



Corporate Governance and Clinical Governance

Capital Health Care's primary objective is to provide health care solutions to workplaces across Australia. We do this either by Workplace Health Checks, Seminars, and Immunisation Programmes.

Our vaccination safety standards and corporate governance are as follows:

Passwords Computer Security

Capital Health Care will store confidential information using supplied computer security software. Passwords must be generated via bit defender weekly. Personal employee data must only be accessed for immunisation purposes. (Please see attached privacy policy)

Gobookings (1st Group) security policy (booking platform)

- GoBookings Service Terms ([linked](#))
- GoBookings Privacy Document ([linked](#))
- 1st Group Security Statement ([linked](#))
- 1st Group Data Breach Policy ([linked](#))
- GoBookings Web Application Penetration Testing Certification ([linked](#))

Gobookings booking system is secure system already approved for government usage with COVID vaccinations. Capital Health Care has used this system for the last 10 years.

- Booking system checks include daily AIR upload data and storage of bulk vaccine data for backup.
- Booking system backup of every booking in the case of system failure and the ability to recall an immunisation certificate without accessing the immunisation register.
- Daily immunisation lists are printed along with consent forms in the event of complete system failure these must be prepared by the vaccine manager along with the daily run sheet.

Web based employee information regarding vaccinations www.capitalhealthcare.com.au

Employees are provided with a range of information via our website with links and FAQ page this page is to be checked prior to the vaccination season for correct data such as vaccine product information (PI) and Consumer Medicine Information (CMI) other information to be checked yearly includes.

- Vaccination Voucher Links
- Request a vaccination certificate (verified by AIR)
- How do I cancel my appointment?
- Privacy Policy

Reporting

Australian Medical Services Scheme reporting is to be done quarterly as per scheme guidelines. HR Team reporting will be done as requested, updates to the HR team regarding immunisation progress to be done weekly.

Financial Planning

Capital Health Care's financial planning includes payment delay and use of our preapproved overdraft to support equipment purchasing, immunisations and employee wages. Capital Health Care purchases vaccine prior to the immunisation season to avoid supply chain delays.

Our monthly forecasts project prepurchase requirements. Orders are to be placed based on either signed government contracts or bookings within the booking system.

Capital Health Care's Clinical Governance

Our delivery of clinic services addresses our systems of coordination and implementation of systems of care, analysis, and improvement of services. Our primary aim is to provide standards which protect the public from harm and to improve the quality of health.

Within the clinic environment our first priority is our immunisation nurse qualifications, emergency first aid, infection control and system training.

A registered nurse initiating and administering influenza vaccine under Capital Health Care's authority must comply with the following three components of clause 48A of the NSW Poisons and Therapeutic Goods Regulation 2008 (available at <http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleq+392+2008+cd+0+N>) which prescribes rules for: -

- A. Completing an accredited vaccination training course,**
- B. Recording each vaccination, and**
- C. Conducting vaccinations under approved practice standards.**

Clinic set up and training

Each nurse induction will include clinic briefing by experienced nurse supervisor or site manager. **Areas to be identified are.**

- Batch inspection
- Esky monitoring (Strive for 5) [National Vaccine Storage Guidelines 'Strive for 5' | Australian Government Department of Health](#)
- Drawing up vials [Guidance on the use of multi-dose vials \(health.gov.au\)](#)
- Hygiene [The Australian Immunisation Handbook \(health.gov.au\)](#)
- Infection Control [The Australian Immunisation Handbook \(health.gov.au\)](#)
- AIR and consent forms (iPad operations and backup system)
- Pre & Post patient care [The Australian Immunisation Handbook \(health.gov.au\)](#)
- Emergency First Aid [The Australian Immunisation Handbook \(health.gov.au\)](#)
- Vaccination managers are responsible for initial clinic familiarisation along with experienced immunisation nurses. This includes identification of first aid response, EpiPen locations and expiry dates.
- The vaccine manager is responsible for the morning brief of the day's vaccinations.
- The vaccination manager is responsible for AIR iPad brief and backup procedures in the event of system failure.
- Nurses should notify vaccination managers of low supplies at the end of the clinic.

Nurse Training

Each nurse must have completed a recognised immunisation training course for that state or territory. Immunisations can't be given outside the qualification state. Nurses must have completed all modules related to both general immunisations and COVID vaccinations these must be sited by site supervisor prior to clinic commencement.

Nurse insurance

Capital Health Care nurses are employed on a casual basis as required for immunisation programmes. It is the vaccination managers responsibility to ensure the nurse has the relevant state or territory immunisation certification and that the immunisation certificate is current. Vaccination managers must ensure nurses are listed on Capital Health Care's insurance policies.

Vaccine preparation (influenza vaccinations)

Should be removed as required with 10 vaccinations prepared and stored within the cooler in advance of immunisations. More immunisations may be prepared and stored within the cooler and removed prior to usage as per immunisation handbook guidelines, vaccine storage and cold chain management. [The Australian Immunisation Handbook \(health.gov.au\)](#)

As per COVID immunisation guidelines vaccine must be prepared with a second nurse. Please refer to [Guidance on the use of multi-dose vials \(health.gov.au\)](https://www.health.gov.au)

B. Recording Vaccinations

The nurse must record the vaccination with the following information: -

- a) The person's name, address, date of birth and contact details,
- b) The name and contact details of the person's primary medical practitioner,
- c) The brand, batch number and expiry date of the vaccine,
- d) The part of the body to which the vaccine was administered,
- e) The date on which the vaccine was administered,
- f) The nurses name
- g) The address at which the vaccination was administered, and
- h) A unique reference number for the supply and administration.
- i) Each vaccination must be uploaded to the Australian Immunisation Register (AIR)
- j) Final vaccinations must be accessible by the patient via MyGov immediately post vaccination.

C. Capital Health Care Standards

1. General Requirements

1.1. The nurse must hold a certificate confirming competency to vaccinate following completion of an accredited training program as specified in part or be currently working in a hospital emergency ward. If COVID vaccinations are to be given all modules must be completed and sited by their supervisor prior to commencement of the vaccination clinic.

1.2. Nurses must obtain a cardio-pulmonary resuscitation (CPR) certificate annually.

1.3. The nurse must vaccinate a person and provide management of an adverse event within the scope of Capital Health Care's vaccination policy and the nurses professional knowledge and expertise.

1.4. The nurse must comply with the following: -

- a) 'The Australian Immunisation Handbook (current edition is digital) — Australian Government Department of Health, and
- b) 'National Vaccine Storage Guidelines — Strive for 5' (current edition) — Australian Government Department of Health. [National Vaccine Storage Guidelines 'Strive for 5' | Australian Government Department of Health](#)

1.5. The nurse should adopt or follow the following professional guidelines: -

- a) 'Practice guidelines for the provision of immunisation services
- b) 'Guidelines for Conducting Immunisation Services

2. Premises and Equipment

2.1. The nurse must conduct the vaccination in an immunisation service room, consulting room or immunisation area of the premises. The room or area may be dedicated for the purpose, or an existing consulting room used.

2.2. The immunisation service room, consulting room or immunisation area must be consistent with the following: -

- a) Not permit the vaccination to be visible or audible to other persons,
- b) Have adequate lighting,
- c) Be maintained at a comfortable ambient temperature,
- d) Have a hand sanitisation facility,
- e) Have ready access to a hand washing facility,
- f) Have sufficient floor area, clear of equipment and furniture, to accommodate the person receiving the vaccination and an accompanying person, and to allow the nurse adequate space to manoeuvre, and
- g) Have sufficient bench space (with an impervious surface), a chair and a first aid couch (or similar).

2.3. The nurse must have the following equipment consistent with; • 'The Australian Immunisation Handbook (current edition), and 'National Vaccine Storage Guidelines — Strive for 5' (current edition): -

- a) A temperature-monitored foam esky for the purpose of storage of vaccines,
- b) All necessary consumables required for vaccine administration,
- c) An appropriately sized sharps container to dispose of clinical waste including used syringes and needles,
- d) An in-date and complete anaphylaxis response kit,
- e) An emergency response protocol (preferably laminated) on display, Page 2 of 3) 'The Australian Immunisation Handbook (current edition),
- g) 'National Vaccine Storage Guidelines — Strive for 5' (current edition), and
- h) A process to regularly monitor on-line updates to 'The Australian Immunisation Handbook (current edition), including prior to administering influenza vaccine.

3. Patient Consent and Eligibility

3.1. nurse must obtain written consent from the person before the vaccination and must retain this consent for seven years (in accordance with the Health Records Information and Privacy Act). 3.2. The nurse must not vaccinate a person with a contra-indication or precaution to vaccination listed in the 'The Australian Immunisation Handbook (current edition). Current consent forms are either viewed via iPad or supplied laptops.

4. Recording and Reporting

4.1. The nurse must record the vaccination with the detail required under clause 48A(2) of the Poisons and Therapeutic Goods Regulation 2008. (as specified in part B) and a copy of this record should also be kept for seven years. All immunisations must be uploaded to the AIR as per the Australian Immunisation ACT 2015- 16 updated 15 February 2021.

5. Post Vaccination Care of the Patient

5.1. The nurse must advise the person to remain on the premises for 15 minutes post vaccination and must advise the person of possible risks in leaving earlier than 15 minutes.

5.2. The nurse must either observe or direct an appropriately trained staff member to observe, the person for 15 minutes post vaccination to monitor for acute adverse events or anaphylaxis.

6. Management of Adverse Events

6.1. The nurse must be competent to manage anaphylaxis post vaccination including use of adrenaline consistent with 'The Australian Immunisation Handbook (current edition).

6.2. The nurse must ensure an ambulance is called to attend a person who experiences anaphylaxis post vaccination.

6.3. Immediately after the response to an adverse event is affected, the nurse must notify the adverse event to the local Public Health Unit by telephone on 1300 066 055.

6.4 Nurses should identify the expiry date of both supplied EpiPens (two per nurse), Oxy Viva or resuscitation bag.

7. Vaccine Storage / Cold chain management

Capital Health Care will strive for 5 degrees Celsius (°C) +2°C and +8°C, which is the temperature range recommended for vaccine storage. Capital Health Care maintains a Lec Medical Pharmacy Refrigerator capable of storing up to 700 standard single immunisations as per storage guidelines.

Vaccine Fridge Temperature is monitored twice daily via a temperature chart, or more if required. A data logging device also records data for record keeping and cold chain notifications this also supports accreditation documentation and audits. (Continuous logging)

Vaccine Management Protocol – Capital Health Care Pty Ltd (management staff)

Vaccination Programme Manager must be familiar with monitoring and recording current, minimum, and maximum temperatures of the vaccine refrigerator twice daily and as soon as possible after power outages.

Monitoring and adjusting equipment — for example, data logger and thermometer

- Equipment maintenance, including
- servicing the refrigerator and data logger
- changing the data logger and thermometer batteries
- checking the accuracy of the thermometer
- cleaning the refrigerator
- servicing the refrigerator

Readiness of freezer storage for ice packs and gel packs (in case of power failure, or mobile or immunisation sessions).

Vaccines

Capital Health Care vaccination management staff should be familiar with the ordering and receiving process.

- rotating stock so that vaccines with the shortest expiry date are used first
- calculating vaccine storage requirements
- storing vaccines

[The Australian Immunisation Handbook \(health.gov.au\)](http://health.gov.au)

[National Vaccine Storage Guidelines 'Strive for 5' | Australian Government Department of Health](#)

Vaccine transport mobile clinics (Administration & Nursing employee's)

- At least 24 hours before each mobile or outreach immunisation clinic, check the number of ice packs/gel packs in the freezer and replenish as needed.
- Plan the mobile or outreach immunisation clinic carefully. Take sufficient stock of vaccines, diluent, adrenaline (epinephrine), bubble-wrap, cold chain monitors and ice packs/gel packs.
- When using a cooler, store vaccines in their original packaging.
- If providing immunisations outdoors, choose a cool, shaded site.
- For a mobile service where there is no electric power supply or refrigerator, take an extra cooler containing additional ice packs/gel packs to replace melted ice packs/gel packs in the vaccine cooler.
- Take vaccines and diluents (if required) from the cooler only as required. Reconstitute vaccines immediately before administering them.
- When the vaccines are outside the vaccine cooler, keep them out of direct sunlight and away from other sources of heat and UV light (eg fluorescent light).
- Avoid handling vaccines any more than absolutely necessary.
- During mobile or outreach immunisation clinics, monitor and record the current, minimum and maximum temperatures of the cooler every hour. Reset the thermometer after each reading.
- When the mobile or outreach immunisation clinic is over, return vaccines that have been continuously stored between +2°C and +8°C to the vaccine refrigerator as soon as possible.
- temperature-monitoring equipment and documentation hourly

Vaccination Pickup

Your immunisation pack will be packed as per Strive for 5 guidelines management has pre chilled and packed your cooler it is your responsibility to maintain temperature especially within the first two hours from pickup.

Freezing episodes can occur in all coolers, usually in the first 2 hours after packing. The minimum size cooler recommended for storing vaccines is 10 litres.

Monitor and record the temperature every 15 minutes for the first 2 hours, then at least hourly (provided that temperatures are stable) using a battery-operated minimum/maximum thermometer. The thermometer should be reset after each reading for accuracy.

Temperature will depend on

- ambient temperature (winter)
- number of vaccines
- size and type of ice packs/gel packs given.

When using Capital Health Care coolers, always do the following:

- Condition the ice packs or gel packs
- Correctly pack the cooler to reduce the risk of freezing

Please make sure you insulate the vaccines with appropriate material so they do not come into contact with ice packs/gel packs that are at 0°C. For example, loosely wrap vaccines in bubble-wrap, allowing cool air to circulate; avoid wrapping tightly.

- Ensure that the contents of the cooler are packed securely so they cannot move around during transport.
- Keep the cooler out of the direct sun.
- Remove vaccines from the cooler only as they are required.
- Check that the temperature has remained between +2°C and +8°C before administering the vaccine.

Reporting a cold chain breach (Cold chain breach protocol)

Capital Health Care's action to take if the refrigerator temperature goes outside the recommended range.

What to do

1. Immediately isolate the vaccines.
2. Keep vaccines refrigerated between +2°C and +8°C, and label 'Do not use'. Vaccines may need to be transferred to an alternative purpose-built vaccine refrigerator or cooler.
3. Contact the state or territory health department as soon as possible (during business hours). The health department will require vaccine details, data logging and twice-daily temperature readings to assess the breach.
4. Do not discard any vaccine until advised to do so by your state or territory health department.
5. Take steps to correct the problem and to prevent it from recurring.
6. For privately purchased vaccines, contact the manufacturer for advice.

Information needed when reporting a cold chain breach

- Date and time of the breach
- Reason for the cold chain breach (if known) and whether it has been rectified
- Brand and size of refrigerator in which the vaccines are stored (eg ABC brand; 381 litres)
- Information for the breach period downloaded from your data logger. All refrigerators should have continuous data logging. Download the data before contacting your state or territory health department
- Minimum and maximum temperature readings while the vaccines were exposed to temperatures outside the +2°C to +8°C range
- Length of time the refrigerator temperature was outside the +2°C to +8°C range
- Date the refrigerator was last serviced
- Whether the vaccine refrigerator has had any maintenance issues recently
- Length of time that these issues have been occurring
- Type and number of vaccines in the current stock
- Expiry date of the vaccines
- Whether any vaccines have been pushed up against the cooling plate or a coil
- Whether all vaccines are in their original packaging
- Whether anybody has been vaccinated with potentially affected vaccines
- Whether the vaccines have previously been exposed to temperatures outside the +2°C to +8°C range
- Whether there is any visible damage to vaccines (eg wet or soggy packaging)

Vaccination Information distribution and advertising

Capital Health Care Distribution of factual information regarding vaccinations must come from either an Australian government department such as NHMRC, Department of Health or the company producing the vaccine. Capital Health Care will provide onsite vaccine literature such as CMI to the patient immediately if requested. Product information (PI) and Consumer Medicine Information (CMI) will be provided to the HR Team prior to booking system release.

Nurse wages

Capital Health Care's pay policy is to award all casual employees with the same above average award wage. All immunisation staff will be paid in accordance with experience an experienced competent enrolled nurse will be paid the same rate as a nurse practitioner. Nurses are paid fortnightly upon correctly lodged time sheets. Capital Health Care maintains above average pay after identifying employees are happier and provide a more enjoyable experience to the patient. Identifying good patient care and professional services results in further contracts. Capital Health Care Management recognises the importance of paying nurses as soon as possible to ensure business growth.

The training course must be conducted by an accredited training organisation.

Capital Health Care Pty Ltd - Vaccine storage self-audit

Once every twelve months Capital Health Care will perform a vaccination self-audit as per appendix 2 of the National Vaccine Storage Guidelines – Stive for 5

Ongoing vaccine management for Capital Health Care and education for our current staff, and orientation of new staff members is of the highest priority.



David Medlock

Managing director

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