



COVID-19

METRO NORTH WRAP-UP

ISSUE 2: 3 APRIL 2020

MESSAGE FROM SHAUN



We're another week into the evolution of COVID-19 and I'm continually proud of how our health service is responding. Each one of you is playing an important role.

We continue to roll out our Pandemic Response Plan and have been creating capacity across the HHS to allow us to flex up as needed.

Necessity breeds invention and apparently a pandemic is an incredible motivator! The ingenuity and passion for creating new ways of providing care and meeting the needs of our community are astounding. I am very impressed too with the way the community is rising up to meet our needs. Our 3D face shield frame campaign has been met with an overwhelmingly positive response from members of the public.

Our COVID-19 virtual ward continues to operate effectively, demonstrating our agility and ensuring our hospitals have capacity for those who need admission. We continue to implement a variety of preparedness initiatives including ICU expansion and staff recruitment.

Now more than ever our values of **compassion, integrity, respect, teamwork and high performance** must form the foundation of our decisions and actions. Metro North's greatest asset is our people and your wellbeing is our highest priority. Next week we will be launching a comprehensive staff wellbeing program to help look after you while you're looking after our community.

Please continue to tune into our weekday vidcasts, read our email updates, and check the COVID-19 online page for all the information you need. We're continually adding to these resources including a new wellbeing section which is important during this time.

Although we don't know exactly what lies ahead, we are prepared and ready to rise to the challenge.

Kind regards,

Shaun Drummond

Chief Executive

Metro North Hospital and Health Service

A WEEK IN REVIEW

Our response to COVID-19 continues to evolve in line with government advice, and we are working closely with our partners during this time. A summary of our response over the past week is below:

Virtual Visits

Hospital visitor rules have been tightened to ensure the safety of our patients, staff and any visitors to our HHS. However, we know visitors have an important role to play in patient recovery. With the help of Digital Metro North, we have created 'digital visitation arrangements' information for our patients. This is available for both via [Apple devices](#) and [Android devices](#) and is available from our online [Patient Resources page](#).

Staff are encouraged to familiarise themselves with the technology to assist patients and their families.

Virtual Wards and Telehealth

We continue to operate a COVID-19 virtual ward model across our HHS, currently treating over 140 eligible patients with mild symptoms to receive the care they need while recovering in their own home. These patients are supported by our clinicians who use technology to check in and provide care.

This virtual ward model is expanding to create a total of 1600 beds by the end of next week. A virtual ED has also gone live to support the admission of patients to our virtual wards.

Telehealth and virtual health are also being used to provide outpatient appointments across a number of areas, to prevent the need for patients physically attending our facilities where possible.

Expanding ICU capacity and staff resources

We are continuing to expand our ICU capacity up to 149 beds. This is part of our preparedness approach. Additionally, we have converted surgical wards to medical wards to increase inpatient capacity.

Additionally, we are recruiting a number of FTE nursing graduates, third-year nursing students to start as AINs (Assistants in Nursing) and we have streamlined staff redeployment in these areas to further bolster our clinical resources during this time.



**Queensland
Government**

3D PRINTING PPE

A quick call out on social media has prompted hundreds of people to take to their 3D printers to create frames for face shields for personal protective equipment (PPE).

In less than a day, almost 100,000 people had seen the post and hundreds had shared it with their networks. Many have commented sharing that they had chosen to take on the challenge.

Specifications for the frame are available on our [Herston Biofabrication Institute website](#). We're aiming to have 3000 frames created in the next three weeks.



UPDATE ON BREASTSCREEN

BreastScreen Queensland has temporarily suspended routine breast screening in order to protect the health of their clients, staff and the community. Women are being encouraged to remain aware of the normal look and feel of their breasts and if any of the changes are noted to contact your doctor immediately. More information about changes to look for can be found on the [BreastScreen Queensland website](#).

BLOOD DONATIONS NEEDED

COVID-19 has not stopped the demand for blood donations, in fact donations are now more important than ever. Donor centres are safe, open and welcoming donors who are healthy, have not returned from overseas in the last 28 days, have not had contact with a confirmed case of coronavirus in the last 28 days and have not had a confirmed case of coronavirus in the last 3 months. For further information please consult the [Red Cross Coronavirus webpage](#).

HR GUIDANCE

Redeployment opportunities and survey

Many staff have enquired about how they can better support the COVID-19 response at work, due to reduced workload in their current roles. Directorates are already planning their requirements for essential positions. If you are willing and available to be temporarily redeployed into another role, please complete the [Workforce Reallocation Survey](#).

Working from Home

Some teams across our health services have taken advantage of flexible working arrangements where possible and working from home. Please consult the COVID-19 extranet page for all your [working from home needs](#).

We have also set up a dedicated Staff HR Hotline (3647 2819) and email address MetroNorthHR@health.qld.gov.au for COVID-19 related HR questions.

VIDCAST SCHEDULE

Tune in to our Vidcasts to stay up to date with everything COVID-19.

All sessions are recorded and uploaded to [QHEPS](#) to be viewed later.

Monday April 6	Vidcast with Shaun Drummond and Jackie Hanson, 2:00 – 3:00pm
Tuesday April 7	Vidcast with Catherine Watson, Infection Control Nurse, 1:00 – 2:00pm
Wednesday April 8	Vidcast with Paul Chapman, Infectious Diseases Doctor, 2:30 – 3:30pm
Thursday April 9	Vidcast with HR Manager, Col Smyth, 2:30 – 3:00pm
Tuesday April 14	Vidcast with Infection Control Nurse, 1:00 – 2:00pm Vidcast with Shaun Drummond and Jackie Hanson 2:00 – 3:00pm
Wednesday April 15	Vidcast with Infectious Diseases Doctor 2:30 – 3:30pm
Thursday April 16	Vidcast with HR representative, 12:30 – 1:30pm
Friday April 17	Vidcast with Shaun Drummond and Mel McCabe, 2:00 – 3:00pm

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Visit metronorth.health.qld.gov.au/extranet/coronavirus for our latest COVID-19 updates

Metro North Communications provides information about what's happening across Metro North Hospital and Health Service, including new initiatives, staff profiles, patient stories and details of upcoming events. Contributions for articles are appreciated. Please send them to the Communications team – phone (07) 3647 9525 or email MetroNorth-Communications@health.qld.gov.au