

August 2022

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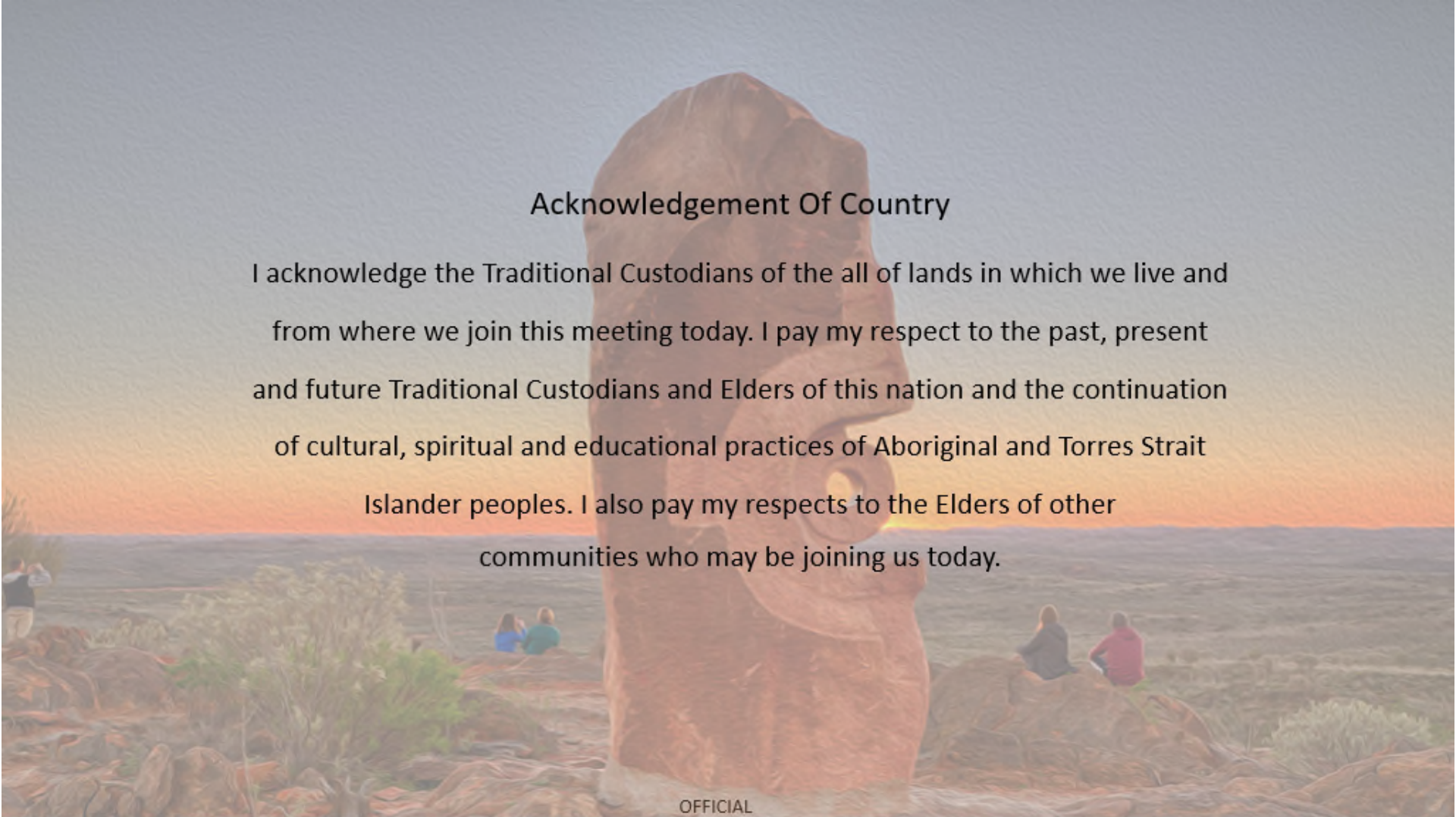
# COVID + Pathway Learning Network webinar series

Webinar 23: Update from the Wellbeing for healthcare workers initiative including practical steps you can take now

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## Acknowledgement Of Country

I acknowledge the Traditional Custodians of the all of lands in which we live and from where we join this meeting today. I pay my respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples. I also pay my respects to the Elders of other communities who may be joining us today.

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## Webinar series purpose

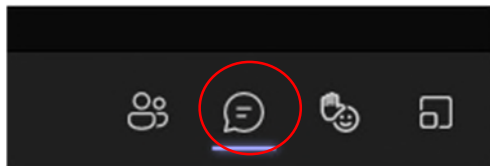
- Showcase local clinicians who will share their experiences delivering the COVID + Pathways model
- Provide a forum for sharing and collaboration to support the delivery of best practice

\* To share your services' experiences, innovations and learnings in delivering the COVID+ Pathway at an upcoming webinar email [centresofclinicalexcellence@safercare.vic.gov.au](mailto:centresofclinicalexcellence@safercare.vic.gov.au)

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## Before we start

Throughout the webinar you can ask questions by typing your question into the chat.



There will also be a dedicated time for questions and discussions.

The presenters will do their best to answer your questions at the end of the presentation.

This session will be recorded and made available on the SCV website.

# Overview

Topic	Presenter
National COVID-19 Clinical Evidence Taskforce update	<b>A/Prof Steve McGloughlin</b> , <i>Director Department of Intensive Care &amp; Hyperbaric Medicine Alfred Health: Executive Director, National COVID-19 Clinical Evidence Taskforce</i>
COVID+ Pathways update	<b>Penny Wilkinson</b> , <i>Executive Director, COVID+ Pathways, Department of Health</i>
Update on the current state of play in the pandemic	<b>Professor Ben Cowie</b> , <i>Acting Chief Health Officer, Department of Health.</i>
Questions/Reflections	<i>Facilitated by Mike Roberts</i>
Update from the Wellbeing for healthcare workers initiative including practical steps you can take now	<b>Eleanor Sawyer</b> , <i>Manager, Healthcare Worker Wellbeing Centre, Safer Care Victoria.</i>
Questions/Reflections	<i>Facilitated by Mike Roberts</i>

# Safer Care Victoria Webinar Taskforce Update

Steve McGloughlin

Director Department of Intensive Care & Hyperbaric Medicine, The Alfred

Associate Professor, School of Public Health and Preventive Medicine

Monash University  
August 24, 2022

NATIONAL  
**COVID-19**  
CLINICAL  
**EVIDENCE**  
TASKFORCE

The first rule of naming something,  
never ask the British public.



4:59 AM · 8/4/22 · [Twitter for iPhone](#)

**2,410** Retweets **247** Quote Tweets **27.7K** Likes

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# Evusheld in hospitalised adults with COVID-19

## who require oxygen

Reviewed the results of ACTIV-3-TICO trial.

Determined that in patients hospitalised with COVID-19 who require oxygen, tixagevimab plus cilgavimab (Evusheld) probably reduces the risk of death.

- **Conditional recommendation**

*Consider using tixagevimab plus cilgavimab within 12 days of symptom onset in unvaccinated adults with COVID-19 who require oxygen but not invasive mechanical ventilation.*

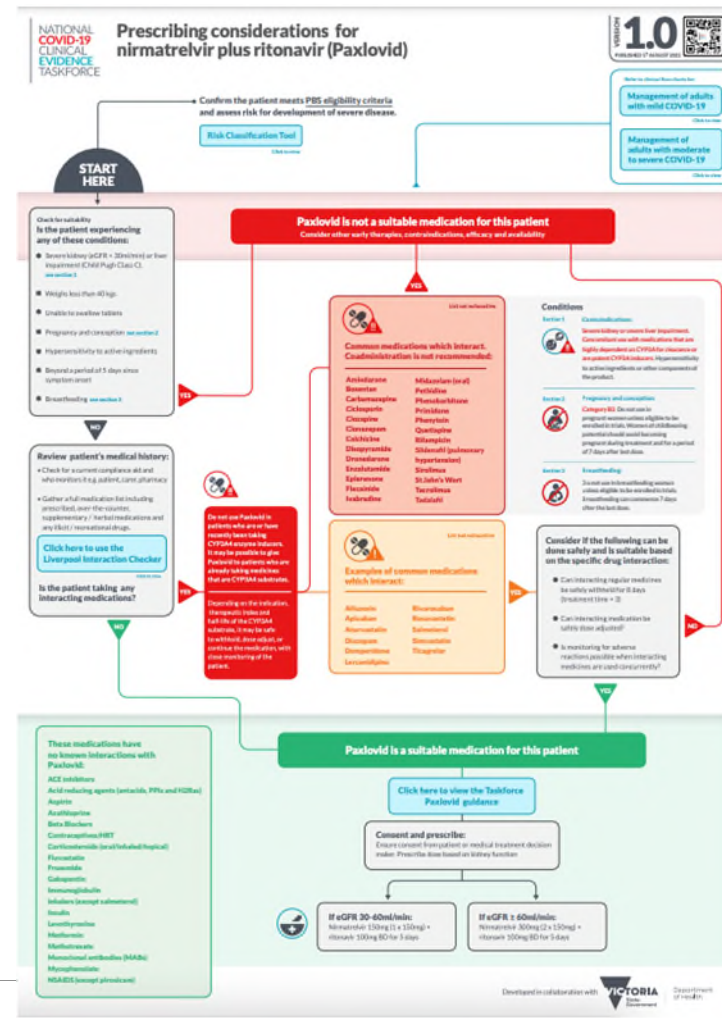
- **Consensus recommendation**

*In addition to at-risk unvaccinated adults, also consider using tixagevimab plus cilgavimab within 12 days of symptom onset in adults with COVID-19 who require oxygen and are immunocompromised; or are at particularly high risk of severe disease on the basis of advanced age and multiple risk factors.*



## NEW Paxlovid prescribing guide

- Developed in collaboration with the Victorian Department of Health.
- Also consulted RACGP and NPS MedicineWise
- Designed to help GPs determine Paxlovid's suitability for adults with mild COVID-19 and help navigate the complexities of the contraindications





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# COVID + Pathways update

**Penny Wilkinson**, *Executive Director, COVID+ Pathways,  
Department of Health*

# COVID Positive Pathways

## Program update

24 August 2022

## Achievements to date

**Over 2 million Victorians have been connected to social and clinical support through the C+P program**



Standardised statewide triage directing eligible C+ Victorians to either self care within the community (over 50 per cent) and others into an assessed and allocated care pathway based on acuity.



Enabled the level of right care in the right setting at the right time and provided escalation points for those most at risk



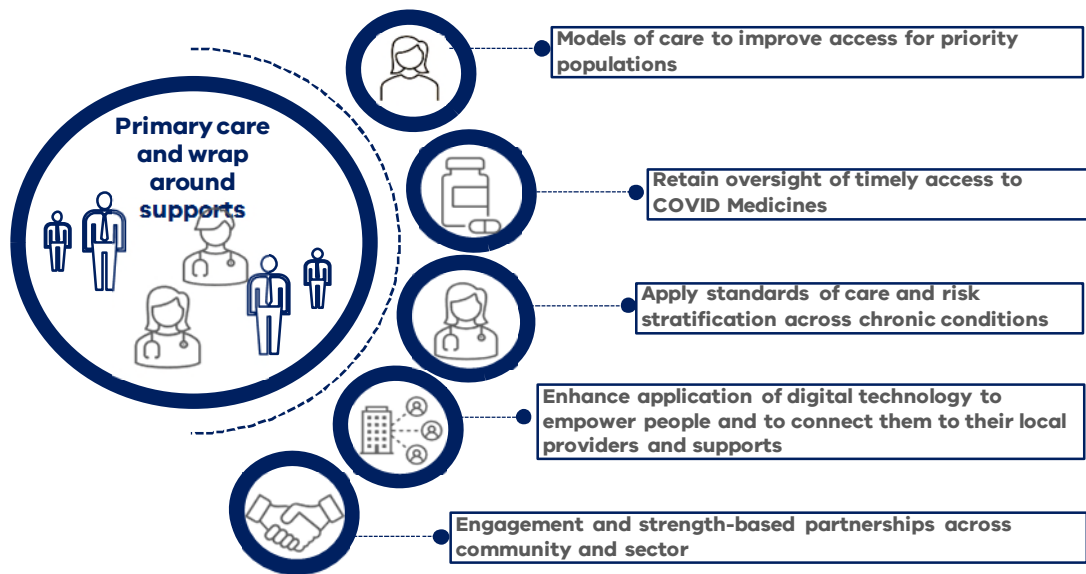
Achieved through unprecedented partnership of primary and community care, tertiary care and government

# Right care, right place, right time

## Strengthening out of hospital care

- Primary care is the most appropriate care for COVID positive with **low or no symptoms**
- **Expanding community health and integrated services** response during pandemic and embedding as model of care outside of hospitals
- Prompt connection will enable **access to COVID medicines** (including antivirals)
- The future model will focus on **priority populations and integration** with community and primary care.

## System of care



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# COVID Medicines update

## Evusheld™

- **> 4000 doses of Evusheld™ delivered since April, protecting the most vulnerable Victorians from getting COVID-19**
- **12 funded hospital clinics state-wide now ceased**
- **Evusheld™ community prescriber pathway launched end of July, allowing Victorians to be prescribed by a GP or specialist and collect the medicine free of charge from a participating pharmacy state-wide.**
- **Ongoing supply for primary and secondary doses is unclear. Awaiting further information from the Commonwealth.**
- **TGA currently evaluating dosing.**
- **Work ongoing to publicise Evusheld™ and access pathways to consumers and clinicians – both have existing websites, social media to come shortly.**

## Early treatment

- PBS prescriber helpline extended to the end of November. Tasmania now using the helpline.
- Consumer eligibility tool in development, expected to be published later this week. Will support existing consumer web content in raising awareness.
- National COVID-19 Taskforce published the Paxlovid Prescribing Guide on 17 August for nationwide use - a collaboration with the department.
- Obtained identified PBS data from Services Australia - data linkage has commenced and insights will be available imminently.
- Work underway to formalise the process for non-Medicare eligible consumers to access subsidised COVID medicines through NMS supply in hospital pharmacies.
- 30 community organisations contracted to deliver culturally appropriate and accessible information about vaccination, testing and eligibility for COVID medicines.

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# Questions

**Please type your question in the chat**



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# Update on the current state of play in the pandemic

**Professor Ben Cowie**, *Acting Chief Health Officer, Department of Health*

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# Questions

**Please type your question in the chat**

August 24 2022

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# Healthcare worker wellbeing

## COVID + Pathways

# Healthcare Worker Wellbeing Centre

- Website
- Advisory group
- Community of practice
- Healthcare worker wellbeing initiative



Scan the QR code  
to visit our website

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A screenshot of the Healthcare Worker Wellbeing Centre website. The header includes logos for 'YAH! Victorian Agency for Health Information' and 'SCV Safer Care Victoria', along with the tagline 'BETTER SAFER CARE'. A navigation bar contains links for Clinical guidance, Notify us, Data + reports, Support + training, Improvement, Publications, and About. The main banner features a group photo of healthcare workers and the title 'Healthcare worker wellbeing'. Below the banner, a section titled 'The wellbeing of healthcare workers is critical to patient safety.' is followed by a paragraph about the importance of mental health during the pandemic. A 'Do you need support now?' section lists various resources like psychologists, employee assistance programs, and support services. 'Things to help you this week' includes links to calming music, a collective pause, and a TEDx talk. The 'Stay connected' section is a grid of nine boxes: 'Collective pause', 'Webinars and events', 'Support for healthcare workers', 'Resources, tools and tips', 'Support your staff or team', 'Peer support', 'Training and learning', 'Subscribe', and 'About the Healthcare worker wellbeing centre', each with a brief description of the service.

# Current state?

Check for updates

## COVID-19 pandemic

### Burnout and psychological distress amongst Australian healthcare workers during the COVID-19 pandemic

**Hannah Dobson**<sup>1</sup> Department of Psychiatry, The Alfred Hospital, Melbourne, VIC, Australia; and The Monash Alfred Psychiatry Research Centre, Monash University, VIC, Australia

**Charles B Malpas** Department of Neuroscience, Central Clinical School, Monash University, Melbourne, VIC, Australia

**Aidan JC Burrell** Department of Intensive Care, The Alfred Hospital, Melbourne, VIC, Australia

**Caroline Gurvich** The Monash Alfred Psychiatry Research Centre, Monash University, Melbourne, VIC, Australia

**Leo Chen** The Monash Alfred Psychiatry Research Centre, Monash University, Melbourne, VIC, Australia

**Jayashri Kulkarni**<sup>2</sup> The Monash Alfred Psychiatry Research Centre, Monash University, Melbourne, VIC, Australia

**Toby Winton-Brown** Department of Psychiatry, The Alfred Hospital, Melbourne, VIC, Australia; and Department of Neuroscience, Central Clinical School, Monash University, VIC, Australia

## AUSTRALASIAN PSYCHIATRY

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## Open access

## Original research

### General Psychiatry

### High levels of psychosocial distress among Australian frontline healthcare workers during the COVID-19 pandemic: a cross-sectional survey

Natasha Smallwood,<sup>1,2</sup> Leila Karimi,<sup>3,4</sup> Marie Bismark,<sup>5,6</sup> Mark Putland<sup>7,8</sup>,  
Douglas Johnson,<sup>9,10</sup> Shyamali Chandrika Dharmage,<sup>11</sup> Elizabeth Barson,<sup>12</sup>  
Nicola Atkin,<sup>13,14</sup> Claire Long,<sup>15</sup> Irene Ng,<sup>16,17</sup> Anne Holland,<sup>2,18</sup> Jane E Munro,<sup>19,20</sup>  
Irani Thevarajan,<sup>21</sup> Cara Moore,<sup>22</sup> Anthony McGillion,<sup>23</sup> Debra Sandford,<sup>24</sup>  
Karen Willis<sup>25,26</sup>

## Research

### Thoughts of suicide or self-harm among Australian healthcare workers during the COVID-19 pandemic

Marie Bismark<sup>1</sup>, Katrina Scurrah<sup>2</sup>, Amy Pascoe<sup>3</sup>,  
Karen Willis<sup>4</sup>, Ria Jain<sup>5</sup> and Natasha Smallwood<sup>5</sup>

## ANZJP

Australian & New Zealand Journal of Psychiatry  
1–11  
DOI: 10.1177/00048674221075540

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# Safety and workforce implications

- Burnout is associated with<sup>1,2,3,4,5</sup>
  - increased medical errors
  - decreased empathy
  - decreased patient satisfaction
  - reduced self-confidence in communication skills
  - workforce attrition



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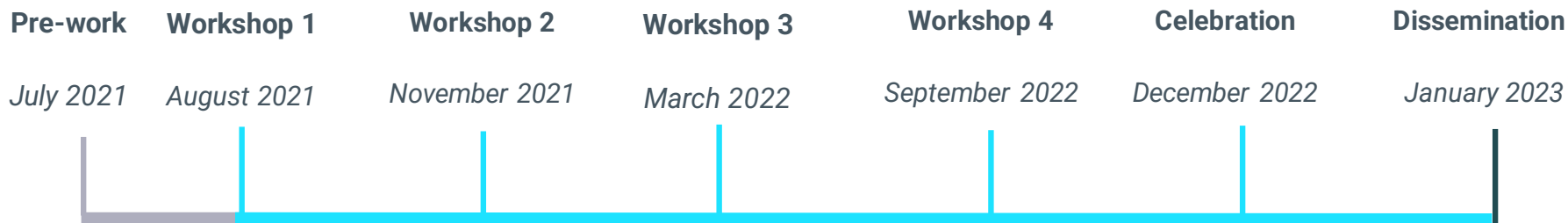
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## Healthcare worker wellbeing initiative

- 22 teams from metropolitan, regional and rural Victoria
- Acute through to community health
- Using the validated Mini-Z Burnout tool to measure impact of changes



# What is the project methodology?



← **Action Periods** →

- Workshop content
- Phone and online support from SCV and IHI
- Regular coaching
- Access to local and international clinical experts
- Improvement teaching
- Access to the IHI Open School
- Networking opportunities with other participating services
- Support to generate, review, understand and present data
- A secure online community to facilitate discussion and information sharing

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# Four steps for leaders

↑ Patient experience  
↑ Organisational performance

4. Use improvement science to test approaches to improving joy in your organisation

3. Commit to making *Joy in Work* a shared responsibility at all levels

2. Identify unique impediments to *Joy in Work* in the local context

1. Ask staff “what matters to you?”

# IHI framework for improving joy in work



Source: Perlo J, Balik B, Swensen S, Feeley D. *IHI Framework for Improving Joy in Work*. IHI White Paper. Cambridge, MA: Institute for Healthcare Improvement; 2017.

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## What is a 'What matters to you' conversation?

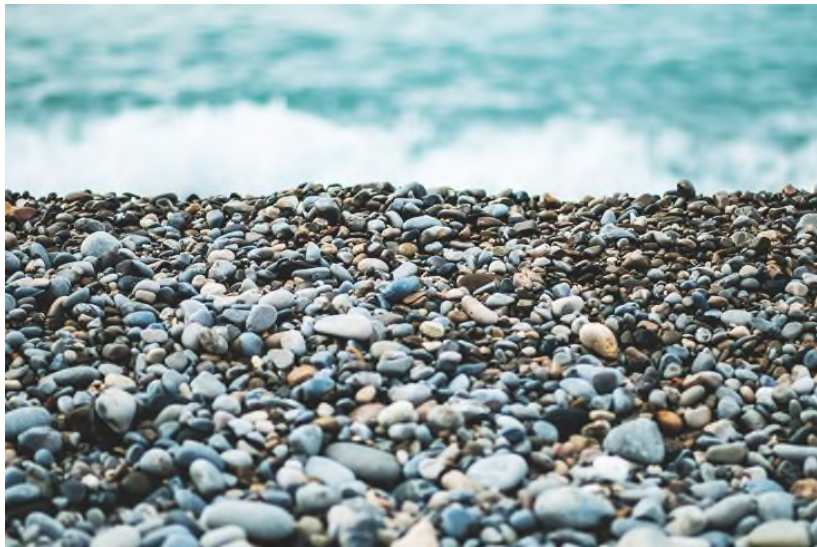
We start with the bright spots:

- What brought me to healthcare...
- What is going well with how our team has responded...
- What makes me proud to work here is...
- What matters to me in my work is...
- The most meaningful or best part of my work is...
- I know I make a difference when...
- When we are at our best, here's what it looks and feels like...



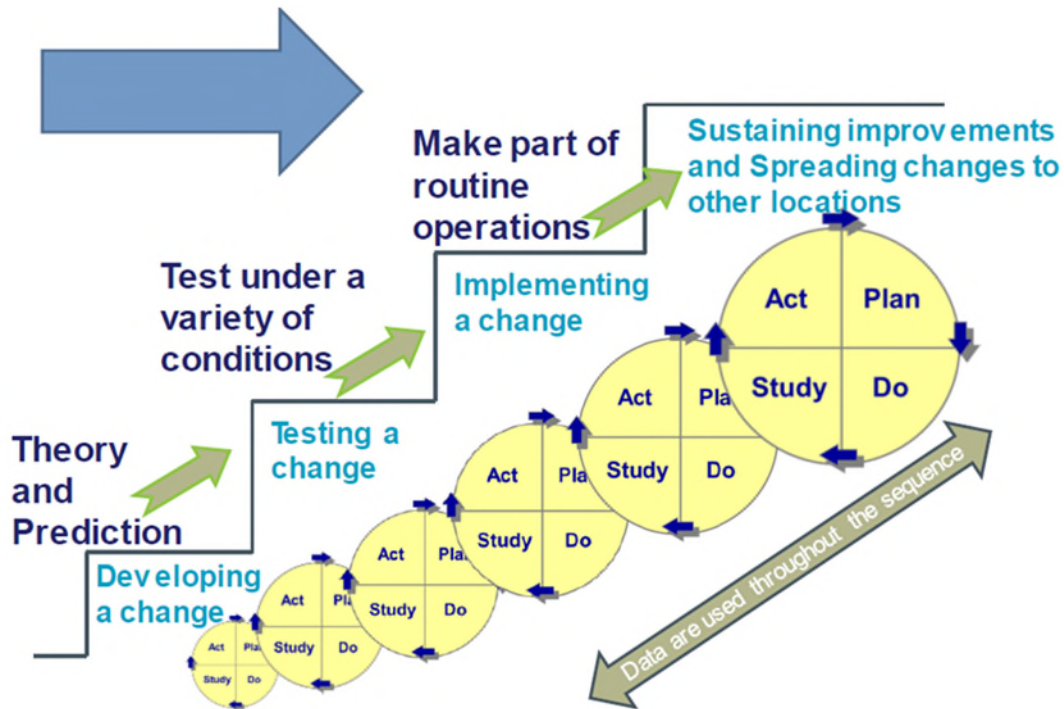
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## What are the pebbles in your shoes?



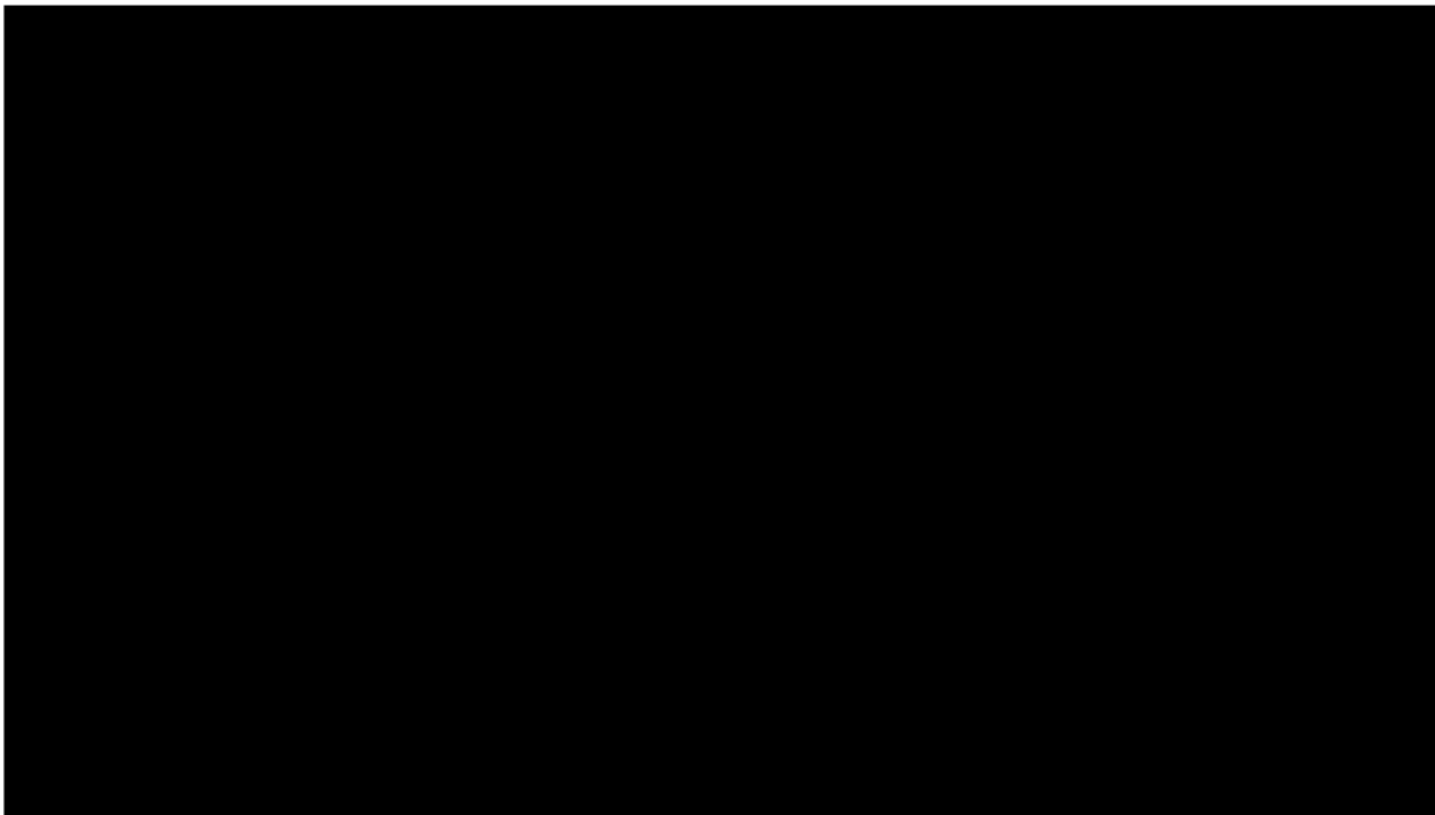
- What gets in the way of what matters to you?
- What gets in the way of a good day?
- What frustrates you?

# Engage all of the team in PDSA's



# Euroa Health

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## Plan-Do-Study-Act examples

- Walking meetings outside
- Decrease emails
- Daily huddle to debrief, load level and connect
- Repair faulty equipment
- Improve use of EAP
- Improve rostering





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## The results

- Decreased burnout in leading teams
- Improved job satisfaction
- Improved comfort in speaking up about errors
- Improved professional alignment with department leaders
- Improved feeling of a support system





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## Next steps

- Healthcare Worker Wellbeing Community of Practice launch
  - 9-10am 11 October
  - Register interest [here](#)
- Healthcare worker wellbeing initiative 2023-24 EOI
  - Sign up to the Healthcare Worker Wellbeing Centre Newsletter [here](#)





Email: [wellbeingcentre@safercare.vic.gov.au](mailto:wellbeingcentre@safercare.vic.gov.au)

Website: [www.bettersafercare.vic.gov.au/support-and-training/hcw-wellbeing](http://www.bettersafercare.vic.gov.au/support-and-training/hcw-wellbeing)

Newsletter: <https://www.safercare.vic.gov.au/support-training/healthcare-worker-wellbeing-centre/subscribe>

Twitter: @SaferCareVic or @EleanorSawyer20

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# References

1. Dewa CS, Loong D, Bonato S, et al (2017) The relationship between physician burnout and quality of healthcare in terms of safety and acceptability: a systematic review. *BMJ Open*.
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4. Hall LH, Johnson J, Watt I, Tsipa A, O'Connor DB (2016) Healthcare Staff Wellbeing, Burnout, and Patient Safety: A Systematic Review. *PLoS ONE* 11(7): e0159015. doi:10.1371/journal.pone.0159015
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# Questions

**Please type your question in the chat**

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## Get in contact

- Please complete our poll questions that will appear on your screen or in the chat
- These webinars are scheduled on a monthly basis
- To receive MS Teams links to register for future webinars email us: [centresofclinicaexcellence@safercare.vic.gov.au](mailto:centresofclinicaexcellence@safercare.vic.gov.au)
- If you have specific questions relating to the COVID+ Pathways please email the Department of Health at [covid+pathways@health.vic.gov.au](mailto:covid+pathways@health.vic.gov.au)

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## Resources

- [Learning Network webinar recordings and slides](#)
- COVID Clinical Shared Resources SharePoint page - Secure site for sharing, with permission, health service developed COVID-19 resources.
  - To register for access and to share resources contact [centresofclinicaexcellence@safercare.vic.gov.au](mailto:centresofclinicaexcellence@safercare.vic.gov.au)
- [Department of Health COVID-19 clinical guidance and resources](#)