

ANNEXURE D

COVID-19

ARPHS SHED resourcing and triage

14 Feb, 2022

Auckland Regional Public Health Service

Rātonga Hauora ā Iwi o Tamaki Makaurau



Working with the people of Auckland, Waitemata and Counties Manukau

Problem Statement

- High volumes anticipated
- Weekend resourcing requirement
- Exposure event management prioritisation/triage

Weekend SHED

- Same as Mon-Fri activities and hours
- Reviewing and acting on SHED emails
- Requires staff familiar with SHED and NCTS
- ? Onsite / offsite
- ? 2 staff/day
- Would be anticipated for 4-5 weeks

- Actions:
 - Rebecca/Nadine to consider questions above

Weekend staff resourcing

- Could the House Officers be used?
- Could the DHB PHMS resource be accessed?
- Could part time staff be used?
- Could/should we offer overtime?
- How could medical students be utilised?
- Could other EH staff be offered overtime?

- Actions:
 - Daniel to provide info on house officers and weekend work
 - There is limited ability for the House Officers to work weekend duties as their current run description already rosters them to a 1 in 6 weekend admitting shift for General Medicine at ADHB. Their regular roster pattern is usually Mon – Fri otherwise.
 - The House Officers have given us a few weekends where they have volunteered to work additional duties and they currently have been rostered to support CRU – I can provide these dates.
 - There has been discussion about requesting NRA to change the House Officer run description to include ARPHS weekend duties – however this requires a negotiation process with the DHB and Union and is therefore not a useful short term solution.
 - Nadine/Rebecca explore options for current or previous staff or part time staff options.
 - Jo to share thoughts on how to share resource between CRU and SHED (eg med students – maybe we could get more to work weekends?)
 - Jane to request DHB staff and discuss with Neil S re EH staff

Scenarios of requests

Exposure event management:

- critical service request for RAT use
 - support for an emerging outbreak in organisation/setting
 - support for businesses who have no idea where to start and have cases and the EE has not been entered into NCTS.
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- Actions:
 - Rebecca, Nadine, Jo to add further scenarios through experience

Review/Triaging process

- If working off site:
 - How will emails be managed (eg 1 person to review and assign or everyone to review and flag?)
 - Have zoom operating all day for staff (so everyone is on a zoom so that they have a virtual room)
 - Review of each email and assign:
 - ARPHS role
 - MRCH role
 - PRCH role
 - CBG role
 - Direct emails as required

Reporting

Report on:

- volume of emails
- each bucket (PRCH, MRCH, CBG, ARPHS)

Next steps

- Actions as per previous slides
- Answer Services communications
- Internal communications
- External communications
 - CBG
 - NRHCC
 - MoH
 - MRCH
 - PRCH