

# *Collaboration, Care Co-ordination and Team Management*



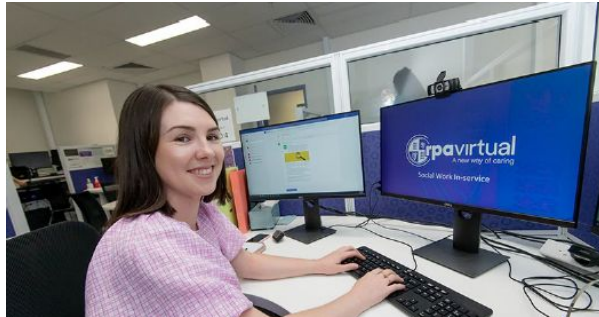
Dr Owen Hutchings  
Clinical Director RPA Virtual Hospital  
July 2022

# Clinical Context

- **Clinical Protocol** : design, implementation and distribution in context of paucity of scientific evidence with ACI and MoH
- **Subject Matter Expert Panel** : including Public Health
- **Rapid Unpredictable Surges in Patient Activity** : including increasing clinical risk, patient vulnerability and low vaccination rates
- **Shared Experience and Learnings** : tips and pitfalls with heterogenous pandemic phases and environments including Metro-Rural
- **Responding to Consumer's** needs and feedback in real-time

# Collaboration

- Pandemic **disaster response** at local LHD level to support state-wide response
- Criticality of intra- and inter- facility **communication** at all levels
- COVID-19, Virtual Care, Emergency and Primary Care **Communities of Practice**
- MoH **Systems and Performance Branch** : capacity
- **NSW Health and Ambulance Carousel** : acute response to patient flow system-wide
- **SHA and Police Hotels**: interagency collaboration between clinicians
- Rapid dissemination of **clinical information**



## Care Co-ordination

- *Agile and responsive ‘can-do’ attitude across the clinical spectrum : team-wide approach using Virtual Health to deliver care to patients with a novel disease via a new facility (rpavirtual) using a new modality incorporating new digital capabilities including into a new setting of Hotel Quarantine (SHA)*

# Communication Challenges

- Large scale **staff re-deployment** : new to team and facility under intense pressure. Creating supportive culture in adversity with orientation, background and perspective.
- Recruitment and **administrative processes** often time-consuming: 'business as usual' policy and protocol compliance and adherence can be challenging
- Requirement to share large volume of **clinical information** efficiently and effectively in real-time when under intense pressure : optimal mechanisms and systems by which to do this
- **Digital integration** : ICT, clinical documentation, communication systems and capabilities



# Team Management

- How best to **lead, support and engage** a clinical team under challenging circumstances?  
*Rapid **adaptation** to new ways of working*
- **Senior expertise** to translocate risk mitigation principles across clinical protocols and services in the context of a minimal and evolving evidence base
- Supporting staff as well as patient **mental and physical well-being**
- **Clinical governance and safety** principles applied laterally in real-time : appetite for effective clinical risk management and mitigation
- **Data collection, evaluation and monitoring** : challenges of 'research on the run'