

PANDEMIC COMMUNICATION: COVID-19 PROVIDER NETWORK UPDATE

This update is prepared by the Capital & Coast and Hutt Valley District Health Boards. It is consistent with Ministry of Health advice. The Ministry of Health remains the definitive source of information.

Our focus is on ensuring you have the information you need, when you need it, in order for you to care for your staff and the people who depend on your service.

Any questions regarding this communication may be directed to COVID-19Questions@ccdhb.org.nz. All emails to the COVID-19 email address will be logged and responded to by an appropriate team member.

The purpose of this advice is to provide updates and guidance on:

- Message from our CEO
- Residential Care Support
- Online self-help tools
- CBACs open for long weekend
- A day in the life of a contact tracer

THANK YOU FROM OUR CEO

The work of our community provider network has not gone unnoticed. Our CEO Fionnagh Dougan highlights the work of her Senior Leadership Team regularly through videos and this week invited Rachel Haggerty, Director of Strategy, Planning and Performance across the two DHBs – Hutt Valley and Capital & Coast – to show the hospital staff what the Community IMT team, and all of our community provider network, is doing for health care outside of the hospital and ensuring access and improved health outcomes in a time of enormous challenge. Most importantly, gave both Fionnagh and Rachel the opportunity to thank you all personally.

You can watch the video here: <https://vimeo.com/410850628/a63a33b398>

AGED RESIDENTIAL CARE NOTIFICATIONS: PHONE RPH

The occurrence of outbreaks in aged residential care (ARC) facilities elsewhere in New Zealand has emphasised the vulnerability of older adults to COVID-19 infection. An information sheet has been prepared for ARCs by Hutt Valley and Capital & Coast DHBs to advise on reporting, testing, access to PPE and infection control.

Please ensure that all suspect COVID-19 cases in residents or staff at ARCs are reported to Regional Public Health: phone (04) 570-9267 or (04) 570 9002.

See the attached Important Information for Aged Residential Care.

ONLINE SELF-HELP TOOLS

There are several new online self-help tools at [melon](#) and [justathought](#) for people who are feeling anxious, stressed, worried or scared. These excellent resources provide different levels of support and practical strategies to cope with the stress and disruption of day-to-day life. Please share these with staff, whanau and friends.

CBACS OPEN FOR LONG WEEKEND

CBACs are available over the long weekend across 12 locations in the Hutt Valley and Wellington region through to Kapiti.

Capital and Coast DHB: CCDHB domiciled patients that meet the case definition and require swabbing should call the COVID Centre Referrals number (0800 885 022) for an appointment time at the nearest clinic.

Team Medical (previously Kāpiti Health Centre)	1 Coastlands Parade, Paraparaumu	1pm onwards Sat-Sun on request Mon 2pm onwards	Sat-Sun Mon
Kenepuru Hospital	Kenepuru Accident and Medical Carpark	10am-4pm 10am-4pm	Sat-Sun Mon
Newtown School Hall <i>Relocating to Wellington After Hours (starting on 27/04)</i>	Mein Street, Newtown <i>Adelaide Road</i>	10am-4pm 10am-2pm	Sat-Sun Mon
Cannons Creek	Ora Toa Cannon Creek Medical Centre	10am-2pm 10am-2pm	Sat-Sun Mon
Capital and Coast Mobile			Sat-Sun Mon
Hutt Valley DHB			
Lower Hutt After Hours Medical Centre	729 High St, Lower Hutt	8am-10pm each day	Sat-Sun Mon
Naenae Medical Centre	45 Treadwell Street, Naenae	11am-2pm	Sat only
Ropata Medical Centre	Ropata Carpark, 135 Witako Street, Eponi, Lower Hutt	8am-6pm	Sat-Sun only
Whai Oranga o te Iwi Health Centre (Wainuiomata)	Adjacent to Whai Oranga Health	11am-2pm	Sat-Sun only
Upper Hutt	Riverstone Church, 713 Fergussons Drive, Elderslea,	11am-2pm	Sat-Sun only
Hutt Valley Mobile		10am-4pm each day	Sat-Sun Mon
Wairarapa DHB			
Masterton Assessment Centre	10 Colombo Road, Masterton	10am-1pm each day	Sat-Sun Mon
Wairarapa Mobile		8am-1pm	Sat-Sun Mon

A DAY IN THE LIFE OF A CONTACT TRACER

Liz Macdonald, Communicable Disease Clinical Nurse Specialist, from Regional Public Health gives us a glimpse into life for contact tracing teams at the frontline of the COVID-19 response in Wellington.

WHAT WORK WERE YOU DOING BEFORE THE COVID-19 OUTBREAK?

We are public health nurses who work in the disease control team at Regional Public Health, the public health unit for the Wellington region. Our work routinely involves following up all notifiable diseases in our region through case management and contact tracing. We are experienced in contact tracing for other diseases such as measles, but obviously COVID-19 is a new disease with its own challenges. With COVID-19 we're all learning something new on a daily basis.

WHAT DOES AN AVERAGE DAY LOOK LIKE?

There isn't really an average day for us here because case numbers vary - on our busiest day we had 24 cases notified but other days we've had very low numbers. Since the beginning of the lockdown we've seen a spike in cases here in the Wellington region and now daily new case numbers have dropped off.

Most days begin with a morning team meeting where we review changes and share updates that will influence our work. Since COVID-19 is a new virus and evidence around best practice is continuing to emerge, things are changing by the day. We review cases from the previous day and establish any outstanding work required around these cases. As results come through from the laboratory (usually three times each day), we allocate any new cases to a public health nurse, who begins the case investigation and contact tracing work.

WHAT IS THE HARDEST PART ABOUT CONTACT TRACING?

It's a pretty time-consuming job. Sometimes it can be tricky for a person to recall all their activities and places they visited over the past days and weeks, especially if they are unwell. Sometimes it can take multiple phone calls to ensure we cover off all the potential places and people who may have been exposed.

WHAT IS THE MOST INTERESTING THING ABOUT YOUR JOB?

The contact tracing aspect of our work is really interesting. It sometimes feels like you're both public health nurse and private investigator as you work to track people down, and attempt to identify links between cases. Sometimes people choose to share entertaining anecdotes and we find out about the interesting lives people lead. We prefer people to over-share so we can get the most accurate information, but sensitivity and the individual's right to privacy are always front of mind.

WHAT RESPONSES ARE YOU GETTING FROM PEOPLE YOU ARE TRACING?

Most people are really helpful and co-operative because they don't want others to have their health and wellbeing compromised. If people are not as forthcoming, sometimes all they need is a more detailed explanation of why we have so many questions and need all the details.

THANK YOU

Thank you all once again and I hope that those of you who aren't working over the long weekend get some time to relax, and know that those of you who are working are very much appreciated.

Rachel Haggerty

Community IMT