



# OBSERVATIONS

**IQVIA Home Nurse Support Services Newsletter**



Issue 5, December 2020

## WELCOME!

Welcome to Issue 5 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!



Once again, a huge thank you to all our nurses for your diligence and care in ensuring compliance with all of our COVID-19 Guidelines (ever-changing as they were) over the past 9+ months. It is because of your adherence to correct use of PPE, Hand Hygiene and Infection Prevention and Control Procedures that we have been able to maintain the majority of our in-home patient support. With all states now returning to more “normal” work & life rules we are hoping that we will be able to return all programs to their regular procedures and nurse interactions over the next few weeks. Please remember that the use of PPE (where not mandated) is still a choice for both you and your patients. If you or your patient/s would feel more comfortable continuing to use PPE, please ensure that you do so.

As we move through the year (it is less than 2 weeks until Christmas) these last few weeks provide multiple opportunities for us to focus on the Mental Health of ourselves and those around us. RUOK Day is held in September and October is Mental Health Month but mental health is important at all times of the year. Throughout this edition of Observations you will find ideas and suggestions to support a healthy mind. Please take the time to try some of these for yourself!

Natalie Fraser  
General Manager

## ADMINISTRATION UPDATE

Have you accessed Flare HR Benefits Platform? Go to Benefits from the left hand menu to access these features.

### Access exclusive discounts and vouchers.

Choose from leading retailers including Woolworths, JB Hi-Fi, Caltex and Hoyts Cinemas.

[Browse discounts](#)

Over the last 2 months we onboarded 10 new casual employees and issued 20 contracts across 23 of our casual programs.

A reminder also, throughout the course of the year when you update any of your certificates or licences to please forward a copy to the Admin department, or to one of the programs you work on. This includes but not limited to CPR, Working With Children, Police Check, Driver Licence.

## POSITIVE FEEDBACK

For this issue of Observations, we wanted to share some feedback we've received from external stakeholders regarding our wonderful nurses!

### Vertex Patient Support Program

*"The Nuevo nurses have been amazing and every day we appreciate having them working beside us supporting our patient group. Mel and Sophia have been invaluable. I believe we have been very fortunate getting the right nurses in place". - Royal Adelaide Clinic Cystic Fibrosis, CNC*

### Monofer Nurse In-Service Program

*"I just wanted to say a very big thank you for organising Daissy to come to our Hospital and speak about Monofer, she was amazing, very informative and all the staff found it to be very educational and helpful. I feel that we are very well prepared to start Monofer infusions and I look forward to future in-services and meeting you at some stage". - Lakeview Private Hospital, CNE*

*"Thank you [Antoinette] so much for all of your time and education the other day. I have shared it with [other clinic staff]. I also have a bunch of things I will talk to the clinic doctors about based on your education! I really appreciate all the additional resources too. Hope to see you again" – NVFP, RN*

## KINSHIP – 26 HEALTH FUNDS NOW AVAILABLE



Following the successful launch of Kinship, we are pleased to announce another major milestone.

An additional 25 health funds have now agreed to fund hospital substitute treatment on behalf of their members via Kinship, which means we can now provide gap-free home infusion services to over 70% of insured Australian patients!

**Bupa** have now agreed to fund nationwide chemotherapy and immunotherapy services at home with Kinship, in addition to 24 other funds represented by the **Australian Health Service Alliance (AHSA)** – you can view the list of AHSA funds at [www.ahsa.com.au/web/fundlist](http://www.ahsa.com.au/web/fundlist).

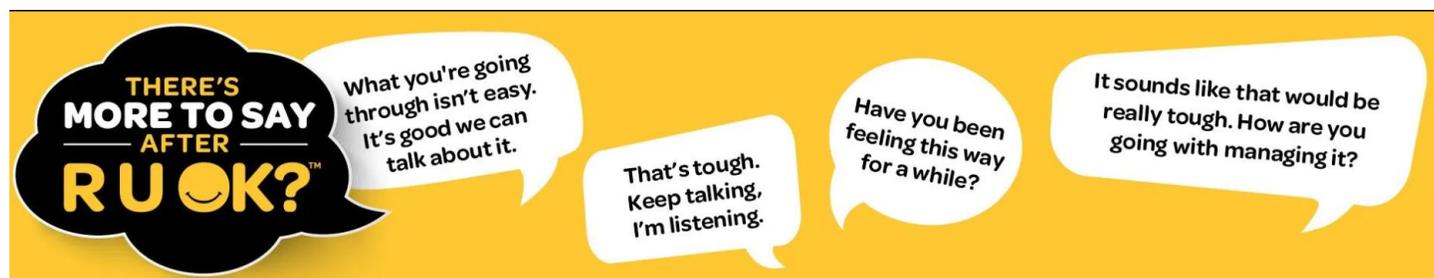
Thank you to the nurses who reached out to us to express interest in becoming part of the Kinship team. As we expand our reach with these new funds onboard, we'll be sure to be in touch.

To learn more, visit [www.mykinship.com.au](http://www.mykinship.com.au) or contact the Kinship team by telephone on 1800 570 820 or by email at [coordinator@mykinship.com.au](mailto:coordinator@mykinship.com.au).



Kinship is a nursing service that enables patients to receive treatment in the comfort and safety of their own home, including chemotherapy, immunotherapy, & infusions for chronic conditions, funded by private health insurance.

## R U OK? DAY



Thursday, 10 September 2020 was R U OK? Day and World Suicide Prevention Day.

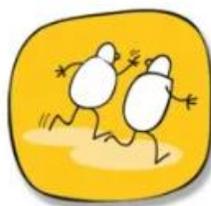
The focus of this year's R U OK? Day is: "there is more to say after, R U OK?" Some people may be reluctant to check in on someone they believe may be struggling as they are not sure what to say if that person said, "No, I'm not OK". The R U OK website <https://www.ruok.org.au> has some great resources to help you have these conversations, and recommends the following steps:



**1. Ask**



**2. Listen**



**3. Encourage  
action**



**4. Check in**

You may be aware that this year Nestle® is partnering with R U OK? To encourage us to have a "chit-chat" over a KitKat to check in with those around us to see if they are ok. Reaching out to friends and family is particularly important this year, with all of us experiencing disruption and great change. So, why not grab a KitKat and catch up (in person or virtually) with friends and family to see if they R OK?

If you would like further information the Black Dog Institute has some useful digital support tools:

<https://www.blackdoginstitute.org.au/resources-support/digital-tools-apps/headgear>

## SAFETY AND QUALITY COMMITTEE

Our fourth quarterly Safety & Quality Committee meeting was held in September 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. It has been 12 months since we received our NSQHS accreditation which prompted the formation of the committee and the business has benefited greatly from our incredibly knowledgeable and hard-working committee members.

We are pleased to report that since we started tracking our rates of Infections, Incidents and Complaints, we have remained below our targets in every quarter, demonstrating the high level of expertise that our program managers, coordinators and nurses all show in providing an excellent service to our clients and our patients. If you would like to review a copy of the minutes of our meetings, please email [NurseQualityAU@iqvia.com](mailto:NurseQualityAU@iqvia.com).

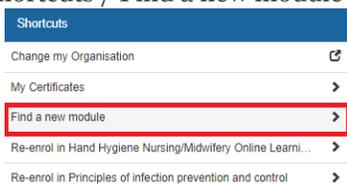
## ONGOING TRAINING – ANNUAL UPDATE

It's hard to believe it's been nearly a year since our Home Nurse Support Service became accredited under the National Safety and Quality Health Service (NSQHS) Standards.

Last October we asked you to provide evidence of, or complete, some training modules for Hand Hygiene and Principles of Infection Prevention and Control.

These two modules need to be renewed annually so please complete both online training modules from the Australian Commission on Safety and Quality in Health Care (ACSQHC) website (or provide evidence of current, equivalent training for the subject areas) by **31 October 2020**.

1. Visit [ACSQHC – NHHI Login](#)
2. Login (if you have used the site before), or register (to receive your login details)
3. Go to Shortcuts / Find a new module



4. Select:
  - a. Hand Hygiene Modules



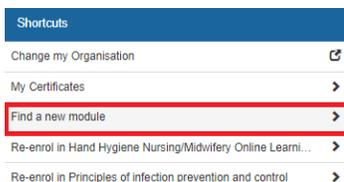
- i. Search for **Hand Hygiene Nursing/Midwifery Online module** (this is the only course certificate we can accept)
- ii. Enrol



5. Go back to Home



6. Go to Shortcuts / Find a new module



7. Select:
  - a. Principles of Infection Prevention and Control



- i. Search for **Principles of Infection Prevention and Control**
- ii. Enrol



8. The courses you have enrolled in will be on the home page, under your Task list.
9. **Once you have completed the course(s)**, your certificate(s) can be accessed from the Achievements Icon on the left side of your account (these will also be emailed to you).
10. Email your certificates to [admin@ascottsales.com.au](mailto:admin@ascottsales.com.au).

**Support:** For support, information or technical enquiries please click on the 'Forgotten Login ID or Password' or Having Trouble Logging In' on the login page. Alternatively email [handhygiene@safetyandquality.gov.au](mailto:handhygiene@safetyandquality.gov.au) or call 02 9126 3511 (10am-2pm ADST Mon-Fri).



Log on to our training websites to make sure all your program related training is always up to date. Remember you are at risk of not being able to support your patients if your training is incomplete.

You will receive email notifications alerting you to any new, updated or overdue training.

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**Reminder:** Please remember we do not support patient visits or phone calls on Sundays or Public Holidays. Please do not schedule your appointments with your patients on these days, or answer phone calls. If possible, we suggest saying in your voicemail message that if the issue is urgent to please call the specialist, or call 000, and advise your working days are Monday – Saturday. Please contact your program coordinator team if you have any questions.

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## OCTOBER IS MENTAL HEALTH MONTH!

In many parts of Australia, October is Mental Health Month, with a number of campaigns raising awareness as to the importance of mental health and wellness during COVID and beyond.

At IQVIA, the theme for Mental Health Month 2020 is Tune In. Taking time to Tune In can help still & focus your mind, find new perspective and build positive connections.

**Meditation** can help with focus and productivity as well as creating a healthier lifestyle. Meditation is a great way to reduce stress and is proven to have beneficial effects on your sleep.

One of our Ascott Nurse Program Co-ordinators, Hermine, is qualified in Meditation and Chakra re-alignment practices. We have an opportunity to join Hermine during the next few weeks whilst she guides us through the 7 Chakras.



We encourage you all to peruse the chart on the next page and action at least one of the items each day!

## 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.

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# 31 DAYS OF MENTAL HEALTH!

**Eat lunch in the sun!**

**Cook a healthy meal for yourself.**

**Treat yourself.**

**Drink only water today.**

**Write a letter.**

**Listen to your favourite album or podcast.**

**Take a one hour walk.**

**Switch off.**

**Self care Sunday!**

**Try meditation.**

**Digital detox.**

**FaceTime your family or friends.**

**Have lunch with a friend.**

**Read a book.**

**Start a conversation.**

**Take a nap.**

**Send a hug to a friend.**

**Put down your phone.**

**Unfollow negative accounts.**

**Rest your eyes.**

**Sleep in.**

**Explore your suburb.**

**Jot down your ideas.**

**Share your story.**

**Have a cup of tea in the sun.**

**Buy a gift for a friend.**

**Go to bed 30 minutes earlier.**

**Spread some kindness.**

**Complete a mindfulness activity.**

**Compliment a stranger.**

**Say no to something.**

BROUGHT TO YOU BY @KASEY.RAINBOW