



COVID-19

Manager Bulletin

COVID-19 Manager Bulletin – 15 October 2020

This email is for Monash Health managers.

The COVID-19 pandemic is an evolving situation. This advice is correct as of 15 October 2020.

Message from the Chief Executive

It has been another big week at Monash Health as we increase our operational capacity in response to a decline in active COVID-19 cases in the community.

Of great importance to all our managers is the news that we will undergo a **National Standards accreditation assessment from Monday 7 June to Friday 11 June 2021.**

This is another opportunity to identify where we have done well and where we might continue to improve, so that we deliver on our promise to pursue excellence.

The [government also announced](#) we will now lead the new **South East Public Health Unit**. Medical Director Infection Prevention, Associate Professor Rhonda Stuart, and Chief Transformation Officer, Andrew Block, are leading the set-up of this new unit, which will have an initial focus on COVID-19 response.

This unit allows us to use our speed, agility and connections within the community, to rapidly contact trace and quarantine, working in conjunction with DHHS, GPs, refugee health, local support agencies and more. It's an exciting opportunity to work even more closely with our community and shape public health services of the future. It is a ringing endorsement for our organisation and the way we have responded to the pandemic that we will be leading the South East Public Health Unit.

As in previous years, we will change our planned clinical activity during the **Christmas and New Year period** in line with anticipated demand. This year's [operational plan](#) is particularly important as we not only resume our clinical activity levels but ensure employees are able to take a well-deserved break, where possible, as we prepare for 2021. Please work with your teams to make sure you understand your service provision, and co-ordinate your team's leave to allow them to rest where possible.

I would like to convey my thanks and congratulations to all of you for the **turnaround in our workplace inspections** last quarter, which went from a 58 per cent completion to an

outstanding 98 per cent this quarter. Thank you to all who played a role in achieving this result. This is where we need to stay. We have a much better chance of keeping people safe and prioritising safety if we have this level of reporting and follow up.

We had an excellent forum for World Mental Health Day last week, which [you can revisit](#), and each Thursday we continue to bring you sessions on wellbeing topics. Please make time for these sessions and encourage your teams to do so too.

Thank you for your dedication and leadership.

Andrew Stripp
Chief Executive

Priorities this week:

- Review the operational plan for December/January and work through leave options for you and your team.
- Get any STAR award entries in by Friday (or Sunday at the latest).
- Mark **Monday 7 June to Friday 11 June 2021** in your diary and start putting together your task list for accreditation. More advice will be coming soon.
- If you are working in a clinical area, familiarise yourself with the model of care changes which come into effect on Monday 19 October.
- Encourage your Health and Safety Rep to attend the next Safety Café on 30 October.
- Take some time out for yourself and encourage your employees to do likewise. Make a promise to do one thing to support your mental health, as we consider the impacts of the pandemic on our mental fitness. Last week's World Mental Health Day session might be a good place to start.

Key messages

Model of Care changes

As we increase towards 80 per cent of our operational capacity, our Model of Care is being updated. Chief Operating Officer, Martin Keogh, and his team have been consulting widely about the changes, which start to come into effect from Monday 19 October.

Please stay across these changes, with an understanding that if we see community rates of infection rise, we will need to revert to the previous model.

Service Modification Operational Plan December 2020 / January 2021 (Christmas and New Year)

There will be a change in planned clinical activities across four weeks from Monday 14 December. What you need to do:

- Review the Operational Plan for [your site and clinical area here](#).
- Talk with your team and work out a plan for leave. This is an excellent opportunity for you and your people to pause and recharge for 2021, particularly for those who have not taken leave during the year.

Dates announced for National Standards accreditation assessment

Monash Health will undergo a National Standards accreditation assessment from Monday 7 June to Friday 11 June 2021.

With your support, work has continued throughout the year to ensure we are accreditation-ready as part of our business-as-usual approach to good governance, safe patient care and high-quality outcomes for our patients, families and carers.

If you haven't already, please ensure mandatory training, performance appraisals and other good governance activities are embedded in your daily work.

Over the coming months, we will be supporting you and your teams to continue these processes and provide tips and updates on what you can do to feel confident and comfortable with the accreditation assessment in June next year.

STAR awards – nominations close this Friday 16 October

You have until midnight this Friday to nominate a colleague or member of your team for extraordinary work throughout the latest quarter. There is a new 'Excellence in occupational health, safety and wellbeing' award category.

From delivering outstanding work from a remote working environment to dealing with the stress and pressure of frontline COVID-19 care to ensure excellent care, there are so many stories to tell. And we want to hear about them. [Learn more here](#).

Keep an eye out for the COVID-19 employee survey

In the next few days we will be sending out a repeat of the COVID-19 employee survey we conducted earlier in the year. Please complete it and encourage your teams to do likewise. The more information we have on how people are faring and what the gaps might be, the better we can respond to support them. These results will also be useful to you in your role as a manager.

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 30 October at 2:00pm. The Safety Café is a consultation initiative that provides an opportunity for your HSRs to be kept up to date with the latest developments in OHS. The event is hosted by our OHS advisors, with HSR interest/feedback contributing to the agenda items. More information about the event can be found [here](#).

Comic duo reminds us to be kind to ourselves

More than 650 people logged into last Thursday's World Mental Health day employee forum, featuring comedians Claire Hooper and Dilruk Jayasinha, reminding us to be kind to ourselves and of the value of humour and gratitude when navigating difficult times. Watch the event on our [past events page](#) on the Coronavirus website or read about it [here](#).

Wellbeing toolkit for managers

The Victorian Public Sector Commission has published a [Wellbeing toolkit](#), designed to assist public sector people managers support employee wellbeing. The toolkit is an online resource for public sector people managers to access practical information to proactively support their team's wellbeing. It's made up of tips, tools and activities they can use with little to no forward planning. People managers can conduct all the activities in both remote and face-to-face workplace settings.

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.

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](#).

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.
