



COVID-19

Manager Bulletin

COVID-19 Manager Bulletin – 5 August 2020

This email is for Monash Health managers.

The COVID-19 pandemic is an evolving situation. This advice is correct as of 5 August 2020.

Message from the Chief Executive

I have no doubt the introduction of the Stage 4 lockdown and the State of Disaster, creates a new level of challenge and anxiety for many of our team.

This step is an important one, to bring our rates of infection down, to keep the community safe, and to ensure our health services can sustain high-quality care. It is tough but necessary.

With these changes, there are two things I want you to prioritise – the health, safety and wellbeing of your team, and regular communication with them. It is only by doing this that we can ensure that we can provide the necessary treatment and care to our community.

The first principle of our model of care, which has remained consistent throughout the pandemic, is that the safety and wellbeing of our employees is paramount.

In recent days, we have implemented a number of initiatives that will help us support and protect you and your teams, as well as some of the most vulnerable members of our community. As we do so, we are clear that the vast majority of COVID-19 exposures for our employees have come from either community transmission, using PPE incorrectly, or not using it when it was needed.

Please look back at my last two CE Updates – you will see significant change in the way we are operating in just one week. It is vital, as leaders, that you stay across these changes. If you miss an edition or want to go back and revisit something, you can find [every edition here](#).

I need you to take these messages to your teams and repeat them often because, in times of stress where there is a lot of new information, people need to hear things several times to take it all in.

I'm sure that, like me, you are receiving a lot of questions about the Premier's directions and their impact. There will be a special CE bulletin sent later today that will contain further information.

The extended lockdown poses very real personal and professional challenges for us. Please take a deep breath, remember you are doing an incredible job, leading teams of great people who are rising to the challenge when our community needs us. Tell them that, and look after yourselves.

Stay safe.

Andrew Stripp
Chief Executive

Key messages

Priorities this week:

- Check in on each of your team members with an eye to their health, safety and wellbeing.
- Ensure your team is across the [latest PPE and mask-wearing requirements](#), along with the [updates to Code Blue and MET Call requirements](#).
- Today at 2pm, tune in to the [Manager Briefing for a special presentation](#) on communicating in uncertain times with Cathryn O’Flaherty, Consultant, Organisational Development and Learning.
- Check-in with the parents in your team and see what arrangements can be made to support them.
- Encourage your Health and Safety Representatives (HSRs) to tune into the next [Safety Café](#) (Webex) on 26 August at 2pm.
- Ensure that every member of your team has had their flu vaccination or made a declaration.
- Complete your workplace inspection.
- Familiarise yourself with the refinements to our [COVID-19 Inpatient Model of Care](#).
- Regular communication with your team is crucial during a crisis or period of significant change – we are experiencing both. See if you can [incorporate these hints and tips](#).

If masks are causing issues, the allergy clinic is available

Some employees are encountering allergic symptoms related to occupational allergy – such as a reaction to the use of masks. In response, the Allergy and Dermatology departments have developed an emergency telehealth clinic for employees. [Learn more here.](#)

Managing work, school and childcare

With school now happening in Victorian homes until at least 13 September, we recognise many of our employees perform key frontline roles that cannot be carried out at home. For others, there may be more flexibility with the ability to continue their duties at home. Please speak to each of the parents in your team to understand what they need to do and see, where possible, how we can put in place supportive arrangements. Work to get across the [support and leave entitlements](#) available during this time.

Managing employees placed on furlough

FAQs and supporting information about self-isolation requirements, leave entitlements and how managers need to support employees who are furloughed, are [all on the coronavirus website](#) for employees. Executive Director People and Culture, Karen Lowe, also [presented the latest information](#) at both employee and manager forums. Make sure you understand your role in supporting any team member who finds themselves in this situation.

Entering COVID-19 leave types in Kronos

The frequently asked questions about leave, as it relates to COVID-19, have [been updated](#) on the coronavirus website for employees. There will be further information about Special Paid Leave entitlements and how to enter those details into Kronos coming shortly, including a new leave flowchart.

Reduction in agency employees

To ensure consistent PPE practices, and to reduce the risk of COVID-19 transmission between services, we have put a hold on agency employees working in our residential facilities.

Before reintroducing agency employees, we will put in place new processes that require agency staff to be screened on booking with the agency and prior to commencement. Agency employees will also be required to complete our online PPE training and to wear appropriate PPE in all clinical areas, as per Monash Health employee requirements.

People and Culture Business Partners are here to help

If one of your team members has a unique set of circumstances, or you want further advice about leave types, furloughed employees, working safely, or any other people matters, then you can seek the advice of your People and Culture Business Partner. Details of the business partner for your part of the organisation are [listed on the coronavirus website](#).

Encourage your HSR to attend the next Safety Café

Encourage your Health and Safety Representatives (HSRs) to tune into the next [Safety Café](#) (Webex) on 26 August at 2pm. The Safety Café is an opportunity for your HSRs to stay up to date with the latest developments in OHS. The event is hosted by our OHS advisors, with HSR feedback contributing to the agenda items.

Workplace inspections are due

Last week, Director Talent Management, Michael Holman, spoke about the importance of our safety culture during a [manager briefing 'How safe is my workplace'](#). He presented some challenging facts, including that only 57% of our workplace inspections were completed in 2019-20. This will be an area of focus as we seek to build a culture where employee safety is as important as patient safety.

You will see a significant focus on OH&S and Workplace Inspections in coming months. Your workplace inspections for this quarter are now due, with forms available in [Protect](#). Our completion rate so far this quarter has been low, so please ensure all inspections are completed in your area.

COVID-19 Prevention trial for health care workers

The research team behind the [multi-centre trial](#) of COVID-19 prophylaxis with hydroxychloroquine in front line health and allied health care workers is now calling for enrolments. To enrol or discuss your interest, register at www.covidshieldtrial.com.au and follow the prompts. For more information, view a [video message](#) or read the [FAQs](#).

90% flu vaccination achieved; now for 100%

With one week to go, we have broken the 90% barrier for flu vaccination or declaration. This is a fantastic result. There is a particular focus on the high-risk patient areas such as Emergency, ICU,

NICU, and PICU, where we must reach 100% before we can notify the department of our final result. Let's work together to ensure we hit this target.

Communicating with your team – library resources add to new page

We're pulling together some tips and resources to support you in [communicating with your team](#). One new feature of the page in coming weeks, will be some excellent resources put together by the Monash Health library team to help you consider different aspects of team and leadership communication. The online library resource guide will cover leadership, teamwork, resilience, managing teams across sites, intraprofessional teams, providing feedback, and more.

Just as a teaser, effective communication is a common theme for Ted Talk speakers. Two of the most popular Ted Talk videos include [10 ways to have a better conversation](#) by Celeste Headlee and [How great leaders inspire action](#) by Simon Sinek, which offer short, powerful presentations on becoming a better communicator. Take some time to listen.

Self-care and managing emotional fatigue

In a recent Employee Forum, Dr Sika Turner, Senior Clinical Psychologist, spoke about the importance of practising self-care, particularly for healthcare workers, 13% of whom are at risk of work-related mental health disorders. [Learn more and view Dr Turner's presentation.](#) These Thursday employee forums will continue to have a wellbeing focus, so do attend or go back and listen if you can't dial in. And again, please encourage your team members to put their hand up early if they are struggling and connect them with the support and resources we have [available for our employees](#).

STARS recognised

The Say Thanks and Recognise (STAR) awards are open for nominations year-round, so when you are impressed by something a member of your team has done, then make sure we [hear about it too](#). On Thursday, we will start announcing the winners for the first half of this year, so please join us for the employee forums. [Find out more.](#)

Recruitment in a time of COVID-19

In an organisation like ours, not even a global pandemic can stop the business of recruitment, but we have been exploring some new ways of doing things, particularly given our current ways of working. Fiona Reynolds, Senior Manager, Talent Acquisition, ran through the [tools and tips](#) to source and attract the best available talent, utilising a range of online methods.

Encourage fellow managers to sign up

If you are concerned someone you know should be receiving the bulletin in their email and isn't, please [send them this link](#) and encourage them to sign up. [All previous](#) editions are available on the coronavirus website.

Manager briefing sessions back to fortnightly schedule

After today's Manager Briefing on communicating in uncertain times, the briefings will return to a fortnightly schedule. The next session will run on **Wednesday 19 August at 2pm**.

Ensure you are working to the most up-to-date advice

Ensure you are working to the most up-to-date advice by referring to the [Monash Health Employee Coronavirus website](#). To make accessing the site quicker, you can create a shortcut on your smartphone by following [these instructions](#).

You will see some changes to the layout of the coronavirus website home page, which now gives you quick access to [PPE information](#), [DHHS latest news](#) and [team room check-in](#) information.

All managers are requested to use these updates in discussions with their teams and then disseminate relevant information at stand-ups and handovers.

As advice and information evolve, please consult the latest updates and visit the [Department of Health and Human Services](#) and [Monash Health COVID-19 website](#) for employees regularly for the latest.
