

# Crisis Model of Care Emergency Nursing



Western Health

COVID - 19

Be Safe -- Be Smart -- Be Kind

## Introduction

COVID-19 is posing unprecedented challenges to the health system, health practitioners and the wider community. Registered nurses play a vital role in treating and containing the novel coronavirus that causes COVID-19.

The Nursing and Midwifery Board of Australia (NMBA) and Australian Health Practitioner Regulation Agency (AHPRA) must balance public safety with the need to enable governments, hospitals and nurses and midwives to do what is needed to respond to COVID-19, while maintaining standards to keep the public safe. The changes reflect the NMBA's existing policy and standards framework and recognise the unprecedented new environment in which nurses and midwives are now practising as a result of the COVID-19 pandemic <https://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/COVID19-guidance.aspx>

Registered nurse (RN) practice is person-centred and evidence-based with preventative, curative, formative, supportive, restorative and palliative elements. RNs work in therapeutic and professional relationships with individuals, as well as with families, groups and communities. These people may be healthy and with a range of abilities, or have health issues related to physical or mental illness and/or health challenges. These challenges may be posed by physical, psychiatric, developmental and/or intellectual disabilities (NMBA, 2016, p. 2). <file:///E:/Nursing-and-Midwifery-Board---Standard--Registered-nurse-standards-for-practice---1-June-2016.PDF>

During this unprecedented time, the demand for nurses is expected to be high. To safely care for patients a core activity list has been developed to support the key responsibilities and activities of different clinical care staff within a team based model of care. This is a different approach to care to meet people's needs at this time. Prior to delegation of activities or performance of activities, an evaluation of education and competency of skill to perform the activity must be completed to ensure all delivery of care is performed by team members practicing within their scope of practice.

## Purpose

The following Core Activity List has been developed to provide clarity to the Registered Nurse around key responsibilities and activities. The registered nurse will also exercise clinical judgment, and will take into account the patient's acuity and risk of clinical deterioration.

The list of activities is a guide and should only be undertaken by the healthcare professional if it falls within their scope of practice; and they have completed the education and training to competently complete the activity.

Nursing Roles and Responsibilities	Competencies
<i>Recognition of suspected or confirmed COVID-19</i>	Demonstrate ability to identify individuals who are suspected of or confirmed as having COVID-19.
<i>Isolation of the suspected or confirmed COVID-19 patient</i>	Demonstrate ability to isolate individuals who are suspected of or confirmed as having COVID-19, including placing patients in private rooms with door closed and private bathroom (as possible).
<i>Selection and use of personal protective equipment (PPE)</i>	Demonstrate selection and proper use (donning and doffing) of PPE, including gloves, gown, N95 filtering face piece respirator or facemask and eye protection (for example, goggles or disposable face shield that covers the front and sides of the face).
<i>Collection respiratory specimens</i>	Demonstrate proper selection and use of PPE N-95 or higher-level respirator (or facemask if a respirator is not available), eye protection, gloves, and a gown; limit number of people in the room; close door; clean and disinfect room surfaces as soon as possible; ensure proper handling and transport of specimens.
<i>Infection prevention and control measures</i>	Demonstrate competence in proper hand washing and respiratory hygiene practices; manage patients infected with COVID-19; employ environmental and administrative controls; and use safe injection practices.
<i>Workplace Safety</i>	Describe strategies to ensure workplace safety, such as hand hygiene, limits to the numbers of staff providing their care.
<i>Direct patient care</i>	Nursing procedures that are likely to induce coughing (for example, sputum induction, open suctioning of airways) should be performed cautiously and avoided if possible. If performed, demonstrate use of proper selection and use of PPE: wear an N95 or higher-level respirator, eye protection, gloves, and a gown. Limit number of healthcare workers to only those essential for patient care and

	procedure support. Clean and disinfect procedure room surfaces promptly
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### Emergency Department - Expert Nurse

Area of Care	Activity
<i>Triage, Resus, Cardiac Monitors</i>	<ul style="list-style-type: none"> <li>• Triage of the paediatric &amp; adult patient arriving by ambulance and private car</li> <li>• Airway Assistance for Rapid Sequence Induction (RSI)</li> <li>• Circulation assistance for RSI</li> <li>• Management of the ventilated patient</li> <li>• Initiation, application and management of the patient requiring Non-Invasive Ventilation</li> <li>• Initiation, application and management of the patient requiring high flow oxygen</li> <li>• Application and management of the patient requiring nitrous sedation</li> <li>• Haemodynamic monitoring (Arterial Line, Central Venous Catheter (CVC), ETCO2)</li> <li>• Management of the critically unwell patient</li> <li>• Advanced Life Support Credentialed – care of the patient who is cardiac monitored and transfer of these patients</li> <li>• Nurse Initiated pathology, radiology &amp; medication</li> <li>• Nurse Initiated ECG's and ability to interpret</li> <li>• Intravenous opioid administration and management thereafter</li> <li>• IV Cannula insertion and care.</li> <li>• Checking paediatric emergency equipment including resuscitation trolley</li> </ul>

### Emergency Department - Registered Nurse (RN)

Area of Care	Core Activity List
<i>General Observations</i>	<ul style="list-style-type: none"> <li>• Comprehensive Risk Screening Assessment</li> <li>• Vital signs</li> <li>• Medication administration (all routes, including drops and topical creams)</li> <li>• IVC insertion</li> <li>• IV therapy</li> </ul>

	<ul style="list-style-type: none"> <li>• CVC management</li> <li>• Double checking S8, S11, insulin and Enoxaparin</li> <li>• Escalation of care for deteriorating patients</li> <li>• Incident reporting</li> <li>• Support to new extender roles</li> <li>• Supervise and delegate duties to COVID19 Support team (RUSON or PCA)</li> <li>• Recording 12 Lead ECG</li> </ul>
<i>Drains</i>	<ul style="list-style-type: none"> <li>• Drain tube management</li> <li>• Dressings</li> </ul>
<i>Hygiene</i>	<ul style="list-style-type: none"> <li>• Assist with eye care – eye toilet</li> <li>• Assist with mouth care</li> <li>• Hand-hygiene</li> <li>• Pre-operative site preparation (with surgical clippers only)</li> </ul>
<i>Toileting</i>	<ul style="list-style-type: none"> <li>• IDC insertion</li> <li>• Empty and record urinary catheter bag drainage</li> <li>• FBC charting</li> <li>• Change incontinence pads or aids</li> <li>• Empty, record and provide urinary bottle</li> <li>• Empty, record and provide commode chair</li> <li>• Apply, empty and record condom drainage</li> </ul>
<i>Manual handling &amp; Mobility</i>	<ul style="list-style-type: none"> <li>• EMR - Complete Comprehensive care plan and Risk Assessments Falls on patients who are being admitted to a ward bed</li> <li>• EMR - Complete Comprehensive care plan and Risk Assessments Pressure Injuries</li> <li>• Assessment and care Bariatric patient on patients who are being admitted to a ward bed</li> <li>• Assist with provision of pressure area care (including assist with log roll)</li> <li>• Mobilising patients (assisted up to independent)</li> </ul>
<i>Nutrition</i>	<ul style="list-style-type: none"> <li>• EMR - Complete Comprehensive care plan and Risk Assessments Nutrition on patients who are being admitted to a ward bed</li> <li>• NGT insertion and enteral feeding</li> <li>• NGT management</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist with feeding patients (patients with feeding difficulties, parenteral or enteral nutrition)</li> </ul>
<i>Environment</i>	<ul style="list-style-type: none"> <li>• Ensure falls prevention strategies are in place – call bell, bedside table in reach, bed lowered, trip hazards removed</li> <li>• Checking emergency equipment including Resuscitation trolley</li> <li>• Maintain Safe environment in cubicles</li> </ul>
<i>Communication</i>	<ul style="list-style-type: none"> <li>• RN's are responsible and accountable for supervision and the delegation of nursing activity to COVID19 Support Team (enrolled nurses (EN), RUSON and PSA and others) (NBMA, 2016 RUSONs are not to be given sole allocation of patients)</li> <li>• Registered nurses can only delegate aspects of care to a RUSON, which are consistent with the educational preparation, skill level and assessed competencies of the RUSON.</li> <li>• The RN Participates in and/or leads collaborative practice</li> <li>• Communicates effectively, and is respectful of a person's dignity, culture, values, beliefs and rights (NMBA, 2016)</li> <li>• Provide clinical information and advice to patients or families</li> <li>• Taking verbal pathology results via telephone</li> <li>• Answering call bells including staff assist</li> <li>• Reporting and/or escalating all care and concerns to nurse in charge</li> <li>• Respond to, and report emergencies as per hospital policy</li> <li>• Provide clinical information and advice to patients or families</li> </ul>
<i>Documentation</i>	<ul style="list-style-type: none"> <li>• Patient transfer to ward/home</li> <li>• ISBAR handover</li> <li>• Document progress notes and general observations on EMR as reported by Extended role staff</li> <li>• All EMR documentation including risk assessments/ progress notes</li> <li>• Documenting on paper general observation charts</li> <li>• Complete fluid balance chart: Oral input and urine output and report to RN</li> <li>• Complete food chart – dietary and fluid intake</li> <li>• Complete incident reporting as per local hospital policy</li> <li>• Completing progress notes</li> <li>• Documenting on general observation charts</li> <li>• handover sheets</li> </ul>

<i>Maintenance</i>	<ul style="list-style-type: none"><li>• Restocking emergency supplies in adult resuscitation trolley</li><li>• Restocking medicine supplies</li></ul>
<i>Other duties</i>	<ul style="list-style-type: none"><li>• Checking of bedside resuscitation equipment</li><li>• Checking IV trolley and calibrating Blood sugar apparatus</li><li>• Checking medication fridge temperatures</li><li>• Bereavement follow-up</li><li>• Equipment hire (Bariatric)</li><li>• Blood glucose levels, urinalysis, collection and labelling of specimens</li><li>• Oxygen therapy</li></ul>

### **RUSON's role limited in the Emergency Department area**