Key Information Points (KIP)
COVID-19 Register

BlueCare®
Live life your way.

Entering and Reviewing items in Riskman - COVID-19 Register

Purpose and scope

To provide guidelines for users who are entering COVID-19 cases (*confirmed & suspected*) into Riskman using the COVID-19 register.

The scope includes all ACCS (Blue Care) managers reporting an incident in which they were involved in or became aware of. A RiskMan entry should be done for confirmed residents, confirmed employees, suspected residents and suspected employees. A suspected employee for the purposes of this KIP is any employee who advises they have or are being tested for COVID-19.

Procedure

Access to create a COVID-19 Riskman item has been given to profiles of care coordinators and above. This is entry/create access only and unless you are the direct line manager, will not have access to read or review other COVID-19 entries/items.

A RiskMan notification for a suspected case will *only* go to Residential Service Manager, Community Service Manager, General Manager & the ACCS COVID Ops Team Lead. A confirmed case notification will go to all of those previously listed and the Group General Manager.

### Accessing RiskMan via the UnitingCare intranet

Blue Care: Login to a computer terminal using Blue Care network *Username* and *Password* and click on the RiskMan icon on the Desktop.

Entering a new COVID-19 case into RiskMan

On the top menu, select *My Workspace > New… > COVID19 Report*

A blank form will then appear for completion.

Complete all relevant fields appearing on the blank form (fields in yellow background are mandatory for completion).
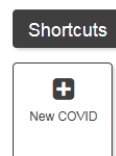
> For **confirmed cases** – **ALL** details should be completed. If a suspected case was entered initially then the COVID classification should be changed from suspected to confirmed. If multiple swabs are being performed on a resident then these should be recorded as an individual journey entry within the Riskman incident.
>
> For **suspected cases** - while it is recommended that all fields should be completed *if* the details are known at time of entry for *suspected* cases the yellow fields are mandatory.

If for any reason the partially completed new form is not submitted, the system will automatically restore the last saved progress when the user attempts to create a new COVID-19 entry. The screen below will provide a user the options to either continue on their previous entry or start again with a blank form.
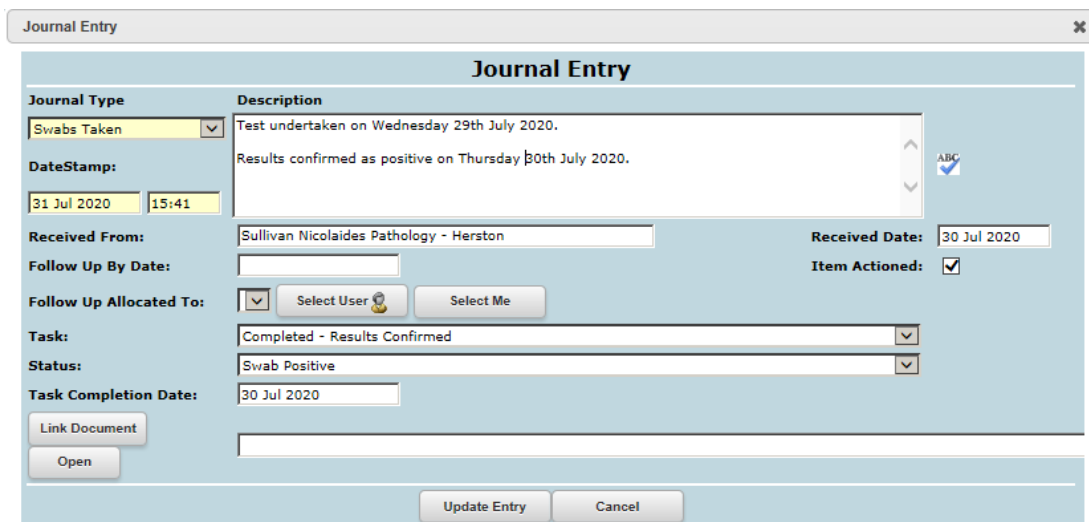
Journals

The Journals section of the form can be used to document comments, follow-up reminders and supplementary information relating to the COVID-19 case.

Click on the *Add New Journal Entry* in the Journals section that appears towards the bottom of the form.

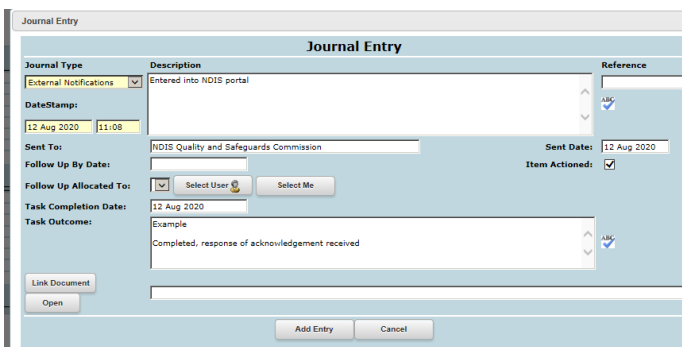Select a relevant Journal Type and remaining details in the pop-up screen

Swabs Taken: Select this Journal Type to document all swab test results for this COVID-19 case.

External Notifications: Select this Journal Type to enter details of any reporting required for this case to an external agency (funders, insurance, accreditation, NDIS Commission etc.). Correspondence to the external agency will need to be completed using existing procedures.

Click on the Add Entry button to complete the Journal Entry. Multiple Journal Entries is possible for each COVID-19 case item.

Documents

Where appropriate, documents can be attached to the COVID-19 case. Select the *Add Document* button to attach a document.

View an uploaded document by clicking on the highlighted icon.

Once data entry is complete in the form, click the <u>Submit</u> button at the bottom of the page to save your responses. Select Submit again from this screen:

A confirmation screen appears that display an ID number for the saved item.

Reviewing and editing previous COVID-19 cases in RiskMan

On the top menu, select *My Workspace* >Review My…> *COVID19 Reports*
Select the highlighted icon on the top right of the page to customise the data fields to display on this screen.

Review the list of COVID-19 items and select the blue ID number to access a specific case. Update data fields as required and click the <u>Save</u> button at the bottom of the page to save your changes.

Click on the Save button.

A confirmation screen appears that displays the version of the ID form
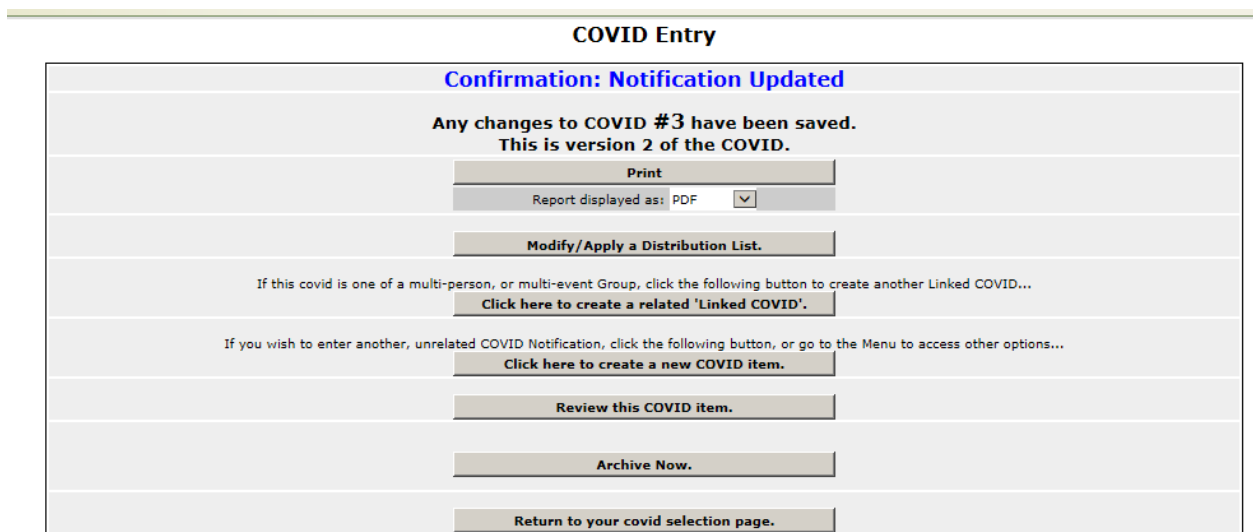

Closing a COVID-19 case in RiskMan

Open the ID number of the case that is to be closed.
Enter the date the COVID case is closed in Section 5 of the COVID ID number

A date that has been entered in the above field indicates that no further details are waiting for the case (external notifications are complete, person has recovered from illness and a negative test swab has been confirmed).
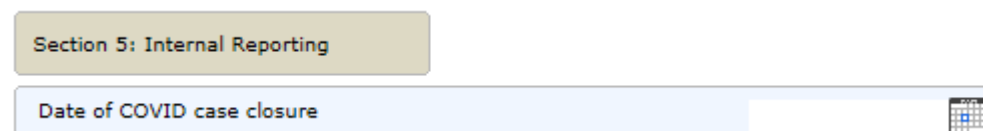
Reporting functions

A report will be generated and sent to Residential Services Mangers, Community Service Managers and the ACCS COVID Ops Team Lead that lists 'open incidents' for their respective areas.

Open incidents refer to where a suspected entry has been entered but has not been closed out with 5 days and 14 days for a confirmed entry. The report will list the Riskman COVID entry date, entry manager and line manager.

In addition, RiskMan will send a notification every 48 hours to the entry manager that the incident has not been closed and to please update the items. To close the incident the entry manager must complete section 5 and select a closed date.

CEO Brief

A CEO Brief will be required to be completed within Riskman for all COVID-19 Confirmed incidents. Group General Manager will approve the CEO brief before it is completed and will notify ACCS COVID Ops Team Lead, Group Executive, General Manager Care Governance & Quality.

Definitions

COVID-19: novel coronavirus is a new strain of coronavirus affecting humans. Some coronaviruses can cause illness similar to the common cold and others can cause more serious diseases such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS).

Riskman: The system used to record, analyse and manage client incidents. The system also manages workplace health and safety incidents, as well as feedback, audit, quality and risk functions.

Context and References

Queensland Government. (2020). *Novel coronavirus (COVID-19).* Retrieved from Queensland Government home:
http://conditions.health.qld.gov.au/HealthCondition/condition/14/217/838/novel-coronavirus