**COVID-19 in the community preparation checklist**

***Part two – Pandemic Planning***

*This checklist is to be used as a guide only and to help prepare for COVID-19 in the community and*

*can be used as evidence for accreditation and quality improvement activities.*

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| **Task** | **Details** | | |
| **Communication**  **Health Pathways login details**  *Central Queensland* Username: uscentralqld Password: pwcentralqld  *Wide Bay*  Username: userwb Password: pwwb  *Sunshine Coast & Gympie:*  Username: usersc Password: pwsc  ***See Triage section below for further information*** | **Internal Staff Communication**  **Consider:**  ☐ appointing a communication leader for internal communication  ☐ visiting key websites for daily updates and ensure that the practice team has access to the most up to date information  ☐ a clear process to disseminate information daily to the practice team  ☐ regular staff communication/meetings and ensure staff understand any updates  ☐ preparing a list of key contact details within easy reach for all staff  ☐ regularly acknowledging the efforts of your team  ☐ regular check-ins for staff wellbeing  **Resources:**   * [QLD Health contact tracing and health alerts](https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19) * [Department of Health - Health Alerts](https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert) * [Our PHN Website](http://www.ourphn.org.au) * [HealthPathways](https://www.ourphn.org.au/healthpathways/) * [Coronavirus WorkSafe.qld.gov.au](https://www.worksafe.qld.gov.au/resources/campaigns/coronavirus) * [Mentally Health Workplaces during COVID-19](https://mentalhealthcommission.gov.au/getmedia/0758c7c2-c5ed-4063-8298-0c72493d2cee/Mentally-Healthy-Workplaces-Guide-small-businesses-Web?uh=b0ae279d7e04ea2218cb9cfe0d75d22bc808cd17f4a420c09f36e583aeb623d3&administrationurl=https%3A%2F%2Fadmin.mentalhealthcommission.gov.au%2F)   **Patient Communication**  **Consider:**  ☐ appointing a communication leader with a focus on patient centred communication  ☐ focusing on updating all patient contact details (including emergency contacts and Next of Kin) in preparation for remotely managing COVID-19 patients  ☐ monitoring, maintaining and updating current and relevant information for your patients. This can include/but not limited to on hold phone message, SMS messages, online booking systems, web page, social media posts, posters/signage and other hard copy visual information  Tip: refer to the POPGUNS triage guide  **External contractors or other stakeholders' communication**  **Consider:**  ☐ appointing a communication leader with a focus on external communication  ☐ sharing your practice policy to ensure external providers understand requirements regarding visiting your practice. This can include but not limited to suppliers, delivery drivers, cleaners, gardeners, pathology, vaccine delivery, post, drug reps, etc. | | |
| **Person responsible** | | **Comments and completion date** |
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| **Triage and appointment scheduling** | **Consider:**  ☐ placing up-to-date triage guides at all workstations  ☐ upskilling practice team with triage and managing difficult situations  ☐ adapting triage script and processes as current COVID situation evolves  ☐ the structure of your appointment book, does this need to be adapted? For example:   * telehealth in the morning and face-to-face consults in afternoon to ensure a clear division between staffing flows in case of a positive case * reserving several appointments each day for ‘on the day’ urgent appointments * grouping appointment types, e.g. childhood immunisations   ☐ limiting the number of people attending a consultation and reducing appointment length to limit risk of transmission  ☐ ensuring all team members are working within their scope of practice  **Resources:**   * See [www.ourphn.org.au/novel-coronavirus-latest-updates/](http://www.ourphn.org.au/novel-coronavirus-latest-updates/) for latest POPGUNS triage guide * [HotDoc Webinar - Triage](https://practices.hotdoc.com.au/webinar/triage-tools-2020/) * [AVANT Dealing with difficult patients](https://www.avant.org.au/uploadedFiles/Content/Resources/Public/Managing%20difficult%20patients%20-%20Avant%20factsheet.pdf) * [RACGP Telephone and video consultations in General Practice](https://www.racgp.org.au/FSDEDEV/media/documents/Clinical%20Resources/Guidelines/Telephone-and-video-consultations-in-general-practice-Flowcharts.pdf) * [COVID-19 Temporary MBS Telehealth Services](http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/Factsheet-TempBB) | | |
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| **Business considerations** | **Consider:**  ☐ reviewing policies and procedures for staff who may need to self-isolate or quarantine  ☐ reviewing workplace health and safety guidelines  ☐ staff vaccinations:   * + reviewing policy on mandatory staff vaccinations – align with current Public Health Direction   + updating staff vaccination records   + identify vaccine hesitancy amongst staff and provide appropriate counselling   ☐ reviewing Business Continuity Plan and Emergency Response Plan  ☐ different scenarios and conducting practice drills with staff to ensure readiness e.g. if the practice has a positive COVID case  ☐ structure of workforce  ☐ encouraging staff to share their skills and knowledge  ☐ outline roles and responsibilities of all staff members  ☐ updating and maintaining staff training register  **Resources:**   * [Workers in a healthcare setting (COVID-19 Vaccination Requirements) Direction](https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/workers-in-healthcare-setting) * [RACGP Webinar: Addressing vaccine hesitancy and refusal](https://www.racgp.org.au/education/professional-development/online-learning/webinars/communicable-disease/addressing-vaccine-hesitancy-and-refusal) * [Staff immunisation record template](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&ved=2ahUKEwi1zrWL1770AhXpTmwGHSfzDO4QFnoECAMQAQ&url=https%3A%2F%2Fwww.racgp.org.au%2Fgetmedia%2F6e01b8d4-ab49-4ecd-88c9-f0edd24f300c%2FInfection-prevention-and-control-staff-immunisation-record-template.docx.aspx&usg=AOvVaw0ECJSHrG80Nw0fWU2reyQ_) * [Business Continuity Plan](https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Technology/Operational%20technologies/Business-continuity-redundancy-topic.pdf) * [Emergency Response Plan](https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=&cad=rja&uact=8&ved=2ahUKEwi9gomc1770AhUtUWwGHS9WDgYQFnoECAMQAQ&url=https%3A%2F%2Fqed.qld.gov.au%2Femergencymanagement%2FDocuments%2Ferp-regions.doc&usg=AOvVaw21fLpG6vUmfj51ZhBD3Wps) * [COVID Safety Plan template](https://www.racgp.org.au/clinical-resources/covid-19-resources/infection-control/covid-safety-plan-template) * [Safe Work Australia – COVID-19 Information for Workplaces](https://covid19.swa.gov.au/covid-19-information-workplaces) * [RACGP Managing Emergencies and Pandemics](https://www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics) * [Managing Pandemic Influenza toolkit](https://www.racgp.org.au/download/Documents/Guidelines/Flukit/pandemic-flu-kit.pdf) * [Department of Health Work Permissions and Restrictions Framework](https://www.health.gov.au/resources/publications/work-permissions-and-restrictions-framework-for-workers-in-health-care-settings) | | |
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| **Physical considerations** | **Consider:**  ☐ updating your COVID Safe Plan to reflect current COVID situation  ☐ re-organising clinic to minimise cross infection (incl staff at increased risk) and delaying non-urgent and non-essential services  ☐ layout of practice including waiting rooms, outdoor areas, reception, consultation rooms, treatment rooms and staff rooms  ☐ patient flow (e.g. different entry/exit)  ☐ reviewing placement and necessity of practice equipment, (e.g. resuscitation trolley)  ☐ decluttering to reduce the cleaning burden  ☐ physical distancing and mask requirements  ☐ placing concise, visual [alert signs](https://www.health.qld.gov.au/news-events/doh-media-releases) both inside and outside of the practice  ☐ utilising ‘Check in QLD’ posters for visitors and contractors  ☐ reviewing the setup of workstations:   * appropriate information and resources (e.g. COVID management guidelines) * duress systems * environmental cleaning (e.g. wipes, hand sanitiser)   ☐ conducting internal and external risk assessments  ☐ upskilling staff  **Resources:**   * [COVID Safe Businesses | Queensland Government](https://www.covid19.qld.gov.au/government-actions/covid-safe-businesses) * [Check In Qld app | Queensland Government](https://www.covid19.qld.gov.au/check-in-qld) * Poster - [Break the chain of transmission](https://www.safetyandquality.gov.au/publications-and-resources/resource-library/break-chain-infection-poster-a3) | | |
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| **Infection prevention and control**  *• Fit-testing is required under AS/NZS 1715:2009 for use of P2/N95 respirators. Fit testing is usually done annually. • Once the right size and type is found, masks should be fit checked on each occasion of use. • It is recommended that all facial hair is removed to ensure an airtight protective seal.* | **Consider:**  ☐ nominating an infection prevention and control lead (or pandemic coordinator)  ☐ monitoring stock levels and engage with suppliers  ☐ upskilling staff in infection prevention and control (incl cleaning staff)  ☐ reviewing, sharing and monitoring compliance with infection prevention and control policy and plan  ☐ displaying the practice hierarchy of controls  ☐ screening measures on entry e.g. temperature checks, rapid COVID testing  **PPE**  **Consider:**  ☐ following the guidance on the use of PPE  ☐ fit testing staff for P2 masks  ☐ regularly monitoring of QLD health advice on community risk and PPE escalation  ☐ using RACGP recommendations on optimisation of PPE use  **Environment and cleaning**  ☐ follow the Infection Control Expert Group (ICEG) guidance for environmental cleansing including:   * regular cleaning * minimising sharing of equipment   ☐ clean and disinfect frequently touched/direct contact surfaces or where respiratory droplets may have landed between each episode of patient care, including but not limited to surfaces (door knobs), laptops, phones, pens, stethoscopes, BSL machines, blood pressure monitors.  ☐ clean surfaces with a neutral detergent then disinfect with a chlorine-based disinfectant at a minimum strength of 1000ppm or any TGA approved hospital-grade disinfectant  ☐ enhance air flow quality by opening windows and doors (where/when appropriate) and/or using air filters  Resources:   * [RACGP Infection Prevention and Control](https://www.racgp.org.au/running-a-practice/practice-standards/standards-5th-edition/infection-prevention-and-control) * [COVID Infection Control Risk Management](https://www.safetyandquality.gov.au/publications-and-resources/resource-library/covid-19-infection-prevention-and-control-risk-management-guidance) * [Guidance on the use of PPE for health care workers (COVID19)](https://www.health.gov.au/sites/default/files/documents/2021/06/guidance-on-the-use-of-personal-protective-equipment-ppe-for-health-care-workers-in-the-context-of-covid-19.pdf) * [PPE escalation](https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/novel-coronavirus-qld-clinicians/personal-protective-equipment-ppe) * Fit Testing:   + [RespFit](https://respfit.org.au/find-a-fit-tester/)   + [SureFit Services](https://www.surefitservices.com.au/) * [Optimisation of PPE use](https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Practice%20resources/Optimising-the-use-of-PPE-in-general-practice-during-COVID-19.pdf) * [Our PHN PPE Order Form](https://forms.office.com/Pages/ResponsePage.aspx?id=5oOYFahVnE-lwL3QpI8eoNr3KVr2urVMhYdYLyhaefJUOThDRktKU1BQWVNTRzdYWDJKMDVBQVFISi4u) * [Cleaning and disinfection of protective eyewear](https://www.health.gov.au/resources/publications/iceg-guidelines-on-cleaning-and-disinfection-of-protective-eyewear-in-health-and-residential-care-facilities) * [Environmental Cleaning and Disinfection Principals](https://www.health.gov.au/sites/default/files/documents/2020/03/environmental-cleaning-and-disinfection-principles-for-covid-19.pdf) * [CO2 monitoring, HEPA filters and safe indoor air](https://sgeas.unimelb.edu.au/engage/guide-to-air-cleaner-purchasing) * [The healthcare worker exposure event risk matrix during COVID outbreaks](https://www.health.gov.au/sites/default/files/documents/2021/10/work-permissions-and-restrictions-framework-for-workers-in-health-care-settings_1.pdf) * [Disinfectants for use against COVID-19 in the ARTG for legal supply in Australia | Therapeutic Goods Administration (TGA)](https://www.tga.gov.au/disinfectants-use-against-covid-19-artg-legal-supply-australia)   Education   * Department of Health [COVID19 infection control training](https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training) * Australian Commission on Safety & Quality in Health Care [e-learning modules](https://nhhi.southrock.com/cgi-bin-secure/Home.cgi#QLD)   Posters   * [Combined contact and droplet precautions](https://www.safetyandquality.gov.au/publications-and-resources/resource-library/poster-combined-contact-and-droplet-precautions) * [Combined airborne and contact precautions](https://www.safetyandquality.gov.au/sites/default/files/2021-08/poster_-_combined_airborne_and_contact_precautions.pdf) * [Decision aid on PPE use](https://covid19evidence.net.au/wp-content/uploads/NC19CET-Decison-Aid-Respiratory-and-Eye-Protection-v1.0.pdf) | | |
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**For further assistance contact: PracSupport@ourphn.org.au**