

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.

Role	Task/Responsibility	Person Responsible	Reflection – What you did/ what worked / What would you change
Assign pandemic coordinator/s <i>Consider strengths of your practice team.</i>	Responsible for coordination, disseminating information and managing for the period of the crisis.		
Assign infection control coordinator/s	RACGP Infection, Prevention and Control Standards Qld Health COVID19 Infection Control Guidelines		
Supporting Staff	Consider: <ul style="list-style-type: none"> • 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 		
Review and update staff immunisation registers	National Immunisation Program		
Familiarise with existing guidelines and check for updates daily. <i>Monitor the emergence of the disease.</i>	Our PHN Health Pathways Australian Government Department of Health Queensland Health RACGP Managing Emergencies and Pandemics		
Reception and Triage	Triage and Patient Access <ul style="list-style-type: none"> • STOP sign and /or other instructions at practice entrances • Temperature checks on all patients 		

Contact:
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<p><i>Consider how to scale up or down depending on the situation.</i></p>	<ul style="list-style-type: none"> • 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 <p>Waiting Room</p> <ul style="list-style-type: none"> • 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 <p>Consultations</p> <ul style="list-style-type: none"> • 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 		
<p>Stay up to date with testing criteria</p>	<p>Department of Health Queensland Health</p>		
<p>Identify high risk and vulnerable patients. Consider how these patients will be managed to minimise risk.</p>	<p>Understand your practice population. Allocate appropriate appointment times. For example, consider:</p> <ul style="list-style-type: none"> • Patients with chronic disease • Palliative patients and their family • Patients having daily dressings • Immunocompromised patients - Identify vulnerable patients using clinical audit tools PENCS • Consider telephone support 		

<p>Communicate regularly with staff, multidisciplinary teams and patients.</p> <p><i>Consider how communication might change if you have staff working from home.</i></p>	<p>Staff</p> <ul style="list-style-type: none"> • Regular SMS to staff • Using Apps. For example, WhatsApp • Clinical Software Messaging • Team meetings via video links • Tea room notice board update <p>Patients and Multidisciplinary Teams</p> <ul style="list-style-type: none"> • 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 		
<p>Business Continuity</p>	<ul style="list-style-type: none"> • 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 • Update policy and procedures to address privacy and confidentiality re telehealth and staff working offsite 		