# Reviewing workplace-acquired healthcare worker COVID-19 infections

## Review tool & report

### Safer Care Victoria (SCV), in collaboration with WorkSafe Victoria, has developed a review tool to guide health services in reviewing workplace-acquired healthcare worker COVID-19 infections. Before using this review tool, refer to the supporting guide.

1.a Review team

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| --- | --- | --- |
| Review role | Name | Position |
| Executive Sponsor |  |  |
| Review lead |  |  |
| Review team member |  |  |
| Review team member |  |  |
| Review team member |  |  |
| Review team member |  |  |
| Review team member |  |  |

1.b Endorsement of report

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| --- | --- | --- | --- | --- |
|  | Name | Position | Date | Signature |
| Prepared by |  |  |  |  |
| Approved by |  |  |  |  |
| Endorsed by |  |  |  |  |

1. Clinical governance

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| --- | --- | --- | --- | --- |
|  | Committee | Recipient on behalf of committee | Date | Signature |
| Committee(s) received a copy |  |  |  |  |
|  |  |  |  |
| Action plan monitored by |  |  |  |  |

1. What happened, what is already known, and what has been done?

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| **Incident Summary** | **Response** |
| **The HCW COVID-19 infection**  *Describe the flow of events on the day of the suspected transmission event and any relevant events leading up to the transmission/infection* |  |
| **Immediate outcomes for staff**  *Injuries or harm to staff as a result of the HCW COVID-19 infection* |  |
| **Vaccination Status**  *Identify what the vaccination status of the patients / visitors and staff involved in the incident was* | What was the Staff vaccination status at the time of the incident?  Fully Vaccinated  Partially Vaccinated  Unvaccinated  Unknown  NA  Other  What was the Patients/ visitors vaccination status at the time of the incident?  Fully Vaccinated  Partially Vaccinated  Unvaccinated  Unknown  NA  Other |
| **Outcomes for patients**  *Injuries or harm to patients as a result of the HCW COVID-19 infection* |  |
| **Outcomes for the health service**  *Impact on operations, management, reputation as a result of the HCW COVID-19 infection* |  |
| **Outcomes for the community**  *Impact on the community (close contacts, secondary infections)* |  |
| **Notifications**  *Check that all reports and notifications have been completed* | VHIMS or equivalent (incident report)  Department of Health  WorkSafe Victoria  Has open disclosure occurred?  Yes  No  NA |

4.a Which staff were interviewed for this case review?

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| **Frontline staff:**  Nurses  Medical  Allied Health  Pharmacy  Non-clinical  Security  Other\_\_\_\_\_\_\_\_\_\_\_\_\_ | **Operations management**  NUMs/ANUMs  Medical heads of units  Bed allocation group   Committees  Infection Prevention   OH&S Team  Patient Safety & Quality  Training   Equipment Manager  Facilities Manager  Procurement manager  IT support services  Human Resources  Other\_\_\_\_\_\_\_\_\_\_\_ | **Governance and administration**  CEO  The Board of Directors  Executive Team  Chief Operating Officer  Governance Committees  Legal Officer  Capital and infrastructure  Other\_\_\_\_\_\_\_\_\_\_\_\_ | **External influences**  Government  Regulators  Unions/Employer Associations  Equipment suppliers  Patient transfer  GPs  Pathology provider  Nursing home  Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

4.b: What systems that were accessed for this review?

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| **Patient systems**  EMR  Physical records  Referral letters  Transfer information  **Patient activities**  Entry/exit  Bedside engagement (incl behaviour)  Hygiene activities  Aerosol generating procedures or other high-risk activities  Other\_\_\_\_\_\_\_\_\_\_\_ | **Staff systems**  Logbooks  Swipe access  EMR  Rosters  Other\_\_\_\_\_\_\_\_\_\_\_  **Staff activities**  Entry/exit  Clinical work  Non-clinical work  Breaks  Other\_\_\_\_\_\_\_\_\_\_\_ | **Governance and administration**  Policies and procedures  Meeting minutes  Action plans  Other\_\_\_\_\_\_\_\_\_\_\_\_ | **External influences**  Government policies and procedures  Regulators guidance and standards  Unions/Employer Associations guidance  Equipment suppliers, manuals, and information  Patient transfer information  Referral letters  Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

1. How and why did the HCW COVID-19 infection occur?

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| **What patient factors contributed to the HCW COVID-19 infection occurring?** | | | | |
| Language and communication  Patient use of mask, hand hygiene, physical distancing and cough etiquette | Physical health co-morbidities (complexity and seriousness)  Social / mental health issues | | Asymptomatic COVID-19 infection (not suspected/not diagnosed)  Patient movement / eave form the designated are i.e. ward | Family/close contact visits  Patient behaviour  Any other patient/consumer factors missing from the above list\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Review questions to consider**  *Controls are the preventative measures in place to minimise COVID-19 spread. i.e., policies, protocols, PPE, signage, training, spotters, air filtration, vaccination* | | | | |
| **What controls were in place to prevent or minimise the HCW COVID-19 infection occurring?** | |  | | |
| **What controls worked well and why?** | |  | | |
| **Were any controls missing?** | | No  Yes What were they? | | |
| **Recommendations**  *Identify feasible and practicable actions to address the issues identified above* | |  | | |

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| **What staff factors contributed to the HCW COVID-19 infection occurring?** | | | | |
| Physical health  Mental health  Fatigue  Stress  Distraction  Rushed  Level of experience | Respect for colleagues  Splash/puncture injury with contaminated material  Working in more than one health service  Fear of infection  Trust in wider system | | Familiarity with facility  Trust of PPE  Use of PPE  Donning and doffing of PPE  Compliance/adherence to infection control procedures  Compliance/adherence to other procedures | Contact with other staff who have been exposed to COVID positive patients  Contact with other HCW outside of work settings  Asymptomatic COVID infection (not suspected/not diagnosed  Any other staff factors missing from the above list \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Review questions to consider**  *Controls are the preventative measures in place to minimise COVID-19 spread. i.e., policies, protocols, PPE, signage, training, PPE spotters, air filtration, vaccination* | | | | |
| **What controls were in place to prevent or minimise the HCW COVID-19 infection occurring?** | |  | | |
| **What controls worked well and why?** | |  | | |
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| **What task and technology factors contributed to the HCW COVID-19 infection occurring?** | | | | |
| **Work processes**  COVID-19 PCR testing (incl. asymptomatic testing)   COVID-19 PCR results  COVID-19 equipment protocols  Decision making aids | COVID-19 status known/readily available  Screening checklist  Shared use of work tools and equipment including admin tools | | **Work design**  Difficult task  Unfamiliar task  Monotonous task  Task switching (multi-tasking)  Task frequency  Task design | Task design (PPE donning and doffing)  Type of procedure  Hand hygiene  Any other task and technology factors missing from the above list\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Review questions to consider:** *Controls are the preventative measures in place to minimise Covid Spread. i.e. policies, protocols, PPE, signage, training, PPE spotters, air filtration, vaccination* | | | | |
| **What controls were in place to prevent or minimise the HCW COVID-19 infection occurring?** | |  | | |
| **What controls worked well and why?** | |  | | |
| **Were any controls missing?** | | No  Yes What were they? | | |
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| **What team factors contributed to the HCW COVID-19 infection occurring?** | | | | |
| **Team design**  Team roles  Staff sick leave / staff availability  Team leadership | Co-worker support  Task allocation  Remote supervision  PPE spotters | | **Communication**  Communication between staff  Provision of information to staff  Collection of information from staff | Documentation   Clinical handover  Any team factors missing from the above list? |
| **Review questions to consider:** *Controls are the preventative measures in place to minimise Covid Spread. i.e. policies, protocols, PPE, signage, training, PPE spotters, air filtration, vaccination* | | | | |
| **What controls were in place to prevent or minimise the HCW COVID-19 infection occurring?** | |  | | |
| **What controls worked well and why?** | |  | | |
| **Were any controls missing?** | | No  Yes What were they? | | |
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| **What work environment factors contributed to the HCW COVID-19 infection occurring?** | | | | |
| **Environment**  Shared facilities (patients)  Patient’s own home  Patient visibility  Layout  Space to maintain physical distancing in clinical work/office areas  Space to maintain physical distancing in staff break areas | Noise  Lighting Temperature  Ventilation  Donning and doffing areas  Staff amenities  Facility/ward not fit for purpose  Availability of COVID-safe reminders  Physical barrier to separate staff and patients/visitors | | **Equipment provision and maintenance**  Equipment suitability and design  Equipment availability  Equipment cleaning & maintenance  Management of used disposable equipment  Management of non-disposable equipment | Availability of appropriate cleaning products  Availability of appropriate PPE  Labelling and packaging  Management of linen  Management of waste  Any other work environment factors missing from the above list \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Review questions to consider:** *Controls are the preventative measures in place to minimise Covid Spread. i.e. policies, protocols, PPE, signage, training, PPE spotters, air filtration, vaccination* | | | | |
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| **What organisation & management factors contributed to the HCW COVID-19 infection occurring?** | | | | |
| **Management systems**  Local PPE policies, guidelines, and procedures  Surveillance systems  In-home clinical care procedures  Outbreak management plan  Cleaning and decontamination procedures and schedules  Asymptomatic / regular screening for staff and/or patients  Patient transfer policies and procedures  Other policies and procedures  Other\_\_\_\_\_\_\_\_\_\_\_\_ | **Leadership**  Safety culture/Just Culture  Change management  Support for health and wellbeing of staff  Other\_\_\_\_\_\_\_\_\_\_\_\_  **Supervisory and cross-departmental support**  Support from supervisor(s)  Support from other departments  Other\_\_\_\_\_\_\_\_\_\_\_\_  **Patient management**  Bed management  Patient transfer  COVID patient load  Cohorting of patients  Other\_\_\_\_\_\_\_\_\_\_\_\_ | | **Work and staff support systems**  Protected time for aching/learning  Staff welfare check ins and provision of support  Out of hours support  Other\_\_\_\_\_\_\_\_\_\_\_\_  **Planning and resources**  Planning for service demand  Mobile or temporary staff  PPE internal supply chain  Material and equipment internal supply chain  Other\_\_\_\_\_\_\_\_\_\_\_\_ | **Work scheduling**  Frontline staff roster  Non-frontline staff roster  Staff movement between wards / locations / facilities  Clinical workload  Non-clinical workload  Lunch/break time scheduling  Other\_\_\_\_\_\_\_\_\_\_\_\_  **Training**  PPE training  Quality of training  Training update frequency  Other training  Other\_\_\_\_\_\_\_\_\_\_\_\_  Any other organisation and management factors missing from the above list \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Review questions to consider:** *Controls are the preventative measures in place to minimise Covid Spread. i.e. policies, protocols, PPE, signage, training, spotters, air filtration, vaccination* | | | | |
| **What controls were in place to prevent or minimise the HCW COVID-19 infection occurring?** | |  | | |
| **What controls worked well and why?** | |  | | |
| **Were any controls missing?** | | No  Yes What were they? | | |
| **Recommendations:** *Identify feasible and practicable actions to address the issues identified above.* | |  | | |

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| **What Government, regulators and external influences contributed to the HCW COVID-19 infection occurring?** | | | | |
| **Government and regulators**  Legislation and regulations  National guidelines  State guidelines  NEAT targets  Other COVID information for HCW (excluding guidelines)  Communication and feedback between health services and government  Multiple government agencies with COVID-19 responsibilities  Infection prevention resources (incl tools and response kits)  Building codes and/or standards  Other\_\_\_\_\_\_\_\_\_\_\_\_ | **Unions & Employer associations**  Guidelines from peak bodies (non-government)  Information from unions  Other\_\_\_\_\_\_\_\_\_\_\_\_  **Suppliers**  External PPE supply chain  External pathology providers  Equipment standards  Other\_\_\_\_\_\_\_\_\_\_\_\_ | | **External care providers**  Diversion of patients from surrounding health services  Transfer of patients to/from health services and facilities (incl patient information)  Other\_\_\_\_\_\_\_\_\_\_\_\_ | **Other**  Media  External influences and pressures  Other\_\_\_\_\_\_\_\_\_\_\_\_  Any other government, regulator and external influences factors missing from the above list \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Review questions to consider:** *Controls are the preventative measures in place to minimise Covid Spread. i.e. policies, protocols, PPE, signage, training, spotters, air filtration, vaccination* | | | | |
| **What controls were in place to prevent or minimise the HCW COVID-19 infection occurring?** | |  | | |
| **What controls worked well and why?** | |  | | |
| **Were any controls missing?** | | No  Yes What were they? | | |
| **Recommendations:** *Identify feasible and practicable actions to address the issues identified above.* | |  | | |

1. What can be done about it? recommendations and findings

Summarise all the above recommendations. Identify feasible and practicable actions to address the recommendations

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| **REVISION OF RISK CONTROLS: ACTION PLAN** | | | | | | | |
| **ID** | **Recommendation** | **What action will be required?** | **How will it be implemented?** | **Who is responsible for implementation?** | **When will it be implemented by?** | **How will success be evaluated?** | **Status** |
| 1 |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |
| 5 |  |  |  |  |  |  |  |

1. Findings: Is there anything else worth exploring further before feasible and practicable actions can be implemented and assigned?

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| --- | --- | --- | --- |
| **ID** | **What issue will be explored further?** | **How will the issue be explored further?** | **Who will be responsible for monitoring and reporting back?** |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |

1. Learnings: Are there any other related learnings that were identified but did not directly contribute to the HCW COVID-19 infection event?

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| --- | --- | --- | --- |
| **ID** | **Learning identified** | **Action required or N/A** | **Where will this be recorded / stored for future consideration** |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |