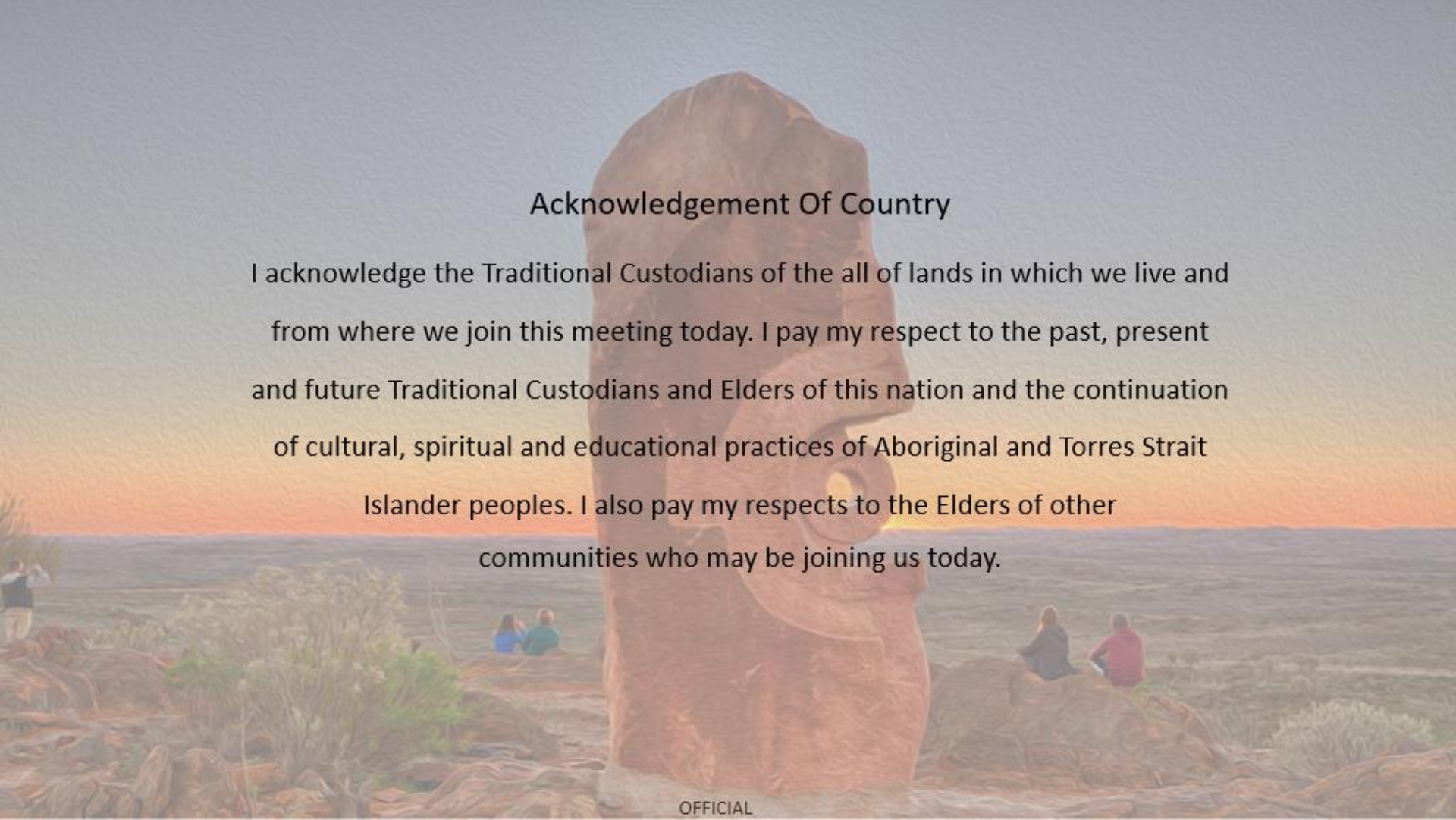


Wednesday 1 December, 2021

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# COVID + Pathway Learning Network webinar series

Webinar 10: The RMH COVID-19 Community Navigator Service  
OFFICIAL



## Acknowledgement Of Country

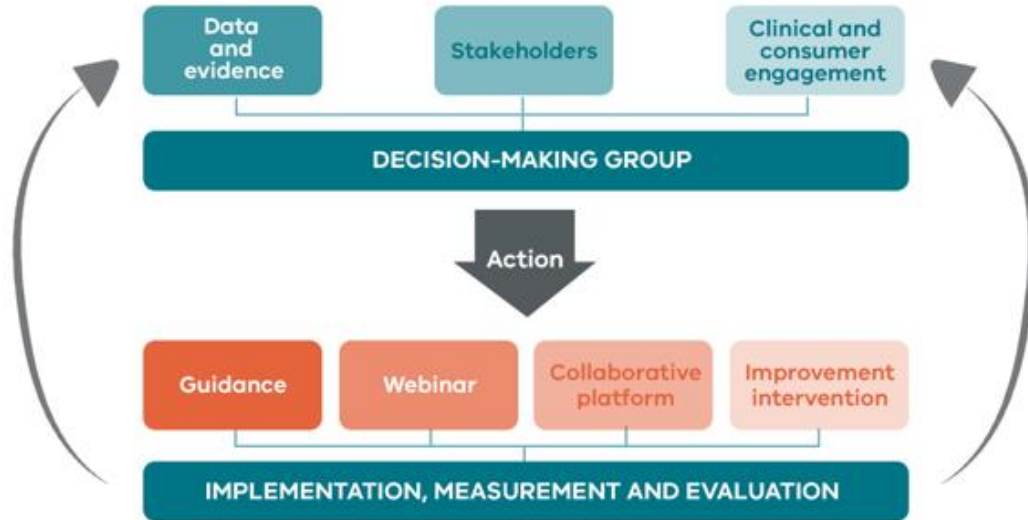
I acknowledge the Traditional Custodians of the all of lands in which we live and from where we join this meeting today. I pay my respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal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

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## 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 [centresofclinicalexcellence@safercare.vic.gov.au](mailto:centresofclinicalexcellence@safercare.vic.gov.au)

# COVID + Pathway Learning Network

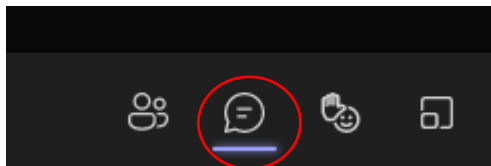


**OFFICIAL**

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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.bettersafercare.vic.gov.au/support-training/learning-networks/covid-pathways>

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# Overview

Topic	Presenter
<b>The RMH COVID Community Navigator Service</b>	Merryn Storey <i>Acting Team Leader - COVID-19 Community Navigator, RMH</i> Angelena Roan <i>COVID-19 Community Navigator, RMH</i>

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## Questions

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# Royal Melbourne Hospital COVID Community Navigator Service

**Presented by Merryn Storey and Angelena Roan**

COVID Community Navigator Team Leader and COVID Community Navigator



The Royal  
Melbourne  
Hospital

# Background


- Pilot program
- September 2021
- Supported by allied health clinicians
- 24/7 roster initially
- Based in the COVID short stay unit (CSSU)
- Facilitate discharge
- Establish self-management techniques by providing bespoke education





# The CCN Role

- Education:
  - Isolation and PPE
  - Public health messaging
  - Education pack/Postcard
- Ensure patients have access to essential items
- Linking patients with follow up services in the community
- Complete referrals for Hotel Quarantine or CIRF accommodation
- Ensure transport is arranged to facilitate a timely discharge
- Practical supports

 **After your hospital visit for COVID-19**

				
<b>Isolate</b> Follow the Department of Health's rules for isolating. Everyone who lives with you must also get tested and isolate.	<b>Call your doctor</b> Let your doctor know that you have tested positive for COVID-19 and have been to the hospital emergency department.	<b>Take pain relief</b> Take over the counter pain relief, such as paracetamol or ibuprofen for aches, pains and fevers.	<b>Stay hydrated</b> Keep drinking water.	<b>Order groceries</b> Use home delivery services for your groceries.

**If you feel breathless or faint, have chest pains, cannot eat or drink, or have significant vomiting or diarrhoea, your illness may be getting worse. Seek medical attention.**

**Scan the QR code for more information to help your recovery**



**You can also call:**  
Your general practitioner

**The Victorian Coronavirus Hotline**  
Available 24/7 by calling 1800 975 398  
Call 1800 975 398 and press 0 for information in your language.

**cohealth community health service**  
Available 9am to 5pm by calling 9448 5551

**In an emergency call 000. Tell the operator you have COVID-19**

# Allied Health Supports

## Social Work

- Daily on-call service
- Virtual rapid follow-up clinic
- 3-day follow up phone calls

## Dietetics

- Can be made via HITH or Home Monitoring
- Food packs and frozen meals
- YouFoodz vouchers



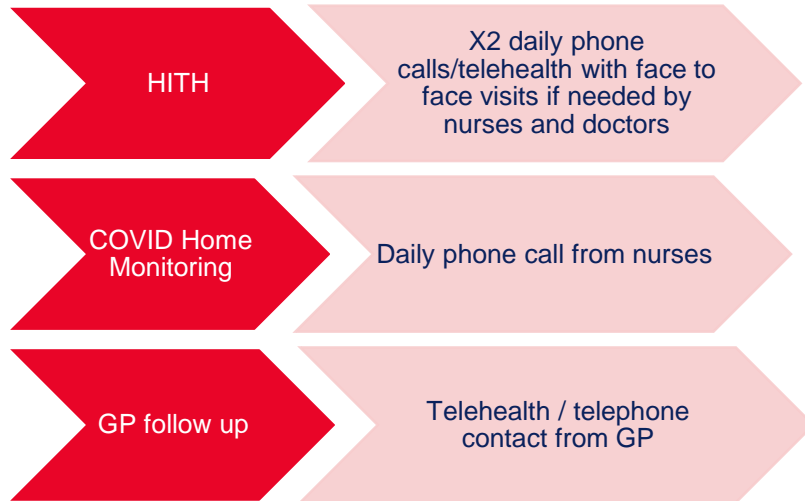
# ED Patient Demographic

## Typical Patient Demographics

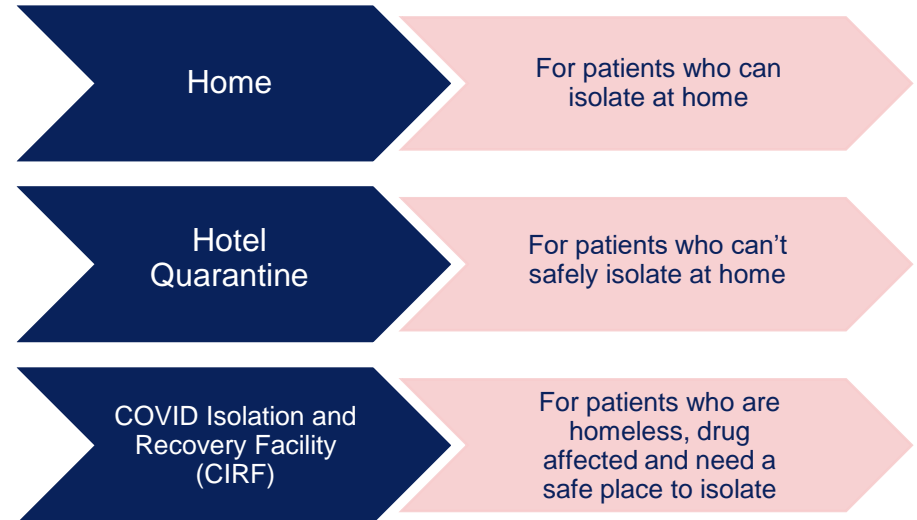
- 19 – 50 years of age
- Arrived via ambulance
- Discharged home with GP follow up
  - Monitoring service or HITH
- Resides in Melbourne's Northern suburbs
- Linked in with Social Work Virtual Clinic follow up 3 days post discharge and or Dietetics Virtual Clinic

# Discharge Pathways

## 3 primary follow up programs

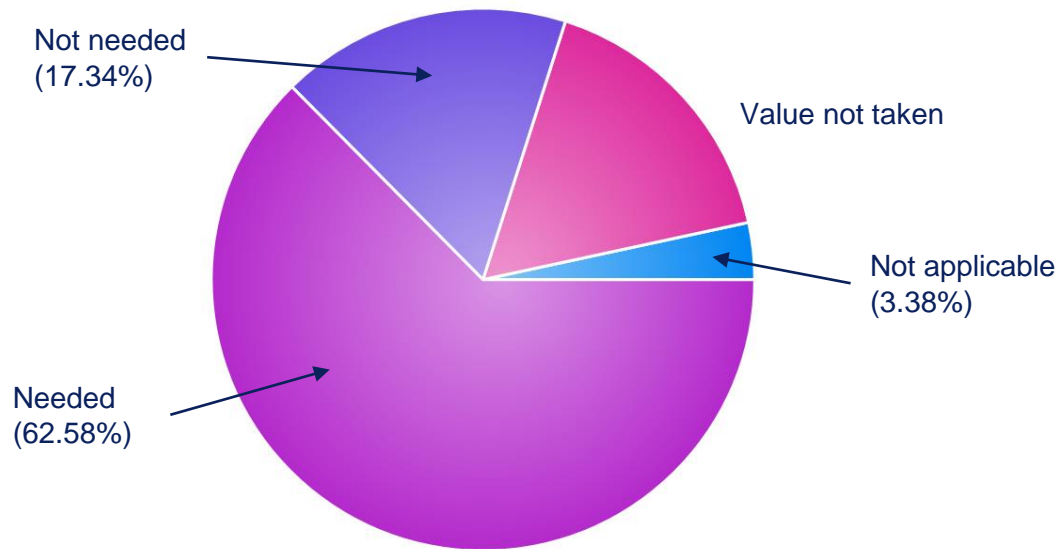


## 3 primary discharge destinations

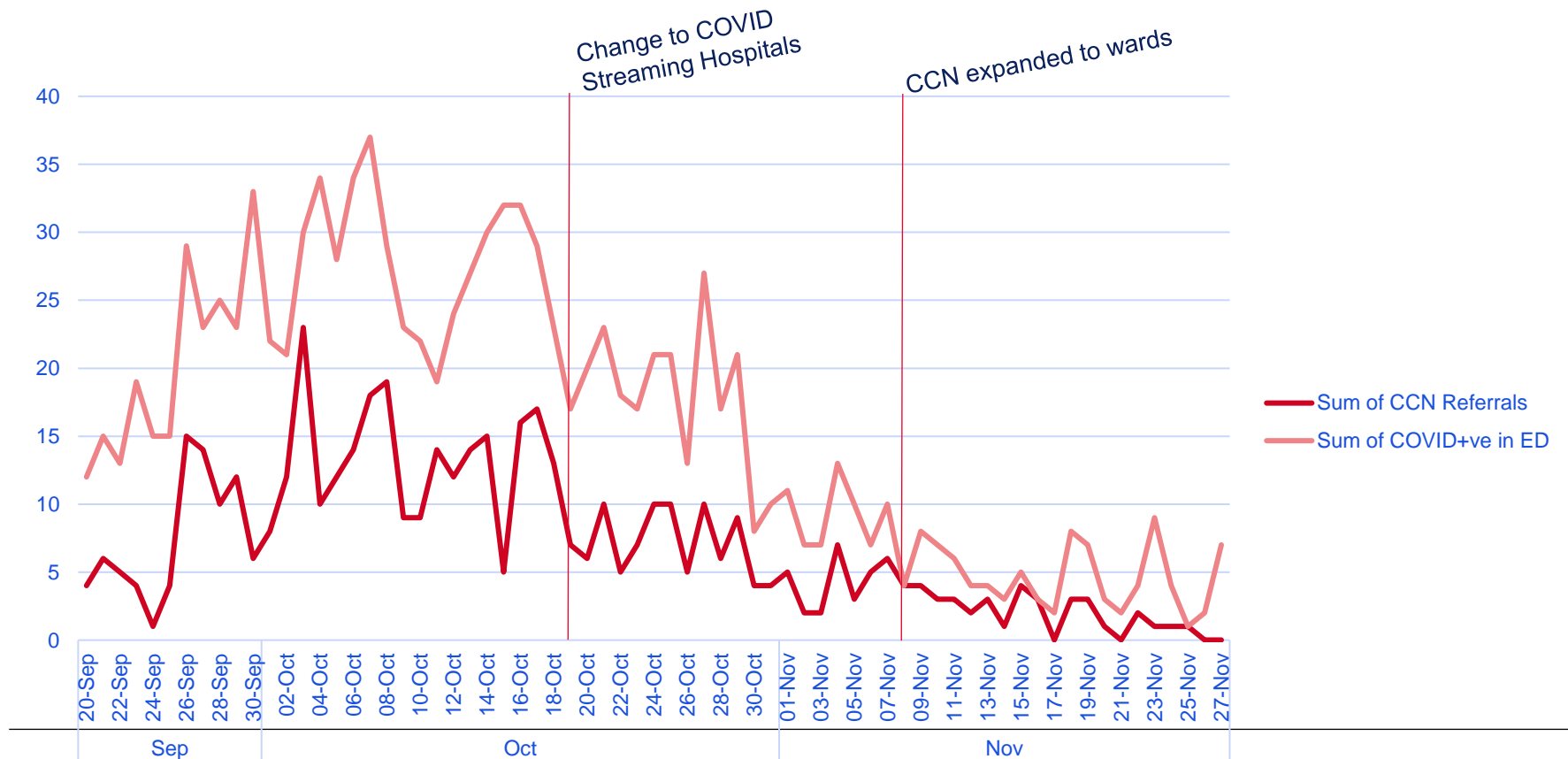


# Transport numbers

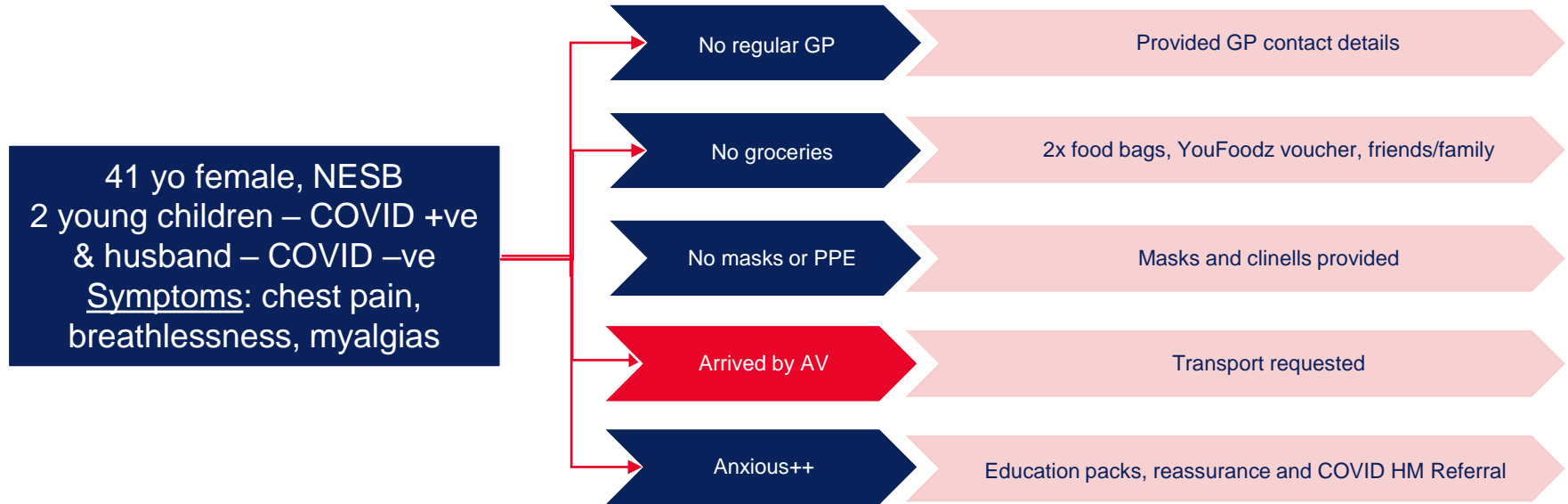
Percentage of patients needing transport (ambulance) on discharge



# COVID+ve Presentations to ED & Referred to CCN



# Case Study Example



# Evolution of the Role

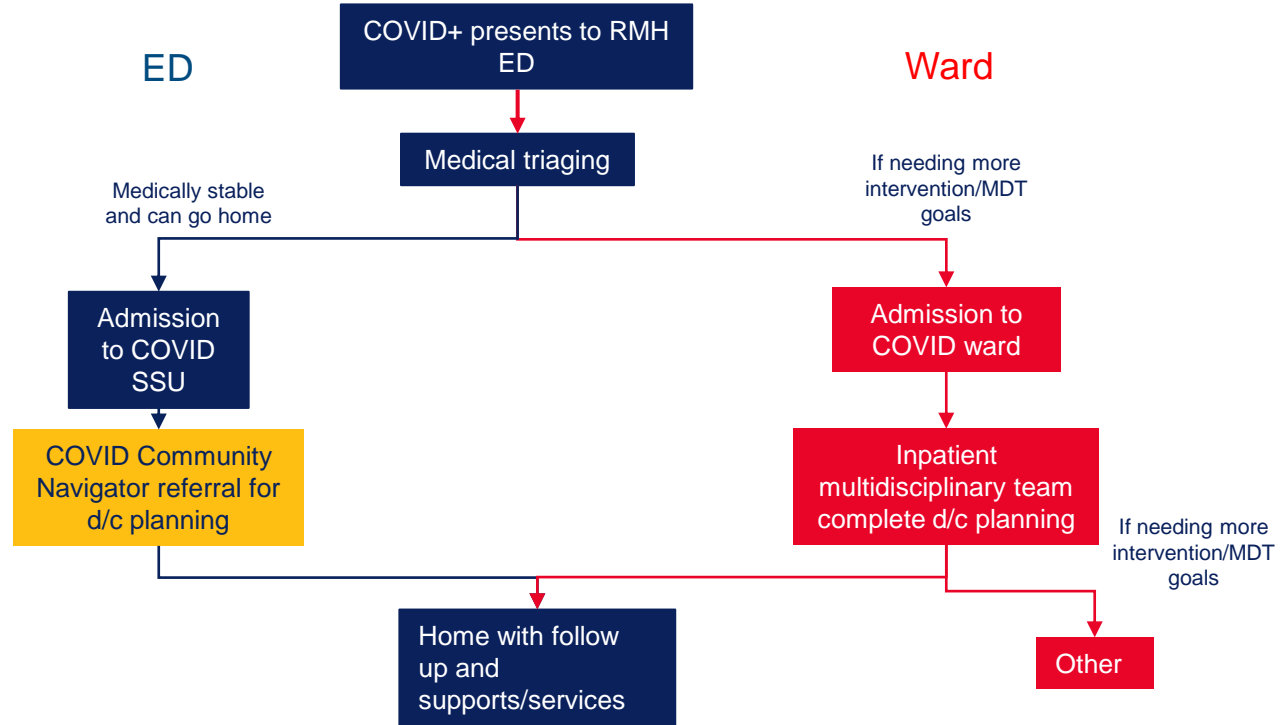
- First 5 weeks = 364 referrals, 24/7
- November 8<sup>th</sup> -> Included medical wards
- Paired model
- 7am – 9pm, 7 days per week
- A COVID Navigator model has been funded in 12 hospital sites across Victoria until April 2022
- Post COVID service





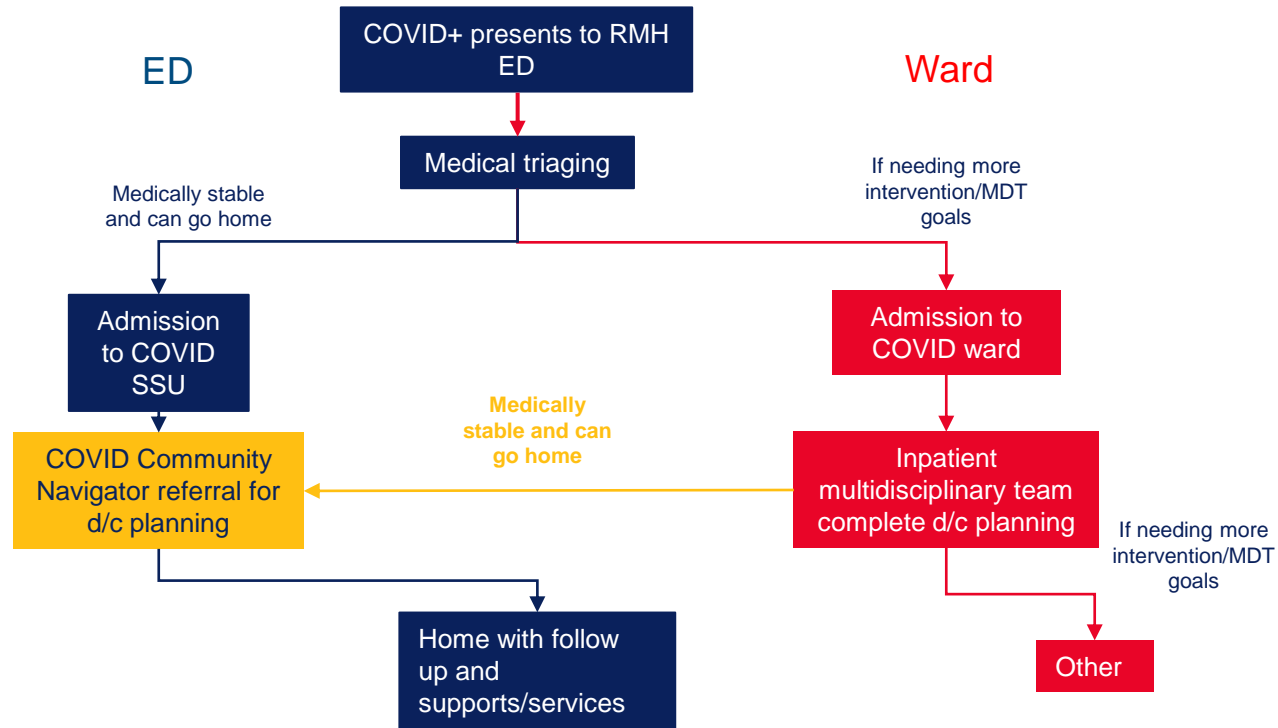
# COVID+ pathway

## Before ward expansion



# COVID+ pathway

## After ward expansion



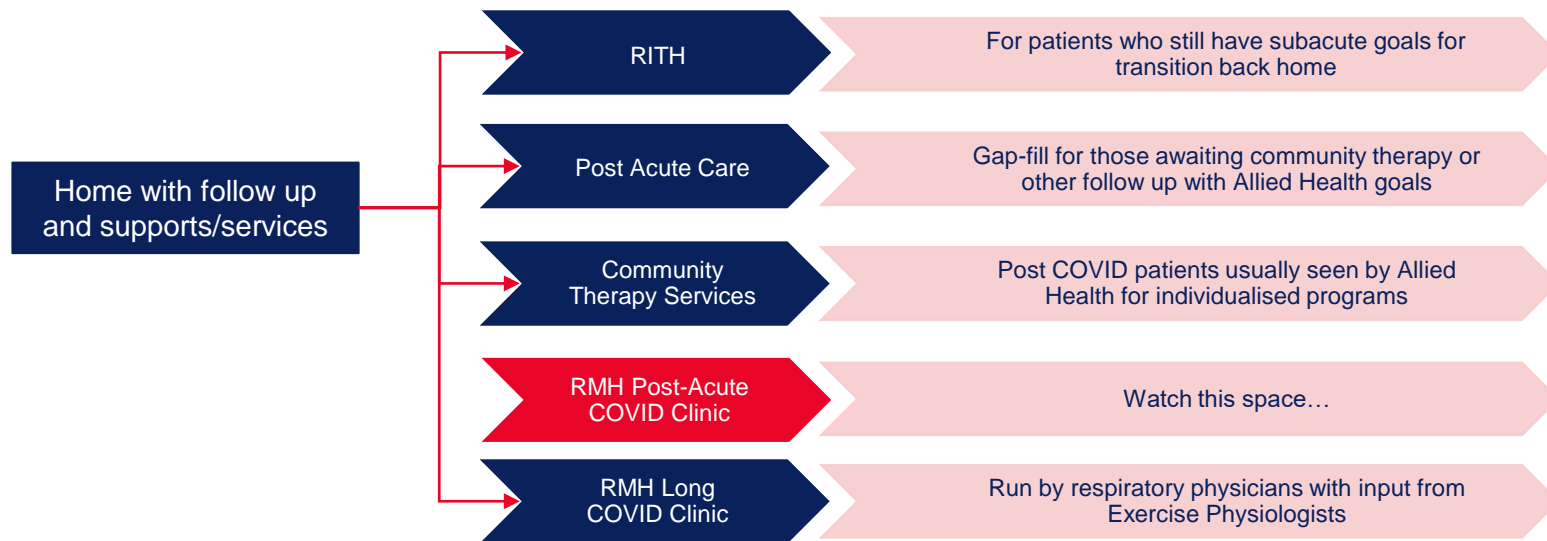
# Ward Expansion

## Expansion in our role

- Post COVID patients – representing to ED
- End of life care visiting by relatives
- Working closely with – physiotherapy, occupational therapy, social work, dietetics
- Consult service to clinical teams to get interstate and local patients home
- Isolation and quarantine for interstate patients

# Other Services/Programs for COVID+/Post COVID patients

## Outpatient Services for Allied Health



# Challenges and learnings

## Challenges

- Role delineation, ED wanting a wider scope
- Staffing a 24/7 service
- Fluctuating demands of COVID+ presentations and volumes
- Transport for COVID +ve patients
- Education about the service
- ED space – inclusion/exclusion criteria
- Patient anxieties
- Ever-changing public health messaging

## Learnings

- Allied Health clinicians are very adaptable and fast learners
- Using a range of Grades gave the team diversity
- Patients can self manage if we give them the guidance to do so

Self preservation – patients

*CEO of their own lives*

- Post COVID presentations of patients
- Psycho-social support/companionship

# Commendations

"Thank you to all of you in Allied Health for stepping into the role of navigator in the ED. The feedback has been sooo positive! Hope you aren't minding the night duty too much"

***Denise Heinjus, Executive Director Nursing and Residential Aged Care***

"Thanks for all the great work from this team over the past couple of months"

***Assoc. Prof. Mark Putland, Director Department of Emergency Medicine***



## WINNER OF THE 2021 ROYAL MELBOURNE HOSPITAL CHIEF EXECUTIVE'S HEALTHCARE INNOVATION AWARD

*Honours initiatives and projects that demonstrate our purpose of advancing health for everyone, everyday.*

"The COVID Navigators are amazing. Fantastic initiative. Thank you"

***Dr. Mya Cubitt, Emergency Department Consultant***

"The rapid development of the model of care and commencement of CCNs occurred at a critical time in the COVID surge and were an invaluable resource in expediting flow out of the ED"

***Dr. Nicola Walsham, Deputy Director Department of Emergency Medicine***

"What a great initiative in optimizing flow but also for what is undoubtedly a daunting and confusing transition for patients, well done"

***Adele Montgomery, EMR Program***

"Allied health impact, well done to the COVID community care navigators"

***Debbie Munro, General Manager Home First, Ambulatory Care & Complex Care Services***

# Acknowledgements

- Christine Kilpatrick – Chief Executive Officer (CEO)
- Jackie McLeod – Chief Operating Officer (COO)
- Assoc. Prof. Genevieve Juj – Director of Allied Health
- Assoc. Prof. Mark Putland – Director of RMH ED
- Dr. Nicola Walsham – Co-Deputy Director of RMH ED
- Dr Mazdak Mansoury – Consultant, RMH ED
- ED Colleagues
- Jana Gazarek – General Manager
- Michelle Thompson – RMH ED
- Allied Health Management
- 30 CCN's on Roster + Virtual Support Teams

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# Questions

**Please type your question in the chat**



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## Survey

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

[Survey](#)



## COVID Clinical Shared Resources

- Secure site for sharing, with permission, health service developed COVID-19 resources
- To register for access and to share resources contact [centresofclinicaexcellence@safercare.vic.gov.au](mailto:centresofclinicaexcellence@safercare.vic.gov.au).

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## Resources

- Learning Network webinar recordings and slides  
<https://www.bettersafercare.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>

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## Get in contact

- To register for future webinars email us:  
[centresofclinicaexcellence@safercare.vic.gov.au](mailto:centresofclinicaexcellence@safercare.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](mailto:covid+pathways@health.vic.gov.au)