



# OBSERVATIONS

IQVIA Home Nurse Support Services Newsletter



Issue 4, August 2020

## WELCOME!

Welcome to Issue 4 of our Observations newsletter which is distributed to all nurses and other healthcare professionals working with both Ascott and Nuevo Health (IQVIA) around Australia and New Zealand. We hope you are finding these newsletters informative and useful. If you have topics that you would like included in future editions, please make sure that you let your Program Managers know!



The last few months feel like we have constantly been reworking and sending out communications

to you all regarding patient care, COVID-19 and how best to manage patient interactions to ensure that we can still provide the best of care whilst ensuring the health and safety of both our employees (YOU!) and our patients. Thanks to everyone for your diligence with reading the Guidelines updates as they have come out and your flexibility to be able to adjust what we do and how we do it to ensure health and safety as our number one priority.

As we are now seeing in Victoria, there are going to be ongoing implications from the pandemic for everyone for the foreseeable future. This will mean continuing adjustments to how we work and updates to our Guidelines document/s as changes occur. I ask that you continue with your diligence in following all policies and discuss any questions or concerns you have with your Program Managers. Any symptoms or potential/confirmed exposure to the virus need to be communicated to your Program Managers immediately so that we can confirm actions that you need to take, and we can manage any of your patient visits moving forward.

I want to thank all of you, our nurses, for the total commitment that you have shown to your patients and the programs that you work with us to deliver. Together we are continuing to support those most at risk and providing safer treatment options to our patients in these most uncertain of times.

Natalie Fraser  
General Manager

## COVID-19

IQVIA continue to make the safety and well-being of our employees, customers, partners and broader community during the continuing pandemic a top priority. All our Sydney based staff are still working from home, a few just coming into the office periodically to check and send mail.

We feel for everyone across the country but especially those in Victoria who are facing some very difficult challenges ahead. Most recently we have had to provide our Victorian nurses with permits to be able to leave their homes to continue to provide essential services direct to patients where clients have approved ongoing face to face visits. Thank you as always for your commitment.

Try to stay positive, even with our borders closing again and lockdowns being enforced. Take care of yourselves and keep in touch with loved ones and together we will come through the other side.

Let's hope it's not too long.

## WELCOMING KINSHIP – OUR NEW HOME INFUSION SERVICE!



We are pleased to announce the launch of Kinship – a nursing service that enables patients to receive infusions in the comfort and safety of their own home. This includes patients receiving chemotherapy, immunotherapy, and infusions for many chronic conditions.

Unlike many of our other nursing programs, Kinship is funded by private health insurance as well as some other sources of funding (Aged care and disability care, Dept. Veteran’s Affairs etc.). We’re pleased to have launched Kinship with Medibank Private as our initial private health fund and we are currently negotiating funding agreements with the majority of the remaining health funds to enable Kinship to provide gap-free home infusion services to the majority of insured patients over the coming months.

As a result of the COVID-19 pandemic, now is the best time to protect our most vulnerable and at-risk patients by offering them the safety and flexibility of treatment at home. **Please spread the word and speak with doctors and other colleagues in your workplace about patients who may be suitable and eligible for treatment at home with Kinship.**

To learn more, visit [www.mykinship.com.au](http://www.mykinship.com.au) or contact the Kinship team on:



1800 570 820



[coordinator@mykinship.com.au](mailto:coordinator@mykinship.com.au)



Please also contact us if you are interested in becoming a Kinship nurse, as we work to expand our geographic coverage! We’d love to have more experienced nurses on board, particularly those of you with cytotoxic, chemo- and immunotherapy, or infusion credentials.

## CELEBRATING INTERNATIONAL NURSES DAY

International Nurses Day is held on the 12<sup>th</sup> May each year, selected as it is Florence Nightingale’s Birthday. The World Health Organisation (WHO) dubbed 2020 the year of the Nurse and Midwife in celebration of the 200<sup>th</sup> anniversary of her birth.



Florence Nightingale revolutionised nursing, she used her skills as a clinician, statistician, and epidemiologist to drive widespread improvement in health policy – particularly hygiene.

The theme of this year’s International Nurses Day was “Nursing the World to Health”. This theme could not be more topical amid the global COVID-19 pandemic. This point in our history has shone a spotlight on nursing globally, showing the world that the profession is more than just hand-holding, Nurses are researchers, educators, clinicians, advocates, policy drivers, and much more.

We would like to take this time to celebrate you, our wonderful nurses. Thank you for your unwavering support in this time of uncertainty. The way you have continued to care for our patients has been wonderful and we think Florence would be proud.

## POSITIVE PATIENT FEEDBACK

Thank you to those of you who sent in your wonderful stories over the last few weeks—you all do such amazing work! For this issue of Observations, we wanted to share a few quotes from patients and nurses, around the wonderful experiences they have had on our AbbVie Care programs:



*“Everything happened so quickly and every interaction I’ve had with the staff has been so positive and helpful! Really great service for people who are anxious about starting new medication – F2F trained patient*



*“Patient had significant reduction Psoriasis after 2nd Dose. Incredible improvement and impact for patient” – Skyrizi Nurse*



*“Able to train nurses within a correctional facility clinic over Skype so that an incarcerated patient was still able to receive their treatment on time and by appropriately trained nurses!” – PC Humira Case*



*“Patient reluctant to receive phone support rated himself 10/10 at the end of the training and really appreciated receiving the demo Skyrizi syringe to practice prior to the consult” – Skyrizi phone trained patient*



*“62yo woman. After 1st Dose, no Psoriasis detected. Patient extremely happy. Clinic satisfied and rep very proud” – Skyrizi Nurse*



*“I gave zero criticism of my AbbVie Care experience!! 10/10” – Phone trained patient*



*“Very warm and helpful nurse, thank you” – Virtually trained patient*



*“Patient could hold his wife’s hand for the first time in years and painful psoriasis gone from all over the body after 3rd dose” – Skyrizi patient case*

## ONGOING TRAINING

Thank you once again for continuing to read and acknowledge the ever changing IQVIA COVID-19 Guidelines for Healthcare Professionals in addition to your regular program training updates. Just when we thought the situation was easing, there has been a resurgence of cases in Victoria and New South Wales particularly which has meant more changes. The most recent was published on our training websites on 27 July, with these highlighted changes:

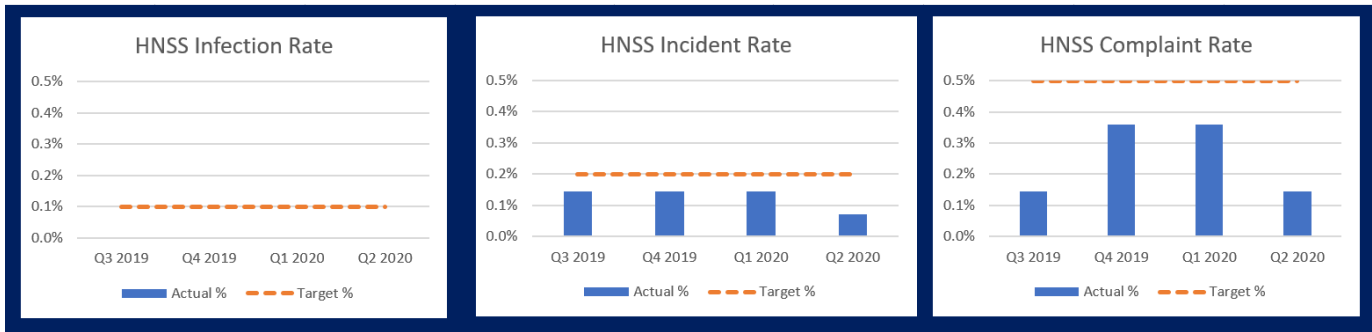
- Mandatory requirement for NSW nurses to wear masks at all patient visits
- New testing and self-isolation requirements
- Updated triage questionnaire for patients.

We will continue to notify you as soon as we make changes which is why we email the advice and document separately to our training website.

For audit requirements, we need to track this completion so please check any outstanding training allocated to you on the training website and ensure that you commit to completing this within the required timeframes.

## SAFETY AND QUALITY COMMITTEE MEETING

Our last quarterly Safety & Quality Committee meeting was held on 2 June 2020, where we discussed all aspects of our nursing programs with a view to improving the safety of both our nurses and patients, and the quality of the service experience by all involved. Below is a summary of our key safety and quality measures which are reviewed as part of that discussion.



We are pleased to report that we remain below our target levels for Infections, Incidents and Complaints, including a zero-healthcare related infection rate which is particularly noteworthy during the course of a pandemic. Kudos to all of our nurses for their professionalism and dedication during these critical times.

Our safety and quality committee includes patients, nurses, doctors, program management and senior management to guide us on aspects of clinical governance and driving quality initiatives throughout the business. If you would like to review a copy of the minutes of our meetings, please email [NurseQualityAU@iqvia.com](mailto:NurseQualityAU@iqvia.com).

**IQVIA COMMUNITY SUPPORT – IQVIA DAY**

One of the ways that IQVIA gives back to the community is via IQVIA Day. Introduced in 2019, IQVIA Day is a global, harmonised employee volunteer program, about giving back to the communities where we work and to the non-profit organisations we care about. Eligible employees are permitted to take one paid business day off, with manager approval, at any time during the calendar year, to volunteer at a charitable organisation.

For the inaugural IQVIA Day in Australia, larger charity events were chosen in each head office location, meaning as many people as possible could be involved at a single event and therefore make a greater impact in their community. Over 130 IQVIANS across ANZ proudly joined together as volunteers, giving back to the community and supporting healthcare charities across the various events:

*Melbourne: Relay for Life*

An annual memorial walking event, raising vital funds for cancer research. Our teams came out in force to provide some very welcome extra hands in support of Cancer Council Victoria.



## *Sydney: 7 Bridges Walk*

Working as volunteer crew assisting at checkpoints at this huge event with over 6,000 people for the walk around Sydney Harbour, supporting Cancer Council NSW.



Due to the current COVID-19 circumstances, IQVIA is still to determine how IQVIA DAY 2020 will proceed.

## **ADMINISTRATION UPDATE**

Over the last 6 months we onboarded 40 new casual employees and issued 110 contracts across 23 of our casual programs – we've been busy!

Most of our nurses completed their Hand Hygiene and Infection Prevention Certification in October last year as part of our HNSS Accreditation – can you believe it is nearly 12 months that have passed?

### **That means it's time to update!**

The modules are available from [ACSQHC – NHHI Login](#).

You will need to use the search function to find the following:

- Hand Hygiene Nursing/Midwifery Online module
- Principles of Infection Prevention and Control

Once completed, send your certificate to the Admin department, or to one of the programs you work on.

A reminder also, throughout the course of the year when you update your CPR, to please forward a copy of your certificate to the Admin department, or to one of the programs you work on. Our insurance does not provide cover without a valid CPR Certificate.

## **GET INVOLVED!**

Do you like this newsletter? Would you like to give us some feedback? Do you have any experiences to share with us? If you would like to become more involved in the development of our services to help our business grow, either as an employee or patient advocate, we are keen to hear from you. Contact us by email at [nursequalityau@iqvia.com](mailto:nursequalityau@iqvia.com) or by phone on 02 9439 9770.