

THE INFECTION PREVENTION HELPLINE

**New Victorian state-wide consultancy service
for First Nations Health, General Practice and Pharmacy workforce**

Donna Dullard

Infection Prevention and Control Project Coordinator

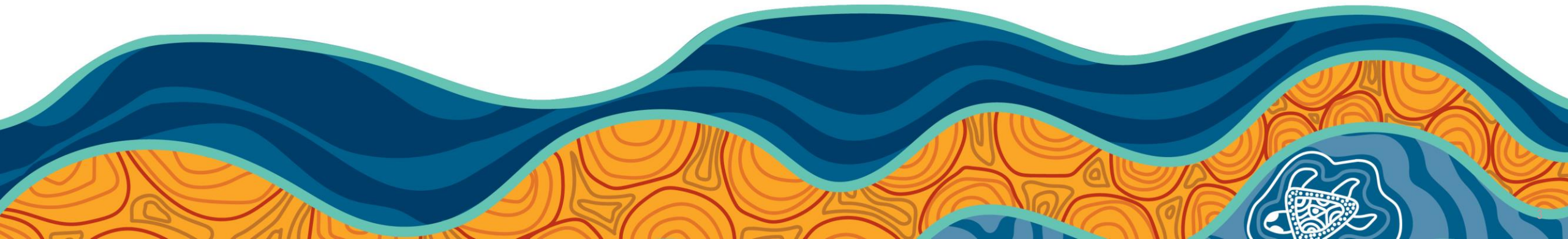
Wednesday 16th June



Murray PHN acknowledges the Traditional Owners of the land on which we work and live.
We recognise, celebrate and respect Aboriginal and Torres Strait Islander people as the
First Australians.

We acknowledge their unique cultural and spiritual relationships to the land and waters,
as we strive for healing, equality and safety in health care.

We pay our respects to their elders past, present and emerging, and extend that
respect to all First Nations peoples.



PROJECT OVERVIEW

- State Government funding to develop an infection prevention control advisory services
- State-wide service; telephone-based, Monday – Friday 9am – 5pm
- Wide range of subject matter expertise including APNA and ACIPC
- Targeting three primary health care sectors
 - General Practice, community pharmacy and ACCHOs
- Free to staff
- Starting Wednesday June 23rd 2021 – six-month pilot



Leadership



Collaboration



Knowledge



Innovation



Accountability

THE AIM OF THE PROJECT

To reassure health professionals working within our ACCHOs, community pharmacies and general practices that:

- Provide an infection control advisory service for primary care services wishing to review or upgrade infection control practices – or simply ask a question
- Help practices reassure patients and their communities of the safety and importance of regular health screening, which is significantly down due to COVID
- Facilitate increased primary care access and keep our health workforce safe
- Evaluate the need for an ongoing Infection Prevention Helpline



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BENEFITS TO GENERAL PRACTICE

OUR EXPERIENCE

IPC consultancy has been available to general practices within the Murray catchment for the past 12 months

Examples of advice sought and activities undertaken:

- Pandemic Action Plan – rigour testing
- Concern over sterilisation process raised
- Assistance with the development of COVID safe plans

General practice feedback:

- Risk reduction strategies
- Managing staff and patient workflows

Murray PHN perspective

- The feedback we received provided us with the evidence we needed to illustrate the benefits and from an organisational perspective, it was re-assuring to us that we were able to provide consistent messaging, a source of support which was supplemented by regular IPC updates



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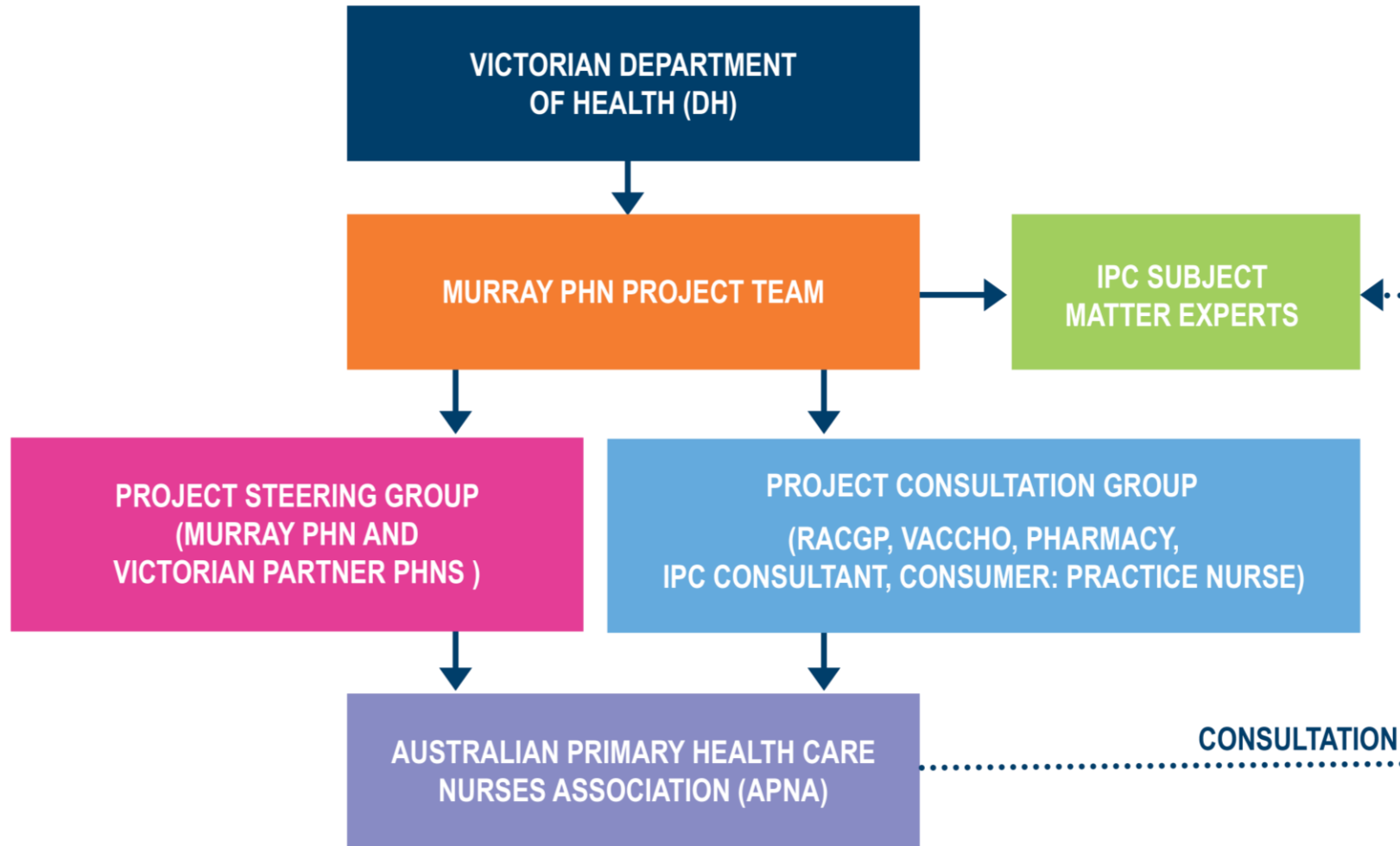


Innovation



Accountability

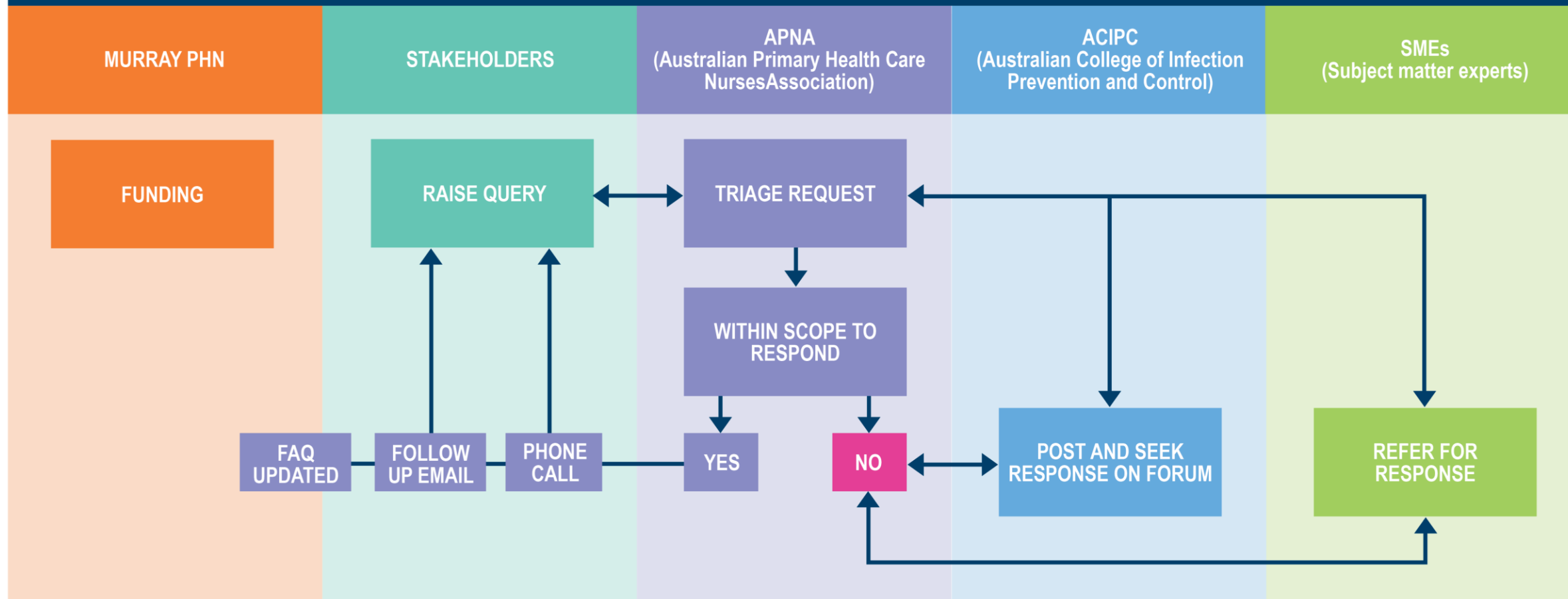
GOVERNANCE AND PARTNERSHIPS



INFECTION PREVENTION CONTROL CONSULTANCY MODEL

phn
MURRAY

An Australian Government Initiative



SUBJECT MATTER EXPERTS

Margaret Jennings

Microbiologist; Infection Prevention and Control Education and Consulting

Marjen Education Services

www.marjenes.com.au

Megan Reilly

Registered general nurse

Director, Hands on Infection

www.handsoninfectioncontrol.com.au

Andrea Minnis

Nurse practitioner; wound management specialist

Bendigo Wound Management

<http://www.bendigowoundmanagement.com/>

Membership of Australasian College of Infection Prevention and Control for peer reviewed advice



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SUMMARY

- Service accessed via 1300 number – to be advised
- Website – VTPHNA – details to be provided
 - Latest resources and guidelines
 - Links to Health pathways
 - Webinars and education opportunities
 - FAQs for health professionals
- Landing pages and stakeholder promotion Murray PHN (and other Victorian PHNs); APNA
- Direct media campaign



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www.murrayphn.org.au