

## Continuous Quality Improvement (CQI)

## Management of suspected or confirmed COVID-19 cases

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| **CQI steps** | **Ask-Do-Describe** |
| **Data report 1 - baseline** | **First CQI meeting**  | **Why do we want to change?** |
| * Gap
 | Currently there is a gap in the practice system on safe management of suspected or confirmed COVID-19 cases  |
| * Benefits
 | Proactively manage patients suspected or confirmed with COVID-19 to reduce risk of further transmission and minimise poor health outcomes  |
| * Evidence
 |  On 30 January 2020, the outbreak of COVID-19 was declared a pandemic by the World Health Organization. COVID-19 represents a significant risk to Australia and has the potential to cause high levels of morbidity and mortality. Strict adherence to infection control principles and guidelines for assessment and management of suspected COVID-19 cases is essential to prevent further transmission. The effectiveness of interventions provided by general practice will also have considerable impact on individual health and the levels of morbidity and mortality. [*Australian Health Sector Emergency Response Plan for Novel Coronavirus (COVID-19).*](https://www.health.gov.au/resources/publications/australian-health-sector-emergency-response-plan-for-novel-coronavirus-covid-19) |
| **What** do we want to change? |
| * Topic
 | Proactive management of suspected or confirmed COVID-19 cases  |
| * Scope
 | Patients at the practice identified as suspected or confirmed COVID-19 cases  |
| **How much** do we want to change? |
| * Baseline (%)
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| * Sample (Number)
 | Number of patients presenting as suspected or confirmed cases of COVID-19 |
| * Target (%)
 | 100% of sample patients contacted and offered appropriate care  |
| * Preparedness
 | All staff provided with training as per the Pandemic and Business Continuity Plan and QLD Health guidelines reviewed daily |
| **Who** are involved in the change? |
| * Leads

Contributors |  Lead by Practice Manager and Principal GPAll staff  |
| * External
 | PHN/DoH/QLD Health/Patients  |
| **When** are we making the change? |
| * Deadlines
 | Immediate start – ongoing as advised  |
| **How** are we going to change? |
| * Potential solutions
 | **Allocate a team member and schedule protected time to keep up to date with the latest information. Review and monitor** [**GCPHN.org.au**](https://gcphn.org.au/) **daily including Covid-19 Health Pathway and monitor email updates – consider stand up practice meeting to discuss and prioritise workflow and provide relevant updates and resources.*** Implement questionnaire or alert messages for appointment booking system (online, phone). [E.g. Hotdocs instructions for creating alert messages](https://support.hotdoc.com.au/hc/en-gb/articles/360038868532-Creating-alert-messages-using-Screening-Mode)
* Send SMS/emails to patients to advise of opening hours, how to see a GP, access to updates and advice on COVID-19, special clinics etc (*consider the “recall” function to keep in touch with patients)*
* Display [information and posters](https://gcphn.org.au/practice-support/covid-19/covid-19-assessment-and-management/assessment/#prepareyourpractice) in waiting room (including videos), on doors, noting particularly access to afterhours support.
* Update on hold telephone and answering machine messages to reflect changes and processes.
* Update practice webpage and keep patients informed using social media (if available)
* Review advice from insurance provider to clarify COVID-19 medico-legal matters for the practice
* Ensure [practice is set up](https://gcphn.org.au/practice-support/covid-19/covid-19-assessment-and-management/assessment/#prepareyourpractice) to safely manage suspected or confirmed cases according to QLD Health Guidelines and [infection control principles](https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/novel-coronavirus-qld-clinicians/resources-for-clinicians) or [infection control training module](https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training)
* Consider promoting [Mental Health services](https://gcphn.org.au/patient-care/mental-health/mental-health-and-wellbeing/) (Lifeline etc)

**Suspected cases:*** Follow QLD Health guidelines for [COVID-19 Assessment and Management](https://gcphn.org.au/practice-support/covid-19/covid-19-assessment-and-management/assessment/) including:
	+ Consider using [MBS telehealth items](http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/news-2020-03-01-latest-news-March) for COVID-19
	+ Determine whether patients meets the [criteria for testing](https://gcphn.org.au/practice-support/covid-19/covid-19-assessment-and-management/assessment/#criteriafortesting)
	+ Complete [COVID-19 Clinical Screening Assessment](https://www.health.qld.gov.au/__data/assets/pdf_file/0029/948314/covid-19-clinical-screening-assessment.pdf)
	+ Arrange investigations within practice, at approved pathology collection centre or at fever clinic (if required)
	+ Notify [Gold Coast Public Health Unit](https://www.goldcoast.health.qld.gov.au/) of a suspected case
	+ Determine suitability for home isolation
	+ Arrange plan for follow up
* Ensure Health Summaries and Event Summaries (where appropriate) are uploaded to My Health Record for all patients

**Confirmed cases:** * On return of positive test result, contact the [Gold Coast Public Health Unit, emergency department or dedicated COVID-19 service](https://gcphn.org.au/practice-support/covid-19/covid-19-assessment-and-management/#suspected-covid-19-case) to discuss whether the patient needs to be transferred to hospital or can be managed in their home
* If [suitable for home isolation](https://gcphn.org.au/practice-support/covid-19/covid-19-assessment-and-management/assessment/#suitableforisolationathome), follow QLD Health guidelines for [COVID-19 Assessment and Management](https://gcphn.org.au/practice-support/covid-19/covid-19-assessment-and-management/assessment/) including:
	+ Consider using [MBS telehealth items](http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/news-2020-03-01-latest-news-March) for COVID-19
* Where appropriate promote completion of [Advance Care Plan](https://gcphn.org.au/patient-care/advance-care-planning/advanced-care-planning/)
* Ensure Health Summaries and Event Summaries (where appropriate) are uploaded to My Health Record for all patients

*Consider other options that might be applicable in the practice*  |
| * Select
 | *Choose potential solutions that will work well in your practice and meet the needs of your patients and team.* |
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| * **Implementation**
 | * Implement
 | *Describe the steps, staff responsible and time frames*  |
| * Record, share
 | *Regular whole team meetings to evaluate, review planning and implementation. Optimise team meeting minutes as a record of your activities.*  |
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| **Data Report 2****Comparison** | **Final CQI meeting**  | **How much** did we change? |
| * Performance
 | *Did you achieve your target?* |
| * Worthwhile
 | *Did the activity provide the outcome expected?**Did this process provide patients with the required information and services?* |
| * Learn
 |  *What lessons learnt can you use for other activities, what worked well, what could be changed or improved?*  |
|  | **What next?** |
| * Sustain
 | *Implement new systems and processes into business as usual* |
| * Monitor
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