



COVID-19

METRO NORTH WRAP-UP

ISSUE 3: 9 APRIL 2020

MESSAGE FROM SHAUN



As the COVID-19 pandemic continues to unfold and develop, our staff are continually adapting to our new innovative ways of working. Changes that previously would have taken us months to implement are happening within days in response to immediate need. It's inspiring to see the outside the box thinking across our health service.

Big news this week is the community response to our challenge to 3D print 3000 face shield frames in three weeks. We met the goal in less than a week! A huge thank you to all involved and the wider community for banding together and delivering well above our expectations. It just shows how much the community want to support our efforts.

Virtual is fast becoming business as usual with 96 COVID-19 patients currently admitted to our Virtual Ward. This is just one initiative that has been successful in expanding our bed capacity for patients who can be safely cared for in their home. We are also encouraging patients' families to visit virtually to keep their loved ones' spirits high while they are unable to have many visitors to the facility.

This week we're launching our program to support wellbeing during COVID-19. We are expanding on our existing wellbeing resources by adding COVID-19 specific support, including calling for peer responders and a network of staff trained to ask RUOK, and extending our profession specific support. We have also created a Chief Wellbeing Officer position to oversee implementation of our wellbeing strategy.

You are our greatest asset. Providing a work environment that is safe and supportive during this critical time is essential. As a team, we need to work together and look after each other. Please visit our wellbeing site for tips and tools and to sign up to support your colleagues.

As always, please tune in to our vidcasts or watch later online as these are an excellent source of information for everything COVID-19. Our executives and experts are there to answer your questions and provide the up to date information you need.

As an essential service, I understand a lot of us will be working the Easter long weekend. For staff who are fortunate to have the long weekend off, please adhere to government guidelines and stay home to support slowing the spread of COVID-19.

I hope you're not tiring of hearing this, thank you for continued commitment and efforts in supporting Metro North's response to the COVID-19 pandemic.

Kind regards,

Shaun Drummond
Chief Executive
Metro North Hospital and Health Service



WELLBEING STRATEGY

Staff wellbeing during COVID-19 is crucial. Supporting you while you support others is vital to our success in responding to the pandemic. Metro North's wellbeing during COVID-19 strategy offers a range of support for staff including tips and tools for looking after your emotional health and looking out for your colleagues.

Overseeing the implementation of the strategy will be our new Chief Wellbeing Officer Bruce Sullivan. Bruce is a developmental speaker and wellbeing coach with extensive experience in working with complex organisations. He will join us temporarily to support staff through COVID-19.

The wellbeing program also includes a new program we're calling PPE4URMIND which will provide tailored onsite counselling with a psychologist for staff working in COVID-19 related roles. We are recruiting temporary psychologists for this service which will start in May.

We are also launching our Peer Responder program. During our COVID-19 response a network of staff Peer Responders skilled in psychological first aid will be available to support your wellbeing. They will listen and link you with appropriate support services or resources and will become integral to how we take care of ourselves. If you're interested in volunteering or know someone who would 'fit the bill' to be a Peer Responder visit the wellbeing page for more information.

The program also includes RUOK? training for staff wanting to become part of a collegiate support network. Now is the time for us to reach out to our colleagues and let them know we care by asking RUOK? We can all create a culture where people feel confident asking and answering this simple yet important question. We are partnering with Partnering with RUOK? Metro North are offering staff the opportunity to build skills and feel confident to:

- Ask a colleague RUOK?
- Respond appropriately and safely to anyone who says: "No, I'm not OK".

Staff can register for the RUOK? training on Metro North Learning Management System. The interactive training takes 60-90 minutes with discussion via Teams.

The training is aimed at giving as many staff as possible the confidence and know-how to check-in and ask their colleagues RUOK? On-going support will be available as scheduled fortnightly check-in sessions with a staff psychologist or as needed. Details on how to register for RUOK? training are on the wellbeing page.



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FEVER CLINICS UPDATE

EASTER LONG WEEKEND

There are no changes to our fever clinics located at RBWH, TPCH, Redcliffe, Kilcoy and Caboolture Hospitals over the Easter long weekend.

Community assessment clinics will have reduced hours over the long weekend:

- Brighton Assessment Clinic will be CLOSED Good Friday and OPEN 10am – 6pm Easter Saturday, Sunday and Monday.
- Pine Rivers Assessment Clinic will be CLOSED Good Friday, Easter Saturday and Sunday and OPEN Easter Monday 8am – 4pm.

IUIH FEVER CLINIC

The Institute of Urban Indigenous Health (IUIH) has opened a fever clinic for Aboriginal and Torres Strait Islander people has been opened in Caboolture. The clinic is located at 3 James Street Caboolture. Patients will be triaged into the service from Moreton ATSIHCHS clinics and referrals can be made for any Aboriginal and or Torres Strait Islander people and their immediate family who meet testing criteria.

HR GUIDANCE

Metro North and directorate workforce hubs are being established to manage the reallocation of staff to priority clinical areas, and management of our vulnerable workers.

New guidelines have been released to support vulnerable staff and pregnant staff during the COVID-19 pandemic.

Updated workforce FAQs have also been added to the Metro North COVID-19 site in the [HR Resources section](#).

PPE

3D PRINTING

Metro North put a call out to our community last week to assist with 3D printing of PPE face shield frames. We set the challenge of receiving 3,000 units in three week. Within one week, our goal was achieved. This initiative was coordinated by the Herston Biofabrication Institute in partnership with their associates and with the huge support of our community.



Mathilde Desselles from Herston Biofabrication Institute and Victor from Arc Hardware Incubator with the latest community donations of face shields.

PPE REFRESHER TRAINING

The Metro North PPE Advisory Group has been established to provide continual support and information for staff about the safe and appropriate use of personal protective equipment. The group will review and update weekly the [Personal Protective Equipment for COVID-19](#) guidelines, which is now available online.

The guideline is supported by education materials online including a summary of the standard levels of PPE required, methods for donning and doffing and working in PPE.

Additional PPE education will be available to ensure all staff are comfortable choosing and using PPE appropriately for their role.

It is vital that staff maintain up to date PPE knowledge for your own safety and for the safety of those around you. If you have questions or concerns, your line manager will provide advice appropriate for your unit.



PUBLIC FACING COVID-19 RESOURCES

While we have an abundance of online COVID-19 resources for staff, we also have a range of public facing resources. This is an excellent source to refer your family and friends to for COVID-19 information. On the [Metro North public COVID-19 website](#) you will find information for patients and visitors to our facilities, information on fever clinics across Metro North, information on virtual visits and a link to the Queensland Health COVID-19 page.

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

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