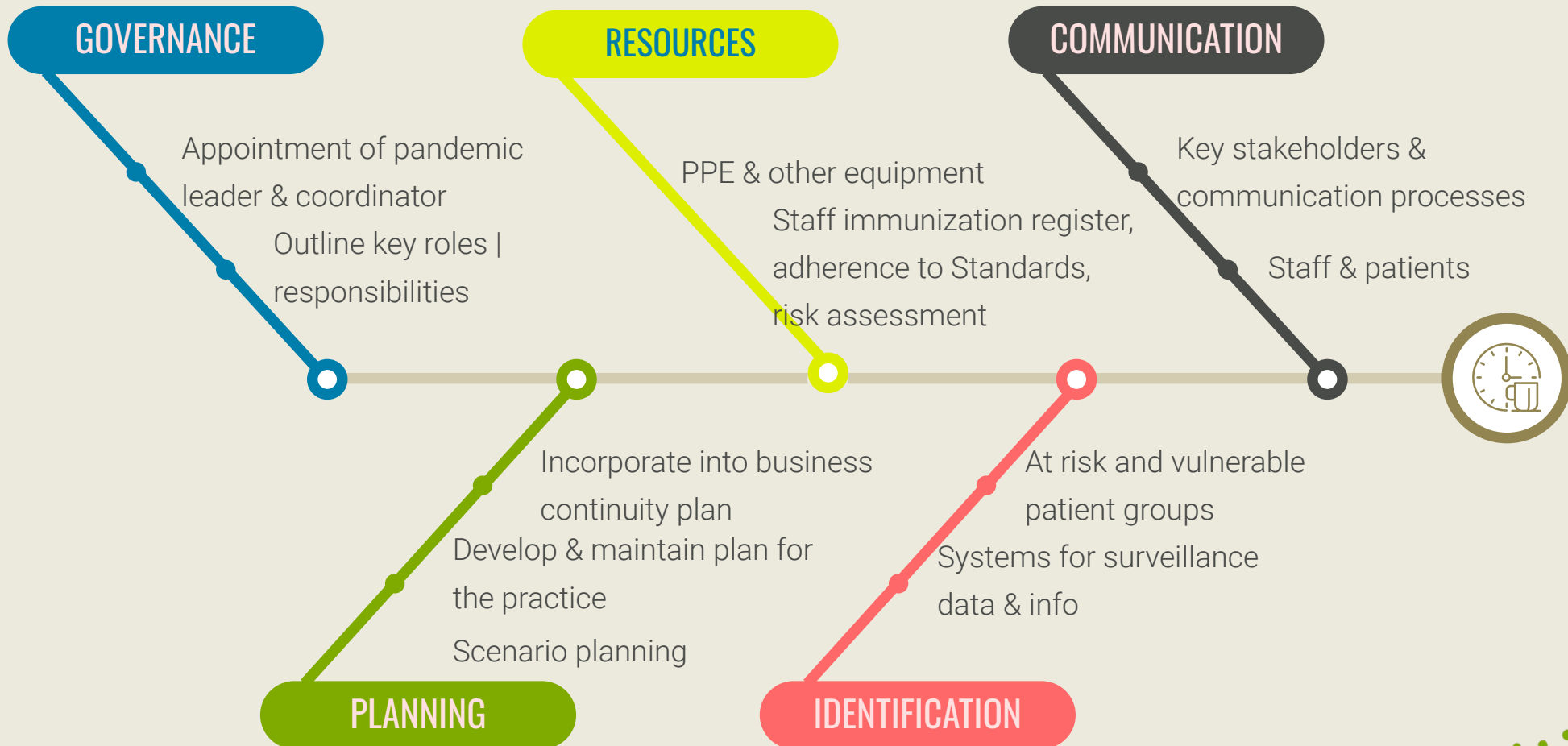


PREVENTION

- Business as usual
- Apply infection prevention & control measures



Pandemic Preparedness



Pandemic Preparedness | Role of the Pandemic Leader

- Assume leadership!
- Development of pandemic plan
- Develop & maintain surveillance data
- Identify key stakeholders, initiate & maintain contact
- Staff safety, staffing & support management
- Ensure infection prevention & control guidelines implemented
- Activate patient triage systems
- Facilitate post-pandemic review of organization's response (QI activity)



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Pandemic Preparedness

Have

- Appointed pandemic coordinator and leader
 - Knowledge & skill
 - Lead meetings & communication

Know

- Principles for managing outbreaks
- Order critical supplies
- Your vulnerable patients
- Effective communication strategies

Do

- Risk assessment
- Develop comprehensive plan tailored to YOUR practice
- Educate staff on the pandemic plan
- Stock supplies and equipment

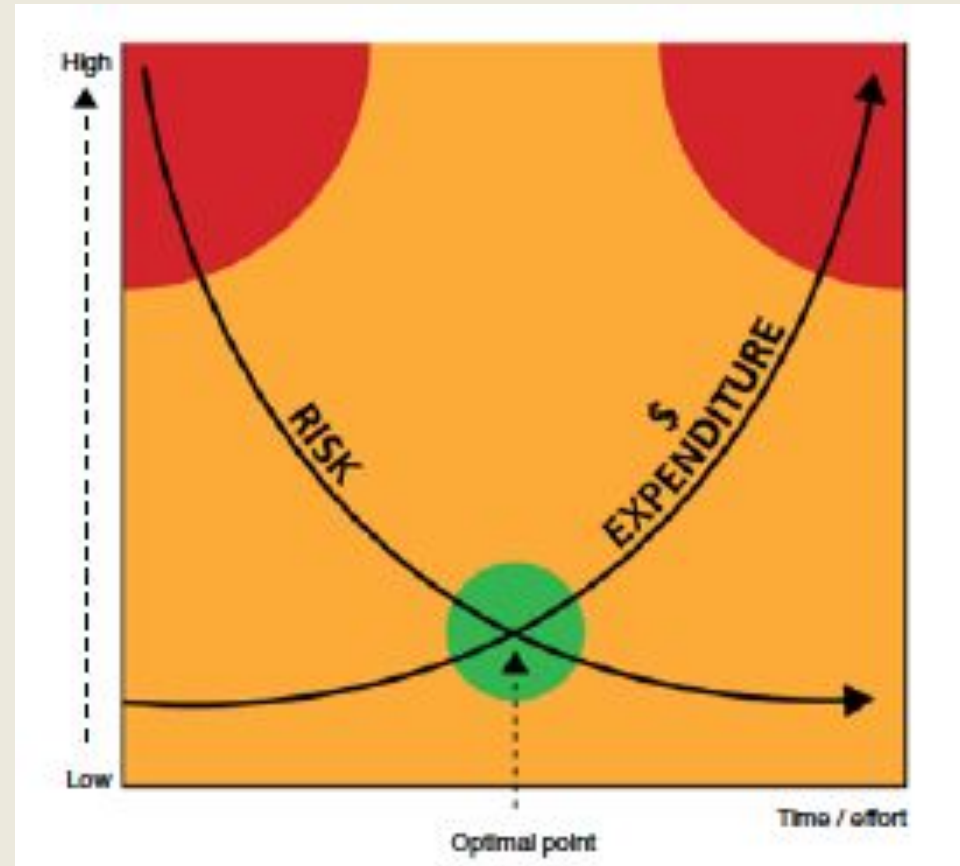


Business Continuity & Contingency

- Critical functions to be sustained
- Resources required – staff, supplies, equipment, finance?
- Managing staff absenteeism
- Command structures, delegations of authority and succession planning
- Stockpile requirements
- Services priorities – what must continue, what can wait?
- Assigning and training alternative staff for critical functions
- Working from home processes
- Staff needs – family, childcare etc
- Collaborating with other service providers
- Service closure



Risk Vs Cost



Implementing infection prevention and control

Individual measures

- Hand hygiene
- Respiratory etiquette
- Cough etiquette
- Distancing

Organisational and environmental

- Modifications to practice
- Patient placement | segregation | triage
- Cleaning

PPE

- Use of appropriate PPE
- Correct use of PPE
- (Availability of PPE)





Individual
measures



Organisational &
environmental measures

Appropriate PPE

REDUCED RISK OF
EXPOSURE



Pandemic Management Cycle

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PREPAREDNESS

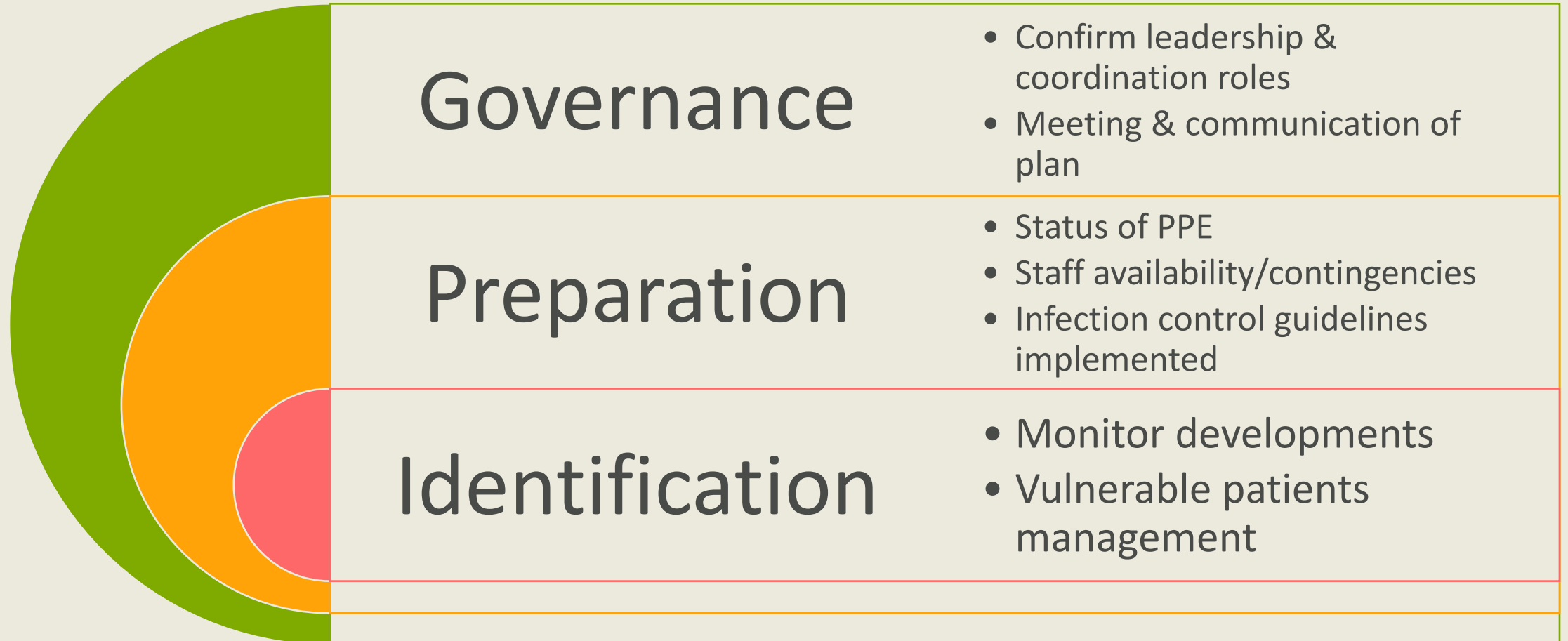
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Response | Standby phase



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Response phase Communication

- Initiate contact between key stakeholders
- Contact patients with chronic illness – encourage to visit during standby
- Implementation of telehealth strategies
- Broader communication strategy
 - Inform of possibility of pandemic
 - Provide information on how services may change
- RACGP Pandemic guide and Pandemic Influenza Toolkit for each stage/step



Communication

Staff

- What is known
- What is unknown
- What you are doing
- When to expect update



Stakeholders

- State & territory health departments
- PHN
- Other practices
- Community health services
- Hospitals & pharmacies
- Laboratories
- Support groups
 - Mental health
 - ATSI
 - CALD





Response Phase | Pandemic Declared

- Refine the pandemic plan developed
- Proportional and appropriate response
- Consider severity and transmissibility
- Stay up to date with emerging information – consider your internal communication strategies
- ? Need for and availability of surge staff
- Monitor health system capacity
- Pandemic specific immunization program (if available)
- Maintain infection prevention and control measures
- Triage of patients



Communication with patients

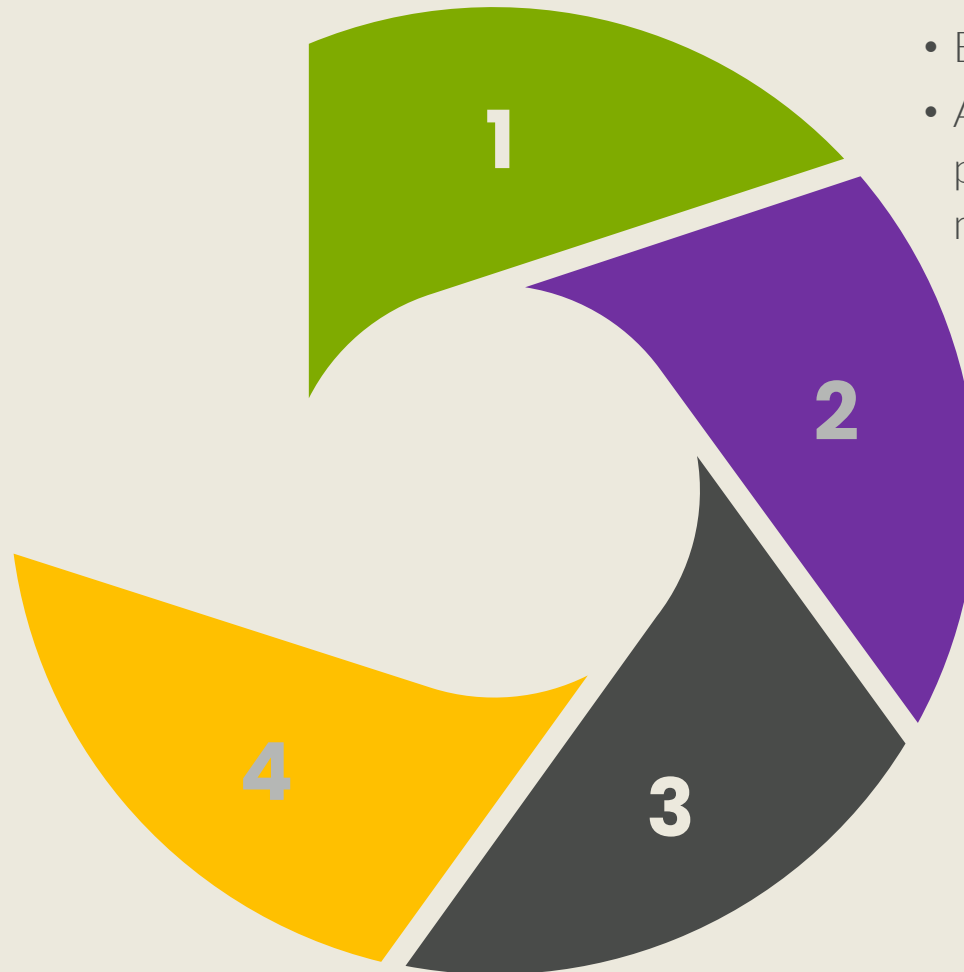
- Cultural diversity
- Language diversity
- Vision impairment
- Hearing impairment
- Appropriate use of language / literacy
- Technological capabilities
- Management of comorbidities



Pandemic Management Cycle

STAND DOWN

- Pandemic has reached level where it can be managed



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Stand Down

- Reflect - What did we learn?
What will we do differently next time?
- Equipment/PPE replenish
- Staff debrief/support
- Removal of signage, communication notices
- Risk of second wave assessment



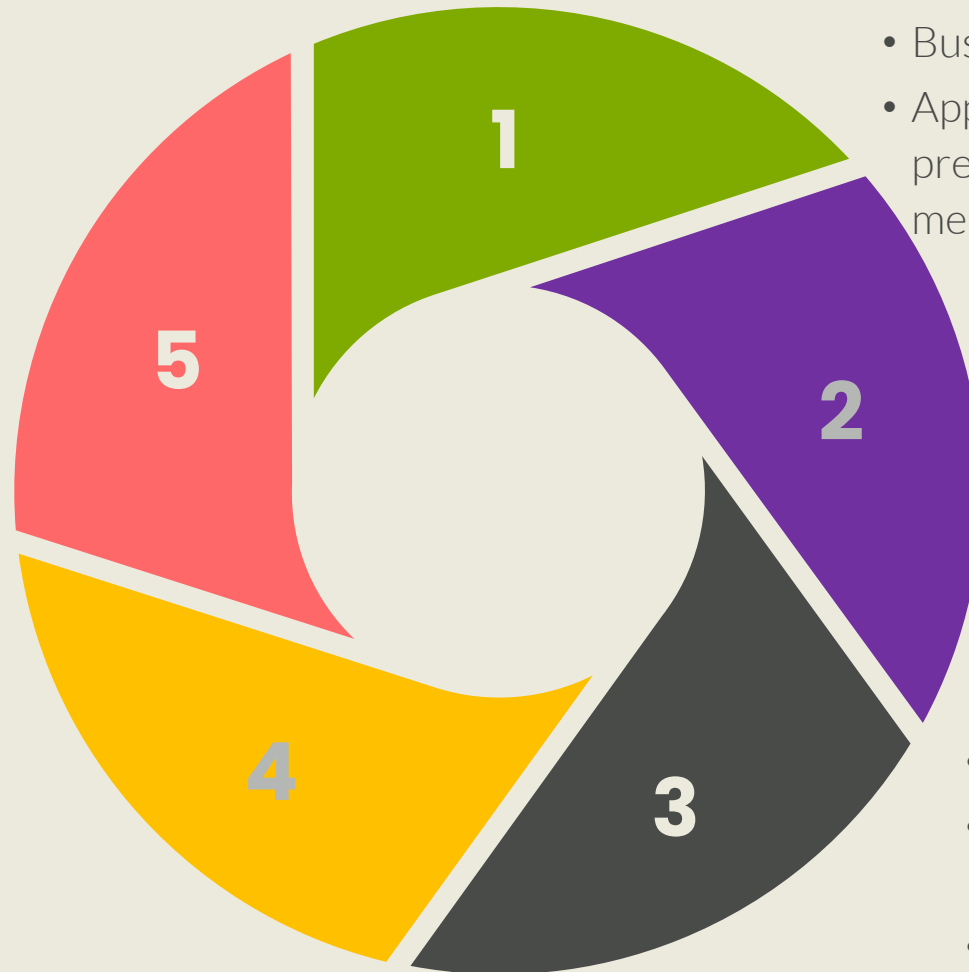
Pandemic Management Cycle

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Recovery

- Communicate 'back to business-as-usual' operations
- Identify new opportunities that have arisen – eg telehealth
- Recommence 'prevention' activities



Actions



- Review your practice's Covid response as a QI activity
 - What did we do well?
 - What didn't work well?
 - What have we learned?
 - What can we implement NOW to improve our capacity for the next pandemic?
- Formalise your plans using RACGP templates
- Prepare for winter season



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Flu Vaccine Clinical Update 2024



HOSTED BY
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Immunisation Consultant

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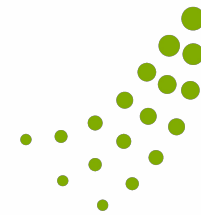
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Thank you for watching



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