**Quality Improvement Checklist – Pandemic Planning**

*This checklist is to be used as a guide only and to help you identify staff members that may be appropriate for roles during a pandemic.*

*For further information and task responsibility, refer to RACGP Guides – Managing Emergencies in General Practice and Managing Pandemics.*

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| **Role**  | **Task/Responsibility**  | **Person Responsible** | **Reflection – What you did/ what worked / What would you change** |
| Assign pandemic coordinator/s *Consider strengths of your practice team.* | Responsible for coordination, disseminating information and managing for the period of the crisis.  |  |  |
| Assign infection control coordinator/s | [RACGP Infection, Prevention and Control Standards](https://www.racgp.org.au/download/Documents/Standards/infection-prevention-control-standards.pdf)[Qld Health COVID19 Infection Control Guidelines](https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/diseases-infection) |  |  |
| Supporting Staff  | Consider:* Immediate individual or family health concerns influencing staffing levels
* Modifications required to support staff and patients due to implementing telehealth services
* Alternative hours if needed
* Identifying support and resources available to maintain staff wellbeing
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| Review and update staff immunisation registers  | [National Immunisation Program](https://www.health.gov.au/health-topics/immunisation/immunisation-throughout-life/national-immunisation-program-schedule)  |  |  |
| Familiarise with existing guidelines and check for updates daily.*Monitor the emergence of the disease.*  | [Our PHN](https://www.ourphn.org.au/)[Health Pathways](https://www.ourphn.org.au/healthpathways/) [Australian Government Department of Health](https://www.health.gov.au/)[Queensland Health](https://www.health.qld.gov.au/) [RACGP Managing Emergencies and Pandemics](https://www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics) |   |  |
| Reception and Triage *Consider how to scale up or down depending on the situation.* | **Triage and Patient Access** * STOP sign and /or other instructions at practice entrances
* Temperature checks on all patients
* Ask patients to wait in the car or outside (weather and building layout permitting) and call when GP is ready
* Conduct alternative consultation methods e.g. patients’ cars
* Ensure reception staff understand the current triage script
* Appoint a daily triage nurse

**Waiting Room** * Put chairs outside the practice (1.5m apart)
* Providing conveniently located masks, tissues and alcohol rub in waiting areas
* Increase the distance between the patient and reception desk. For example, put tape on the floor as an indicator of distance
* Install a portable clear plastic screen as a barrier between patients and reception area if desired
* Remove magazines / toys
* Arrange alternative entrance, waiting area and consultation rooms if possible
* Consider infection control in waiting areas

**Consultations** * Adapt consultation times
* Change message on hold to suit situation
* Review online appointment system
* Consider how to set up telehealth for GPs working on and offsite
* Ensure patient’s contact details are up to date
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| Stay up to date with testing criteria | [Department of Health](https://www.health.gov.au/) [Queensland Health](https://www.health.qld.gov.au/)  |  |  |
| Identify high risk and vulnerable patients.Consider how these patients will be managed to minimise risk. | Understand your practice population. Allocate appropriate appointment times. For example, consider:* Patients with chronic disease
* Palliative patients and their family
* Patients having daily dressings
* Immunocompromised patients - Identify vulnerable patients using clinical audit tools [PENCS](https://www.pencs.com.au/)
* Consider telephone support
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| Communicate regularly with staff, multidisciplinary teams and patients.*Consider how communication might change if you have staff working from home.* | **Staff** * Regular SMS to staff
* Using Apps. For example, WhatsApp
* Clinical Software Messaging
* Team meetings via video links
* Tea room notice board update

**Patients and Multidisciplinary Teams** * Consider communication to patients and general practice support services. For example, deliveries, pathology and diagnostics, pharmacy, HHS and AHP
* Use website, social media, on hold messaging and practice signage to convey important information
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| Business Continuity  | * Define the critical functions that need to be sustained
* Identify staffing levels required to maintain critical functions
* Identify key supplies and equipment required
* Identify how the practice will manage staff absenteeism
* Identify if / how the practice can modify patient flow to ensure sustainability
* Identify if / what services could be downsized or closed
* Review / update business continuity plan and emergency response plan

[RACGP Business operations](https://www.racgp.org.au/running-a-practice/practice-management/business-operations)* Update policy and procedures to address privacy and confidentiality re telehealth and staff working offsite
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