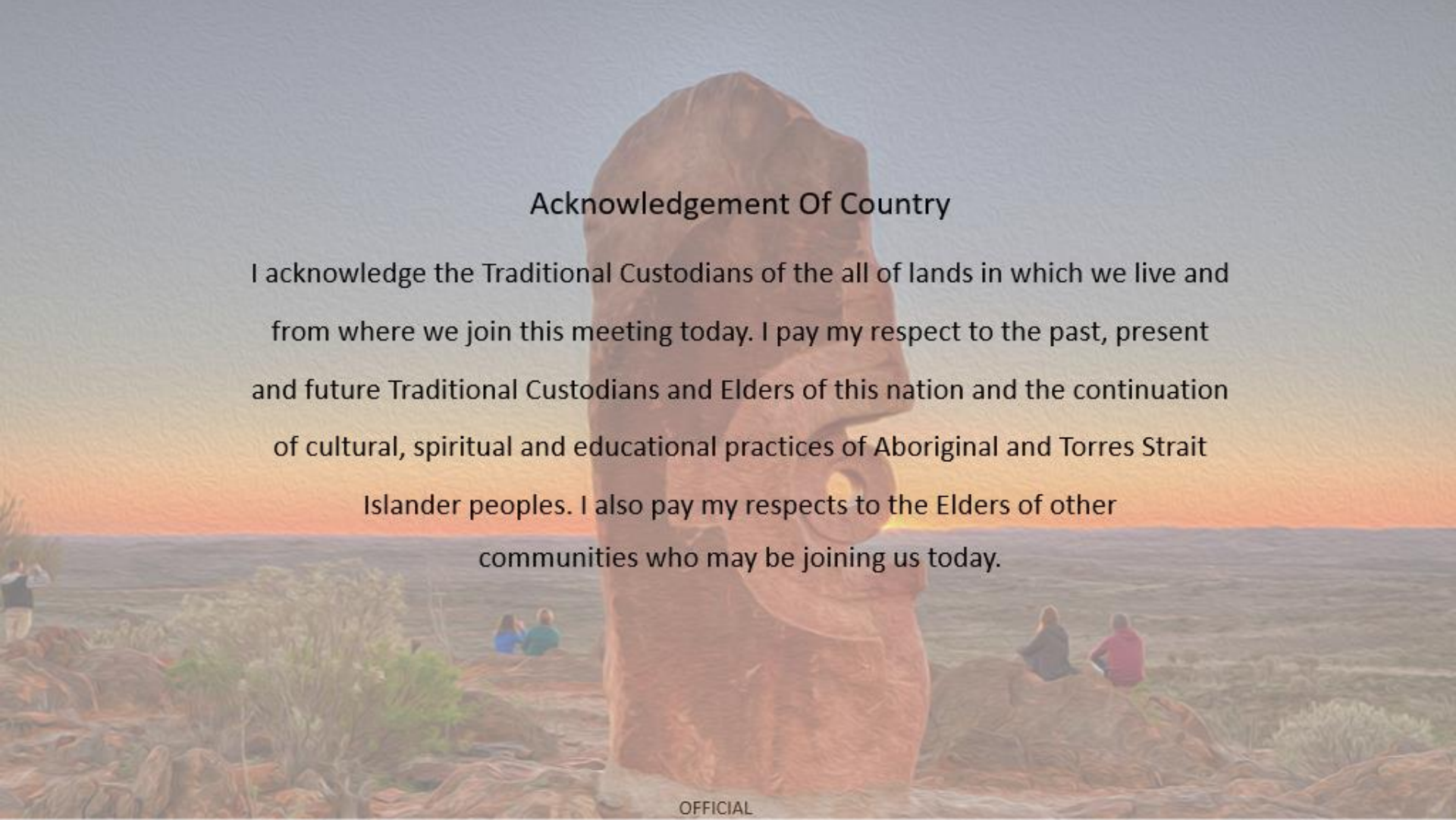


Wednesday 10 November, 2021

COVID + Pathway Learning Network webinar series

Webinar 7: Bendigo Health's approach to COVID + pathways
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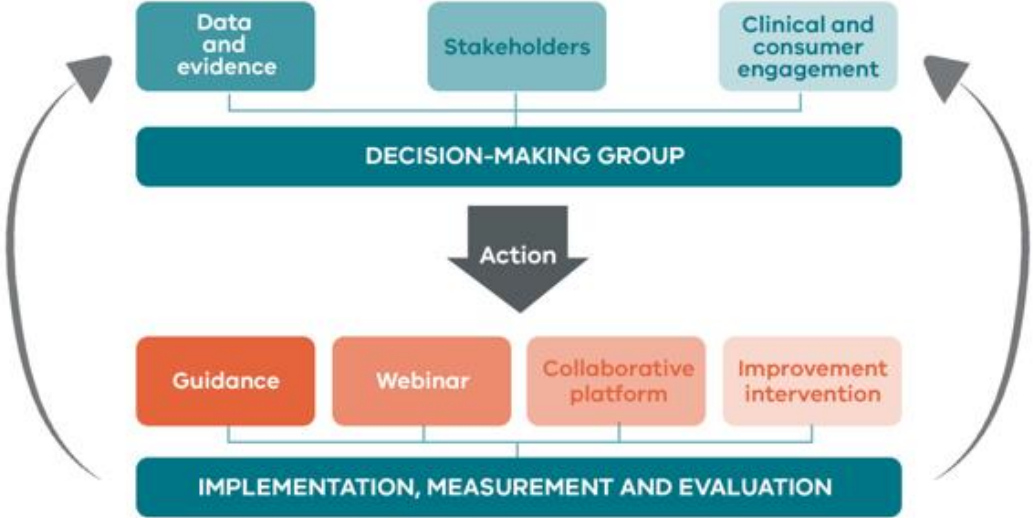
Acknowledgement Of Country

I acknowledge the Traditional Custodians of the all of lands in which we live and from where we join this meeting today. I pay my respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples. I also pay my respects to the Elders of other communities who may be joining us today.

Webinar series purpose

- Showcase local clinicians who will share their experiences delivering the COVID + Pathways model
- Provide a forum for sharing and collaboration to support the delivery of best practice
- * To share your services' experiences, innovations and learnings in delivering the COVID+ Pathway at an upcoming webinar email centresofclinicaexcellence@safercare.vic.gov.au

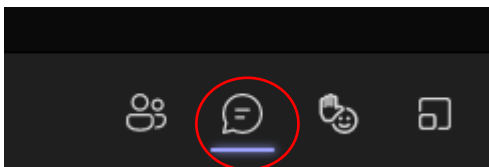
COVID + Pathway Learning Network



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Before we start

Throughout the webinar you can ask questions by typing your question into the chat.



There will also be a dedicated time for questions and discussions.

The presenters will do their best to answer your questions at the end of the presentation.

This session will be recorded and made available on the SCV website <https://www.bettersafecare.vic.gov.au/support-training/learning-networks/covid-pathways>

Overview

Topic	Presenter
SCV Medium severity COVID+ Pathways update	Prof. Mike Roberts
COVID + Pathway update	Shannon Wight Executive Lead, COVID + Pathways, Department of Health
Questions	
Bendigo Health's approach to COVID+ Pathways	Dr Joel Ziffer Clinical Unit Head – Paediatrics, Bendigo Health Leanne Anderson Systems Improvement Lead, Loddon Mallee Public Health Unit
Questions	

Medium severity COVID+ Pathway

Oxygen supply

- The Department of Health has been working with the State-wide Equipment Program (SWEP) team to provide a centralised process for oxygen supply and ensure we have an adequate supply chain.
 - > Enable the discharge of COVID positive patients who may still require oxygen and can be safely managed at home in line with the Medium Severity Covid Positive Pathway.
- High level process on how to request oxygen, if needed, has been developed and sent to health service CEOs last Friday.
- SCV and the IHI have been partnering with Victorian health services to refine an evidence-based model of care and accompanying resources to support safe use of oxygen at home.
- Resources will ensure appropriate parameters and processes for the safe use of oxygen in the context of COVID-19.
- More information in coming weeks

COVID + Pathways update

Shannon Wight— Executive Director, COVID + Pathways Program
& Executive Director Clinical Operations, Eastern Health

Current state - COVID+ Pathway

Weekly wins

- Refresh of COVID+ information on the public website to align with C+P text messages – bringing *COVID care at home* to the front of information: <https://www.coronavirus.vic.gov.au/managing-covid-19-home>
 - Further updates around the low/medium/high pathways of care (*what does it mean if I am on a pathway*) will also be released shortly
- Regional engagement – capacity and scale assessments complete, now bringing regionals front and centre of the C+P program and how best to support the regions with standardisation and relationships that best suit.
 - Healthdirect was able to ‘land’ in Gippsland and support large clinical and social intake case load as well as support health service with daily contacts as capacity was built in region
 - ACCHO engagement on C+P program and how to adapt where most appropriate
- Time to reflect – middle of October we had over 7,000 people per day waiting for a clinical and social intake call with a third of the capacity needed to meet demand.
 - Standardisation, systemisation and relationships - 3 weeks later:
 - 14,028 active metro cases with 100% new cases being assessed within 24 hours
 - 2,690 active regional cases with 80% new cases being assessed within 24 hours

Future state - COVID+ Pathway

Commonwealth intentions

- *Healthdirect* will be rolling out a national approach to managing COVID+ individuals and engaging in pathway programs across Australia – enabling primary and community care integration and health service workers to be back in hospitals delivering care to those who need it most.
 - Further announcements around model, rollout and funding from Commonwealth *is pending*
 - The department is actively engaged and seeking clarity from Commonwealth asap to ensure C+P program continuity, clinical governance and standardised approaches are embedded

Ongoing C+P program work

- Ongoing work across vulnerable cohorts and Aboriginal and Torres Strait Islander communities
- Further public messaging from Deputy State Controller around *COVID care at home*
- Developing and expanding upon end-to-end patient journeys and gathering lived COVID experiences

Questions

Please type your question in the chat

Bendigo Health COVID+ Pathway

Paediatric service

Dr Joel Ziffer



Excellent Care. Every Person. Every Time.





Background

- Regional Paediatric Unit – 1 Paediatrician with 24 hour registrar cover at all times covering a large geographic area.
- Experiences so far in delivering COVID+ pathways
 - None – returned from Long Service Leave, had to get started in a hurry



Key Challenges

- Did not have existing framework for delivering care to patients in the home
- Putting Paediatric expertise and Home monitoring expertise together
- Resourcing constraints and safe processes

Work to date/What has been working well

- Lazy like a fox
 - SCV existing guidelines
 - Asked comparable services what they are doing
 - Joined and use established services within Bendigo Health
- Rapid cycle testing
 - do it yourself, fix it yourself

Where to next

- Supporting networked sites to set up own services
 - Be the point for escalation and advice
- Moving to COVID normal
- Utilising state based supports as they come online

Bendigo Health COVID+ Pathway

Regional Digital
Solution

Leanne Anderson



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Challenge

- A single view of COVID-19 positive patients managed in the community for the region
- Standardised clinical management of COVID19 positive patients in the community
- One single connected system for recording patient data during monitoring period
- A streamlined and digital process for referrals from LPHU to receiving virtual home monitoring services

Solution

- The Regional Care Coordination Platform!
 - Platform partially implemented across region for community services
 - New module developed with vendor to meet COVID19 Virtual Home Monitoring need
 - Project undertaken in partnership with regional Public Health Unit & regional ICT shared services (Loddon Mallee Shared Services)
 - Proof of concept to implementation to 5 major sites in region = 14 days

Benefit

Last Refresh

20/10/2021 20:30:15



COVID 19 Home Monitoring

Total Patients **High** **Medium** **Low +** **Low** **Not Assessed**

326 2 52 64 173 34

Clinical Risk Stratification

- (Blank)
- High
- Low
- Low +
- Medium
- Not Assessed

Admission to HM Date Time

15/09/2021 20/10/2021

UR Number

All

Tag 1

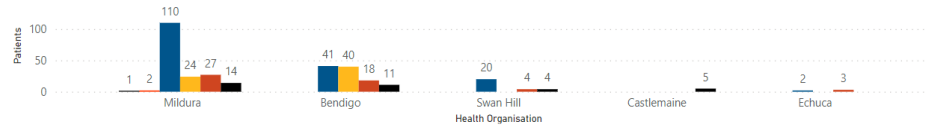
All

Tag 2

All

Patients by Health Organisation and Clinical Risk Stratification

Clinical Risk Stratification ● (Blank) ● High ● Low ● Low + ● Medium ● Not Assessed



Health Organisation	UR Number	Gender	Age	Last Assessment Date	Clinical Risk Stratification	Contact Frequency Type	Admission to HM Date Time	Day 0	Day 14
Bendigo	032812	Male	53	20/10/2021 20:10:00	Medium	Twice Daily	17/10/2021 15:58:00	14/10/2021	28/10/2021
Bendigo	252793	Male	69	20/10/2021 19:45:00	Low +	Daily	15/10/2021 18:00:00	11/10/2021	25/10/2021
Bendigo	360549	Female	71	20/10/2021 19:05:00	Medium	Twice Daily	19/10/2021 09:43:00	14/10/2021	28/10/2021
Bendigo	346207	Male	73	20/10/2021 19:00:00	Medium	Twice Daily	15/10/2021 16:05:00	15/10/2021	29/10/2021
Bendigo	609907	Male	1	20/10/2021 19:00:00	Low	Alt Day	20/10/2021 17:55:00	18/10/2021	01/11/2021
Bendigo	609908	Male	33	20/10/2021 19:00:00	Low	Alt Day	20/10/2021 17:58:00	16/10/2021	30/10/2021
Bendigo	403744	Male	80	20/10/2021 18:24:00	Medium	Twice Daily	17/10/2021 13:30:00	12/10/2021	26/10/2021
Bendigo	256037	Female	75	20/10/2021 18:14:00	Medium	Twice Daily	17/10/2021 13:30:00	12/10/2021	28/10/2021
Bendigo	335030	Female	21	20/10/2021 17:34:00	Medium	Twice Daily	15/10/2021 18:00:00	13/10/2021	27/10/2021
Bendigo	034722	Female	53	20/10/2021 17:23:00	Medium	Twice Daily	18/10/2021 15:40:00	16/10/2021	30/10/2021
Bendigo	343585	Female	20	20/10/2021 17:00:00	Low	Daily	19/10/2021 18:25:00	15/10/2021	29/10/2021
Bendigo	398749	Female	28	20/10/2021 17:00:00	Medium	Twice Daily	20/10/2021 17:43:00	16/10/2021	30/10/2021

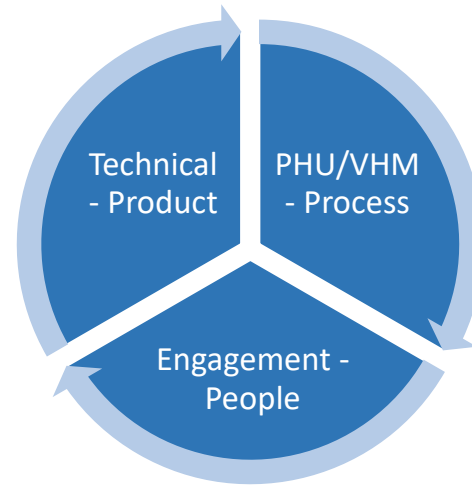


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Learnings

- Go Fast, Keep it simple
- Governance – regional v. organisational
- 'Just in time' engagement
- Extensive support available to users



Questions?

- **Team Effort!**

- LPHU
- *Regional Virtual Home Monitoring Teams*
- *Regional Community Platform Project Team*
- *Health Services*
- *Loddon Mallee Shared Services/Loddon Mallee Health Network*

Resources

- Learning Network webinar recordings and slides
<https://www.bettersafecare.vic.gov.au/support-training/learning-networks/covid-pathways>
- Department of Health COVID-19 clinical guidance and resources
<https://www.health.vic.gov.au/covid-19/for-health-services-and-professionals-covid-19>

Survey

Please complete our short survey to help us identify future topics for the COVID + Pathway Learning Network webinar series.

[Survey](#)

Get in contact

- To register for future webinars email us:
centresofclinicaexcellence@safecare.vic.gov.au
- If you have specific questions relating to the COVID+ Pathways please email the Department of Health at
covid+pathways@health.vic.gov.au