



We're consulting over
the phone and delivering



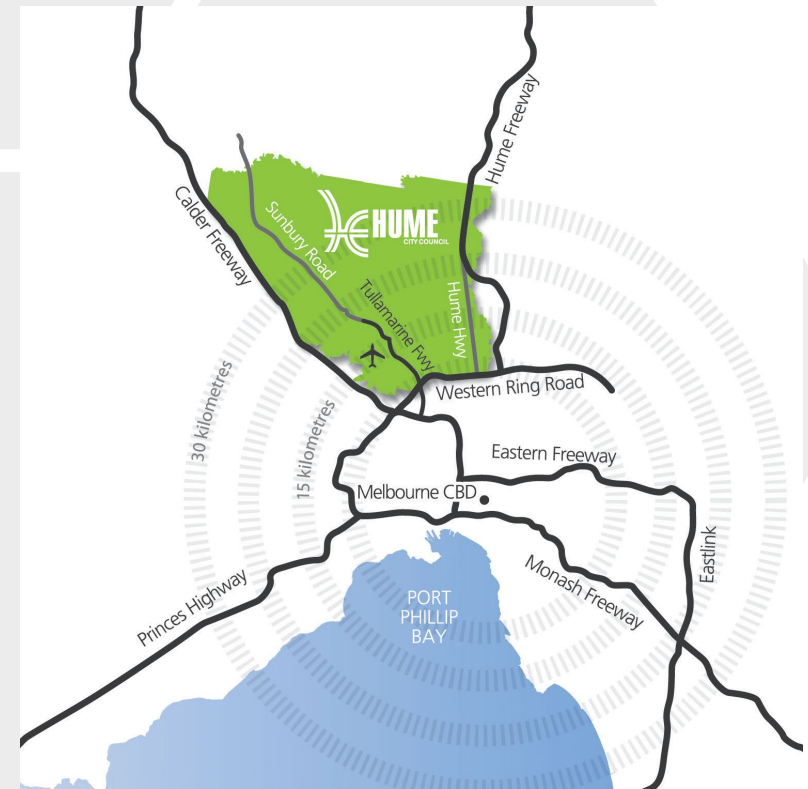
**The Victorian journey of
the pandemic**

Hume experience

Karen Gates

About HUME

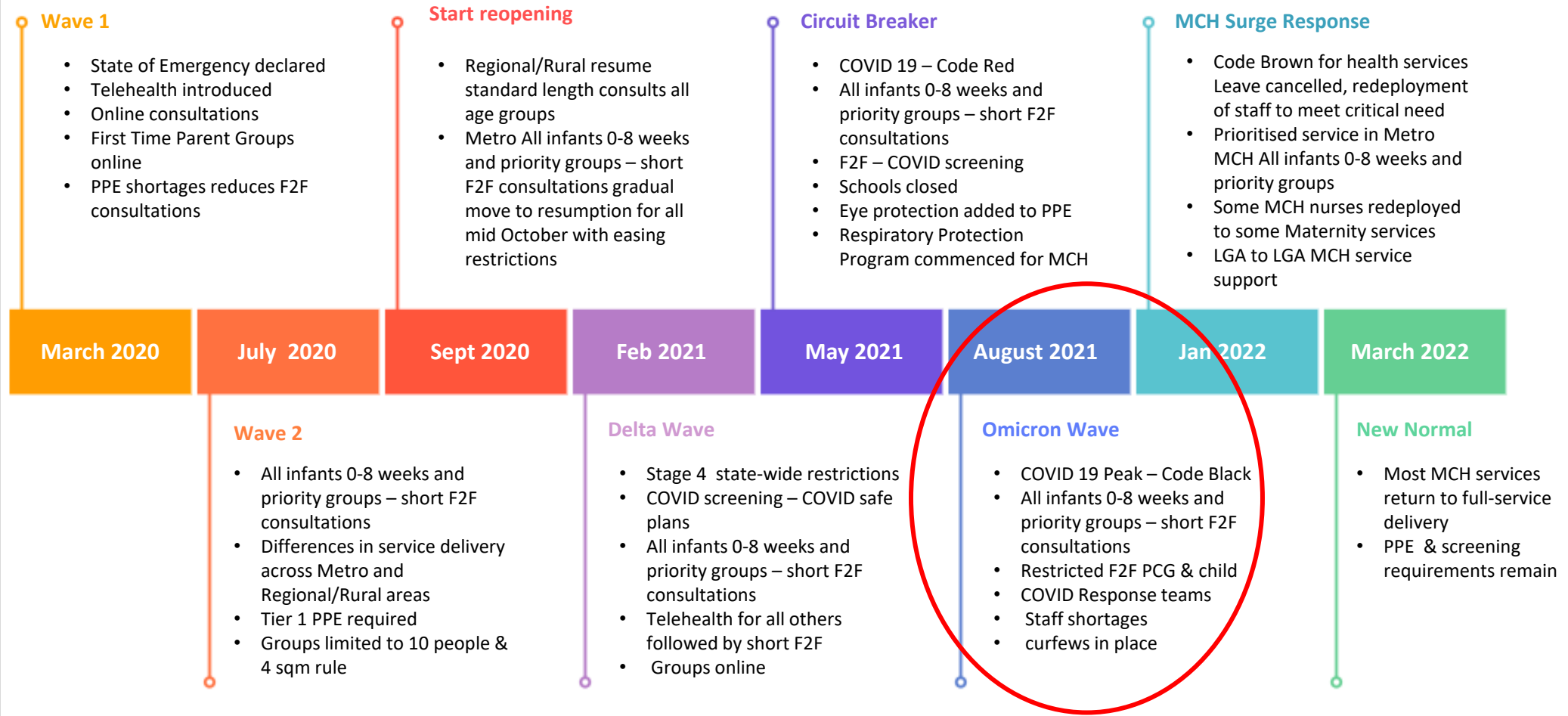
- Hume City Council is one of Australia's fastest-growing and culturally diverse communities
- Large Interface Council in the Northern Region
- 20 MCH centres with 40 consultation rooms, an additional 4 multi centres to be completed in next 3 years
- 83 staff
- 2021/22 - 3962 birth notifications and new enrolments
- At the height of the COVID-19 pandemic Hume City Council was classified as one of six local government areas identified as coronavirus hotspots with some of the State's highest COVID-19 case numbers.



TIMELINE MCH SERVICE DELIVERY DURING COVID-19 PANDEMIC 2020-2022

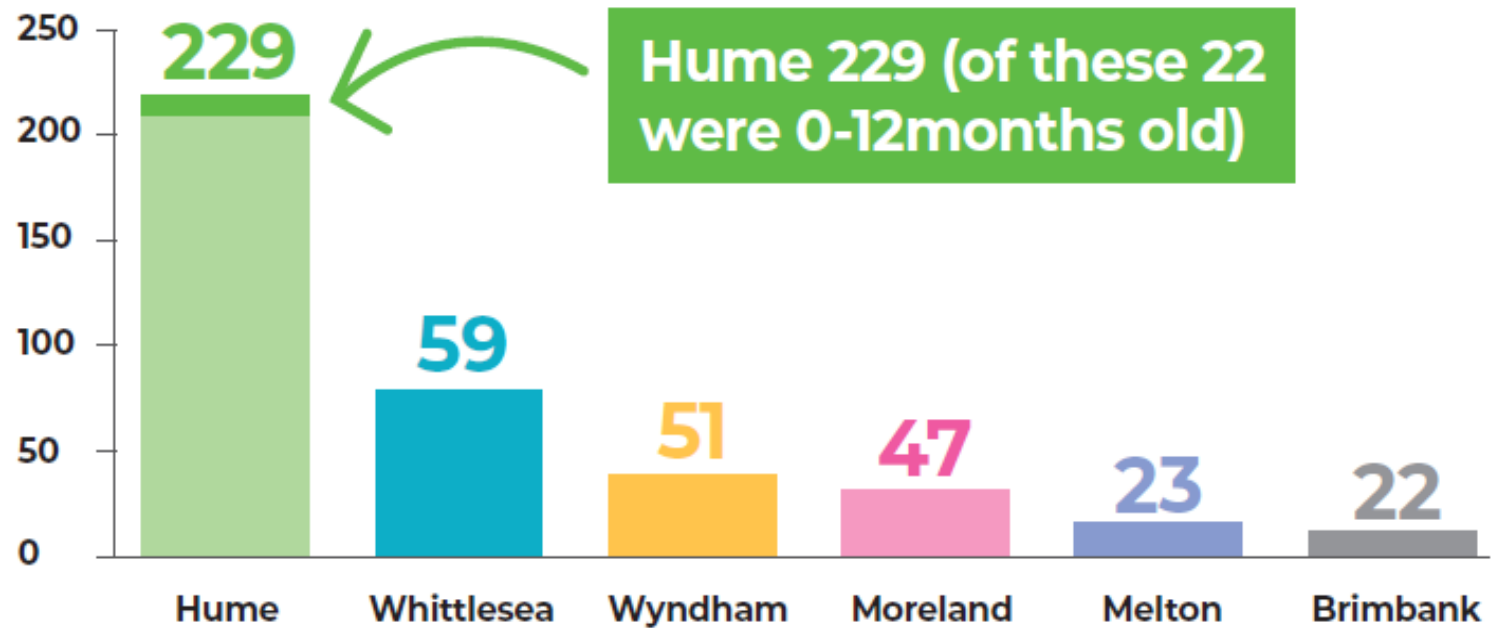
KEY EVENTS

- Lockdown 1
Mar 30 – May 12 2020
- Lockdown 2
July 8 – Oct 27 2020
- Lockdown 3
12 Feb – 17 Feb 2021
- Lockdown 4
27 May – 10 June 2021
- Lockdown 5
15 July – 27 July 2021
- Lockdown 6
5 Aug – 21 Oct 2021
- MCH COVID 19 Surge Response
28 Jan – 11 Mar 2022



**COVID – 19
came ...
and never
went away**

COVID-19 cases daily reported cases for 19 September 2021²



MCH Clinical practice during COVID

Our commitment to care does not change during the COVID-19 pandemic. We must continue to:

- Be responsive to and respectful of clients' needs and circumstances*
- Ensure our clients and staff are safe and experience no harm*
- Provide the right care, in the right way, with the best possible outcomes*



COVID-19 Response Team (CRT)

April 2020

- 10 staff self nominated for CRT
- Training
 - I. COVID e-learning
 - II. Infection Control e-learning
 - III. Donning/Doffing PPE e-learning
- PPE supplies & waste management
- Standard Operating Procedures & Risk Assessments
- Daily Attestations and QR codes



August 2021

Maternal and Child Health and Early Parenting Centres Guidelines

COVID 19 Maternal and Child Health and Early Parenting Centres



Key Information	Statewide - Designated MCH COVID-19 response team – guidance
<p>To minimise risk of COVID-19 exposure, MCH services are advised to implement designated MCH COVID-19 teams from a small pool of staff to undertake essential home visits to households with suspected or confirmed COVID-19 or Tier 1 or Tier 2 or interstate exposure</p> <p><i>Our commitment to care does not change during the COVID-19 pandemic. We must continue to:</i></p> <ul style="list-style-type: none">• <i>Be responsive to and respectful of clients' needs and circumstances</i>• <i>Ensure our clients and staff are safe and experience no harm</i>• <i>Provide the right care, in the right way, with the best possible outcomes</i>	<ul style="list-style-type: none">• Implement MCH COVID-19 response team in conjunction with organisational COVID safe plans• Attend daily attestations as per COVID Response Guidance - COVID Active• Utilise MCH nurses who are fully vaccinated for COVID-19• MCH nurses undertake short home visits and telehealth appointments only – they do not attend F2F appointments/home visits with COVID negative clients during a working week.• Utilise Tier 3 PPE as per COVID Response Guidance - COVID Active<ul style="list-style-type: none">○ <u>Staff required to wear P2 or N95 masks must fit check with each wear and have undertaken fit testing as part of a respiratory protection program</u>○ <u>Are confident in donning and doffing PPE</u>• Staff monitor closely for any symptoms of COVID-19 and get tested immediately at the slightest of symptoms• Staff undertake precautionary asymptomatic COVID-19 testing at the end of the working week and continue weekly until 2 weeks have passed from when the last home visit was undertaken• Restrict interaction with family to only essential family members at the short home visit, i.e. mother/primary carer and infant/child only• All adult clients to wear a surgical face mask at home visits unless they have a lawful reason for not wearing a face mask• Use a well-ventilated space in the residence• Take and use only the essential equipment required to appropriately assess and manage client care• Wear PPE until completion of each visit and outside the home. Remove PPE as per correct doffing procedure and apply new PPE for equipment cleaning. Tier 2 PPE is suitable for equipment cleaning.

COVID-19 Response Team (CRT)

August 2021

- 12 staff self nominated for CRT
- Training completed annually *including PPE practical session (Hume and MAV)*
- Fit testing/Fit checking
- COVID-19 vaccinations
- Precautionary asymptomatic COVID-19 testing
- COVID Risk Screening Questions and Management Plan
- COVID-19 Response Team Outreach Home Visiting



Information and data

Public Health information/Data

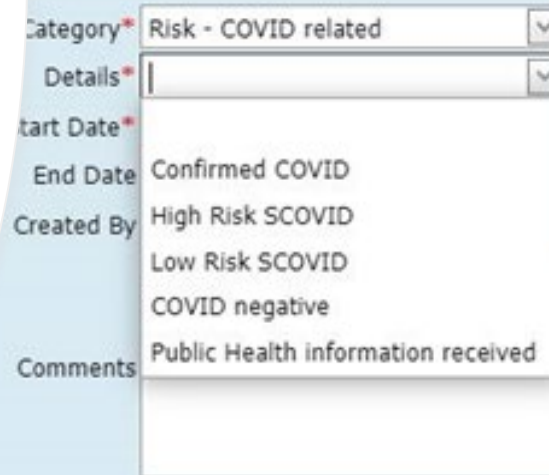
- Confirmed COVID 0-12m
- Primary & Secondary Close contacts 0-12m

CRT Referrals

MCHCOVIDreferrals@hume.vic.gov.au

CDIS Risk Flag – COVID related

Daily triage and planning meeting

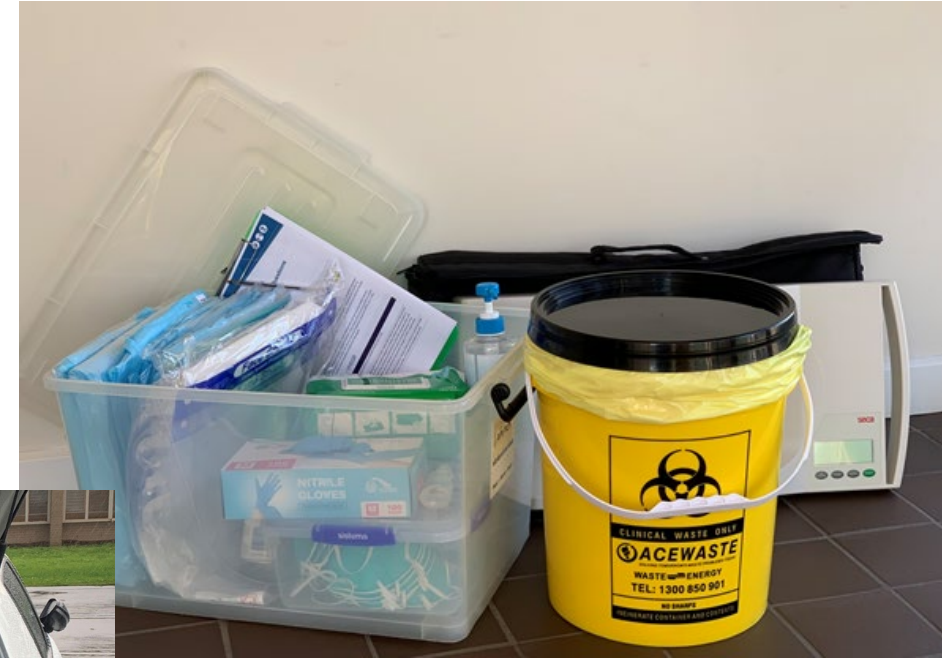


A screenshot of a data entry form with the following fields and values:

Category*	Risk - COVID related
Details*	
Start Date*	
End Date	Confirmed COVID
Created By	High Risk SCOVID
	Low Risk SCOVID
	COVID negative
Comments	Public Health information received

COVID-19 Response Team

- Confirmation and Planning of CRT outreach HV
- Undertaking CRT outreach HV
- Completion of CRT Outreach HV



UME
CITY COUNCIL

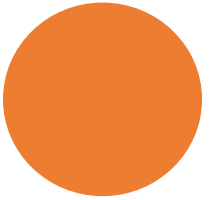


**Client
Experience**

Staff Experience

“It provided me with a boost as a professional to be able to actually contribute positively and in person to families when we were otherwise only on the phone. I felt like I was actually making a difference to them! It was a clinical challenge as much as a professional and personal one. I loved it.”

“Being part of the CRT was a privilege. It was so humbling to be able to see families in isolation and support and reassure them. The families we were extremely grateful for us coming to their homes and for our service to continue.”





On reflection – what have we learnt

- Supporting staff to feel safe, leading by example, having a calm approach and supporting the acquisition of the required skills and resources to undertake this work was key to the success of the CRT at Hume
- MCH is an essential service for infants and families
- MCH is essential to supporting vulnerable families
- MCH is essential to supporting the Victorian Healthcare systems and services
- Partnerships were developed to support in home care of at risk infants and families
- **Profile of MCH was enhanced**