Parkville Precinct COVID-19 Staff Vaccination Hub

Manager guide and action checklist

Updated 23 February 2021

The Royal Melbourne Hospital

Contents

Overview

This guide has been developed to help managers support their employees to participate in the Royal Melbourne Hospital COVID-19 Vaccination Program, and minimise adverse impacts to service delivery.

NOTE: This document is a guide only, covering common workplace scenarios. Uncertainty also remains regarding some details of the program – as these details become available this guide will be updated.

It addresses the following areas:

- COVID-19 vaccine information
- Roles and responsibilities for you and your team
- Guidance for scheduling your employees into vaccination clinics
- Support, resources and workflows

About The Pfizer/BioNTech* vaccine and the Parkville Precinct COVID-19 Vaccination Program

Consider the following information when preparing your team to participate in the COVID-19 Vaccination Program:

- Participation in the vaccination program is voluntary
  - The Royal Melbourne Hospital wants to ensure that every eligible employees has the opportunity to participate and can make informed decisions. Ideally we would like 100% of our staff vaccinated and protected against COVID-19.
  - (see Phase 1a criteria under *Employee vaccination program eligibility* below).
- Employees will need to attend a vaccination clinic and the Royal Melbourne Hospital is operating a sub-hub at the Royal Melbourne Hospital City Campus.
- Vaccination appointments are 15 minutes, with a further 15 minute observation time
- The vaccine requires two doses, with the second dose delivered as close as possible to 21 days (at least) later
- Vaccine recipients may experience mild to moderate side effects including pain at injection site, fatigue, head ache and/or raised temperature. Symptoms commonly present and resolve within 3 days.
- The vaccine is safe to administer to employees who have previously tested positive to COVID-19, including those with prolonged symptoms. Employees should wait approximately 90 days from initial positive test before receiving the vaccination.

*Note: When other vaccines (such as Oxford-AstraZeneca) are approved and distributed by the government, we will provide further information via RMH Workplace's COVID-19 Information Group and the RMH intranet.

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Employee vaccine eligibility

The Parkville Precinct COVID-19 Staff Vaccination program will be delivered in stages. Only employees that meet the Phase 1a eligibility criteria will be asked to participate in the first stage. Eligibility criteria has been defined by the Commonwealth government, Royal Melbourne Hospital is using to criteria associated with the Clinical Practice Guideline.

Manager action checklist

The checklist below outlines steps required to support employees to complete their vaccination.

Further detail on each action can be found in the following pages.

Action	Details	Completed

Schedule workforce for vaccinations	**To create a 6-week schedule:**
	• Divide eligible employees into <u>three</u> cohorts of
	   o equal number
	   o balanced skill mix*
	• Allocate one third of eligible employees to vaccination appointments to each week 1-3 (day specification at manager discretion)
	• Repeat schedule over weeks 4-6 for second dose (ensuring all employees receive the second vaccination approximately 21[1] days later)
	• Provide the list of employees outlining the 6 week schedule to the COVID-19 Vaccination team via rmh-vaccinationprogram@mh.org.au when this information is requested
	
	Side effects may occur after the second dose in some employees which may result in use of personal leave for 1-2 days, consider maintaining skill mix and availability of backfill
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Monitoring employee bookings	• Ask employees to book an appointment when they receive a registration email to their email address on file[2]. • Please encourage staff to notify you if they have not received an invitation. Please email rmh-vaccinationprogram@mh.org.au if this occurs. • Monitor for any 'new start' employees, as they may not have been included in the dataset uploaded into the COVID-19 Vaccination Management Software, please email rmh-vaccinationprogram@mh.org.au if this occurs	☐ ☐ ☐

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[1] Exact day preferred; however it is acceptable to schedule +/- 2 days maximum
[2] This is from vaccinations after 8th March 2021

Monitor updates and track vaccination rates	• <u>Stay informed and pass on messages to employees</u> • Record vaccination-related personal leave via RosterOn with code, this will be updated later. • COVID vaccination reporting system is currently being reviewed by Department of Health	☐ ☐ ☐

Roles and responsibilities

Managers:
• Assisting and encouraging your team to access the COVID-19 vaccinations
• Scheduling and rostering around employee vaccinations
• Staying informed with regular staff updates, RMH Workplace's COVID-19 Information group, all staff forums, manager updates and sharing information with your team
• Tracking vaccination uptake and any vaccination-related personal leave for your team

Employees:
• Making an informed decision about participating
• Booking and attending vaccination appointments
• Notifying managers of the appointment time and day as soon as possible
• Reporting side effects through <u>SAEFVIC</u> and to their manager
• Ensuring they have not had any other vaccination for:
  o 2 weeks preceding receipt of the COVID-19 vaccine.
  o During the 3 weeks between the 2 doses and
  o During the 2 weeks post receipt of the last dose

Communicating with your team

Managers should support their employees to make informed decisions about participating in the COVID-19 vaccination program by:
• Encouraging attendance at (or view the recordings of) employee forums
• Sharing information using team meetings, emails, and posters
• Echoing key messages from employee forums, Chief Executive updates, manager update
• Promoting the available support services to employees such as the COVID-19 wellbeing service and, the vaccination email rmh-vaccinationprogram@mh.org.au for any vaccination related questions
• Personally encouraging your team members to get the vaccine

Processes for managing employees who decline the vaccination or receive the vaccination elsewhere will be provided in due course (subject to Commonwealth and State direction).

All up-to-date information on the Parkville Precinct COVID-19 Staff Vaccination Program including FAQs, factsheets, and key messages will be available on the <u>RMH Workplace's COVID-19 Information Group</u> and the <u>RMH intranet</u>.

Who is eligible to get the vaccine first, and why?

The Royal Melbourne Hospital is working within government guidelines to identify high-risk, priority employees for vaccination. For success of the national immunisation effort, we must ensure our highest risk employees are given first access to a COVID-19 vaccine.

This means employees who are most likely to be potentially directly exposed to COVID-19, in any role, will be vaccinated in order of actual risk. This also means that employees may be vaccinated at a later or earlier date than other members of their team. Everyone will have an opportunity to be vaccinated, so please encourage employees to be patient.

For any questions relating to eligibility, please email rmh-vaccinationprogram@mh.org.au or visit the RMH Workplace's COVID-19 Information Group.
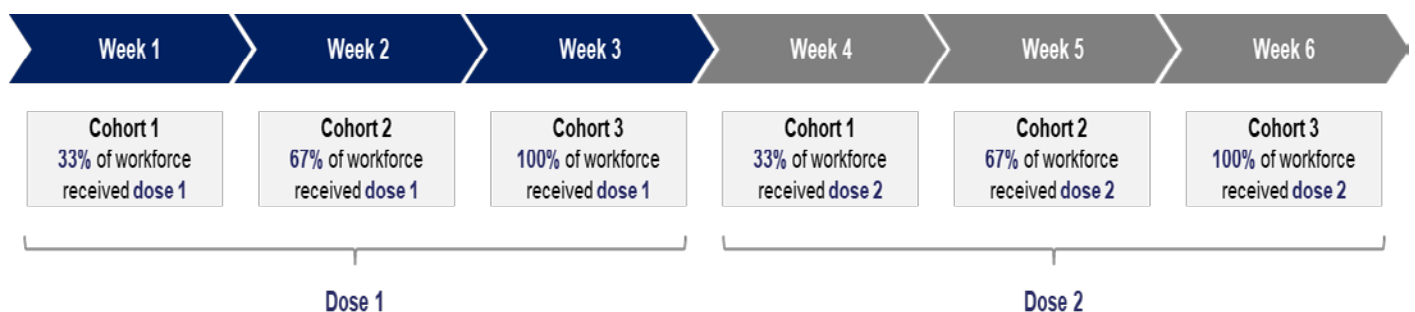
Key messages for staff

- Frontline healthcare workers are one of the highest risk groups for contracting COVID-19.
- Vaccination is the best way to protect yourself, your loved ones, our patients and the community.
- While vaccination is not mandatory, healthcare workers play a unique and critical role in keeping vulnerable people safe from this virus: It is important that you consider information from credible medical sources when making your choice.
- The Pfizer/BioNTech COVID-19 vaccine has been developed based on decades of research and global experience. It has been cleared for use by the Therapeutic Goods Administration through the same rigorous approval process as other vaccines approved for use in Australia.
- Getting vaccinated against COVID-19 is supported by the Chief Health Officer, the World Health Organisation, and other leading medical bodies dedicated to global health.

Scheduling your workforce for vaccinations

The scheduling of vaccination appointments across your workforce needs to be managed by consulting with employees. Side effects may occur in a proportion of employees who receive the vaccine. Careful scheduling will help your area if employees are unable to work due to side effects. You'll need to maintain an adequate skill mix to minimise impact to service delivery.

Cohort approach – scheduling employees

The cohort approach below is recommended to accommodate potential workforce impacts due to adverse responses to the vaccine (i.e. unplanned personal leave).

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6
Cohort 1 33% of workforce received dose 1	Cohort 2 67% of workforce received dose 1	Cohort 3 100% of workforce received dose 1	Cohort 1 33% of workforce received dose 2	Cohort 2 67% of workforce received dose 2	Cohort 3 100% of workforce received dose 2

Dose 1 — Dose 2

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To complete this process, you will need to:

- Review your roster and other employees that work in your department (e.g. support staff) that are eligible to receive the vaccine in the current phase of the vaccine program (as per Phase 1a criteria in the employee vaccination program eligibility section above)
- Engage and inform employees about the Parkville Precinct COVID-19 Staff Vaccination Program
- Allocate employees to a designated week for their vaccinations while ensuring skill mix is maintained and cover or backfill is available. In designing the schedule attempt to meet employee requests and minimise potential impact on service delivery, this may include specifying individual days if appropriate
- Inform all participating employees of their allocated vaccination weeks and days if applicable

Steps required to complete the vaccination program and ongoing support

1. Prior to COVID-19 vaccination

- Employees stay informed
- Employees will receive notification from their manager to inform them when they are due to receive the vaccine based on prioritisation lists which will be communicated
- Employees book into a vaccination clinic as agreed by their manager, completing all required fields for registration on the COVID-19 Vaccination Management System *(please note that for week 1, online booking system will be sent out email)*
- Employees receive automated confirmation and reminder notifications (via email) with appointment time and location details
- If an employee is unable to attend their vaccination appointment, they should notify their manager and inform rmh-vaccinationprogram@mh.org.au

2. COVID-19 vaccination day

- Employees will attend the Parkville Precinct COVID-19 Staff Vaccination Hub located at the Royal Melbourne Hospital's function centre, ground floor.
- Potential reactions are discussed as part of the vaccination procedure
- Employees experiencing mild adverse effects following their vaccination must update the COVID-19 Vaccination Management System, which will report side effects to SAEFVIC.
- The SAEFVIC Vaccination Hotline will assess, report and refer to Royal Melbourne Hospital Infection Prevention Surveillance Service (IPSS) as appropriate.

3. Following the COVID-19 vaccination

- Record vaccination-related personal leave appropriately in RosterOn to the employees home cost centre (code to follow)
- Managers will be able to monitor vaccination, declaration and declination rates once the report is made available

Employee Illness

- As per routine guidelines, employees must not come to work if they are unwell, however, mild side effects from a recent vaccination may not stop employees from working.

- If an unwell employee is well enough to work from home, and their job enables them to, this may be an option. Otherwise, they are to take personal leave and notify their manager if unable to work.
- If they suspect they have COVID-19 or their symptoms last longer than 48 hours post COVID-19 vaccine, employees should get tested immediately.

Advice and Support

- If you or your employees have queries or concerns relating to the Parkville Precinct COVID-19 Staff Vaccination Program, there is support available. In the first instance, refer to the RMH's Workplace COVID-19 Information Group or the RMH intranet, these sites are regularly updated or email rmh-vaccinationprogram@mh.org.au
- While moderate to severe adverse effects are uncommon and severe allergic reactions even less so (<1 in 100,000 of vaccinated patients), an Allergy Clinic is being established that will liaise with SAEFVIC

Acknowledgement: This document has been adapted with kind permission from Western Health.

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300 Grattan Street
Parkville VIC 3050 Australia

thermh.org.au

ABN 73 802 706 972

PREPARED BY: Sarah Maher
CONTCT: Leah Blyth (Project Lead)
T: 0407358994
E: leah.blyth@mh.org.au / sarah.maher@mh.org.au