



Session 2

Workforce Challenges

Living with COVID-19 Series
A Guide For General Practice



The background is an abstract composition of textures. On the left, there is a vibrant green area with a fine, pebbled texture. On the right, there are warm orange and brown tones, also with a textured, marbled appearance. A large, semi-transparent white rectangular area is centered over the image, serving as a backdrop for the text.

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*



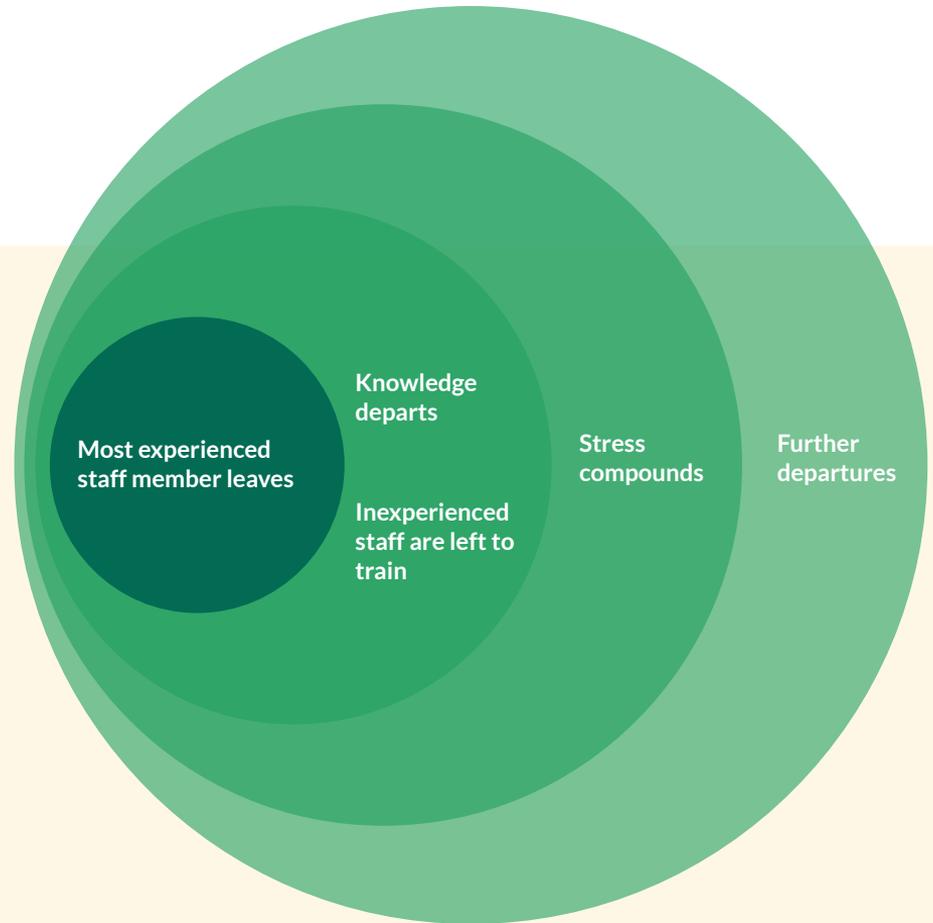
Kim Poyner
Director at
MediCoach



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**
 - Struggle to concentrate
 - Difficulty sleeping
 - Forgetfulness
- 2 Pessimism**
 - Lack of empathy for other staff/patients
 - Feeling generally negative about work or life
 - Short temper
- 3 Feeling Ineffective**
 - Falling behind on projects
 - Working excessively late or coming in early
 - A drop in job performance
- 4 Withdrawal**
 - Reduced communication to the team
 - Withdrawing from friendships and family
 - Unwillingness to connect with staff or work activities
- 5 Frequent Illness**
 - Increased sick days
 - Frequently requesting time off
 - Frequently requesting to leave early
- 6 Feeling Overwhelmed**
 - 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

The background features several stylized illustrations of healthcare professionals and patients. On the left, a Black female nurse in a green uniform with a stethoscope stands next to a young man with red hair in a white t-shirt, who is pointing towards the center. Below them is a young woman with blonde hair in a green uniform. On the right, an elderly woman with white hair and glasses in a pink shirt is being assisted by a Black female nurse in a green uniform. Below the nurse is an elderly man in an orange sweater. The central text and logo are framed by a green border.

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