




Session 2

Workforce Challenges

Living with COVID-19 Series
A Guide For General Practice





**In the spirit of reconciliation, HotDoc
acknowledges the Traditional Custodians of
country throughout Australia and their
connections to land, sea and community.**

**We pay our respect to their elders past and
present and extend that respect to all Aboriginal
and Torres Strait Islander peoples today.**

Meet Your Panellists



Riwka Hagen
Director at
*Medical Business
Services*



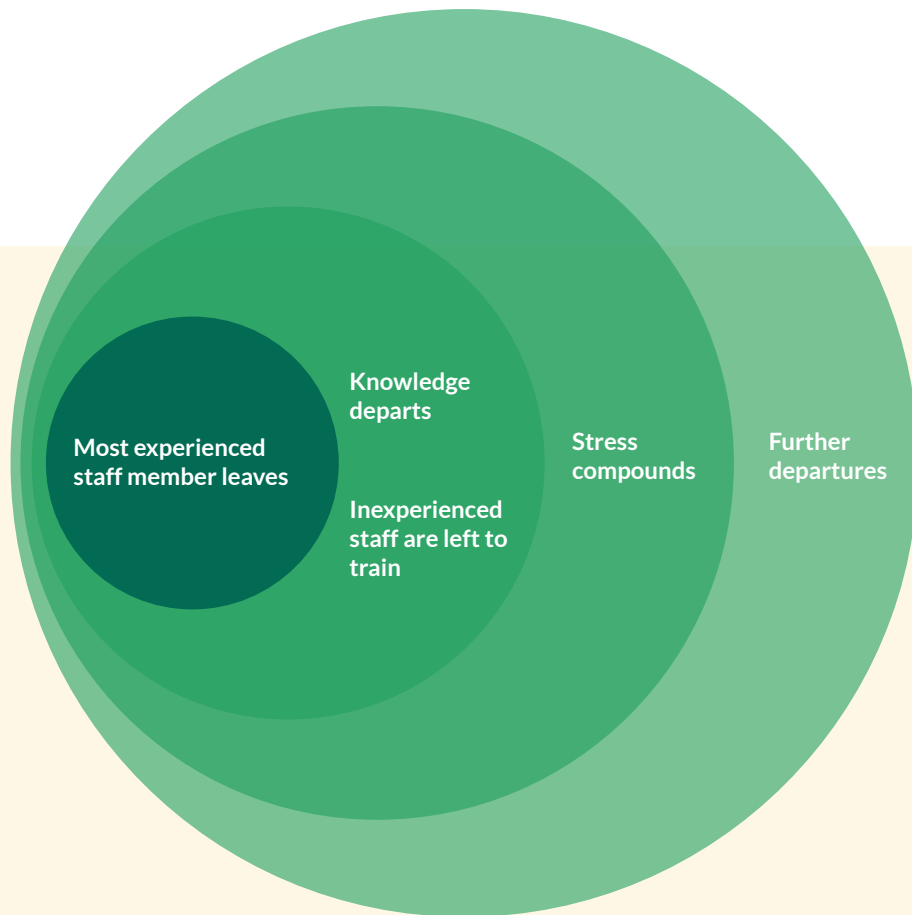
Kim Poyner
Director at
MediCoach



Chris Smeed
CEO &
Co-Founder at
Cubiko

Why COVID-19 is causing staff shortages

- ☐ Recruitment vs Retention of staff - amplified throughout COVID-19
- ☐ Remuneration of nurses
- ☐ Lack of overseas medical graduates due to border restrictions
- ☐ Admin - abuse and burn out
- ☐ Fear. For some, the working environment isn't worth the risk
- ☐ Succession planning
- ☐ The great resignation



Ways your team can increase efficiency for better outcomes

- ☐ Triage
- ☐ Systems of thinking about efficiency (efficiency audit)
- ☐ Training staff to identify areas of improvement
- ☐ Know the numbers - what do the metrics tell you?
- ☐ Design thinking - facilitate brainstorming / creativity
- ☐ Link your business action plan to your business goals & QI activities for Accreditation
- ☐ Use your time to do a smarter task
- ☐ Breaking habits

How to keep your practice running if positions can't be filled

- Looking after yourself first

- Flag staff shortage issues early

- What can you outsource?

- Digital solutions

- What can be delayed? What can be prioritised? Triaging tasks & projects

- Don't be afraid to close the doors when required

- How is a practice marketing itself to attract candidates (website / digital touchpoints)

The importance of recognising burnout in your staff



Look for the physiological signs



Recognising and then actioning



How to best articulate it to the staff member



Creating a safe space to have an open and honest conversation



Identify processes that could be attributing to burn out and make changes ASAP



Overall culture of the practice - could there be a larger problem?

How you can manage burnout for a happier and healthier team

- Conduct a temperature check survey - what do the results show you?
- Perform regular check ins
- Introduce wellness initiatives
- Be flexible and cooperative - where appropriate
- Be transparent
- Offer professional development
- Empathy, empathy, empathy!

DOWNLOAD RESOURCE

- Know the signs of burnout & look out for yourself & your team
- Print & place in your staff area
- The PDF is dropped in the chat & will be available with the recording link



THE 6 SIGNS OF BURNOUT

What to Look Out for in Your Team and Yourself

1 Exhaustion <ul style="list-style-type: none">• Struggle to concentrate• Difficulty sleeping• Forgetfulness	4 Withdrawal <ul style="list-style-type: none">• Reduced communication to the team• Withdrawing from friendships and family• Unwillingness to connect with staff or work activities
2 Pessimism <ul style="list-style-type: none">• Lack of empathy for other staff/patients• Feeling generally negative about work or life• Short temper	5 Frequent Illness <ul style="list-style-type: none">• Increased sick days• Frequently requesting time off• Frequently requesting to leave early
3 Feeling Ineffective <ul style="list-style-type: none">• Falling behind on projects• Working excessively late or coming in early• A drop in job performance	6 Feeling Overwhelmed <ul style="list-style-type: none">• Inability to cope with simple tasks• Feeling like it's all too much• Anxiousness

If you notice any of these symptoms in your team or yourself, speak up.
Create a safe space and have open conversations about how everyone can best support each other through this.

For further information or to see what next steps you can take, visit: blackdoginstitute.org.au or au.reachout.com

A resource by  **HotDoc**

An illustration featuring several diverse characters representing healthcare and community. On the left, a Black female nurse in a green uniform with a stethoscope stands behind a young man with orange hair in a white t-shirt, who is pointing towards the center. Below them is a young woman with blonde hair in a green sweater, also pointing. On the right, an elderly woman with white hair and glasses in a pink shirt stands behind a woman with dark hair in a green nurse's uniform, who is reaching out. Below her is an elderly man in an orange sweater, also reaching out. In the center, there is a logo with two hands holding a green heart, followed by the text 'for the love of Healthcare' in a mix of script and bold sans-serif fonts.

JOIN THE CONVERSATION



Chris, Riwka & Kim will be available to answer any further questions via the **Hot Topic** post in our communities feed.

Join here <https://www.facebook.com/groups/fortheloveofhealthcare>

Q&A

Be sure to register



Session 3

Business Processes & Systems to Safeguard your Practice

LIVE 9th December at 12:30pm AEDT