



Impacts for VH community services and people living with VH

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Acknowledgment of Country

We acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.

Challenges during the pandemic

- **Community services**
 - Development of emergency plans
 - Changing working environment
 - Some services saw a reduction in presentations whilst others saw an increase in presentations
- **Prisons**
 - 14 day isolation for returning prisons
 - Reduced capacity to see clients due to space restrictions
 - Benefit from pre existing telehealth model for service delivery
- **GP and Hospital services**
 - “System disruptor”
 - Redeployment
 - Concierge, changes to waiting room
 - Change to telephone consults – higher FTA rates
 - Liver fibrosis assessment
 - Reduced referrals from GPs

Strategies and solutions

- **Community services**

- Workforce transitioned to working from home
- Using online platforms such as Microsoft Teams and Zoom
- Prescriptions and pathology sent directly to service instead of posting to client
- Conferences and education moved to virtual and online modalities
- Covid19 task force (ASHM) – emerging research

- **Prisons**

- Isolation rule removed
- Ongoing use of telehealth model

Strategies cont....

- GP and Hospital services
 - Innovation through redeployment
 - Use downtime for data collection
 - Ramped up community services, increased presence on social media
 - Utilise CNC to improve attendance
 - Alternative fibrosis assessment – FIB4, shearwave elastography (community) instead of FibroScan (hospital)

Beyond the pandemic

- **Community services**
 - Maintain telehealth as an option for service deliver
 - Resumption of F2F review as restrictions ease
 - Online education
- **Prisons**
 - Continue telehealth model of service delivery
- **GP and Hospital services**
 - Service integration and breaking down of silos
 - Impact on mental health
 - 2nd “wave” – increased presentation of patients with decompensated cirrhosis
 - Formalise and adopt telehealth services