

---

# Sunshine Coast Covid-19 response retrieval service

Initiative Type

Model of Care

Status

Deliver

Added

26 August 2021

Last updated

26 August 2021

URL

<https://test.clinicalexcelsence.qld.gov.au/improvement-exchange/sunshine-coast-covid-19-response-retrieval-service>

## Summary

The Sunshine Coast Hospital and Health Service (SCHHS) identified a need for an experienced medical and nursing retrieval team to road transfer critically ill patients within the district during the COVID-19 pandemic. The SCHHS contains five health facilities spanned across 100km, a distance normally requiring rotary service. The SCHHS response was initiated to ease burden on RSQ during

---

the pandemic, improve response capability to ensure quality patient care and improve district expertise.

### Key dates

Mar 2020

Dec 2020

### Implementation sites

All Sunshine Coast HHS hospitals

### Partnerships

All Sunshine Coast HHS hospitals

## Key Contacts

Hayley Jones

1836

[william.vanheerden.ced](mailto:william.vanheerden.ced)

Acting Clinical Nurse Consultant

Sunshine Coast HHS

0422269844

SCHHS-Referral-Transfers-Inter-HHS@health.qld.gov.au

---

## Aim

The SCHHS Retrieval Services aims to prioritise and safely facilitate the transfer of critical care adult patients from SCHHS peripheral hospitals to SCUH (predominantly ICU) where capacity is centralised.

## Benefits

- Improve district expertise with staff members from multiple emergency departments (ED), strengthen a connected culture in district, create positive relationships between ED and retrieval service, provide expert critical care of patients during retrieval process. Training Day-64 nursing and medical staff completed SCHHS wide.
- Five Retrieval Case Forums were held, SIM IHT education presented at Noosa and Maleny Hospitals.
- Nambour Hospital ED have adopted and adapted the Retrieval Service processes to be able to support their own critical care Inter-hospital Transfers, now meeting ANZCA and ACEM guidelines standards.
- Assistance was provided in reducing emergency length of stay for peripheral ED's by reducing wait time for Retrieval Services Queensland activation, especially at Gympie Hospital.
- Providing rapid tertiary level emergency support to Maleny hospital through activation of retrieval team.

## Background

Sunshine Coast HHS has one of the largest numbers of inter-hospital transfers and critical retrievals in Queensland. At the beginning of the pandemic Retrieval Services Queensland asked the hospitals to increase their capacity to perform their own critical care transfers.

## Solutions Implemented

Rapid activation of localised team comprising of:

- Senior Medical Officer (SMO) with retrieval experience
- Emergency Clinical Nurse.
- Safety and Quality Processes implemented:

- 
- monthly case reviews/audits of every case, clinical incident reporting, case report sent to directors and NUMS of EDs, case report to be placed on agenda of communicating for safety committee meetings.
  - monthly data reports of all medically escorted IHTs within health service.
  - vehicle orientation package
  - monthly case reviews/audits of every case, clinical incident reporting, case report sent to directors and NUMS of EDs, case report to be placed on agenda of communicating for safety committee meetings.
  - risk screening on coordination form.
  - data reporting of retrieval team response times
  - Retrieval Team IV medication guide published
  - Group A Procedure Retrieval Framework developed in consultation with key stakeholders including Emergency, ICU, Facility representatives, PACH, RSQ
  - consumer feedback questionnaires
  - staff feedback questionnaires.
  - Equipment and Process:
  - bespoke equipment purchased for three main facilities (Sunshine Coast University Hospital, Nambour General Hospital and Gympie Hospital) including safety rated equipment bridge with brackets, retrieval video laryngoscope, emergency access device
  - equipment Checklists and patient safety checklists to support staff and ensure safe processes occur during retrieval
  - bridge orientation video produced
  - development of an education program to support staff on the retrieval team allowing for further specialisation of nursing staff and senior registrars.

## Evaluation and Results

The retrieval service supports all facilities within the SCHHS. Highest activation rates occur between Nambour and Gympie facilities with 42% occurring from Nambour Hospital and 35% from Gympie Hospital. Maleny, Noosa and out of district retrievals 23%.

## Lessons Learnt

Lessons learnt

- the importance of a robust clinical governance framework
- clear safety and quality processes
- documentation that supports staff to provide exceptional care, gathers meaningful data and doesn't waste staff time
- diverse educational opportunities
- gathering a motivated team that believe in the cause

- 
- capture data from the outset and learn how to use excel

PDF saved 22/11/2024