

COVID Ward Model of Care Update

Martin Keogh, Chief Operating Officer

All Employee Forum

28 May 2021



Whilst these new restrictions may be distressing for some individuals, friends and families, it is comforting to know that we have been here before and we know what we need to do....

- Be kind to each other and to ourselves; reach out to each other for support
- Flexibility is key as everyone's situation will be different
- Be vigilant with social distancing, good hand hygiene practices and appropriate PPE
- Ensure you are up-to-date with your knowledge of our COVID-19 Model of Care and PPE training
- If you haven't already, please get vaccinated (COVID-19 Vaccine and Flu Vaccine) to help keep yourself, your family, colleagues and patients safe
- If you are sick, stay home and get tested



Our principles continue to inform our COVID-19 Model of Care and remain resolute in this changing environment....

- 1 The safety and wellbeing of our **employees** is paramount
 - PPE application and education / training
 - High-risk Priority 1A groups need to be vaccinated and fit-tested to care for COVID positive or COVID-Probable patients
- 2 We will **protect** our non-COVID inpatients from transmission, especially our most vulnerable patient cohorts (immunocompromised and elderly)
 - MMC Clayton and Monash Children's Hospital our designated COVID Management sites
 - Managing patients swabbed for COVID (COVID-low risk) using current PPE approach in usual care wards to improve continuity of care and reduce delirium burden;
- 3 We will equip our employees with the **resources** they need to provide care (PPE, IT systems, equipment, training, psychosocial support)
 - PPE supply & education / training
 - Well-being resources
- 4 Where demand exceeds our capacity to provide care, care will be prioritised based on **agreed clinical policies**
 - Reduce non-essential care to provide capacity for COVID surge and Prioritisation of Care



We have reduced our clinical services, aligned with DOH guidance and to protect our hospitals, sites, services, employees and patients....

Elective Surgical and Interventional Services






- Suspension of all elective surgical and interventional activities with the exception of Category 1 and the most urgent Category 2 patients

Specialist Consulting Clinics, Community and Ambulatory Services

- Cancellation of all non-urgent face to face consultation
- Telehealth consultation to continue







Our inpatient Model of Care remains unchanged....

	Status	Details
Emergency Departments 	No Change	<p>High- and Low-risk areas depending on COVID-19 risk identified at triage.</p> <p>COVID-Probable receive GenXpert rapid test in ED for expedited clearance / confirmation.</p> <p>Revert to higher level of PPE coverage in high-risk areas</p>
Inpatient Wards (adult / paediatric) 	No change	<p>COVID-low risk and non-COVID patients admitted to home wards direct from ED (all sites)</p> <p>Known COVID positive admitted to COVID Management wards at MMC Clayton (adult) / MCH (paediatric) only</p> <p>COVID-Probable managed in-post in appropriate setting / precautions until confirmation / clearance</p> <p>Newly diagnosed COVID positive patients at non-Clayton sites transferred to Clayton (adult / paediatric) for management</p>
COVID Management Wards 	No Change	<p>Adult - Ward 32 / 42 (MMC Clayton)</p> <p>Paediatric – 4B Aviary</p>
Surgical / Maternity / Mental Health 	No Change	As per COVID-19 Inpatient Admission Procedure
ICU wards 	No change	<p>COVID positive patients managed at Clayton only (Adults – Adult ICU / Paeds – Paediatric ICU)</p> <p>Newly diagnosed COVID positive patients at non-Clayton sites transferred to Clayton (adult / paed) for management</p>

Re-familiarise yourself with our Model of Care by reviewing the **COVID-19 Inpatient Admission Procedure** on PROMPT



To protect our patients and employees, some of our systems and processes have been updated....

	Status	Details
Personal Protective Equipment (PPE) 	Updated	Masks in all areas All ED and Community patient-facing employees in N-95 masks / shields
PPE / Clinical Coach 	No change	PPE Coach on designated wards Site-based Roving teams on wards with low SCOVID activity
MET Call / Code Blue 	No change	External Code Blue – Tier 3 PPE COVID positive / SCOVID-Probable or Low Risk – Tier 3 PPE Known non-COVID - standard precautions
Pre-procedural and Clinic screening 	No change	Maintain current pre-procedural screening process



COVID-19



Personal Protective Equipment compulsory standards

Conventional use







Tier	For use in	Hand hygiene	Disposable gloves	Disposable plastic apron	Disposable gown	Surgical mask	P2 / N95 respirator ¹	Eye protection (face shield preferred)
Tier 0 Surgical mask	Surgical masks as a minimum, are mandatory while working inside	✓	As per standard precautions ²	As per standard precautions	As per standard precautions	✓	✗	As per standard precautions
Tier 1 Surgical mask and eye protection	All clinical areas Addition of eye protection when treating COVID negative patients	✓	As per standard precautions	As per standard precautions	As per standard precautions	✓	✗	✓
Tier 2 Droplet and contact precautions	As per standard precautions	✓	✓	✗	✓	✓	✗	✓
Tier 3 Airborne and contact precautions and Aerosol Generating Procedures	Routine care of COVID suspected and COVID positive patients	✓	✓	✗	✓	✗	✓	✓

¹ Fit-check P2/N95 mask with each use. For information on P2/N95 respirators/masks go to <https://www.dhhs.vic.gov.au/health-services-and-general-practitioners-coronavirus-disease-covid-19>

² For information on standard precautions and hand hygiene, see <https://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-and-prevention/standard-precautions>



Employee / Visitor screening at our sites has been updated, whilst there has been an uplift for COVID-19 testing / vaccination service capacity....

		Status	Details
Hospital / Site Screening		Updated	Updated Screening Questions for Employees and Visitors based on new exposure sites
Visitors		Updated	No visitation with a few exceptions – refer to policy
COVID-19 Vaccination Services		Updated	Eligibility extended to 40-49 y.o for Pfizer Extended capacity at High Capacity Sites Booking through DOH contact number
COVID-19 Screening Services		Updated	Extended operational hours and capacity Additional site at Moorabbin DFO Drive Thru and Walk In – check site for details

Visitation to our sites is now significantly restricted....

- No visitors with the exception of the following areas:
 - Emergency Departments
 - Births & Pregnancy Assessment
 - Maternity Wards
 - Paediatrics (under 18 years)
 - Paediatric Intensive Care Unit / Monash Newborn
 - Mental Health
 - Terminal Care / Life Threatening situations / Unstable or Deteriorating Situations
 - Caregivers


COVID-19


Visitor restrictions are in place

! We've made changes to our visitor restrictions to help keep patients, employees and visitors safe.

Change effective 11.59pm Thursday 27 May until further notice, following advice from the Victorian Chief Health Officer.

At this time, no visitors are allowed to Monash Health

Exemptions

Emergency Department
One person may accompany and remain with a patient in the Emergency Department.

Births & Pregnancy Assessment
One support person can be present at any time.

Maternity Wards
One support person can be present between 8am and 8pm.

Children (under 18 years)
One parent, guardian or caregiver may attend at any time and can stay overnight. Visits are not time limited. Siblings may not visit.

Paediatric Intensive Care Unit / Monash Newborn
Two parents, guardians or caregivers may attend at all times. One parent, guardian or caregiver can stay overnight. Siblings may not visit.

Mental Health: Child (Oasis), Adolescent (Stepping Stones) and Perinatal and Infant Inpatient Unit
One parent, guardian or caregiver may attend at any time by appointment.

Terminal care / life-threatening situations / unstable or deteriorating situations
Two visitors at a time can provide compassionate support for a patient:

- at the late stages of a terminal illness.
- where there is a high risk of death in relation to impending treatment or surgery, or
- where a patient's condition has been assessed as unstable or deteriorating.

Visits are not time-limited.

Caregivers
A caregiver may be permitted to attend in other exceptional circumstances. Arrangements for caregiver support must be discussed with the Nurse or Midwife in Charge prior to attending.

We understand this will cause disappointment, but it is a necessary step in protecting patients, healthcare workers and the community. Please consider alternatives to visiting, such as phone calls and video chat.

Please continue to seek medical attention when required or dial 000 in an emergency.

28 May 2021




We're Recruiting for our Vaccination Centres across Melbourne's South East

If you are looking for additional hours and would like to contribute to the delivery of our COVID-19 Vaccination Program... WE WANT YOU!!

- Clinical and clinical support roles available
- Weekdays and weekends
- Fixed term and casual appointments
- Training required can be done on-line (and prior to commencement)

Details are available on PROMPT (COVID-19 Vaccination)

Further information please call 9265 7906 or email mhbrecruitment@monashhealth.org



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