



# Capacity Tracker

## Australia

## Frequently Asked Questions

### Who is Gippsland PHN?

Gippsland PHN is a federally funded primary health care organisation that focuses on supporting primary care, health planning, health system integration and commissioning services in line with national and local health priorities. This includes assisting care coordination in emergency situations. The main objective is to ensure that people receive the right care, in the right place, at the right time.

Gippsland PHN provides education and other support programs to health care settings.

You can click on this link to find out more about them: <https://www.gphn.org.au>

### What is the Capacity Tracker?

The Capacity Tracker is an award-winning web-based system that has full intention to support you with business continuity and crisis management during an emergency.

Capacity Tracker provides real-time data to help the Gippsland Primary Health Network (PHN) identify issues early and assess service capacity in Gippsland. It also provides a platform to facilitate the vision of Gippsland PHN in working with primary care to assist in emergencies.

The Capacity Tracker is a free, secure, online communication tool that allows Gippsland PHN to assist you remotely when you have a need. All you need to do is to upload and maintain your information with a few simple clicks of the mouse so that Gippsland PHN has real-time workforce and resource data about your organisation.

The purpose of the Capacity Tracker is to set you up with a system to enable external support. It also allows us to see what service capacity you have available during an emergency and if you have any beds/appointments available.

### How will Gippsland PHN use my data?

Your data will be used to assist with Emergency response in Gippsland and will help to coordinate services between RACF, GPs and pharmacists to help with emergency response in Gippsland.

Gippsland PHN will use the data that you provide to support collective planning across the residential aged care and primary health care sector to help resolve issues that occur wherever possible, whether the issues are local or national.

It will help Gippsland's emergency response for business continuity for example, Gippsland PHN will use the data during a COVID-19 outbreak to understand where there may be issues with GP support and PPE.



# Capacity Tracker

## Australia

## Frequently Asked Questions

### **How frequently do I have to update the information?**

You need to update the information each week so that your information is current in case you need assistance, or another organisation does.

It takes approximately 2-5 minutes to update and can help during emergencies.

If a change occurs to any of your information for example, you do not have any vacancies, we ask that you update the Capacity Tracker as this will assist with planning during emergencies.

The Business Continuity and Vacancy section should be updated weekly.

When updating the information, remember to hit the save button on every tab. This is the only way that Gippsland PHN can see your live data.

### **How does the Capacity Tracker support us during Outbreak situations?**

The Capacity Tracker program will alert Gippsland PHN that you have confirmed or suspected COVID-19 cases and they can see if you need support.

Capacity Tracker will provide Gippsland PHN with vital information that they need to identify the extent of the outbreak and the ability to identify if the outbreak has extended to the community and to see how widespread the outbreak is.

If there are any issues this information will be de-identified and communicated to the Gippsland Regional Public Health Unit and/or other relevant departments to support the emergency response program with the solution. This could include Commonwealth Department of Health (DoH) or the State Department of Health (DH)

### **What if there is a suspected or confirmed case of Covid-19 amongst our staff or residents.**

If there is a suspected or confirmed case of COVID-19 amongst your residents or staff, please go to the Business Continuity section of the Capacity Tracker and update the information. Please ensure you follow your Outbreak Management Plan and the Department of Health Guidelines for reporting a COVID-19 case.

This will alert the PHN straight away.

### **What if we find out about a confirmed Covid-19 case after hours and we need help?**



# Capacity Tracker

## Australia

### Frequently Asked Questions

Gippsland PHN monitor the Capacity Tracker Program during business hours Monday to Friday 9 am to 5pm. If you have a confirmed COVID-19 case afterhours, you need to follow your Outbreak Management Plan and the Department of Health Guidelines for reporting a COVID-19 case.

Your local Public Health Unit will notify Gippsland PHN afterhours. You still need to update the Capacity Tracker to indicate that you have active cases as this will send a notification to Gippsland PHN to assist you.

#### **Can other organisations see my information?**

No. Other organisations cannot see your information.

The information that you enter is only accessible to authorised personnel at the PHN.

#### **How long do we need to update the Capacity Tracker for?**

Currently there is no end date. In our current environment, the Capacity Tracker is collecting vital information that is needed by our government and other agencies to best manage the pandemic and other emergencies that may occur across aged care facilities, general practices and pharmacies.

#### **Why do I have to update the Capacity Tracker if we are already entering this information onto the My AgedCare Website?**

The Capacity Tracker is not intended to replace or replicate current systems such as My Aged Care. The PHN is asking for the data to enable them to immediately assist you during a crisis in ways that the MyAgedCare website is not designed to do for example, the PHN can:

- Assist and support if you have a confirmed or suspected case of Covid-19
- Provide support to relocate your residents in the case of a bush fire or flood

#### **What if I don't have time to implement the Capacity Tracker.**

We understand that it can be overwhelming to have to introduce something else that is new right now.

We want the implementation process to be as easy as possible for you right now and have developed a Starter Box.

There will be a team who is going to work with you to get the system set up as quickly and seamlessly as possible to save you time.

They will upload all the information into the capacity tracker for you.



# Capacity Tracker

## *Australia*

### **Frequently Asked Questions**

It's easy to implement and free and after it is set up, it literally will take you less than 5 minutes to maintain.

#### **How can the Capacity Tracker help place residents?**

The Capacity tracker is live and is reflective of your current bed status in real time. The information is live the minute you hit the save key. If there is an emergency and a facility needs to be evacuated, Gippsland PHN can see via the Capacity Tracker where there are vacancies. This may occur because of a flood or a bushfire.