

# EV's Response to COVID-19

June 2020

By Stakeholders

Stakeholder Group	Detail	EV's Response
All Stakeholders	Risk Management	Development of pandemic risk matrix
Supervisors	Workshops	Online delivery with webinars, activities and video conferencing Modification of F2F program to suit online environment
	Administration	Greater flexibility provided and extended timelines
	Support	Webinars <ul style="list-style-type: none"> <li>Supervising registrars while doing telehealth</li> <li>Assessing your registrar's progress: ECTVs in the time of COVID</li> </ul> Development of EV COVID-19 FAQ Zoom Orientation and Etiquette Guidelines developed
GPs in training (AGPT and PEP)	Workshops	Delivery online with video conferencing, modules and other activities Altered program to provide more flexibility
	Online Learning	Modification of existing online modules to suit changing user needs Development of new online resources
	ECT Visits and WBA	Moved to video conferencing
	Support	Implemented COVID-19 Registrar Support Program Developed EV COVID-19 FAQ
	Registrar Liaison	Consultation with Registrar Liaison Officers relating to registrar circumstances, training and practice considerations.
Rural Cluster Group	Continuing via video-conferencing	
Practices	Accreditation	Transition to phone and virtual Accreditation visits to ensure EV practices remain accredited
	Administration	Greater flexibility provided and extended timelines
	Workshops	Online delivery
	Support	Development of EV COVID-19 FAQ Practice Manager PD and support on self-care and mental health across the region PM Connect (Metro) moved to virtual networking sessions
Medical Educators (see also Staff)	ECT Visits and WBA	Moved to video conferencing
	TA contacts	All occurring by video conferencing or phone
	Workshops	Delivery online with video conferencing, modules and other activities Altered program to provide more flexibility to registrars
Staff	Office Closure	WFH supported by management and enabled using technology including relevant equipment, software communication systems and IT support
	Meetings	Held using Zoom and Teams Increased number of planned meetings
	Health and Safety	Managers regularly checking in on staff Regular COVID-19 staff updates distributed Organisation Updates via video conference Virtual EV Social Club launched Existing Benestar staff support program promoted Ergonomic checks and First Aid Kits offered HR support available

By Function

Area	Detail	EV's Response
Aboriginal Health Program	Workshops	Moved to online delivery
Quality Assurance	Workshops	Verbal capture of registrar evaluations
	Program Evaluation	Revised timeframe
Technology	Connectivity	Greater reliance on video conferencing equipment Increased number of EV IT assets purchased Internal use of Office 365 Teams VPN reliance increased
Communication	Stakeholders and Staff	Increased level of communications about changing environment and impact on training Development of EV COVID-19 FAQ Regular COVID-19 communiques distributed Website and Intranet content developed on COVID-19 Greater emphasis and usage of Intranet and Teams
Customer Service	Phones	Calls through main Switchboard diverted to central mobile Staff dealing with stakeholders provided with EV mobile phone
Selection	EV Interviews	Moved to video conference format Increased resourcing required over longer timeframe Greater reliance on technology More comprehensive planning and testing required Communication with applicants regarding video conferencing process