

Overview

This workflow describes the three-stage skin integrity process used by Glow Health Care Australia. When a support worker identifies or suspects a skin concern during a client visit, this process ensures structured clinical escalation, assessment, and care coordination through to resolution. All steps are documented using the corresponding Form (1, 2, or 3).

Roles: ● **SW** — Support Worker ● **RN** — Registered Nurse ● **CP** — Care Partner

● **SYS** — Ariia Platform (automated)

Phase 1 Support Worker Observation & Reporting

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SUPPORT WORKER

Arrive at Client Visit

Support worker conducts the scheduled visit. Before completing care tasks, a general wellbeing check is performed. The SW opens Ariia and begins completing Form 1 — AC Progress Notes.

2

SUPPORT WORKER

Complete Form 1 — Progress Notes

SW documents: visit details, purpose, general notes, client wellbeing observations. Skin integrity question (Q23) asks: *"Did you notice any change in colour, texture, or continuity of skin?"*

3

SUPPORT WORKER

Skin Concern Identified? (Q23)

SW answers Q23. If **Yes** — skin escalation is triggered. If **No** — form is submitted and the workflow ends for this visit.

Escalation Trigger: Q23 = Yes

Decision Point — Q23: Skin Concern?

YES → Escalation triggered. Proceed to Phase 2. **NO** → Form 1 submitted. Workflow complete for this visit.

Phase 2 RN Clinical Assessment

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ARIIA PLATFORM — AUTOMATED

Escalation Notification Sent

Upon Q23 = Yes, Ariia automatically creates a clinical case and sends an alert to the assigned RN. The case includes: client name, visit date/time, and the support worker's observation notes from Form 1.

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REGISTERED NURSE

Acknowledge & Schedule Assessment

RN acknowledges the alert and schedules a clinical assessment visit. Timing is guided by severity indicated in the SW's notes: Critical → same day; High → within 24 hours; Moderate → within 48 hours; Low → within 5 business days.

Response time is determined by initial SW observation, confirmed after clinical assessment

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REGISTERED NURSE

Complete Form 2 — Clinical Assessment

RN conducts a clinical visit and completes Form 2. This includes: Braden Scale scoring (pressure injury risk), wound/skin observations, staging, exudate, pain, photographs (if applicable), and formal severity classification (Low / Moderate / High / Critical).

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REGISTERED NURSE

Clinical Action & Recommendations

Based on the clinical findings, RN selects appropriate actions: wound dressing, repositioning schedule, referral (GP, wound specialist, allied health), or emergency escalation. Recommendations and follow-up frequency are documented in Form 2.

If Critical: Emergency services contacted. Care Partner notified immediately.

Decision Point — Severity Level

HIGH / CRITICAL → Urgent care plan update + immediate CP notification

LOW / MODERATE → Standard care plan review in Phase 3

Phase 3 Care Partner Review & Care Coordination

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ARIIA PLATFORM — AUTOMATED

Assessment Report Delivered to Care Partner

Ariia sends Form 2 findings to the Care Partner and marks the case as pending CP review. The CP receives: severity rating, clinical observations, and RN recommendations.

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CARE PARTNER

Complete Form 3 — Care Partner Review

Care Partner reviews the RN assessment and completes Form 3. This covers: care coordination actions, client/family communication, external referrals or service changes, care plan update requirements, and continuity of care planning.

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CARE PARTNER

Update Care Plan

If required, the client's care plan is updated to reflect new skin integrity requirements. Support workers are briefed on any changes to care tasks. Updated plan is documented and a review date is set.

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CARE PARTNER

Close Feedback Loop

Care Partner provides feedback to the RN and the support worker(s) involved. All team members are informed of outcomes, updated tasks, and the next review schedule. Case is closed or flagged for ongoing monitoring.

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ARIIA PLATFORM — AUTOMATED

Case Closed / Ongoing Monitoring Flag

Case is marked complete in Ariia. If ongoing monitoring is required, Ariia schedules follow-up reminders for the RN and/or CP at the frequency specified in the care plan.

Severity Level Outcomes

Low

- Monitor — no immediate treatment
- SW continues standard skin care tasks
- RN follow-up within 5 business days
- Care plan reviewed at next scheduled review

Moderate

- Wound dressing or treatment initiated
- Care plan updated within 48 hours
- RN follow-up within 48 hours
- GP referral if required

High

- Specialist referral arranged (wound nurse / GP)
- Care plan updated within 24 hours
- RN follow-up within 24 hours
- Family / representative notified same day

Critical

- Emergency services contacted if required
- CP and RN notified immediately
- Hospital liaison if required
- Incident report filed

Step	Role	Action	Form	Trigger / Output
1–3	Support Worker	Conduct visit, observe client, complete progress notes	Form 1	Q23 = Yes → escalation triggered
4	Ariia (system)	Create clinical case and notify RN	—	Automated alert sent to assigned RN
5–7	Registered Nurse	Schedule and conduct clinical assessment, document findings, initiate treatment	Form 2	Severity rating + action plan → CP notified
8	Ariia (system)	Deliver RN findings to Care Partner	—	Automated report delivery
9–11	Care Partner	Review RN assessment, update care plan, coordinate team, close feedback loop	Form 3	Care plan updated, team informed, next review set
12	Ariia (system)	Close case or flag for ongoing monitoring	—	Case closed / follow-up reminders scheduled